

Re: Reload Office after upgrade? Files in Hard Drive, but some go

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.office.setup/2006-05/msg00249.html>

- *From:* Keen1 <Keen1@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sun, 21 May 2006 20:14:01 -0700
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The actual "Truth of the Matter" is that I paid for a license to use Microsoft's products, as least that what I understand a EULA to be (but then I'm not an MVP). I never "uninstalled it". I can still see all the programs and files on my computer and as far as I know Microsoft has not revoked that license. Maybe they did when I purchased another product called Windows XP Pro. All I did was add a second hard drive (that is the primary now and is running on my new XP Pro), add more memory and upgrade the graphics driver so I could do some video editing. What does the fact that "it was your option to pay less for the OEM version of Office, not Microsoft's" got to do with my problem. I'm sure Microsoft made a dime or two from the OEM. I'm about to get on my soapbox now but I'll refrain that just strikes a nerve with me. Bottom Line: I bought a license to use a microsoft product (I may have paid retail if Dell says they sent me the CD especially if somebody who knows what they are talking about told me to), I bought a license for and installed another Microsoft product that makes the other one not work, or least doesn't make it easy to figure out how to get back to working again and your first response is that it was "my option to pay less". The error message I get says that "(product) has not been installed for current user. Please run setup to install application" Granted I probably messed up installing the additional hard drive, but like I told you I'm no MVP. It's the same computer and the programs are still there on the other hard drive. That's why I left it in there thinking my family might be able to operate just as they had before. I don't know if MVP's are employed by Microsoft but if you are and you stand by your statement (which granted you may not have had all the facts), then I am glad there are other options out there. I have not been overimpressed with the resources and support from Microsoft. How do I find out if the software is OEM or retail? I eagerly await your response.

Oh and on a side note....both my wireless router manufacturer and internet service provider were available online instantly to help me reconfigure there products not tell me I should have paid more for the same product.....tongue is in the cheek for now

"JoAnn Paules [MVP]" wrote:

The truth of the matter is that it was your option to pay less for the OEM version of Office, not Microsoft's. Unfortunately you must go thru your

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computer manufacturer for replacement disks and, as you've seen, they can't help you at this time.

That is one of many reasons I recommend spending a little bit more for the retail version. If you had a retail version, Microsoft would have replaced your copy of Office XP Pro for about \$30. (They have ways of making sure your version was retail, not OEM.)

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JoAnn Paules
MVP Microsoft [Publisher]

"Keen1" <Keen1@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:582437F2-F839-43E2-A3D4-2D2AFBFD8555@xxxxxxxxxxxxxxxxxxxx

They said they shipped me the CD and I'm out of luck. I always save that kind of thing though. I've got the 56K model reinstall disk from my original Dell. They said I should go through their sales dept and buy a new copy. That XP Pro could have changed a lot of things. I'm starting give.....That's a lot of money when I can see the program right there on my computer and all I need to find out how to run setup without the CD. I running on 8 hours sleep in the past 3 days.....they are MS is about to break me....HELP ME SOMEONE PLEASE>>>>>L

"DL" wrote:

Then contact Dell, the supplier

"Keen1" <Keen1@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
news:C19594DD-F93C-4E40-832C-1414271E67CD@xxxxxxxxxxxxxxxxxxxx

I don't have them. Office was pre-installed.
But I do have the COA.

Does

that get me anywhere? Like i said the software is still installed it just won't let me use it.

"Milly Staples [MVP - Outlook]" wrote:

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If you have the installation disks, simply do a Maintenance mode

reinstall.

Control Panel->Add/Remove programs->Microsoft Office->Change. Select

the

option to repair.

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Milly Staples [MVP – Outlook]

Post all replies to the group to keep the discussion intact.

All unsolicited mail sent to my personal account will be deleted without reading.

After furious head scratching, Keen1 asked:

| I just installed a new motherboard, processor and a second hard | drive. Main reason was to do video editing. Didn't want, what ended | up happening, to lose data and program from old hard drive. Plus it | is fine for everyday use. Still has lots of memory, not very old, | Dell OEM. So I decided instead just to install the second hard drive | mainly for my video editing and keep the original for everyday

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| (family) use. I did upgrade
(i guess) from XP to XP Pro
OS. Now I
| see Office Programs, they
open up but tell me I'm not
an authorized
| user and shut right back
down. I was hoping to keep
the settings
and
| all on that harddrive so my
wife (who not extremely
computer
| literate) and young children
wouldn't really see a change.