

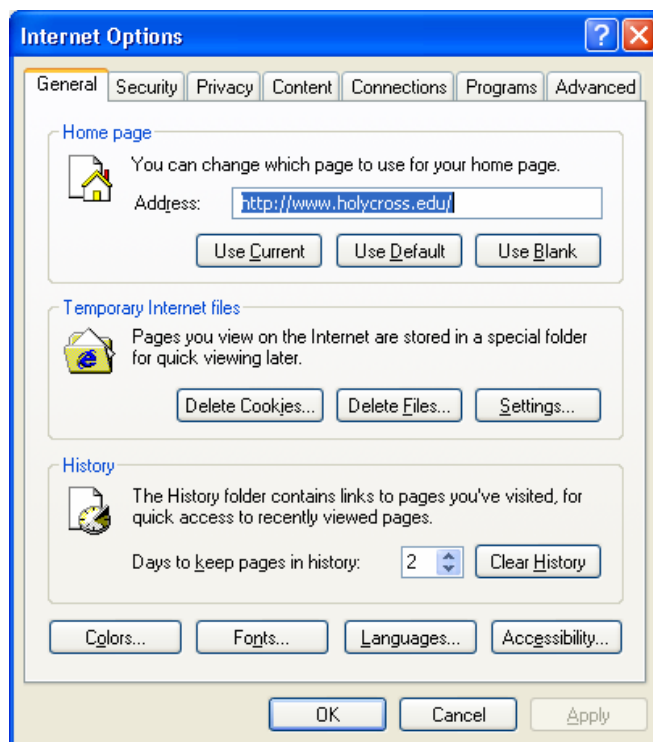
# Windows XP and Office SP Update Detailed Instructions

## Step 1 – Delete your Internet Explorer cache and cookies

By removing these temporary files you will speed the completion of the steps that follow.

1. Double click on Internet Explorer on the desktop.
2. On the menu bar, click Tools, select Internet Options.
3. In the Home page section, make sure the Address <http://www.holycross.edu/> , is your home page.
4. In the Temporary Internet files section, click Delete Cookies
5. Click Delete Files, on the confirmation screen place a click Delete all of line content, then click OK.. Remember, you are only deleting temporary files.
6. In the History section, you can change the days to keep pages you've visited in history. Your history is kept in the drop down list on the address bar. Click the up or down arrow to set the number of days you want to keep. Then click Clear History, to remove all websites currently in your history.
7. Click OK.

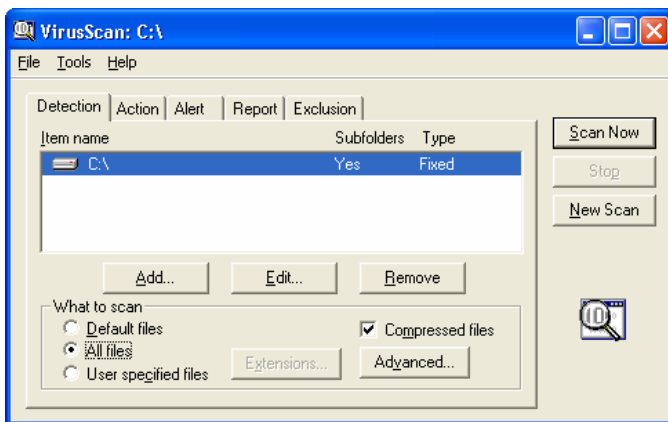
Example:



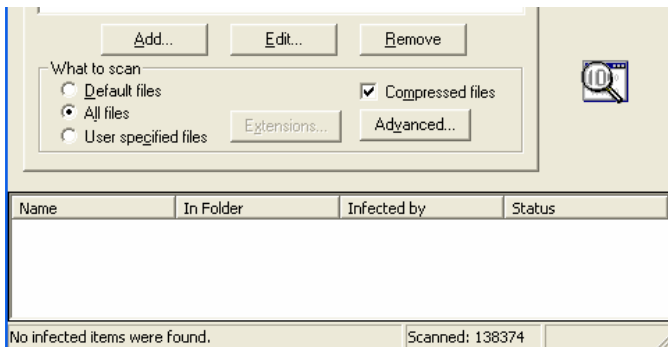
## Step 2A – Running McAfee Virus Scan for Windows XP

College owned PC's and laptops and those purchased from the Bookstore can run the McAfee virus scan. If students brought a PC or laptop from home with existing virus scan software, please run that. If you do not have virus scan software you can download and install a trial version of AVG Anti-Virus. See step 2B for details on downloading, installing and running the AVG virus scan.

