

CDI Systems containing Windows XP Pro: SERVICE BULLETIN: YCDD00000053

NOTICE

PLEASE READ THIS SERVICE BULLETIN AS YOUR SYSTEMS PERFORMANCE MAY BE AFFECTED.

This Service Bulletin is an advisory notice to all customers who have purchased systems with Microsoft Windows XP Pro.

Computer Dynamics has discovered an issue with the Microsoft Product IDs (PIDs). Microsoft recently released SP2C which allows for additional PIDs to be used. The images installed by Computer Dynamics on some systems contain SP2B which will not properly register the SP2C PIDs.

This problem affects *some* systems shipped in the January 15 – April 23, 2008 date range. All systems still at Computer Dynamics have been quarantined and will have the proper SP2C image loaded on them.

What to do

The first step is to verify that your system has a SP2C PID, please refer to the image on the right hand side. If you determine that you do have a system with a SP2C PID, you can take one of the following courses of action

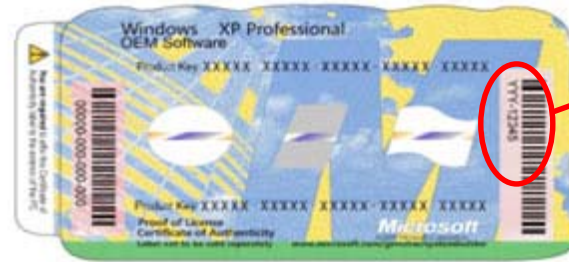
- 1) As part of the normal Windows XP authentication process, you can contact Microsoft as shown on the right.
- 2) You can use the CD-ROM media provided with your system to install SP2C on top of the current SP2B install as shown on the right.
- 3) The system can be returned to Computer Dynamics through our standard RMA process for an Operating System upgrade.

Please note that if you image your system in-house, we suggest that you update your image with SP2C using action 2 above.

Determining if your system is affected by this Service Bulletin

The Microsoft Windows XP Pro SP2C PID label looks like the following image.

Microsoft Windows XP Pro SP2C label



Note this identification number.

E85-05xxx is a SP2C PID and you need to take action.

E85-04xxx is a SP2B PID and your image is OK.

How to contact Microsoft

1. Enter the Product key as provided in the supplied media upon initial setup of WinXP
2. Enter Computer Name & Admin Password
3. From the desktop, start the Microsoft activation Tool via the icon in the lower right system tray or Start/Programs/Accessories/SystemTools/ActivateWindows
4. Select option #2 - "Yes, I want to telephone a customer service representative to activate windows"; NEXT
5. Call Microsoft Support @ 1-888-352-7140; at the voice prompted menu enter '1' on the phone keypad or say 'Windows'
 - Instruct the support representative you need assistance activating your WinXP
 - He/She will have you read the Activation code for your PC from Step 3 of the Activate Windows screen.
 - They will in turn provide you with the Microsoft conformation ID to enter into Step 4 of the Activate Windows screen.
 - Once the Microsoft conformation ID is entered you will be able to select NEXT then FINISH to complete the activation process

How to upgrade to Windows XP Pro SP2C using the included CD

1. Boot up to Windows (SP2B) and enter product key from supplied media
2. Insert the SP2C CD and it will autorun
3. Select "Install XP" then select "Upgrade" from drop down list
4. Enter the same product key again when prompted
5. Follow the automated process

We sincerely regret this issue has developed and look forward to working with all of our customers to realize the most expedient and effective resolution.

Customer Service Contact Information: Victoria Lowery
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RMA requests at: <http://cdynamics.com/support.asp>