

## WINDOWS XP – SERVICE PACK 2 INFORMATION GUIDE

As you are aware Information and Media Technology (IMT) is transitioning our Windows based computers to Windows XP Service Pack 2 (SP2). IMT has made every effort to ensure that University supported applications will function properly with Windows XP SP2.

Windows XP SP2 offers some significant benefits to our University computers. The below chart indicates some of those benefits and a brief description on how they will help you. You will also find a series of appendixes at the end of this document explaining in more detail many of these features.

SAFER BROWSING AND COMMUNICATION	
Feature	How it helps you
Internet Explorer Pop-up Blocker	Makes browsing the Internet more enjoyable by enabling you to reduce unwanted ads and content.
Internet Explorer download monitoring	Warns you about potentially harmful downloads and gives you the option to block files that could be malicious.
Internet Explorer Information Bar	Provides better information about events that are happening as you browse the Web, so it's easier to know what's going on and address potential security issues.
Internet Explorer Add-on Manager	Enhances security and reduces the potential for crashes by allowing you to easily manage Internet Explorer add-ons (programs which have been added to the Web browser). For additional information see Appendix C.

POWERFUL SECURITY TOOLS	
Feature	How it helps you
Windows Security Center	Allows you to easily view your security status and manage key security settings in one convenient place.
Windows Firewall update	Automatically turned on by default, this improved firewall helps protect Windows XP from viruses, worms, and other security threats that can spread over the Internet.
Automatic Updates enhancements	Helps you automatically stay up-to-date with the latest updates for Windows XP. Also includes new technology to help dial-up customers download updates more efficiently.

IMPROVED EXPERIENCES	
Feature	How it helps you
Improved wireless support	Dramatically improves and simplifies the process of discovering and connecting to wireless networks.

## WINDOWS XP SERVICE PACK 2: WHAT'S NEW FOR INTERNET EXPLORER

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**Safer Browsing with Internet Explorer.** The improvements in Internet Explorer for Windows XP SP2 can help to:

- Make browsing more enjoyable with dramatically fewer pop-up ads.
- Provide better protection from potentially harmful downloads.
- Stop scripts that resize or reposition windows without your permission.
- Offer stronger security for your PC with built-in security enhancements.

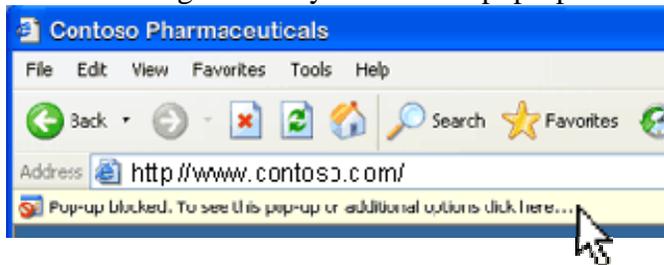
### SAFER BROWSING WITH INTERNET EXPLORER

With Internet Explorer in Windows XP SP2, you'll get some very noticeable new benefits such as fewer pop-up ads and greater protection against harmful downloads. Internet Explorer makes it easier for you to make informed decisions and take action to help reduce security risks to your computer. Less visible, but just as important, are some powerful new security defenses for your computer. With an improved security infrastructure, Internet Explorer blocks unruly windows and helps to defend your PC by drawing tighter security around it.

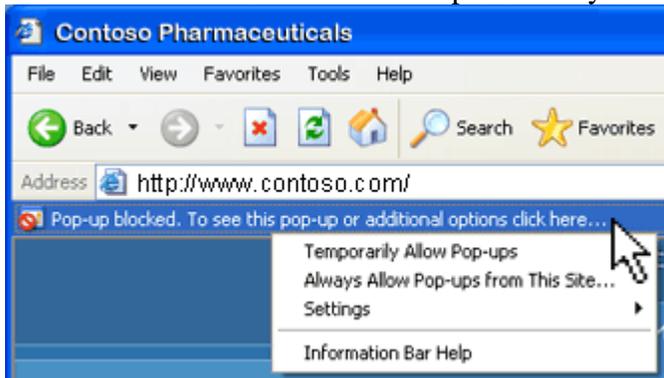
### BLOCK POP-UP ADS

The Pop-up Blocker, new to Internet Explorer in Windows XP SP2, can prevent most unwanted pop-up (or pop-under) windows from appearing. The Pop-up Blocker is smart enough to not block pop-up windows that you open deliberately by clicking a link—for example, if you were on a travel reservation site and you clicked a link to open a pop-up window containing your confirmation details, this pop-up window would not be blocked because you opened it intentionally.

