

Re: Activation problem with Office 2003

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.office.misc/2005-11/msg01194.html>

- *From:* Owner <aBbYNoRMaL@xxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 29 Nov 2005 17:09:02 -0500
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I just have to jump into this fray as an extremely competent computer user who, when no one said it could be done, converted a WinME OEM machine to a smoothly running W98SE set-up, ergo, I have some clues. I am also the person who fixes everyone else's problems with their systems and have not called tech support in 7 years for anything. This comes from a lot of reading/testing, and, unfortunately formatting and reinstalling, but, whatever...

Having this knowledge and the ability to fix my own problems, having never had a virus/worm/trojan, et al, how would you explain to me the necessity of those ubiquitous MS patches, patches to the patches and the service packs, and subsequent patches to said service packs? I'm certainly no IT person, but, I know enough not to d/l or install any of those for at least 90 days after the date they were issued. Would this be the problem of the "average" computer user? If the s/w worked OOB, these "average" people wouldn't have problems that cannot be discerned by the irritatingly cryptic error messages, one of which I got that said, to wit: "Some error happened..." No kidding?

Or, how about this? I recently purchased a new Logitech wireless bundle and switched the old Logitech wireless bundle to another computer. I uninstalled the old kb/mouse set up on the one computer, hooked up the standard PS2 set and, before installing actually RTFM. I proceeded with the install and PFFFTTTT! Nada! Froze me out to the point that I could not get ANY mouse or k/b to work. Tried for 7 hours on and off to get into SafeMode, roll back using ERUNT, Recovery Mode, Repair Mode, etc., however, one needs the capability of a mouse and/or a keyboard to highlight and/or click one of the foregoing options. Was that my fault as an ignorant average user? I think not. I eventually wound up taking the whole shebang to CompUSA where I purchased it (who, btw were absolutely wonderful to deal with and did not treat me like a moron, and, took that POS back, credited the purchase price and gave me a discount on service), and, somehow, they got a kb/mouse to work after a day, but, when they finally managed to get into recover mode, the damn system froze. 4 times! We finally decided the old format/reinstall was the only way to go. Not being an "average" user, I didn't lose much since I keep nothing of vital importance on any computer, nonetheless, 3 wasted days over the installation of a Logitech mouse and keyboard?

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Some of us know what we're doing but sometimes that simply does not matter if the s/w is crap, therefore, while I agree that you should have a basic understanding before getting behind the wheel, even the best IT people get stumped/screwed when installing s/w and/or MS patches/packs.

End of my \$.02

AbByNOrMaL

In article <bvqdnCJTb5FrJhXenZ2dnUVZ_sSdnZ2d@xxxxxxxxxxx>, jL_paul@xxxxxxxxxxx says...

> You still don't get it. I think it sucks that so many people are having
> problems when they convert. Either the conversion needs to be tweaked until
> there are no problems or MS should post in LARGE LETTERS that if you don't
> uninstall the trial version first, you may have problems. I'm not calling it
> a user error, I'm calling it a software problem.

>
> Is that clear enough *now*?

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>
> (And, I know this will cause comments, but I happen to believe that if you
> are going to use a computer, you need to learn how to maintain it. You
> learned how to check the oil level in your car and how to fill the tank. You
> need to learn *some* things to keep your computer working. I'm not saying
> you have to be able to build one from scratch – I don't know if I'd be able
> to do that – but you can't just figure that everything will be fine and you
> can go along blindly.)

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• **References:**

- ◆ **[Re: Activation problem with Office 2003](#)**
 ◇ From: JoAnn Paules [MSFT MVP]
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- Prev by Date: **[Re: end user licence agreement](#)**
- Next by Date: **[Re: file not available when changing from 2000 to 2003](#)**
- Previous by thread: **[Re: Activation problem with Office 2003](#)**
- Next by thread: **[Re: How do I get an information bar on Explorer to download ActiveX?](#)**
- Index(es):
 - ◆ **[Date](#)**
 - ◆ **[Thread](#)**