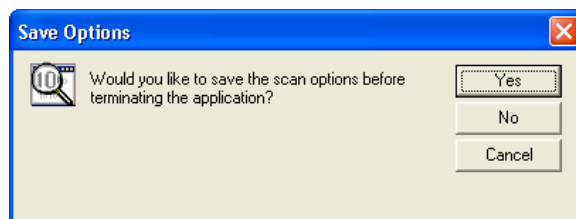
1. Click on the Start button, lower left corner of screen.
2. Scroll to Programs, Network Associates, Virus Scan.
3. The Detection tab window is displayed. The Item name should be C:\; this is the drive that will be scanned.
4. In the What to scan section, click the radio button for All files, click Scan Now button, (this will take several minutes).



5. If any infected files were found, click the Remove button. If no infected files were found, click the X in the right corner of the window to close out of the virus scan.



6. The Save Options dialogue box is displayed, click No to save the scan options.



*Note: While the virus scan is running, you can minimize the window and continue to use your pc.*

## Step 2B - AVG Anti-Virus Instructions for Installing and Running Virus Scan

AVG Anti-Virus should only be installed on non-College owned or purchased computers that do not currently have any virus protection software. Installing AVG Anti-Virus on a computer with virus protection installed already can caused major conflicts.

1. Click the download AVG Anti-Virus link  
([http://www.holycross.edu/departments/its/helpdesk/avg70t\\_271a363.exe](http://www.holycross.edu/departments/its/helpdesk/avg70t_271a363.exe)).
2. Click Open on the File Download window. This will automatically open the installer.
3. Ensure that English is selected as the default language on the Welcome screen and click Next.
4. Choose Accept on the license agreement screen.
5. Ensure that Standard installation is selected on the select installation type screen and click Next.
6. Click Next on the personalize AVG screen.
7. Click Finish to begin the installation.
8. Click Ok when installation is complete. This will open the AVG Virus Scanner to the First Run window. This will allow you to configure the software. If your computer requires a reboot the AVG Virus Scanner will open automatically when computer starts.
9. Click Next on the congratulations screen.
10. Click Run update on the update screen.
11. Click Internet on the update location screen. This will open the AVG update file download screen.
12. Click Update on the update selection screen.
13. Click OK on the update successful screen.
14. Click Next on the update screen.
15. Click Next on the create rescue screen.
16. Click Scan the computer on the computer scan screen. AVG will now scan your computer for viruses. The amount of time the scan takes will depend on the number of files on your computer.

### Step 3 – Ad-Aware and Spybot Instructions for Installing and Running

If your computer is infected with spyware or adware the Windows XP update could cause problems with your computer. Spyware and adware can also cause your computer to run slowly and cause large amounts of network traffic. Spyware and adware is prevalent on the Internet and can be installed on your system without your knowledge. We recommend that you run these scans weekly. After you run Ad-Aware please run Spybot. Although these are both very good cleaning programs one alone will not always clean everything

#### Ad-Aware

1. Click the download Ad-Aware link (<http://www.holycross.edu/departments/its/helpdesk/aaw6.exe>).
2. Click Open on the File Download window. This will automatically open the installer.
3. When the installation wizard opens, follow the prompts, always accepting the defaults, until you see a progress bar appear. This will signify that installation is underway.
4. After the installation is complete, click Finish.
5. Double click the Ad-Aware 6.0 icon on your desktop.
6. Click on the check for updates now link. Click connect and install any updates that are available. Click OK. Click Finish. It will bring you back to the previous screen.
7. In the Ad-Aware menu, click the Scan Now button to the left.
8. Click Next, which will begin a scan of the computer. The amount of time the scan takes will depend on the number of files on your computer.
9. Once the scan is complete, click Next. A Scanning Results window with check boxes will open. Ensure that all boxes are all checked. Right click on the list and choose Select all objects from the menu and click Next
10. You will receive a notification of the number of objects cleaned. Click OK to confirm the removal of the objects and close out of Ad-Aware 6.0.

