Windows 7 Service Pack 1
About Installation

Microsoft and Windows are registered trademarks or trademarks of Microsoft Corporation in the United States and other countries. Other company names and product names mentioned herein are registered trademarks or trademarks of their respective owners.
The contents herein are subject to change without prior notice.
Reprinting of contents herein without permission is prohibited.
For the warranty made by NEC Corporation or its affiliate companies regarding this document and the products or technology mentioned herein, the license agreement applicable to such product or technology is applied.

Copyright(c) 2011 NEC Corporation All rights reserved.
856-121112-362-A

1 Introduction

This document provides information that should be noted about the installation of **"Windows 7 Service Pack 1" (hereafter referred to as "Service Pack 1").**

Be sure to read through to the end of this document before installing the Service Pack 1.

[Symbols used in this document]

Important

Indicates instructions that must be followed when handling the server or operating the software. Failure to follow the described procedure may cause serious failures such as malfunction of the server or data loss.

Check

Indicates information about handling the server, operating the software, etc. that must be checked.

Tips

Indicates useful and helpful information for users.

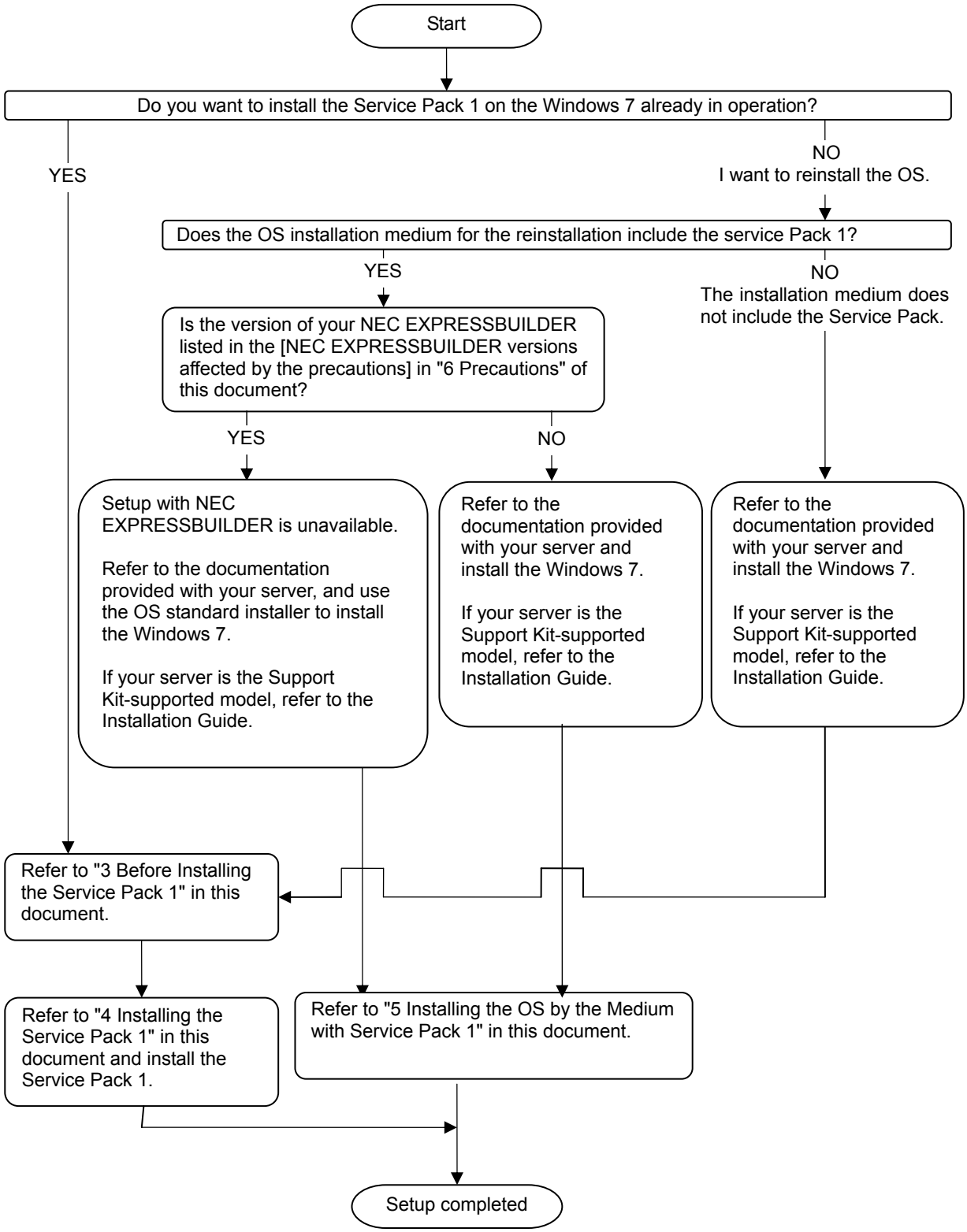
This document uses the following expressions consistently.
Interpret the expressions as those corresponding to the version of your NEC EXPRESSBUILDER.

