M E M O R A N D U M

TO: All Microsystems Technicians
               All Computer Specialists

FROM: Information Technology Services (ITS)

SUBJECT: **MICROSOFT WINDOWS XP SP 2 INFORMATION UDATE**

On August 11, 2004, ITS released an e-mail advising all MDCPS computer users NOT to install the new Windows XP Service Pack (SP) version 2 software. This stance is in line with many public and private organizations that have concerns with how this new service pack will affect existing application software. ITS has taken steps to block the introduction of Win XP SP 2 into the MDCPS environment (like other organizations) until the full impact of this service pack can be determined. ITS is in the process of modifying Microsoft's "vanilla" version of the Win XP SP 2 software to include the appropriate configuration which will run in our environment without impacting our users and applications that are critical to our operation.

Reports of certain school and administrative sites installing Win XP SP 2 have surfaced. If your site has installed Win XP SP 2 you need to be aware of the following issues which may impact your desktop(s) operation:

1. Win XP SP 2 automatically "turns on" the personal firewall feature of Win XP. This will prevent certain district sponsored applications such as Big Fix® and McAfee's EPO (anti virus updates) from installing and may cause problems with the communication process used to talk to ITS application servers.

    Users who have installed Win XP SP 2 should "disable" the firewall feature until ITS delivers the MDCPS version of the service pack.

2. Win XP SP 2 automatically enables a "pop up" blocker program while using the Internet Explorer (IE) program to surf the Inter/Intranet. This pop up blocker program may cause problems with users connecting to ITS mainframe applications (ISIS, Payroll, etc.) via WinSurf.

    You will have to manually exclude this website from being blocked in order to connect.

3. The virtual private network (VPN) technology used by some MDCPS employees to connect to their servers, etc. will not work.

    The personal firewall in Win XP must be turned off for VPN to work.

There may be other less obvious issues with running under Win XP SP 2 which is why ITS staff is working on a modified version that will be pushed to desktops via Big Fix® the District's patch management software.

If you have any questions regarding this memo, please call support Services at 305-995-3705(0).