#### Spybot Search and Destroy

1. Click the download Spybot link  
<http://www.holycross.edu/departments/its/helpdesk/spybotsd13.exe>).
2. Click Open when prompted
3. Click OK for the setup default language (English).
4. Click Next to the Welcome to the Spybot-Search & Destroy Setup Wizard.
5. Click I accept the agreement and click Next.
6. Click Next on the Destination screen.
7. Click Next for the full installation on the Select Components screen.
8. Click Next to place a shortcut in the Start-Up Menu.
9. For the Select Additional Tasks click Next.
10. Click Install.
11. Click Finish which will open Spybot.
12. You will be prompted to create a backup registry, this is not necessary; however, should spyware destroy some of your original settings, Spybot may be able to restore them from this backup. Click Create registry backup, click Next.
13. Click search for updates.
14. Click download all available updates then click Next.
15. Click immunize this system then click Next.
16. Click start using the program.
17. Click Search & Destroy.

18. Click check for problems.
19. After the scan is completed, all infected files will be in RED, make sure the items are checked, click Fix Selected Problems button.
20. Click Yes when asked You are about to remove the checked items. Do you wish to continue?
21. Click OK on confirmation screen.
22. Click the X in the upper right corner to close out of the program.

## Step 4 – Saving Documents

The network is generally the best place to save your files. In event that there are problems with your computer, files on your hard drive may not be retrievable.

The easiest way to move files in Windows XP is to use the Explorer panel. To open the panel, Right Click on the Start button and click Explore.

You will see a list on the left hand side of all available drives (for example A; C; D; F; M; P). On the right, you will see the contents of the highlighted drive. Use the + and – buttons on the left to expand and collapse the contents of your drives.

1. Create a folder on your P drive named Backup.
  - a. Highlight your P drive on the left
  - b. Click File; New; Folder
  - c. Type backup in place of the highlighted words “New Folder” on the right
2. Locate the files you have saved on your C drive.
  - a. Look in My Documents by highlighting that folder on the left.
3. Select the files you want to save on the right.
  - a. To copy a select number of files at once, click on each file name while holding the Control key down.
  - b. To copy the entire list of files at once, click the first file name in the list, hold down the Shift key and click on the last file name in the list.
4. Once everything you want to save is highlighted, click Edit; Copy.
5. Go back to your P drive by highlighting it on the left.
6. Click on the Backup folder you created in step 1 and click Edit, Paste.

Repeat steps 2 through 6 for any additional files that you have saved on your C drive.

## Step 5 – Installing and Configuring Windows XP Service Pack 2

Please **do not** have any other programs open/running while you are downloading/installation process.

1. Open Internet Explorer, go to the Updating Windows XP and Office XP web page at: [http://www.holycross.edu/departments/its/helpdesk/hd\\_WindowsXP\\_Updates.htm](http://www.holycross.edu/departments/its/helpdesk/hd_WindowsXP_Updates.htm).
2. Scroll to the bottom on the page to the Download and install the Windows XP Service Pack 2 section, click on download Service Pack 2 link to install.
3. The File Download window is displayed; click Open to start the installation process (this will take several minutes).
4. Click Next on the Welcome to the Windows Service Pack 2 Setup Wizard window.
5. Click I Agree radio button to accept the license agreement, click Next.
6. Click Next on the Select Options window, the system is searching for necessary space to back up files, (this will take several minutes). After the setup wizard is completed, click Finish.
7. Your pc will automatically reboot.
8. At the Help Protect your PC window, click the radio button for Help Protect my PC by turning on Automatic Updates now, click Next.
9. This will bring you to the Novell login window, log in.
10. In the Security Center window, in the Resources box (left side), click Change the way security center alerts me, uncheck all three boxes. Click OK.
11. In the Manage security settings for, click on the link for Windows firewall.
12. Faculty and Staff: Click the Off (not recommended) radio button as there may be conflicts with College applications, click OK.  
Students: You can choose whether to leave the firewall on or turn it off. If the firewall is turned on it could cause problems with internet based games and with file sharing programs.
13. Scroll to the bottom of screen, click on Automatic Updates link.
14. Click radio button, Notify me but don't automatically download or install, click OK.
15. If it tells you that the virus protection software is out of date, you should update it as soon as this process is completed.
16. Click on the X in the upper right corner of the screen to close out.
17. Reboot pc and login.

