

8 August 2008

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## **[Black Screen of Death for XP SP3 and Vista SP1 Upgrades](#)**

*Performed on XP SP2 and Vista RTM copies with Onekey Recovery 5.0 installed*



Windows XP -  
Windows Vista  
Microsoft

Microsoft has warned end users that performing Windows XP Service Pack 3 and Windows Vista Service Pack 1 upgrades from copies of XP SP2 and Vista RTM, respectively, that have Onekey Recovery 5.0 installed will cause the operating systems to display a black screen following reboot. According to the Redmond company, the issue is generated by an incompatibility between the two service pack releases and Saming OneKey recovery software driver Safnt.sys. This means that deploying SP1 on top of Vista RTM, or SP3 on top of XP SP2, with Onekey Recovery 5.0 also installed, will result in a black screen of death. Microsoft revealed that this scenario would happen whether the service pack upgrade is performed from Windows Update or through any other method. "This issue occurs when the computer contains Onekey recovery software that is earlier than version 5.1. If the computer uses the Onekey recovery software version 5.1 or later versions, this issue does not occur," the company revealed, explaining that "Windows Vista SP1 and Windows XP SP2 are incompatible with Onekey Recovery 5.0." Users affected by the problem can access updates from Microsoft that will help them deal with the incompatibility. There are releases available for both the 32-bit and 64-bit versions of Vista RTM and SP1, and only for the x86 variants of XP SP2 and SP3. Additionally, the software giant explained that in order "to avoid this issue, use one of the following methods: use the Windows Update Web site to install the hotfix before you upgrade the operating system or upgrade to the newer one-key recovery application before you upgrade the operating system." Indeed, Microsoft has applauded the reaching of a new apex of compatibility, especially with the availability of Service Pack 1 for Vista, but exceptions do exist, and the Onekey Recovery 5.0 problems are an illustrative example in this context. The updates are available for download via the links below: - [Update for Windows XP \(KB951618\)](#)- [Update for Windows Vista \(KB951618\)](#)- [Update for Windows Vista for x64-based Systems \(KB951618\)](#)