

ACD/Labs Software Compatibility with Microsoft Windows XP Service Pack 2

Version 8.0

1.1 Introduction

Windows XP SP-2 was made available to the general public (via Windows Update) on August 25, 2004. Microsoft Service Pack 2 for Windows XP Home Edition, Windows XP Professional, Windows XP Media Center Edition, or Windows XP Tablet PC Edition, provides a number of welcome enhancements to Windows XP security and usability. As with any Operating System upgrade, compatibility issues arise with software packages developed previously.

1.2 Known Issues

ACD/Labs have already performed testing of our software against Windows XP SP2 and, to date, have not uncovered any issues with the function of the desktop software products under Windows XP SP2. However, as usual care should be taken with ACD/Server products under SP2. Specifically:

1. ACD/Labs Web Librarian clients will need to disable the Internet Explorer Pop-up Blocker. (This is an option under the IE preferences).
2. ACD/Labs Web Librarian Server, Web Librarian Web Service, License Server, Predictors for Intranets, and Automation Server all require ports to be opened in the Windows Firewall. The specific ports can be set in the ACD/Labs configuration file(s). Detailed instructions on configuring communication ports are available in the appropriate administrator guides.

Our testing protocol is ongoing.

1.3 Support and Maintenance Implications

The list of supported operating systems will remain the same, and contracts will be honored around this list. In addition, Support and Maintenance will not be refused to those with Windows XP SP2 operating systems, and we will attempt to resolve any issues caused by the application of the service pack to all ACD/Labs software users, to the best of our ability. At present our experiences with SP2, other than internal testing, is minimal and there may be issues which may come to light in user deployments which we are not yet aware of.

References

The list of [Supported Operating Systems](#) for ACD/Labs Software

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