

## Re: Product ID For Online Support

**Source:** <http://www.tech-archive.net/Archive/Office/microsoft.public.office.misc/2004-06/0395.html>

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*anonymous\_at\_discussions.microsoft.com*

**Date:** 06/07/04

Date: Sun, 6 Jun 2004 19:46:41 -0700

I did find a page off the Office web site that provided information about the Home Use program, but no indication that there was anything different about support policies. As far as I can tell, I should be able to submit an incident. I know the programs are registered. Let me know what you find out. Thanks

>-----*Original Message*-----

>*Not sure about support for the Home Use program since it is so very new.*

>*Have you tried searching the Microsoft support site for the keywords "Home*

>*Use Program" or Software Assurance? They may have a separate support option*

>*that is not currently listed since the program is so new.*

>

>*I will also look into it on my end and let you know what my contacts tell*

>*me.*

>

>

>--

>*Milly Staples [MVP - Outlook]*

>

>*Post all replies to the group to keep the discussion intact. Due to*

>*the (insert latest virus name here) virus, all mail sent to my personal*

>*account will be deleted without reading.*

>

>*After searching google.groups.com and finding no answer,*

>*anonymous@discussions.microsoft.com asked:*

>

>*| Yes, I was able to purchase the software through my*

>*| employer, since I use a licensed copy of MS Office on my*

>*| business laptop. The cd container says Microsoft Home Use*

>/ Program.  
>|| -----Original Message-----  
>|| Did you say that this software came from your  
employer? Is it under  
>|| the Software Assurance Home Use policy?  
>||  
>|| --  
>|| Milly Staples [MVP – Outlook]  
>||  
>|| Post all replies to the group to keep the discussion  
intact. Due to  
>|| the (insert latest virus name here) virus, all mail  
sent to my  
>|| personal account will be deleted without reading.  
>||  
>|| After searching google.groups.com and finding no  
answer,  
>|| anonymous@discussions.microsoft.com asked:  
>||  
>||| Yes, my connection is set to LAN. The only options  
are  
>||| LAN, phone line or IE or 3rd party dialer. I run  
cable  
>||| internet. As I mentioned in my thread, OE and Outlook  
>||| 2000 work\worked fine, but not '03. Can you help me  
in  
>||| understanding how I can post an incident to MS Tech  
>||| Support? Thanks  
>||| -----Original Message-----  
>||| One last stab then –  
>|||  
>||| Is your connection set to LAN on your account  
Properties?  
>|||  
>|||  
>||| --  
>||| Milly Staples [MVP – Outlook]  
>|||  
>||| Post all replies to the group to keep the  
discussion intact. Due  
>||| to the (insert latest virus name here) virus, all  
mail sent to my  
>||| personal account will be deleted without reading.  
>|||  
>||| After searching google.groups.com and finding no  
answer,  
>||| anonymous@discussions.microsoft.com asked:  
>|||  
>||| The format requested is the PID and the format is  
xxxxx–  
>||| xxx–xxxxxxx–xxxxx. I know I'm entering it

correctly. I  
>///// *purchased Office 2003 through a program in place between*  
>///// *my emplyere and MS. DOn't know if that makes a difference.*  
>///// *As for my problem, I've pasted the complete newsgroup posts that outline the problem and responses from the MS MVP. Bottom line, Outlook 03 will not send\receive automatically at startup:*  
>///// *\*\*\*\*\**  
>///// *I give up then.*  
>///// *I cannot tell what is wrong with your setup.*  
>///// *If you have no srs file, you have not configured a Send/Receive group successfully.*  
>///// *-----Original Message-----*  
>///// *No, not the name of your Email account. The name of your Profile when you create it from Control Panel > Mail*  
>//  
>///// *Show Profiles...*  
>///// *Here is information on renaming srs files:*  
>///// *<http://support.microsoft.com/default.aspx?scid=kb;en-us;284312&Product=ol2002>*  
>///// *--*  
>///// *Russ Valentine*  
>///// *[MVP-Outlook]*  
>///// *anonymous@discussions.microsoft.com> wrote in message*  
>///// *news:1889101c44aad\$94a9cc50\$a101280a@phx.gbl...*  
>///// *no, I did not know about renaming srs files. Is srs the*  
>///// *file extension? I did a search and cannot find any files with an srs ext. Is there a knowlegebase article*  
>///// *that*  
>///// *describes the process? And yes, I did change the profile to a unique name. I assume your talking about*  
>///// *General*  
>///// *name of my email account under Internet E-Mail Settings?thanks*  
>///// *-----Original Message-----*  
>///// *Did you rename all srs files and give the profile a unique name?*

