

AUDIENCE

This document is for TAG Customers.

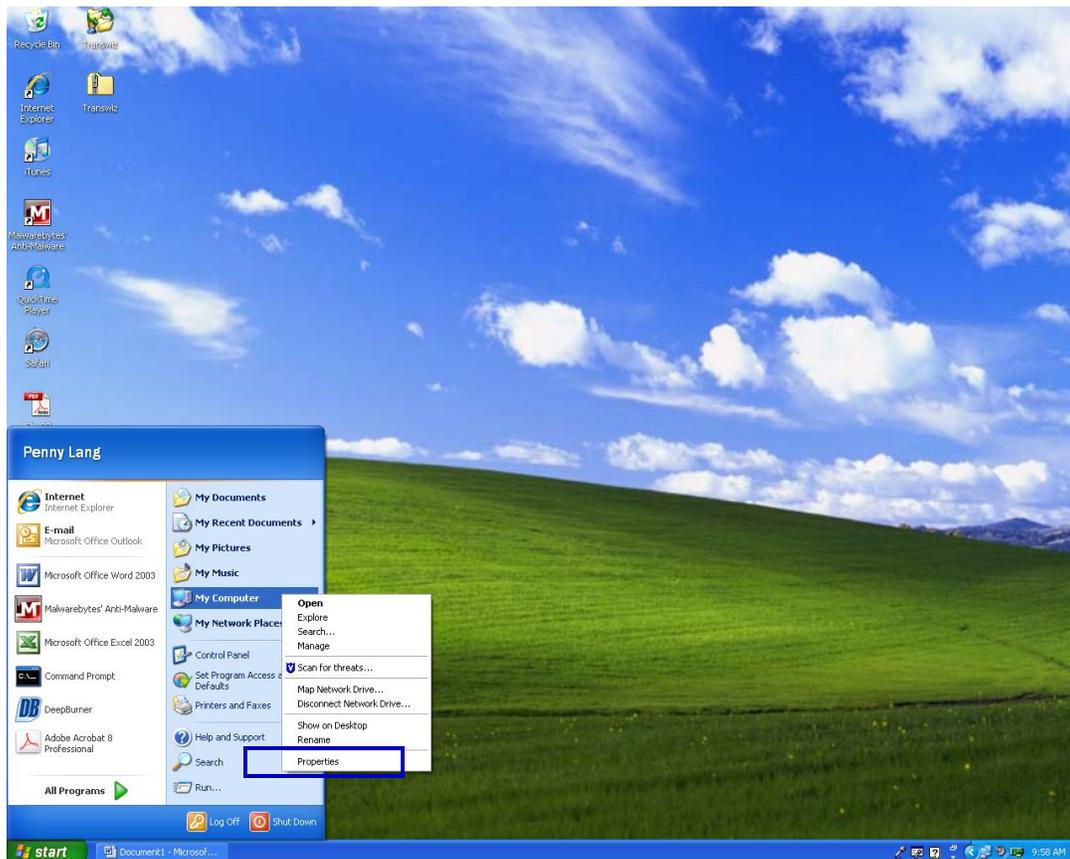
UPDATING WINDOWS XP FOR HELPDESK CUSTOMERS

Microsoft has announced that Windows XP Service Pack 2 will no longer be supported. It is imperative that all XP systems be at the most current service pack. Updating your computer will help to keep the university network safe and your computer patched.