## Step 6 – Installing Office Service Pack 3

1. Scroll to the bottom on the page to the Download and install the Windows XP Service Pack 3 section, click on [download Office XP Service Pack 3](#) link to install. Be patient, this may take awhile to run.
2. Click Run on the Security Warning window, (this will take several minutes).
3. Do you want to run this software? window, click Run.
4. Do you want to install this update? click Yes.
5. Click Yes to the license agreement.
6. If you are prompted for your Office XP CD click browse, select F:, select Office XP, click OK, click OK again.
7. The update was applied successfully, click OK.
8. Reboot your pc and login.
9. Open Internet Explorer, go back to the Updating Windows XP and Office XP web page at: [http://www.holycross.edu/departments/its/helpdesk/hd\\_WindowsXP\\_Updates.htm](http://www.holycross.edu/departments/its/helpdesk/hd_WindowsXP_Updates.htm).
10. Scroll to the bottom on the page to the Download and install the Windows XP Service Pack 3 section, click on [OfficeXP KB832332 update](#) link to install.
11. Do you want to run or save this file? Click Run.
12. Do you want to run this software? Click Run.
13. Do you want to install this update? Click Yes.
14. If you are prompted for your Office XP CD click browse, select F:, select Office XP, click OK, click OK again.
15. Click Yes to the license agreement.
16. If you get a window asking for a location to place extracted files, click Browse, select the temp folder (C drive), click OK, click OK again.
17. Minimize IE, open My Computer, open the C drive, open the temp folder, right click on SHAREDff.msp, click Apply, click OK.
18. Open Internet Explorer, go back to the Updating Windows XP and Office XP web page at: [http://www.holycross.edu/departments/its/helpdesk/hd\\_WindowsXP\\_Updates.htm](http://www.holycross.edu/departments/its/helpdesk/hd_WindowsXP_Updates.htm).
19. Scroll to the bottom on the page to the Download and install the Windows XP Service Pack 3 section, click on [OfficeXP KB873379 update](#) link to install.
20. Do you want to run or save this file? Click Run.
21. Do you want to run this software? window, click Run.
22. Do you want to install this update? click Yes.
23. Click Yes to the license agreement.
24. If you are prompted for your Office XP CD click browse, select F:, select Office XP, click OK, click OK again.
25. The update was applied successfully, click OK.
26. Open Internet Explorer, go back to the Updating Windows XP and Office XP web page at: [http://www.holycross.edu/departments/its/helpdesk/hd\\_WindowsXP\\_Updates.htm](http://www.holycross.edu/departments/its/helpdesk/hd_WindowsXP_Updates.htm).
27. Scroll to the bottom on the page to the Download and install the Windows XP Service Pack 3 section, click on [OfficeXP KB833858 update](#) link to install.
28. Do you want to run or save this file? Click Run.
29. Do you want to run this software? window, click Run.
30. Do you want to install this update? click Yes.
31. Click Yes to the license agreement.
32. If you are prompted for your Office XP CD click browse, select F:, select Office XP, click OK, click OK again.

33. If you get a window asking for a location to place extracted files, click Browse, select the temp folder (C drive), click OK, click OK again.
34. Minimize IE, open My Computer, open the C drive, open the temp folder, right click on VSDEBUGff.msp, click Apply, click OK.
35. The update was applied successfully, click OK.