

1	Q	“Which computers are affected?”
	A	OTS will be updating faculty and staff office computer systems that are currently running Windows XP to Windows XP Service Pack 2. If your computer uses Windows 2000 (or earlier), if you already have Windows XP Service Pack 2, or if you have a Mac, your computer won't be affected. To determine which version of Windows you have, click Start > Towson System Information ; the version of Windows is listed toward the bottom of the screen.
2	Q	“What is Windows XP Service Pack 2?”
	A	Windows XP Service Pack 2 (SP2) is a free update for Windows XP. It offers enhancements and better protection against viruses, hackers and worms.
3	Q	“I heard this upgrade comes with a Pop-Up Blocker for Internet Explorer. How will this affect my use of the Internet?”
	A	When SP2 is installed, Pop-Up Blocker is turned on in Internet Explorer and set to the medium setting, which means it will block most automatic pop-ups. The default settings for the pop-up blocker allow you to see pop-ups that are opened when you click a link or button on a Web site. Pop-Up Blocker will also play a sound and show the Information Bar when a pop-up is blocked. You can adjust these settings so that Pop-Up Blocker works the way you want it to. Click here for directions on how to adjust these settings.
4	Q	“What do I need to do to get this new Service Pack?”
	A	If you restart your computer at the end of the day and don't log on SP2 can be installed overnight and you won't even notice. To restart your computer go to Start > Shut Down > and choose Restart . Towson owned computers, including notebooks, need to be on the wired network to receive this upgrade. If you don't leave your computer on overnight the install may take 20-60 minutes during the day. OTS will be gradually sending the Service Pack to PCs on campus via the network. Click here to see the install schedule for your location on campus.
5	Q	“Will the Internet Update that comes with SP2 make anything change in Blackboard or PeopleSoft?”
	A	OTS is excluding the Pop-Up Blocker from affecting the PeopleSoft software. The Internet 6 update may affect the Active X component that Blackboard uses and it may require you to activate some Blackboard tools. The Active X Controls document will walk you through these activation steps.

	Q	“What about campus labs?”
6	A	Most campus labs are managed by department or college staff (not OTS) and they have already been updated to Service Pack 2.
	Q	Will computers in Technology Enhanced Classrooms (aka Smart Classrooms) be affected?
7	A	If they are running Windows XP Service Pack 1, and are turned on and on the wired network, they will be upgraded. Any problems should be reported to OTS Faculty/Staff Help Center at 410-704-5151.
	Q	Can I get Service pack 2 for my personally owned computer system?
8	A	Sure, but you will need to install it from Microsoft’s Web site, and would be responsible. As a state institution, OTS cannot provide this degree of support for personally owned systems. See http://update.micorsoft.com/windowsupdate for upgrade information.
	Q	If I have Windows 2000, can I switch to Windows XP as part of this upgrade?
9	A	Most computers running Windows 2000 are tuned to Windows 2000 and upgrading to Windows XP would a significant time and labor-intensive process that requires erasing the hard drive and starting from scratch. Unless there is a compelling business or instructional need (e.g., unable to run a specific work-related software product), upgrading is generally not advisable. Further questions should be directed to the OTS Faculty/Staff Help Center at 410-704-5151.
	Q	“Will this update cause problems with my computer?”
10	A	OTS has conducted extensive testing. The success rate for this install has been very high and we anticipate very few problems. If you find you are having problems please contact the OTS Faculty/Staff Help Center at 410-704-5151.