

Re: Office 2003 SP2

Source: <http://www.tech-archive.net/Archive/Office/microsoft.public.officeupdate/2006-01/msg00023.html>

- *From:* "Tom [Pepper] Willett" <tompepper@xxxxxxxxxxxxx>
 - *Date:* Mon, 2 Jan 2006 15:16:28 -0600
-

I think you are going overboard on this one. You're injecting too much into your interpretation. Your tone is not keeping in the spirit that MVPs should be portraying.

If someone is unable to download it, and they have a friend do it for them, it's no different than going to the friend's house and downloading it yourself off the computer to use on your computer.

If you post it on a web site for download, that's another thing.

I have seen MS employees in other newsgroups, as well as many other MVPs, recommend having someone download service packs on their computer when the person is unable to do so for themselves.

I, for one, encourage the OP to not worry about it.

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===

Tom [Pepper] Willett
Microsoft MVP – FrontPage

"Milly Staples [MVP – Outlook]"

<MillyS@xx> wrote in message [news:eR%23\\$t39DGHA.3004@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:eR%23$t39DGHA.3004@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)

| <Snip> I'm also surpriced to see my own questions and others being
| unanswered, I almost get the feeling that defending the copyright is more
| important than to support user (customers) in finding solutions to the
| issues they have.</Snip>

|
| I answer questions for which I know the answers... if yours was not one of
| them, then I would be foolish to attempt to answer it. As for defending
| the
| copyright, no, it is in the EULA and should be defended. As for the go
| away

| remark, I stand by it. The OP is welcome to post as many times as he/she
| wishes on as many topics (on-topic topics) as they want. However, this
| particular thread is old and not useful. Anyone reading the EULA would
| have

| figured it out a long time ago but this poster insisted on showing how
| little he/she understands "redistribution of Microsoft SP" is not allowed.

| --?

| 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, Lars asked:

|| Hi Milly and Happy New Year

|| I'm a little surpriced about reading "Now go away". I'm also
|| surpriced to see my own questions and others being unanswered, I
|| almost get the feeling that defending the copyright is more important
|| than to support user (customers) in finding solutions to the issues
|| they have.

|| Please read the post again and you will see that the question was not
|| making a illegal copy, to distribute worldwide, it was just to get an
|| update, to make it possible to install.

|| I'm sure you guys have a large team casing the Chinese copy guys so
|| please don't do this on the support page.

|| With an never fading hope of getting Windows to work.

|| Lars

|| "Milly Staples [MVP – Outlook]" wrote:

||| Okay – one last time in little words so you understand.

||| Your post said for "someone else" with a highspeed connection should
||| download SP-2, burn it and give you a copy.

||| Jaisy's response said for YOU to connect via a highspeed connection,
||| download it and copy it to a CD.

||| I guess my reading skills survived New Year's Eve.

||| Now go away.

||| --Â?

||| 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, 41db14 asked:

|||
||| Okay Milly Staples just want to start your year out right, I posed
||| my same question to Microsoft managers and below is a recent
||| response from Jaisy!! As I recall I poised exactly what jaisy is
||| suggesting I do....!

|||
||| But according to you, what Jaisy is suggesting is an illegal
||| copyright infringement, right from the horses mouth..... Now don't
||| you look silly.....

|||
||| Bye the bye I do care to take you up on this. I forwarded a copy of
||| your response & Jaisy's response to the microsoft legal group....It
||| appears to me that neither of you know what the he.. your talking
||| about.

||| Cheers & Happy New Year

|||
||| *****

||| Hello David,

|||
||| Thank you for contacting Microsoft Online Customer Service.

|||
||| I understand that you wish to obtain Office 2003 Service pack 2
||| update on CD since it takes a long time to download it on your
||| computer. I realize the importance of the issue.

|||
||| As a Customer Service Representative, I can assist you with the
||| support options available with your Microsoft product.

|||
||| I would like to inform you that Office 2003 Service pack 2 update is
||| not available on CD. I recommend that you download the update from a
||| computer having a high speed Internet connection and copy it to a CD
||| and then install it on your computer.

|||
||| David, I hope you find the above information helpful. If you have
||| any further questions, please contact us again.

|||
||| Thank you for using Microsoft products and services.