- Setup with OS standard installer
  Equivalent to "Clean Installation" in NEC EXPRESSBUILDER Version 5.xx-xxx.xx.
- Setup with NEC EXPRESSBUILDER
  Equivalent to "Express Setup" in NEC EXPRESSBUILDER Version 5.xx-xxx.xx.
- Installing the Starter Pack
  Equivalent to "Updating the System" in NEC EXPRESSBUILDER Version 5.xx-xxx.xx.

Copyright(c) 2011 NEC Corporation All rights reserved.

2 Preparing for the Installation

The steps to install the Service Pack 1 vary depending on your environment.
Refer to the following to find out which steps you need to take.



Copyright(c) 2011 NEC Corporation All rights reserved.

3 Before Installing the Service Pack 1

(1) Make sure that there is enough free disk space to install the Service Pack 1.
For details, refer to the Microsoft Web site below.

http://technet.microsoft.com/en-us/library/ff817650(WS.10).aspx

(2) Installing the following updates before installing the Service Pack 1 is recommended.
For details, refer to the Microsoft Web site.

- Update ID: KB2487426
[Affected OS]
Windows 7 Professional x64 (x86 is not affected)

[Phenomenon]
While installing the Service Pack 1, an application error may occur in x86-based applications or services.

http://support.microsoft.com/kb/2487426/en-us

[Applicable conditions]
Installing this update is recommended if you install the Service Pack 1 under the following conditions.
  - To install the Service Pack 1 downloaded from the Microsoft Download Center.
  - To install the Service Pack 1 from the installation medium.

[How to install the update]
This update can be installed by using the Windows Update.

- Update ID: KB2502285
[Affected OS]
Windows 7 Professional x86 (x64 is not affected)

[Phenomenon]
A "0x0000007F" Stop error may occur after installing the Service Pack 1 in the environment where an anti-virus program is installed.

http://support.microsoft.com/kb/2502285/en-us

[How to install the update]
This update program can be installed by using the Window Update.

Copyright(c) 2011 NEC Corporation All rights reserved.

- Update ID: KB2533552
  [Affected OS]
  Windows 7 Professional (both x86 and x64 are affected)

  [Phenomenon]
  After installing the Service Pack 1, the computer may freeze, or restart to a black screen with a "0xC0000034" error message appeared.

  http://support.microsoft.com/kb/2533552/en-us

  [How to install the update]
  This update can be installed by using the Windows Update.

- Update ID: KB2534366
  [Affected OS]
  Windows 7 Professional (both x86 and x64 are affected)

  [Phenomenon]
  While installing the Service Pack 1 on a computer that has more than 10 language packs installed, the computer stops responding at a black screen.
  Additionally, a "0xC000009A" error message appears.

  http://support.microsoft.com/kb/2534366/en-us

  [How to install the update]
  This update can be installed by using the Windows Update.

Copyright(c) 2011 NEC Corporation All rights reserved.

4 Installing the Service Pack 1

If the Windows 7 is already in operation, or the OS is reinstalled by using the installation medium without Service Pack 1, install the Service Pack 1 only.
For details, refer to the Microsoft Web site below.

http://support.microsoft.com/kb/976932/en-us

Read through the following before installing the Service Pack 1.
- "3 Before Installing the Service Pack 1" in this document
- Information regarding prerequisites and precautions provided on the NEC Corporation and Microsoft Corporation Web sites.

5 Installing the OS by the Medium with Service Pack 1

To install the OS by using the installation medium with Service Pack 1, installing the following update after the installation is recommended.
For details, refer to the Microsoft Web site.

- Update ID: KB2502285
  [Affected OS]
  Windows 7 Professional x86 (x64 is not affected)

  [Phenomenon]
  A "0x0000007F" Stop error may occur if an anti-virus program is installed after the OS installation.

  http://support.microsoft.com/kb/2502285/en-us

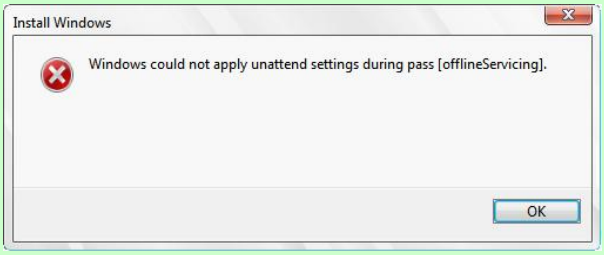
  [How to install the update]
  This update can be installed by using the Windows Update.

Copyright(c) 2011 NEC Corporation All rights reserved.

6 Precautions

- In the setup by using the NEC EXPRESSBUILDER, the OS installation medium with Service Pack 1 cannot be used.

If you proceed with the setup steps by using the OS installation medium with Service Pack 1, the following message appears and the setup is cancelled.