When a pop-up ad is blocked, you'll see a notification in the Information Bar, which is also new to Internet Explorer. When you click the Information Bar, you'll have access to the pop-up blocker settings that let you view the pop-up or configure other options.



The Information Bar in Internet Explorer lets you know when it has blocked a pop-up



## WINDOWS XP – SERVICE PACK 2 INFORMATION GUIDE

Click the Information Bar to open pop-ups and change Pop-up Blocker settings

**Tip** Read Appendix A of this document to learn more about what you can do with it—for example, you can adjust the settings to turn off the sound when Internet Explorer blocks a pop-up.

### HELP TO PROTECT YOUR PC FROM POTENTIALLY HARMFUL DOWNLOADS

If a site attempts to download a program to your computer without your authorization, Internet Explorer in Windows XP SP2 uses the Information Bar to let you know. The Information Bar shows up to notify you, and then it disappears when you move on to another Web page.



The Information Bar appears when a Web site tries to download a file that you did not request. To find out what actions you can take, simply click the Information Bar to bring up a context-sensitive menu (as shown in the following image). The menu contains a link to **Help** where you can find more information about the notification.



Click the Information Bar to see what actions you can take

**Tip** To learn more about the Information Bar, read Appendix B.

### HELP TO PROTECT YOUR PC WHEN SAVING POTENTIALLY DAMAGING FILES

A file you download from the Web—for example, a game, a picture, or even a program—can be just what you bargained for, or it can be a vehicle for more malevolent intent. For this reason, Internet Explorer has stepped up its scrutiny of any file you begin to download, open, or save from the Web. Internet Explorer checks to see whether the file is the type of file it says it is and provides strong warnings if there are irregularities in how the file describes itself or if there seems to be a potential for harm based on the particular type of file (as shown in the following image). Internet Explorer also offers more concise information to help you understand the implications of opening or saving a file.



Example of an Internet Explorer security warning

1. As in previous versions of Internet Explorer, you can see what type of file you are trying to download. In Windows XP SP2, you will also see the size of the file along with what type of file it is.
2. As in previous versions of Internet Explorer, you can see the source of the download—in other words, where the software comes from.
3. Internet Explorer also offers guidance about the type of file you are downloading.
4. You can click the [How can I decide what software to run?](#) link to make a more informed decision about what to do.

### BLOCK DOWNLOADS FROM SPECIFIC PUBLISHERS

Some publishers will go to great lengths to have users install their programs. You may have experienced a situation in which you were repeatedly prompted to install a program that you didn't want or didn't trust. Perhaps you even installed the program just to get the prompts to go away.

Now, Internet Explorer helps you to avoid this situation. With a simple click of the mouse, you have the option of automatically preventing certain programs from being installed or run on your computer. This includes an option to block all software from a specific publisher.

## WINDOWS XP – SERVICE PACK 2 INFORMATION GUIDE



Now you can tell Internet Explorer how to handle downloads from a specific publisher.

### PREVENT UNRULY BROWSER WINDOWS

Have you ever been in a situation where a browser window covered up everything on your screen, including the Internet Explorer controls, and you weren't sure what to do? Perhaps you even turned off your computer because you were rightfully concerned that something malicious was going on.

Internet Explorer has put a stop to this behavior by prohibiting Web sites from running scripts that resize or reposition your browser windows. (A *script* is a program or sequence of instructions that another program carries out.) So no matter how the script directs a window to behave, Internet Explorer overrides the script's direction and fits the window neatly into your screen with all its usual controls.