|||
||| Jaisy
||| Microsoft Online Customer Service Representative

|||
||| If you have any feedback about your Online Customer Service
||| experience, please send an e-mail to my manager, Sujith Sadasivan,
||| at managers@xxxxxxxxxxxxx

||| *****

|||
||| "Milly Staples [MVP – Outlook]" wrote:

|||
||| Okay – I see now. You prefer to obfuscate the plain issue where

|||| you explicitly inquired about someone else downloading the patch
|||| for you, supplying you with the CD once downloaded, and then
|||| installing the CD of the downloaded and redistributed patch to get
|||| around the long download time for YOU, and then backtracking while
|||| denying your original post stating your intentions. My response to
|||| you indicated that this would not be legal. You then responded
|||| with hems and haws about how you would like to use a "creative"
|||| solution. Now you deny the obvious request in in the first post
|||| that you made.

||||

|||| There is nothing in the MVP designation that authorizes me or not
|||| to state the EULA requirements that appear on every Microsoft
|||| patch or update. You can read them for yourself. I simply pointed
|||| out the plainly stated legalities which you can read for yourself
|||| in the EULA.

||||

|||| You, sir or madam, are incapable of excusing yourself. You want to
|||| end this conversation about whether it is legal or not to ask
|||| someone else to download a patch for you and give it to you?
|||| Fine. If you want to take it further with my MVP status, we can
|||| always submit the original conversation to Microsoft for THEIR
|||| interpretation, which I am sure will coincide with mine.

||||

|||| Care to take me up on this?

||||

|||| --Ã?Â?

|||| 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, 41db14 asked:

||||

|||| I know what I wrote in the original text. Its quite apparent you
|||| didn't ask a question. My beginning statement
|||| starts with "My question is...", and it
|||| ended with a question mark (?) It does

|||| not say that I have

|||| already asked anyone

|||| at this point to do anything, nor have I done anything, at this
|||| juncture.

|||| It was merely a simple question.

||||

|||| I was under the impressions that MVP types were suppose to be
|||| friendly and helpful. You violate that impression. You set an
|||| accusatory tone by

|||| implying I had already breached the MS redistribution policy. I

|||| refer you to your initial response to me. And to your last

|||| response

|||| "Now tell me..." Now tell me "..."

||||| continues with an Ã?ÂçÃçâ??Â-Ã?â??in your face
||||| attitudeÃ?ÂçÃçâ??Â-Ã?Â?.

|||||

||||| In your apparent haste to try to impress me with your legal
||||| prowess,
||||| you glaringly omitted your legal position on my most recent
||||| scenario.

||||| Where I

||||| clearly state that I would be performing the entire download
||||| processÃ?ÂçÃçâ??Â-Ã?Â!.the
||||| only role the other party may play is in the use of their phone
||||| line.

||||| You

||||| see I can jump to irrational conclusions to, by assuming
||||| youÃ?ÂçÃçâ??Â-Ãçâ??Âçre a
||||| lawyerÃ?ÂçÃçâ??Â-Ã?Â!Ã?ÂçÃçâ??Â-Ã?Â!..and you know what we all
||||| think about lawyersÃ?ÂçÃçâ??Â-Ã?Â!

|||||

||||| Any further response from you is not warranted or requested.

|||||

|||||

||||| "Milly Staples [MVP – Outlook]" wrote:

|||||

||||| Your own words – quoted directly from the original post – which
||||| you can read at the bottom of this reply:

|||||

||||| My questions is if the Office 2003 SP 2 is not available on
||||| CD, can I have someone who has a faster internet access
||||| download the Office 2003 SP 2 update onto a RW-CD on their
||||| PC and then I can install the update onto my PC from that CD?

|||||

||||| Now, tell me again how you did not request that someone else do
||||| the download for you and provide you with the disc – the exact
||||| definition of redistributing software?

|||||

||||| —Ã?â??Ã?Â?

||||| 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, 41db14 asked:

|||||

||||| Perhaps you misunderstood....? I never said or implied that
||||| "someone else" would do the download and send the patch to me!
||||| "I" personally would perform the download process (no risk to
||||| anyone else). The entire chain of custody would be mine. All I
||||| would be using is their highspeed internet access method to
||||| obtain the patch for "my" PC. If it would make MS feel better I
||||| will make sure that no one is in the house during the time of

||||| the download...!

|||||

||||| I am surprised that you have jumped to the conclusion that I may
||||| be engaging in some illegal/criminal activity by violating
||||| Microsoft's policies about redistributing.....again thanks for
||||| your input

|||||

||||| "Milly Staples [MVP – Outlook]" wrote:

|||||

||||| There is no Office 2003 XP Pro.

