

Re: How do I get Student & Teacher upgrade to work?

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Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.office.misc/2006-09/msg00602.html>

- *From:* "Beth Melton" <bmelton@xxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sun, 10 Sep 2006 12:38:11 -0500
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If you purchased it from Microsoft then you'll need to contact Microsoft instead of HP since they are the ones who sold you the software. Thankfully you have your transaction number so they should be able to track it down. Unfortunately without the installation CD there's not a lot you can do except contact them.

Please post all follow-up questions to the newsgroup. Requests for assistance by email can not be acknowledged.

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Beth Melton  
Microsoft Office MVP

Office 2007 Preview Site:  
<http://www.microsoft.com/office/preview/default.aspx>  
Office 2007 Community Articles/Tutorials:  
[http://www.microsoft.com/office/preview/community/article\\_archive.aspx](http://www.microsoft.com/office/preview/community/article_archive.aspx)

TechTrax eZine: <http://mousetrax.com/techtrax/>  
MVP FAQ site: <http://mvps.org/>

"Crotunda" <[Crotunda@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:Crotunda@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message [news:E6967E17-817D-4B1B-B3A8-C322D7548501@xxxxxxxxxxxxxxxxxxxxx](mailto:news:E6967E17-817D-4B1B-B3A8-C322D7548501@xxxxxxxxxxxxxxxxxxxxx)

I paid the \$149 to Microsoft. As I said in my original email, during the installation process of the "trial" version of Student and Teacher, MICROSOFT gave the option to continue with the installation of the "trial" version or updating then and there for the full version...the latter being the option I chose. Once the option to upgrade is chosen, you are immediately taken to the MICROSOFT store for the purchase. At the end of that purchase, an "Order Confirmation" is printed out with a "transaction number"—mine is 705661 and

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I am told "your purchase will appear on your credit card statement as "Microsoft Key from LTG."" Says I will receive a welcome kit in 5 – 10 business days and gives me a "product key". The "order confirmation" continues to say "To complete the conversion from trial to the full product, return to the Office Activation/Setup Wizard and enter your new Product Key into the form provided. After the Product Key is accepted, follow the instructions shown to complete the conversion process. If the wizard is not currently running on your machine, you will need to restart the Office application and click on the Activate Product command under the Help menu to launch the wizard.

In my case, the "wizard" was running and I followed the instructions and a page came up for me to put in the product key. Upon doing so, I was then prompted to "insert the disk of the original application or click on browse and search for the correct path to "STD11N.msi".... I neither have a disk to insert, nor do I have a clue what the correct path is... when I clicked on cancel, I was told to "wait while the Office installation was rolled back"

I should also say that when I chose the update, the information given was that I would not need ANY disk to proceed with the update...neither an original program disk, nor the upgrade disk... it was to be done as a download.

I don't think I should have to contact HP for any disk. If I should have had one to do this upgrade, it should have been disclosed prior to my choice or I would not have selected the upgrade. I knew and so does everyone else in the world know that disks are not provided with computer purchases... Microsoft includes "bundled" software with various trials just to get the

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consumer to upgrade to the full version... I would think that the process would be simple... Most consumers, myself included, do not care to pay over \$100 for an upgrade only to find that included with their upgrade is the sweat equity of getting the program to work! If I had it to do over again, I would choose the trial version and save myself the aggravation...

While I'm at it, it makes me wonder why on earth Microsoft chooses to include with their "bundle" a version of Office that only students and teachers can avail themselves of? and a version that apparently is not upgradable anyway? Wouldn't it be smarter to offer a version that anyone can upgrade and at least have a market of 100% of the purchasing public rather than limiting it to only teachers and students.

To be perfectly honest, I am neither a teacher nor a student of an "accredited school" and I did not realize that I had bought a computer that had a program included with it that was of absolutely no value to me, making the trial version with a choice to upgrade for \$149 basically a scam wherein I would be sent to the Microsoft store and then obligated to pay a much higher price for a full version of Microsoft Office if I wanted to use that program permanently on my computer.

At the time I put in my credit card number and paid for the upgrade and got the Order Confirmation, I was unaware that it was not available to me if I was not a teacher or student in an "accredited" qualifying school. I didn't find that out until I tried to figure out how to get the Product Key to work and install the program.

"JoAnn Paules [MVP]" wrote:

To whom did you pay the \$149? Microsoft or HP?

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JoAnn Paules  
MVP Microsoft [Publisher]

"Crotunda" <Crotunda@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message  
[news:2D508FC8-F42E-4700-9EB5-C88923DC8291@xxxxxxxxxxxxxxxxxxxxx](mailto:news:2D508FC8-F42E-4700-9EB5-C88923DC8291@xxxxxxxxxxxxxxxxxxxxx)

My compute, an HP Pavilion a1520n AMD 3800 duo core came with a trial version of MS Office Student and Teacher Edition and a Trial Product Key. Within the activation process, Microsoft gave a choice to upgrade to the full version of MS Office Student and Teacher Edition for \$149, which I took advantage of. I was given an activation key as part of the receipt and told to go back to the Activation/Setup Wizard and enter this new key. When I did so, I was prompted to insert "the CD" that I used to install the version of Office that was on my computer, however, no CD came with the computer, it was pre-installed. When I cancelled, the process reversed and I do not know if the install was complete.

Any suggestions on how to redo this process and make it work? I cannot get any Office Activation/Setup Wizard to open.

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