## Appendix A - Block Pop-up Windows with Internet Explorer

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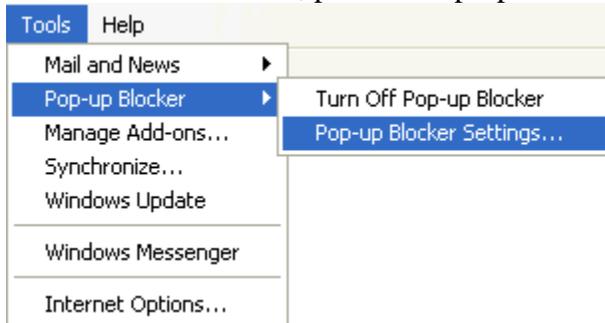
Many legitimate advertisers on the Internet use windows that pop up in the middle of your screen to display a message. They might also open when you click a link or button on a Web site, and they might open either over or under the window you wish to view. Some pop-ups are helpful. For example, if you click an image to see a larger version, it might open in a pop-up window. Unfortunately, some pop-up windows can contain inappropriate content or can be a way for you to accidentally download dangerous software (called spyware or adware) onto your computer. With Windows XP Service Pack 2 (SP2) Internet Explorer allows you to prevent most pop-up windows from appearing over pages you want to view while you're using the Internet.

### Using Pop-up Blocker

When you install SP2, 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.

### To change Pop-up Blocker settings

1. Open Internet Explorer.
2. On the Tools menu, point to Pop-up Blocker, and then click Pop-up Blocker Settings.



### Internet Explorer Tools menu

If you want to see pop-up windows from a specific Web site, type the address (or URL) of the site in the **Address of Web site to allow** box, and then click **Add**.



### Pop-up Blocker Settings window

**Tip** To temporarily allow a site to display pop-ups, click the Information Bar when it notifies you that a pop-up has been blocked. Then click **Temporarily Allow Pop-ups**.

**To block pop-ups even if they are launched when you click a link or button on a Web site**

1. Open Internet Explorer.
2. On the Tools menu, point to Pop-up Blocker, and then click Pop-up Blocker Settings.
3. Select the High setting in the box near the bottom of the dialog box.

**Note** If you want to see pop-ups that are blocked when you have this setting turned on, hold down the CTRL key while the window opens.

### Troubleshooting Pop-Up Blocker

If you've installed SP2 and you still see pop-ups in Internet Explorer, try the possible solutions below.

- **Make sure Pop-up Blocker is turned on:** Pop-up Blocker is turned on by default, but someone may have turned it off.

#### To turn on Pop-up Blocker

1. On the Tools menu, point to Pop-up Blocker.
  2. Click Turn on Pop-up Blocker.
- **Rid your system of spyware:** If you get similar pop-up windows no matter what sites you visit or even if you're not on the Web at all, you could have spyware, adware, or other software on your computer that's launching pop-ups. To stop these pop-ups, you will have to identify the software, then remove it or change its settings to stop it from launching pop-ups. To learn more about this read Appendix D.
  - **Some windows are not blocked:** Pop-up Blocker is smart enough to not block pop-up windows that you open deliberately by clicking a link—for example, if you were on a travel reservation site and you clicked a link to open a pop-up window containing your confirmation details, this pop-up window would not be blocked because you opened it intentionally.

## Appendix B - Use the Internet Explorer Information Bar

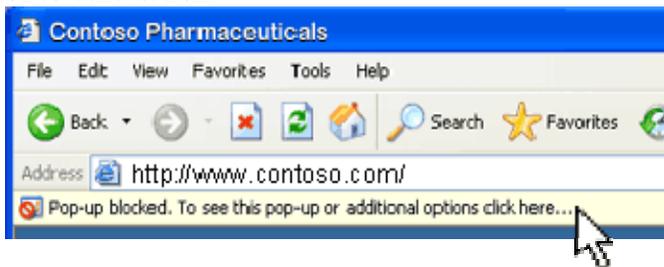
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Windows XP Service Pack 2 (SP2) includes many additional features that allow you to take control of your security when you surf the Web. Internet Explorer now displays an Information Bar (just below the address bar) where you can see information about downloads, blocked pop-up windows, potential security risks, and other activities. This information helps you to avoid potentially harmful files you might otherwise accept from the Internet. The Information Bar doesn't clutter up your browser when you don't need it. It only appears when there's information to communicate.

