

MEMORANDUM

TO: All locations

FROM: Information Technology Services (ITS)

SUBJECT: **RELEASE OF WINDOWS XP SP2 PATCH**

Microsoft has made available a new "Service Pack" (SP2) patch for their Windows XP desktop operating system. On Monday August 16, 2004, Microsoft will make this patch available to the public and in order to assess the impact of this patch on district computers, ITS staff have been testing this patch on desktop applications and other technology that is commonly used at both school and administrative sites throughout the district. The initial testing phase has raised some serious concerns as to how this new patch appears to impact the operation of some of the "critical" computer applications used within our district. Specifically impacted services at this point are:

- Winsurf software (used to connect remote computers to the ITS mainframe computer),
- Virtual Private Network (VPN) technology used by some MDCPS users
- EPO software (Anti-virus related technology) used to facilitate distribution of anti-virus updates, etc.
- Big Fix

Following industry practice, ITS is strongly advising all school/administrative site technicians **NOT** to apply the Windows XP SP2 RC2 patch software to any production computers until further notice. Doing so may cause extreme problems with some/all of the above applications/technologies, as well as, adversely affect other administrative/classroom applications. ITS has taken extended measures to prevent the update of this patch, by only blocking this patch at the District level. This action will not impact other updates from being applied. ITS staff will continue a detailed evaluation of the Windows XP SP2 software and release a formal findings report listing all noted impacts as appropriate.

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