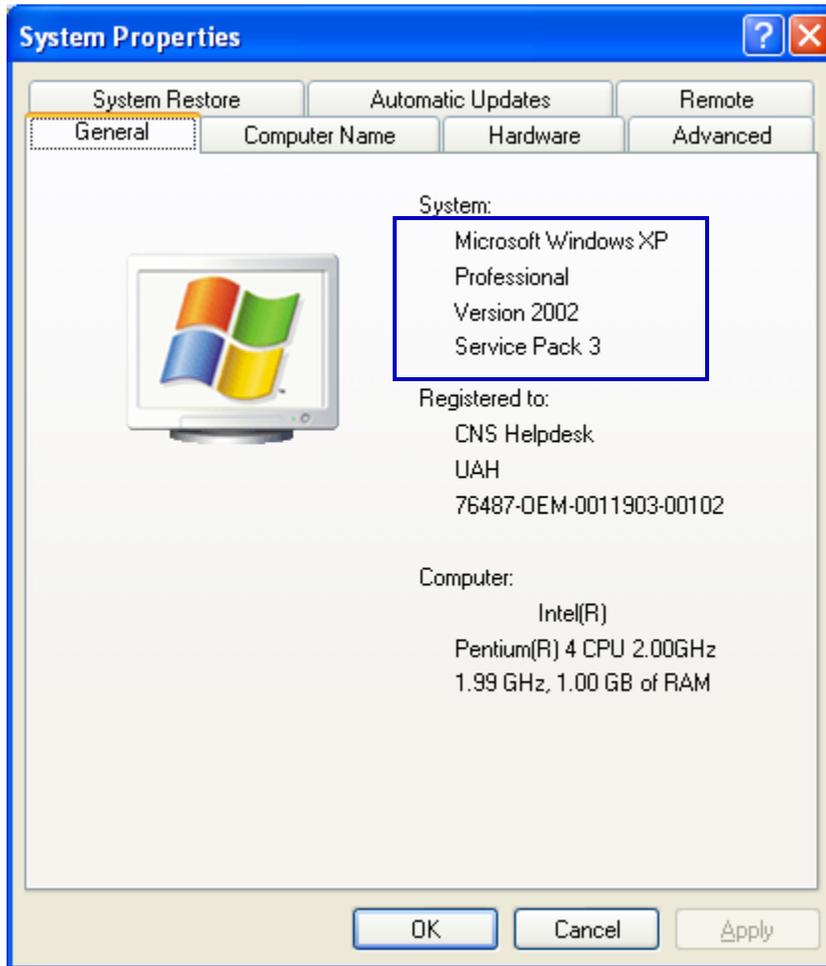
CHECKING FOR THE CURRENT VERSION

Use the following steps to check to see if your computer is on Service Pack 3.

1. Right click on your My Computer icon, either on your desktop or on your start menu. Click on Properties.



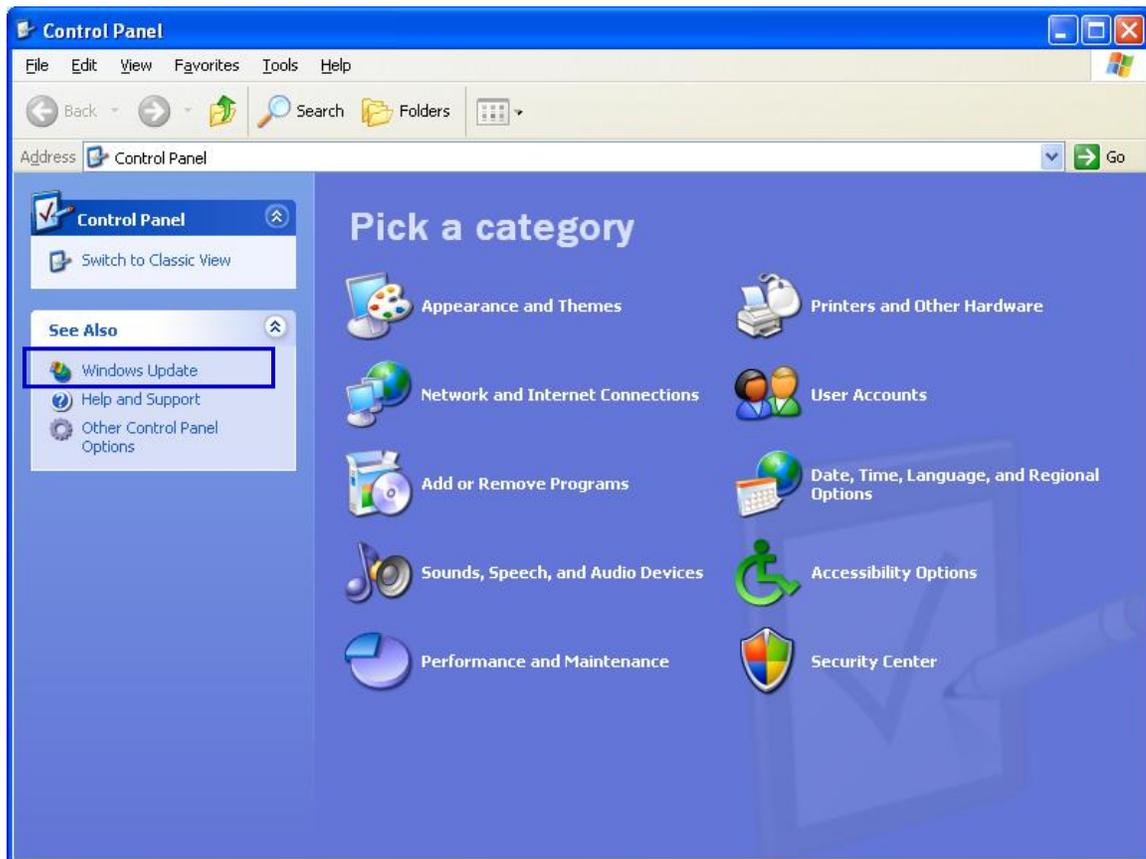
2. The information under System: shows what your computer is running. If it does not state Microsoft Windows XP Professional, Version 2002, Service Pack 3, you will need to run a Windows update.