If Internet Explorer default settings are on, you'll see the Information Bar when a Web site tries to:

- Install an ActiveX control on your computer.
- Open a pop-up window.
- Download a file to your computer.

**Tip** When you see a message in the Information Bar, click the message to see more information or to take action.



Information Bar with Pop-up Blocker message

### How the Information Bar Works

Sometimes Web sites will display an ActiveX control or active content that may be potentially dangerous or try to download a file to your hard drive without your knowledge or permission. This is how many people accidentally get spyware on their computer. The Information Bar notifies you when it blocks this content and then lets you decide what to do.

Then you can view the Web page without the content that may be dangerous and if the page displays properly, you can (and probably should) choose not to display the active content.

### To install the ActiveX control

1. Click the Information Bar.
2. Click Install ActiveX Control.

If a site tries to download a program without your permission, you'll see the alert below. Then you can choose to download the program, but if you don't know and trust the source, we don't recommend it.



If a Web site tries to download a program to your computer you will see this message.

## WINDOWS XP – SERVICE PACK 2 INFORMATION GUIDE

If you're certain that you want to download the file, follow the steps below:

1. Click the Information Bar.
2. Click Download File.
3. When you are prompted to download the file, read the information in the dialog box very carefully. Make sure the file is from a Web site that you absolutely trust.

### **Change Your Security Settings**

In some cases the information bar will display a message telling you that your security settings do not allow for a particular action. Because some content could create a potential hazard to your computer, you should be certain that you trust the publisher of the Web site before you decide to install the content on your computer.

If you're certain that you trust the Web site, you can follow the steps below:

1. On the Tools menu, click Internet Options.
2. On the Security tab, click Default Level.

If you are unable to change this setting, your administrator might have control over the setting.

**Important** The default security settings in Internet Explorer are designed to help protect your computer from viruses and attacks over the Internet. Microsoft strongly recommends that you leave these security settings at their default level or higher.

## Appendix C - Control Internet Explorer Add-ons with Add-on Manager

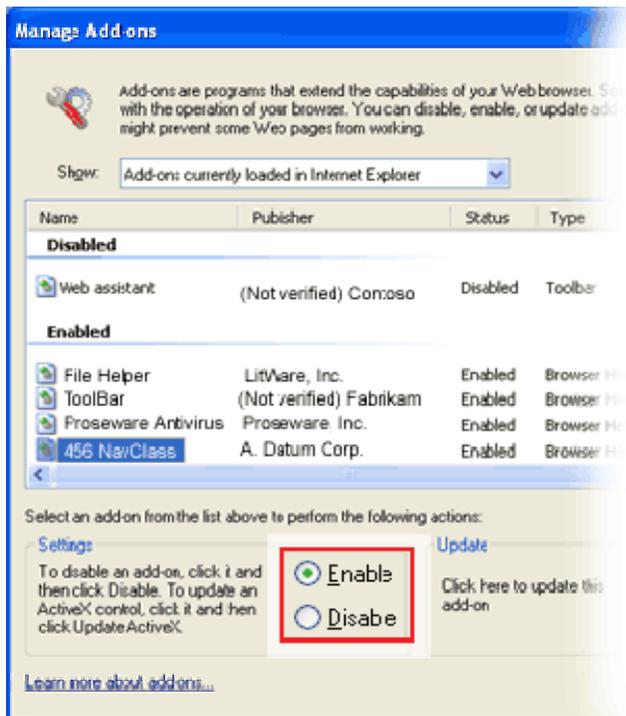
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### Control Add-ons Using Add-on Manager

Add-ons are special programs that extend the capabilities of Internet Explorer, such as search toolbars, games, or programs that let you view Web sites offline. In many cases, they are useful and can enhance your Web browsing experience.

But add-ons can also be annoying or even invade your privacy, particularly when they are installed without your consent. For example, an advertising company can use an add-on to display pop-up ads or to track your browsing behavior. Add-ons can also be a source of Internet Explorer crashes and performance issues. But until now, it's been difficult for users to take action.

The Add-on Manager tackles these issues by providing a list of add-ons already installed on your computer and used by Internet Explorer, including add-ons that may be otherwise difficult to detect. You can use this list to enable or disable each add-on individually.



