

Dell Laptops with SP2 Warning

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To: NTBUGTRAQ@LISTSERV.NTBUGTRAQ.COM

We installed SP2 on 4 different Dell D600 laptops. One of the laptops experienced a crash that may or may not be related to the service pack. Upon reloading the laptop with Windows XP, adding SP2 and all drivers; and adding all necessary applications, it blue screened. We called Dell and they said that if you don't have BIOS version A12 or later, then you can experience hard drive corruption.

Dell documentation says to have the latest BIOS installed before installing any service packs. XP SP2 documentation says we should check with the manufacturer before installing the service pack to ensure that your BIOS level is compatible. So, I am guilty for not checking the BIOS compatibility first, but I thought that I would spread the warning and maybe save someone from going through the same pain.

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