RUNNING A WINDOWS UPDATE

Use the following steps to update your computer to the most current service pack.

1. Click on Start and select Control Panel. In the resulting window, select Windows Update.

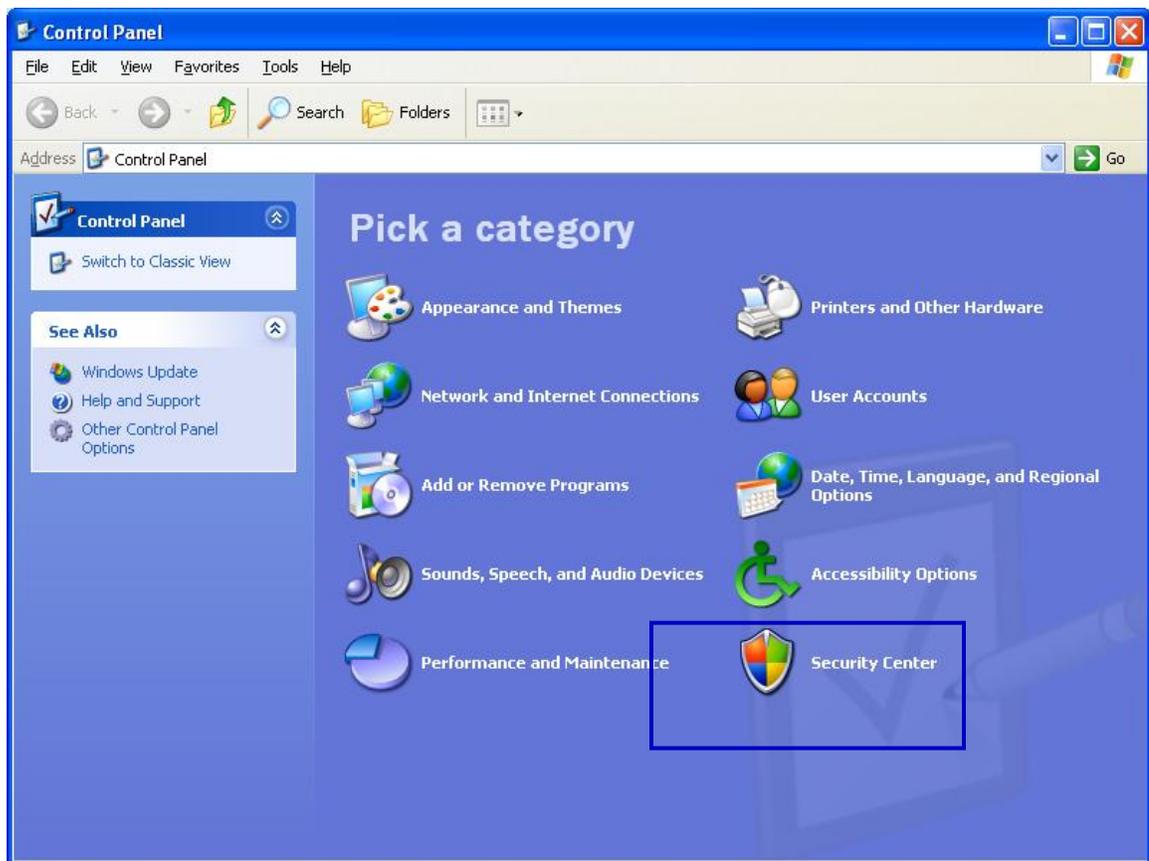


2. The Microsoft Update website will launch. Follow the on-line instructions for downloading and installing the updates required.

SETTING YOUR COMPUTER TO AUTOMATICALLY UPDATE

Use the following steps to ensure that your computer updates automatically.

1. Click on Start and select Control Panel. In the resulting window, select Security Center.



2. Click on Automatic Updates.



3. Select the radio button next to Automatic. Accept the default of Every day and select a time that your computer is not logged off or shut down. Click OK.

