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Microsoft Windows XP Service Pack 1 on Compaq Evo Notebooks

Abstract: This document focuses on the testing and support provided by Compaq for Microsoft Windows XP Professional and Service Pack 1 on Compaq *Evo* Notebook products.

Service Pack 1 (SP1) is the latest and most comprehensive update available for Microsoft® Windows XP Professional. SP1 is not considered a required upgrade; we recommend that each customer review SP1's documentation, and then determine whether to deploy SP1 based on individual company needs.

This document is intended for Compaq personnel and customers needing information on Microsoft Windows XP Professional and Service Pack 1 on Compaq *Evo* notebook products, and applicable programs on selected Compaq products.

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Introduction

For years, Compaq has remained committed to supporting our customer's operating system needs. As new operating systems and service packs are introduced, Compaq engineering teams perform testing to verify compatibility on Compaq products. This allows our customers the pick the operating system and service pack which best suits their computing environment.

Compaq is committed to maintaining stability and consistency across commercial product lines. Since SP1 is not a required upgrade, Compaq recommends that each customer review the SP1 documentation and decide whether to deploy SP1 based on individual company needs. Compaq is dedicated to providing customers who may choose to deploy SP1 with a smooth transition by ensuring that SP1 is tested across a variety of configurations for the Evo notebook systems.

This white paper provides a list of tested products and, where applicable, known anomalies when using SP1.

Tested Systems

Systems on which Windows XP with Service Pack 1 have been tested include:

- Notebooks
 - Evo Notebook N1005
 - Evo Notebook N1000
 - Evo Notebook N800
 - Evo Notebook N610c
 - Evo Notebook N600c
 - Evo Notebook N410c
 - Evo Notebook N400c
 - Evo Notebook N200
 - Evo Notebook N180
 - Evo Notebook N160
 - Evo Notebook N115
 - Armada M700
 - Armada M300
 - Armada E500

Installation tips for Service Pack 1

When installing Service Pack 1, Compaq recommends the following considerations be made:

- If you have sufficient Hard Drive space we recommend that you accept the option to "Backup files necessary to uninstall this Service Pack at a later time" during the SP1 installation.

Known Anomalies

Roxio Easy CD Creator

Anomaly:

Roxio Easy CD Creator V5.30 B might hang during file copy.

Description:

After full format CD-RW/CD-R media under Direct CD, or insert formatted CD, then copy data that is over 60mb, MP3, or AVI files to the formatted media. The process never finishes and copy process will hang.

Systems Affected:

All Evo notebooks using Roxio Easy CD Creator V5.30 B or earlier

Resolution:

This issue is not seen after applying the SP update available on the Roxio website at www.roxio.com.

Intervideo WinDVD

Anomaly:

WinDVD option is either removed or not functional from the autoplay menu after adjusting the Default media player setting in the Set Program Access and Defaults interface.

Description:

Normally, when a movie is inserted into the DVD drive, an autoplay menu appears asking the user to choose which player to use, such as Media Player, WinDVD, or other installed third party media playback software (such as RealPlayer). Windows Media Player becomes the default player if the default access is set to all Microsoft programs. Subsequently, the autoplay menu appears and either the WinDVD option is no longer available or does not function as expected. This issue also may occur with other third party media playback software.

Systems Affected:

All Evo notebooks using WinDVD or other third party media playback software

Resolution:

Open WinDVD, select Properties, go to the General tab, go to Player Settings and enable the check box for Auto play. When a DVD movie is placed in the drive, the WinDVD option should return and be functional.

Device Manager

Anomaly:

Devices cannot be disabled through Device Manager.

Description:

When performing a clean install of Windows XP on some systems, an error message will be displayed when attempting to disable devices in Device Manager.

Systems Affected:

Evo Notebook N410c and N610c models

Resolution:

There is currently no resolution for this issue. It is currently under investigation.

Wireless Networks

Anomaly:

Wireless Network behavior is different.

Description:

Several changes with Wireless Local Area Networking can be observed after applying SP1.

- The authentication tab has moved from the WLAN adapter properties page to the WLAN network profile properties page.
- WEP Key indexing range has changed from 0 through 3 to 1 through 4 when SP1 is applied.
- The interface for entering WEP keys has changed. When WEP keys are entered, the characters are masked and must be entered twice.

Systems Affected:

All models with WLAN adapters.

UPDATES IN SP1

Summary:

Service Pack 1 (SP1) is a collection of updates that improve the performance of Windows XP. The main areas addressed by SP1 are:

- Application and hardware compatibility
- Operating system reliability
- Security, including the latest updates for known Windows XP security issues

For more information regarding specific fixes in Service Pack 1, reference:
<http://support.microsoft.com/support/ServicePacks/Windows/XP/SP1FixList.asp>

INSTALLATION GUIDE

System Requirements

- **Operating System.**
Windows XP Professional
- **Disk Space.**
The recommended space requirements depend on whether you install the Service Pack from the CD or from Microsoft's Web site. The Web download requires additional space to store the files which are normally stored on the Service Pack CD. For details see Space Requirements for the Service Pack listed in the htm file on the Windows XP SP1 CD or SP1 stand alone CD.

