S E R V I C E   N O T E

SUPERSEDES: None

HP 5DX Structural Process Test Systems

Need to reinstall Service Pack 3

Situation:

HP installs the Microsoft Windows NT 4.0 operating system, with Service Pack 3, on every HP 5DX Series II System Controller, as well as Test Development Workstations, MultiLink Workstations, and SPCLink workstations. Microsoft releases fixes for Windows NT in the form of cumulative Service Packs. Microsoft recommends "If you change or add any components to your system, you will need to reapply the Service Pack. We have seen problems at customer sites when a customer replaced the Local Area Network card, and installed new driver software for the new card. These problems were resolved by reinstallation of Service Pack 3.

Solution:

HP recommends that you reinstall Service Pack 3 any time you:

Install a device driver,
Install new application software,
Install optional software from the Windows NT CD-ROM, such as additional network protocols.

Continued

DATE: November 1997

ADMINISTRATIVE INFORMATION

SERVICE NOTE CLASSIFICATION:		
INFORMATION ONLY		
AUTHOR:	ENTITY:	ADDITIONAL INFORMATION:
MM	0980	

HEWLETT® **PACKARD**

It is not necessary to reinstall Service Pack 3 when you:

Install a new version of HP 5DX application software,
Create new CAD data,
Restore files from a backup tape.

To reinstall Service Pack 3,

- Insert the "Recovery Media for Restoring Microsoft Windows NT 4.0 and Service Pack 3" CD-ROM in the CD-ROM drive. The program will run automatically.

- Click on "Browse this CD". This will open an Explorer window.

- Double click on "sp3".

- At the bottom, double-click on "spsetup.bat.

- A console window will appear. Then the Welcome window will appear. Click on "Next"

- Read the license agreement. Click on "Yes".

- The Service Pack Setup window will appear, with the following selected: "Install the Service Pack". Click "Yes".

- Click on "No, I do not want to create an Uninstall directory".

- Click on "Next".

- Click on "Finish".

- The Windows NT Service Pack Setup Window will appear. Click on "OK". The system will reboot.

- Remove the "Recovery Media for Restoring Microsoft Windows NT 4.0 and Service Pack 3" CD-ROM from the CD-ROM drive.