

PROCEED WITH CAUTION: Windows XP Service Pack 2

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Microsoft has just released a Service Pack 2 (SP2) update for the Windows XP operating system. This update takes care of several bugs and loopholes that have been plaguing Microsoft over the past several months. SP2 is all about security, and it's one of the most important ever released. It provides better protection against viruses, hackers, and worms. The following additional utilities are also received with the SP2 update; **Windows Firewall, Pop-up Blocker for Internet Explorer, and the new Windows Security Center.** These utilities can be used to help protect your computer from outside influences. I strongly urge Windows XP users to download and install this update, but I also advise users to proceed with extreme caution. There are several steps that should be taken before installing this service pack. I recommend the following:

1. Back up all critical information on your PC.
2. Go to your computer manufacturer's web site and

download the latest driver definitions and updates recommended for Windows Service Pack 2.

3. Download and run Lavasoft Ad-Aware SE Personal Edition (freeware) at this web site: <http://www.lavasoft.de/ms/index.htm>
4. Download and install any anti-virus software updates available for Windows Service Pack 2 by visiting your antivirus provider's web site.
5. For more information prior to download, go to: <http://www.microsoft.com/windowsxp/sp2/default.mspix>

After the research is done, it's time to download and install SP2 by using Microsoft Update in Internet Explorer or by turning on the Automatic Updates feature. The size of this installation file is very large, so I recommend using high-speed Internet for the download if at all possible. After installation of SP2 is complete, the

PC should be restarted.

In my experience, installation problems are usually related to the new Windows Firewall and the Windows Security Center utility. To prevent Microsoft Security Center from giving warnings when it doesn't recognize antivirus software:

1. Click the Start button.
2. Click Control Panel. The Control Panel window opens.
3. Double-click the Security Center icon. The Security Center window appears.
4. Click the Recommendations button, under Antivirus. The Recommendations window appears.
5. Click to select I have an anti-virus program that I'll monitor myself.
6. Click the OK button.

For additional FAQ information, I recommend the following article: <http://support.dell.com/support/topics/global.aspx/support/kb/en/document?dn=1090448&c=us&l=en&s=gen&cs>.

CCTC Welcomes New Customer Service Representative

CCTC is pleased to announce the hire of Jolene Parish to fill the position of Customer Service Representative.

Jolene has an Associates Degree in Business Admini-



stration from Bay Mills Community College, and has extensive customer service experience in the banking field. Jolene has one child, 12-year-old son Jory Aho.

Please join us in welcoming Jolene to her new position.