[NEC EXPRESSBUILDER versions affected by the precautions]

Affected model	Affected NEC EXPRESSBUILDER version
NEC Express5800/53La	NEC EXPRESSBUILDER Version 5.50-009.**02** and later

- The version of each NEC EXPRESSBUILDER can be identified from the last digits.
- The affected models include "3-year warranty models."

- Once the Service Pack 1 has been installed, the Starter Pack does not need to be installed again. However, be sure to install the Starter Pack again in the following cases.

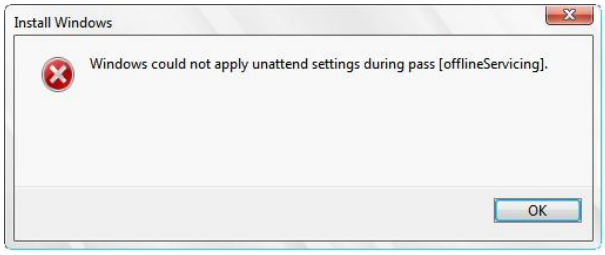
  - When the system configuration has been changed.
    (In the case that an optional internal device has been installed or removed. If a dialog box prompting you to restart the system appears after changing the system configuration, click [No] and install the Starter Pack.)
  - When the system has been recovered by using the recovery process.
  - When the system has been restored by using the backup tool.

Copyright(c) 2011 NEC Corporation All rights reserved.

7 Troubleshooting

This chapter describes the phenomena which may occur due to the installation of the Service Pack 1.
If you experience an issue that is not described here, refer to the documentation provided with your server.

In the setup by using the NEC EBPRESSBUILDER, the following message appears and the setup is cancelled.



- Did you use the OS installation medium with Service Pack 1 in the setup by using the NEC EXPRESSBUILDER?

  To use the OS installation medium with Service Pack 1, perform the setup by using the OS standard installer.
  For details, refer to "6 Precautions" in this document.

After installing the Service Pack 1, the following event log may be recorded.

[Application log]
Source: Application Error
Type: Error
Event ID: 1000
Description: Faulting application name: <The name of the faulting file>,
version: X.X.XX.XXXX, time stamp: XXXXXXXXXX
Faulting module name: unknown,
version: X.X.X.X,
time stamp: XXXXXXXXXX
Exception code: XXXXXXXXXX
Fault offset: XXXXXXXXXXX
Faulting process id: XXXXX
Faulting application start time: XXXXXXXXXXXXXXXXXX
Faulting application path: <The path to the faulting file>
Faulting module path: unknown
Report Id: XXXXXXXX-XXXX-XXXX-XXXX-XXXXXXXXXXXX

*The parameters represented by "X" vary depending on the faulting application.

- This log is recorded while installing the Service Pack 1 if the update for KB2487426, which is described in "3 Before Applying the Service Pack 1," is not installed.

  Even if this log is recorded, there is no impact on the OS environment with Service Pack 1 installed.

Copyright(c) 2011 NEC Corporation All rights reserved.

A "0x0000007F" Stop error may occur after the Service Pack 1 is installed on the computer where an anti-virus program is installed.

□ This issue occurs when the Service Pack 1 is installed before installing the update for KB2502285, which is described in "3 Before Applying the Service Pack 1" and "5 Installing the OS by the Medium with Service Pack 1" in this document.
If this occurs, recover the system by following the steps below.

[Recovery procedure]

1) Start the system in safe mode.
2) Install the update for KB2502285, which is described in "3 Before Applying the Service Pack 1" and "5 Installing the OS by the Medium with Service Pack 1."

After installing the Service Pack 1, the computer may freeze, or restart to a black screen with a "0xC0000034" error message appeared.

□ This issue occurs when the Service Pack 1 is installed before installing the update for KB2533552, which is described in "3 Before Applying the Service Pack 1" in this document.
If this occurs, refer to the Web site below to restore the computer to the state before installing the Windows 7 Service Pack 1, and install the Service Pack 1 again.

http://windows.microsoft.com/en-us/windows7/why-am-i-receiving-error-0xc00000034-after-installing-windows-7-service-pack-1-sp1

While installing the Service Pack 1 on a computer that has more than 10 language packs installed, the computer stops responding at a black screen.
Additionally, a "0xC000009A" error message appears.

□ This issue occurs if the Service Pack 1 is installed before installing the update for KB2534366, which is described in "3 Before Applying the Service Pack 1" in this document.
If this occurs, refer to the Web site below to restore the computer to the state before installing the Windows 7 Service Pack 1, uninstall all unused language packs, and install the Service Pack 1 again.

http://windows.microsoft.com/en-us/windows7/error-0xC000009A-installing-windows-7-sp1

Copyright(c) 2011 NEC Corporation All rights reserved.

Revision History

First Edition	Initial release
Second Edition	Added support for the NEC EXPRESSBUILDER Version 6
Third Edition	Added descriptions on the updates (KB2533552, KB2534366)

Copyright(c) 2011 NEC Corporation All rights reserved.