### Use the Add-on Manager to disable or enable individual add-ons

The Add-on Manager also detects add-on-related crashes in Internet Explorer. When Internet Explorer successfully identifies one, you'll get the option to disable the add-on, which could help to improve the overall stability of Internet Explorer.

Web browser add-ons give different functionality to your Web browser to make browsing a little more fun or effective. Extra toolbars, animated mouse pointers, and stock tickers are all examples of browser add-ons.

Some add-ons are installed with Microsoft Windows. Many add-ons come from the Internet. Most add-ons from the Internet require that you give your consent before they're downloaded to your computer. Some, however, might be downloaded without your knowledge. This can happen

## WINDOWS XP – SERVICE PACK 2 INFORMATION GUIDE

if you previously gave permission for all downloads from a particular Web site or because the add-on was part of another program that you installed. Some add-ons don't ask for your consent at all.

Add-ons are typically fine to use, but sometimes they slow down your computer or force Internet Explorer to shut down unexpectedly. This can happen if the add-on was poorly built or created for an earlier version of Internet Explorer. In some cases, an add-on may be tracking your Web surfing habits.

If you're running Windows XP Service Pack 2 (SP2) you can use the new Internet Explorer Add-on Manager to help make the add-ons that you do want function properly and to easily get rid of the ones you don't want.

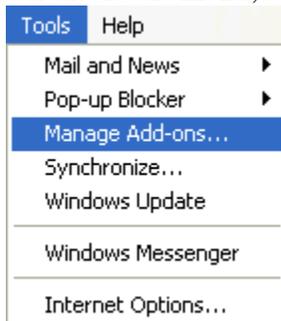
### Using the Add-on Manager

Since some add-ons get installed without your knowledge, it's a good idea to first take stock of what add-ons your version of Internet Explorer currently contains. The Add-on Manager allows you to see a list of all the add-ons for Internet Explorer. The list is divided into two categories:

- **Add-ons that have been used by Internet Explorer:** a complete list of the add-ons that reside on your computer.
- **Add-ons currently loaded in Internet Explorer:** the add-ons that were needed for the current Web page or a recently viewed Web page.

### To see a list of all add-ons used by Internet Explorer

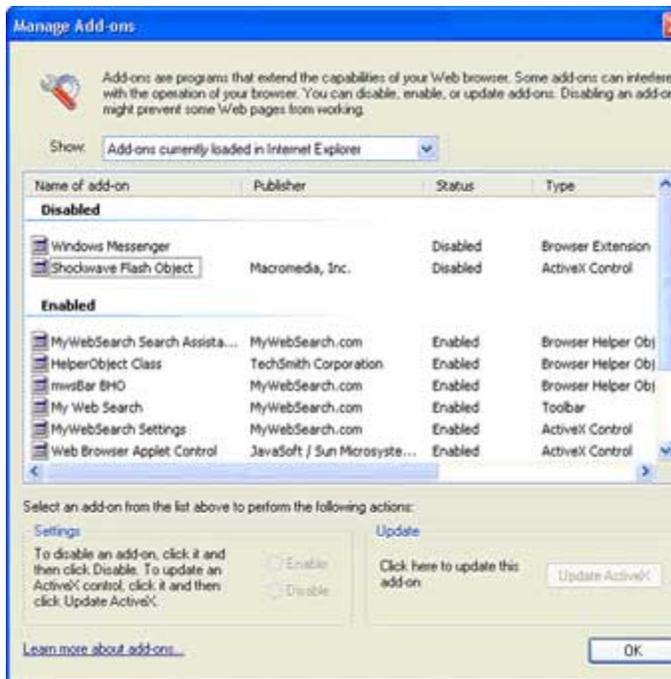
1. Open Internet Explorer.
2. On the Tools menu, click Manage Add-ons.



