

## Windows Vista SP1 Information Help and support

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### Information about Microsoft Windows Vista SP1

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#### 1. Introduction

- a. Please prefer the Automatic Windows Update to install Servicepack 1. Please be patient if SP1 is not offered by the Automatic Windows Update for your System yet. Only the Automatic Windows Update function is able to ensure that your system is fully SP1 compatible. An installation via stand alone installation package might cause driver problems or loss of system stability.
- b. Windows Vista Service Pack 1 is the complete set of Windows Vista updates which Microsoft has issued over the past year.
- c. SP1 doesn't add features or require you to learn anything new - it simply makes your PC more reliable, run more smoothly.

#### 2. Necessary preparations

- a. To prevent failures during the installation of Windows Vista Servicepack 1 please check if the following requirements are fulfilled:
  - i. A minimum of 4,5GB free hard disk space
  - ii. Install every device driver which is offered by Windows Update ( optional Updates )
  - iii. If you use a mobile device then please connect it to its power supply
  - iv. Stable internet connection. Because installation and download time might vary

#### 3. Important support articles

- a. If problems appear during the installation of Windows Vista Servicepack 1, then visit Windows Vista Supportcenter via the following link:  
<http://support.microsoft.com/ph/11732>
- b. Via the rubrics,
  - i. Top Issues,
  - ii. Error Messages
  - iii. Installing and upgradingfor example you can search for characteristic problems of devices. It gives you the possibility to

locate and fix such problems before you install SP1.

#### 4. Important changes and improvements

- a. Improvements in reliability
  - i. improvements are in response to issues that customers reported by using the Windows Error Reporting tool
  - ii. improvements in wireless computer-to-computer (ad hoc) connections
  - iii. better peer-to-peer connections
- b. Improvements in performance
  - i. Faster copying or extracting files from a compressed mode
  - ii. Better use of network bandwidth when browsing file shares over a network
  - iii. Improved performance with Windows ReadyBoost
  - iv. Better power consumption when your computer screen is idle for a long time
  - v. Faster opening of large image files
- c. Changes to "search function"
  - i. With SP1, you can now get to your preferred search results in the Start menu and Windows Explorer
- d. Changes in memory (RAM) reporting
  - i. In SP1, the amount of memory reported is the amount of memory that is actually installed on your computer. If you have 4 gigabytes (GB) of memory installed, you'll now see 4 GB of memory reported by features such as System or Performance Information and Tools in Control Panel. This feature is only available if your computer's BIOS is capable of displaying that much RAM.

#### 5. Driver, application and help function

- a. Information about driver troubleshooting after updating to SP1 you will find in the Microsoft Knowledge Base article 948187.
  - i. „A device driver is not installed, or a hardware device does not function correctly after you install Windows Vista Service Pack 1 “  
<http://support.microsoft.com/kb/948187/en-us>
- b. Necessary driver updates after installation of SP1
  - i. Window Vista SP1 updates system files and some device drivers to help improving device reliability. When you install Window Vista SP1, the service pack installation process may reinstall some device drivers (audio, VGA, WLAN) at the end of the installation. It might be that some device driver will cause problems because of the reinstallation. To prevent this please install the latest driver from our support page:  
<http://www.fujitsu-siemens.com/support/downloads.html>
- c. Information about programs that are known to experience a loss of functionality you will find in Microsoft Knowledge Base article 935796.
  - i. „Information about programs that are known to experience a loss of functionality when they run on a Windows Vista Service Pack 1-based computer “  
<http://support.microsoft.com/kb/935796/en-us>
- d. Systems which were not updated via Windows Update may not contain the update Help files as you can read in Microsoft Knowledge Base article 937286.
  - i. “Windows Vista Service Pack 1 stand-alone packages do not contain the updated Windows Vista Service Pack 1 Help files”  
<http://support.microsoft.com/kb/937286/en-us>

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