

Re: My XP OS is corrupted in VPC v. 7; what does MS expect me to do?

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Source: <http://www.tech-archive.net/Archive/Mac/microsoft.public.mac.virtualpc/2005-04/msg00278.html>

- *From:* Steve Jain <essjae-No@xxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sun, 17 Apr 2005 12:37:09 -0700
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On 17 Apr 2005 12:05:56 -0700, "Journalist_Jill" <ggey@xxxxxxxxxxxx> wrote:

>I'm a journalist reviewing Virtual PC for Mac Version 7. I have a
>simple question for which I have not been able to find an answer
>anywhere on Microsoft's site. I don't necessarily want to contact MS's
>PR hacks and get a "canned" answer to this, so here I am...
>
>I've installed and been successfully using VPC 7 with Windows XP Pro.
>Then my XP operating system became corrupted (for some unknown reason).
>When trying to boot my virtual machine, XP gave me the black screen of
>death with the option to repair from my XP CD. Of course, I don't have
>an XP CD, since it did not come in the VPC package (although my old VPC
>versions 1 and 2 from Connectix did have the actual Windows CD packaged
>with them...)
>
>My question is this: what does Microsoft expect users to do when this
>happens? Do they feel that XP is so perfect that it will never become
>corrupted and thus no XP CD is needed to conduct repairs? Of course,
>then I have to wonder why they include repair capabilities on the XP CD
>at all...
>
>Is the only option to actually purchase a separate copy of XP on CD?
>Then why include it bundled into VPC in the first place?
>
>What I ended up doing was to create a new Virtual Machine and snag the
>drive from the old VM and make it Drive E on the new machine. To figure
>this out took hours of searching this newgroup to find out, by reading
>oodles of postings, how to even find the location of the drive on the
>old (nonworking) VM. Of course, I still had to reinstall software on
>the new VM and the whole process took hours and involved a whole
>heckuva lot of cussing...
>
>Was my approach the best one? I'm thinking I might end up with a
>gazillion virtual machines down the road... And I have to wonder how
>someone on a relatively novice level of both Mac and Windows usage
>would ever be able to handle this problem.
>

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>It seems to me that when a novice user runs across this problem, they
>will have to shell out \$35 for a phone support call which may or may
>not be helpful (according to what I'm reading in this group) and then
>they'd have to shell out another \$199 to buy an XP CD, then they'd have
>to figure out how to capture the XP CD in order to run the repair
>routine (and I'm wondering if this would even work since the Product
>Keys are different) and now they've spent over \$200 in additional money
>just to get their VPC working again and yadayadayada...
>
>All answers would be appreciated and I would be glad to give credit to
>helpful folks in the article itself, along with a copy of the magazine
>in which the article will be running...

Good to see you're keeping an unbiased journalistic view.

MS VPC with XP comes with the same extra cd's that the Connectix version did. Neither are or were bootable.

The repair options are part of XP, there is no special version of XP for VPC, so you're presented with the same options as you would get on a physical computer running XP.

Most users try to keep a separate backup or copy of a VM, just in case something happens to Windows.

There's no charge for Windows related calls with VPC. I hope you're not going to write an article on your guesses of what MS support is going to tell you to do? Wouldn't you be serving your readers to actually call MS support and find out what they will do for you, instead of immediately assuming the worst and that you're going to need to buy an XP cd-rom?

--

Cheers,
Steve Jain, Virtual Machine MVP
Website: <http://www.essjae.com>
"This posting is provided "AS IS" with
no warranties, and confers no rights.
You assume all risk for your use.
I am not an employee of Microsoft."

• *Follow-Ups:*

- ◆ **Re: My XP OS is corrupted in VPC v. 7; what does MS expect me to do?**
◇ From: RAmeeti

• *References:*

- ◆ **My XP OS is corrupted in VPC v. 7; what does MS expect me to do?**

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◇ *From:* Journalist_Jill

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