Tools menu

3. In the Show box, click the set of add-ons that you want to see.

## WINDOWS XP – SERVICE PACK 2 INFORMATION GUIDE



### Add-on Manager

#### The Add-on Manager can do the following:

- **Update:** If the add-on is making your computer unstable, but you don't want to get rid of it, an updated version might be what you need to solve those problems. If the add-on is an ActiveX control, you can check to see if the item has been updated.
- **Disable:** If an add-on causes repeated problems or if you didn't want it in the first place, you can disable the add-on. Disabling an add-on does not remove it, it just keeps Internet Explorer from using it.
- **Enable:** If you can determine which add-ons are causing you problems and which aren't, you can re-enable only the add-ons you want.
- **Report:** When prompted, please allow the problem to be reported to Microsoft. This is completely anonymous and requires nothing from you but permission. These reports are used to improve our products and to encourage other companies to update and improve theirs.

**Note** Some Web pages might not display properly if an add-on is disabled. We recommend that you only disable an add-on if it repeatedly causes Internet Explorer to close.

### Appendix D - What you can do about spyware and other unwanted software

#### What is spyware?

Published: January 5, 2005

Spyware is a general term used for software that performs certain behaviors such as advertising, collecting personal information, or changing the configuration of your computer, generally without appropriately obtaining your consent. You might have spyware or other unwanted software on your computer if:

- You see pop-up advertisements even when you're not on the Web.
- The page your Web browser first opens to (your home page) or your browser search settings have changed without your knowledge.
- You notice a new toolbar in your browser that you didn't want, and find it difficult to get rid of.
- Your computer takes longer than usual to complete certain tasks.
- You experience a sudden rise in computer crashes.

Spyware is often associated with software that displays advertisements (called adware) or software that tracks personal or sensitive information. That does not mean all software which provides ads or tracks your online activities is bad. For example, you might sign up for a free music service, but "pay" for the service by agreeing to receive targeted ads. If you understand the terms and agree to them, you may have decided that it is a fair tradeoff. You might also agree to let the company track your online activities to determine which ads to show you.

Other kinds of unwanted software will make changes to your computer that can be annoying and can cause your computer slow down or crash. These programs have the ability to change your Web browser's home page or search page, or add additional components to your browser you don't need or want. These programs also make it very difficult for you to change your settings back to the way you originally had them. These types of unwanted programs are also often called spyware.

The key in all cases is whether or not you (or someone who uses your computer) understand what the software will do and have agreed to install the software on your computer.

There are a number of ways spyware or other unwanted software can get on your system. A common trick is to covertly install the software during the installation of other software you want such as a music or video file sharing program. Whenever you are installing something on your computer, make sure you carefully read all disclosures, including the license agreement and privacy statement. Sometimes the inclusion of unwanted software in a given software installation is documented, but it may appear at the end of a license agreement or privacy statement.

#### Signs of spyware

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If your computer starts to behave strangely or displays any of the symptoms listed below, you may have spyware or other unwanted software installed on your computer.

- **I see pop-up advertisements all the time.** Some unwanted software will bombard you with pop-up ads that aren't related to a particular Web site you're visiting. These ads are often for adult or other Web sites you may find objectionable. If you see pop-up ads as soon as you turn on your computer or when you're not even browsing the Web, you may have spyware or other

## WINDOWS XP – SERVICE PACK 2 INFORMATION GUIDE

unwanted software on your computer.

- **My settings have changed and I can't change them back to the way they were.** Some unwanted software has the ability to change your home page or search page settings. This means that the page that opens first when you start your Internet browser or the page that appears when you select "search" may be pages that you do not recognize. Even if you know how to adjust these settings, you may find that they revert back every time you restart your computer.
- **My Web browser contains additional components that I don't remember downloading.** Spyware and other unwanted software can add additional toolbars to your Web browser that you don't want or need. Even if you know how to remove these toolbars, they may return each time you restart your computer.
- **My computer seems sluggish.** Spyware and other unwanted software are not necessarily designed to be efficient. The resources these programs use to track your activities and deliver advertisements can slow down your computer and errors in the software can make your computer crash. If you notice a sudden increase in the number of times a certain program crashes, or if your computer is slower than normal at performing routine tasks, you may have spyware or other unwanted software on your machine.

This information was obtained from [www.microsoft.com/windowsxp/sp2](http://www.microsoft.com/windowsxp/sp2) and has been edited to be applicable to Azusa Pacific University network environment.