Check and Upgrade BIOS

Note: Upgrade your BIOS before installing Windows XP.

1. Start your system using the current operating system. (See Appendix A for instructions if no OS is installed.)
2. Check for Current BIOS using either:
 - Computer Setup
 - Simultaneously pressing Function + ESC after the Operating System is booted
3. Cross check the revision described in the previous step with the release listed in Table 1 and on the Compaq Web site for your computer model and system BIOS.
4. Download the newer version and follow the instructions to install the new System ROM BIOS.

Table 1 lists the minimum versions of ROM, available as of the publication of this white paper. Check the Compaq Web site for the latest complete list of available software updates.

IMPORTANT: System ROM BIOS should be updated with the latest ROMPaq version compatible with Microsoft Windows XP SP 1. Previous versions may produce anomalies.

Table 1. Compaq SoftPaqs for Microsoft Windows XP

Model	ROM Family (if applicable)	ROM Version
Evo N1005	-	F.02
Evo N1000	686P4C	F.09 A
Evo N800	68P4M	F.0D A
Evo N610c	68P4F	F.01 A
Evo N600c	686DF	2002.06.02
Evo N410c	686A2	2002.07.18
Evo N400c	686AW	2002.05.02
Evo N200	-	3A15
Evo N180	-	F.12 A
Evo N160	-	E.12
Evo N115	-	F.0C A
Armada M700	686H	2002.03.15
Armada E500	686N	2002.03.15
Armada M300	686R	2002.03.15

Installing from the Service Pack 1 CD Stand Alone

IMPORTANT: Compaq recommends that the user read through the READMESP.HTM file included on the SP1 CD before installing SP1 on their system.

This method presents the user with a Web page from the CD by means of the autorun.

1. Insert the Service Pack 1 CD into your CD-ROM drive.
2. If a Web page opens in your browser, select from the Contents area “Click [Here](#) to Install Service Pack 1.”

If a Web page does not automatically open when you insert the CD, explore the cd and click on the XPSP1.exe or from a command prompt type d:\XPSP1.exe where D:\ represents your CD-ROM drive.

If Setup prompts you to download or to save it to disk, click Run this program from its current location, and then click OK.

3. Follow the instructions that appear.

Using the Integrated Installation Method to Install Windows XP and Service Pack 1

The integrated service pack includes the original Windows XP product integrated with the Service Pack 1 files. The Service Pack 1 files that are part of this integrated service pack are a collection of updates for Microsoft Windows XP. So, if you use this CD to install Windows XP, you are also automatically installing SP1.

Software Delivery

Delivery methods for software updates available for Compaq commercial computers include:

- Compaq Support Software CD
- Compaq Worldwide Web Site and Download Facility

Compaq Support Software CD

The Compaq Support Software CD (SSCD) includes updated drivers and utilities for Compaq commercial notebook, desktop, and workstation computers. Key drivers and utilities for Deskpro and Armada computers are included on the Compaq SSCD. The user interface is in English, French, Italian, German, Spanish, and Japanese. The Compaq SSCD is updated regularly and is available either through an annual subscription or as a one-time purchase. Subscriptions can be purchased through Compaq Customer Support or from a Compaq authorized dealer.

Compaq Worldwide Web Site and Download Facility

Individual drivers and utilities can be downloaded, in the form of SoftPaqs, from the Compaq Download Facility or from the Compaq Web site at <http://www.compaq.com/support/files> or <ftp://ftp.compaq.com>. SoftPaqs provide a distribution method for driver and ROM updates and product software enhancements. Multiple files and bootable diskettes can be distributed conveniently and electronically through diskettes or the Web.

Frequently Asked Questions

Should I upgrade to Service Pack 1?

Each customer's computing environment is different. While a number of enhancements have been provided with SP1, these may not improve performance for all customers. Compaq and Microsoft recommend that each customer review SP1's documentation, and then determine whether to deploy SP1 based on specific needs.

Do I need to reinstall the Service Pack if I change system drivers?

No, unlike Windows NT you do not need to reinstall the service pack after changing system drivers or network protocols.

References

For the Windows XP Service Pack 1 FAQ from Microsoft, visit:

<http://www.microsoft.com/WindowsXP/pro/downloads/servicepacks/sp1/faq.asp>

For comprehensive online support, visit the Compaq Web site at:

<http://www.compaq.com>

For international information, visit the Compaq Web site at:

http://www.compaq.com/corporate/overview/world_offices.html