>////  
>//// *Russ Valentine*  
>//// *[MVP-Outlook]*  
>//// *anonymous@discussions.microsoft.com*> wrote in  
message  
>//// *news:1802401c449e1\$089f1890\$a501280a@phx.gbl...*  
>//// *Russ,*  
>////  
>//// *My connection type is local area network, and yes,*  
I  
>//// *did rebuild my mail profile from scratch and*  
deleted the  
>//// *old one. Still no send\receive at startup. Not sure*  
>//// *where to turn. Strange that Outlook2000 and Outlook*  
>//// *Express*  
>//// *both worked fine (OE still works).*  
>//// *-----Original Message-----*  
>//// *You never said what your connection type was.*  
>//// *Did you create a new profile from scratch?*  
>////  
>//// *Russ Valentine*  
>//// *[MVP-Outlook]*  
>//// *anonymous@discussions.microsoft.com*> wrote in  
>//// message  
>//// *news:178b601c44907\$cb1c8860\$a101280a@phx.gbl...*  
>//// *This is getting quite frustrating. I checked all*  
>//// *of the listed suggestions as to how to fix the*  
problem.  
>//// *My polling is set to 10 minutes. I'm not working*  
>//// *offline. I went through both article suggestions, I*  
>//// *rebuilt*  
>//// *my mail account from scratch and I disabled my*  
firewall,  
>//// *all to no avail. Outlook will still not send and*  
receive  
>//// *at start up. I also uninstalled and reinstalled. I*  
also  
>//// *tried to post the problem to MS via Support but*  
for some  
>//// *reason my product number is not accepted, even*  
though I  
>//// *just bought and installed the MS Office 2003. Any*  
more  
>//// *suggestions?*  
>////  
>//// *-----Original Message-----*  
>//// *In general, here are the reasons automatic*  
>//// *polling might*  
>//// *fail in Outlook: 1. You have created an unrealistic*  
>//// *polling*  
>//// *interval. Many users set their polling interval to*

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>///// *minute thinking they will*  
>///// *be downloading mail continuously as it arrives.*

Such

>///// *settings are*  
>///// *not recommended. They put an unnecessary strain on*  
**mail**

>///// *servers and can*  
>///// *create conflicting polling requests that can*  
**damage your**

>///// *Send/Receive*  
>///// *Group or even your account settings. 10 minutes is*  
**the**

>///// *recommended minimum.*  
>///// *2. While exiting Outlook, you inadvertently set*  
>///// *your profile to Work Offline this option is*  
**immediately**

>///// *above the Exit*  
>///// *command in the File menu). 3. You have a damaged*  
>///// *Send/Receive Group as*  
>///// *documented here:*

>/////

>|  
<http://support.microsoft.com/support/kb/articles/q312/3/36>

>///// *.asp*  
>///// *4. You have overridden your Send/Receive Group*  
**settings**

>///// *as documented here:*

>/////

>|  
<http://support.microsoft.com/support/kb/articles/q320/8/36>

>///// *.asp*  
>///// *5. Your mail account settings are corrupt. Recreate*  
>///// *your mail account from scratch.*

>///// *6. Firewall software is blocking your transmission.*  
>///// *Disable your Firewall temporarily to see if*  
**automatic**

>///// *polling is*  
>///// *restored.*

>/////

>///// *Russ Valentine*

>///// *[MVP–Outlook]*

>///// *anonymous@discussions.microsoft.com> wrote in*  
>///// *message*

>///// *news:16dba01c44848\$fb4736d0\$a501280a@phx.gbl...*

>///// *Here is the article I refered to. My mail account*  
>///// *type is POP\SMTP and I connect via a cable modem*  
**(is**

>///// *that what you mean?) Thanks SYMPTOMS When you start*

>///// *Microsoft Outlook, Outlook does*  
>///// *not automatically perform a send and receive*  
*operation*  
>///// *to download messages from the server. CAUSE This*  
*behavior*  
>///// *can occur because of a damaged*  
>///// *Send/Receive group within Outlook.*  
>///// *RESOLUTION*  
>///// *To resolve this behavior, create a new Send/Receive*  
>///// *group in Outlook:*  
>///// *On the Tools menu, point to Send/Receive Settings,*  
>///// *and then click Define Send/Receive Groups*  
>///// *Under Group Name, click the group, and then*  
>///// *click Copy. Under Send/Receive Group Name, type*  
*the new*  
>///// *group name, and then click OK.*  
>///// *Under Group Name, click the old group name.*  
>///// *Under both When Outlook is Online and When*  
>///// *Outlook is Offline, click to clear the check box*  
*for*  
>///// *Include this group in Send/Receive (F9).*  
>///// *Click Close. Quit Outlook, and then restart*  
*Outlook.*  
>///// *-----Original Message-----*  
>///// *Your provided no information that would permit an*  
>///// *answer.To what "bulletin" are you referring?*  
>///// *What are your mail account types and*  
>///// *connection types?*  
>///// *Russ Valentine*  
>///// *[MVP-Outlook]*  
>///// *"Walt" anonymous@discussions.microsoft.com>*  
>///// *wrote*  
>///// *in*  
>///// *message*  
>///// *news:167db01c44835\$aaacbb90*  
>///// *\$a601280a@phx.gbl...*  
>///// *When I start Outlook 2003, I have to click the*  
>///// *send/receive button to receive email. I followed*  
>///// *the bulletin that had me copy the current*  
*Send\Receive*  
>///// *group, but that has had no affect. Any other*  
*suggestions*  
>///// *to*  
>///// *fix the problem? Thanks*  
>/////   
>///// *\*\*\*\*\**  
>///// *-----Original Message-----*  
>///// *What format is being requested? The installation*  
*ID used to*  
>///// *start the install or the PID from Help->About?*  
*If the PID has*



microsoft.public.office.misc: Re: Product ID For Online Support

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