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Windows Vista PC  
Microsoft

## [Vista SP1 to Cure the Vista RTM Wow Hangover](#)

### *Satisfaction*

When Windows Vista was unleashed in January 31, 2008, Microsoft was promising performance, security, innovation, all wrapped up under an umbrella of a Wow user experience. Instead Vista got a mixed reception, and a barrage of criticism over how bloated it was, over hardware resources consumption, over hardware and software incompatibility issues, over poor support, over the nagging User Account Control, etc. Everything that didn't tick to perfection in Vista was dissected and thrown to the dogs. And Vista made it easy... Microsoft's own customers' satisfaction studies for Vista indicates that potential buyers failed to warm up to the latest Windows client. The same is not valid for end users. "When we asked IT Pros about their satisfaction with Vista, scores were low with those who were not using the product yet high with those who were using the product. Interesting. There's no denying that Vista has had a difficult time in the press over the last year but I think much of this negative coverage has left a hangover with customer perception. Many of the reasons for the negative press, things like application compatibility and device driver coverage are things of the past. The research done in the survey supports this theory," revealed [James Senior](#), Microsoft UK Partner Technical Specialist. Senior failed to make available the actual statistics of the consumer satisfactions studies over Windows Vista, but his position is that Microsoft has turned over a new leaf. First with the constant evolution of the operating system via Windows Updates, and then with the availability of [Service Pack 1](#). Senior essentially challenged all the users that had a sour Wow experience to give Vista another try. "The ones who are actually using it are now having positive experiences! I presented to customers last week and asked them who was using Vista - all their hands went up. "Great", I thought. Then, the big question - 'who's had a good experience with Vista so far' - some hands went down, but some remained up. To those who put their hands down I asked, "Are these recent bad experiences?" and people were shaking their heads. So more hangovers from the first year of Vista there then," Senior added. Windows Vista Service Pack 1 Five Language Standalone for both 32-bit and 64-bit versions of the operating system is available for download [HERE](#).