|||||

||||| You have Windows XP Professional which the Office XP patch
||||| would not touch. Office System 2003 Professional will not use
||||| any of the Office XP patches either.

|||||

||||| If you are asking someone to download the SP-2 patch and then
||||| send it to you, you are requesting that someone else (no risk
||||| to you) violate Microsoft's policies about redistributing their
||||| software or patches. It is illegal and I am surprised that you
||||| insist it is simply a "creative workaround."

|||||

||||| As I have said before, wait until the end of November to order
||||| the CD. There is nothing "critical" in SP-2 that warrants
||||| immediate installation.

|||||

||||| —Ã?Æ?Ãçâ?~Å;Ã?â??Ã?Â?

||||| 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, 41db14 asked:

|||||

||||| Milly,

||||| I have legal copies of both Windows XP Pro & Office 2003 XP
||||| Pro installed...so pehaps the CD is not useless...?

|||||

||||| I would not consider it a ("breach of Microsoft's terms to
||||| redistribute any of the > patches that they provide"), simply
||||| because I would not be redistributing the patch it would be
||||| for my own use and consumption. The only thing I would be
||||| doing is using a differerent source (faster internet) to
||||| obtain a patch that I am legally entitled to.

|||||

||||| If MS hadn't created a patch that takes over five hours to
||||| download, only to find out that the dowload was unsucessfull
||||| then perhaps one wouldn't have to resort to creative ways to
||||| obtain the patch.

|||||

||||| With all of the problems I have read that others are

||||||| experiencing regarding this patch I think I will hold off...

||||||| Thanks for your input

|||||||

||||||| "Milly Staples [MVP – Outlook]" wrote:

|||||||

||||||| If you have no Office XP programs installed, the CD is
||||||| useless. You will need to wait for the Office 2003 SP-2 CD
||||||| to be available, typically 6-8 weeks after the SP is
||||||| released for download.

|||||||

||||||| Further, it is a breach of Microsoft's terms to redistribute
||||||| any of the patches that they provide.

|||||||

||||||| Check back at the end of November.

|||||||

||||||| --Ã?Æ?Ã?â??Ã?ÂçÃçâ??Â-Ã?Â;Ã?Æ?Ãçâ?-Ã;Ã?â??Ã?Â?

||||||| 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, 41db14 asked:

|||||||

||||||| Problem & questions regarding the Office 2003 Service Pack
||||||| 2. My internet access speed of 26.4kbps it would take over
||||||| 5+ hours to download the Office 2003 SP2 service pack!

|||||||

||||||| I was informed that the Office 2003 SP2 update is not
||||||| available on a CD but the Service pack 3 is and includes the
||||||| SP2 update.

|||||||

||||||| I ordered and received the SP3 CD,
||||||| however the CD is "Office XP Professional (Service Pack 3)"
||||||| It does not indicate that it is "Office 2003 Service Pack
||||||| 3"...? The CD is – OFFICE 10 with two folders/ executable
||||||| files Fullfile – SP3CDFF.exe
||||||| STANDARD – SP3CDOP.exe

|||||||

||||||| There is no read me or text file with installation
||||||| instructions on the CD....? When you click on either file, a
||||||| window pops up asking where you want to install the
||||||| extracted files....?

|||||||

||||||| The problem concern I have is,...I already have "OFFICE 11"
||||||| installed!!!... I recall the last fiasco with windows SP2
||||||| update,

|||||||

||||||| I suspect that if I attempt to install either of these files
||||||| it will overwrite an undo my OFFICE 11 installation.....?

|||||||

Re: Office 2003 SP2

||||||| I have attempted to download the SP2 update after 5 hours of
||||||| downloading it indicated that the download was unsuccessful!

|||||||

||||||| My questions is if the Office 2003 SP 2 is not available on
||||||| CD, can I have someone who has a faster internet access
||||||| download the Office 2003 SP 2 update onto a RW-CD on their
||||||| PC and then I can install the update onto my PC from that
||||||| CD?

|
|

• ***Follow-Ups:***

- ◆ ***Re: Office 2003 SP2***
 ◇ *From:* Milly Staples [MVP – Outlook]

• ***References:***

- ◆ ***Re: Office 2003 SP2***
 ◇ *From:* Milly Staples [MVP – Outlook]
- ◆ ***Re: Office 2003 SP2***
 ◇ *From:* Lars
- ◆ ***Re: Office 2003 SP2***
 ◇ *From:* Milly Staples [MVP – Outlook]

- Prev by Date: ***Re: Office 2003 SP2***
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