

# Re: Vista Upgrade a Slap in the Face to MS Customers

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*Source:*

[http://www.tech-archive.net/Archive/Vista/microsoft.public.windows.vista.installation\\_setup/2008-07/msg00735.htm](http://www.tech-archive.net/Archive/Vista/microsoft.public.windows.vista.installation_setup/2008-07/msg00735.htm)

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- *From:* "Carey Frisch [MVP]" <[cnfrisch@xxxxxxxxxxxxxxxx](mailto:cnfrisch@xxxxxxxxxxxxxxxx)>
  - *Date:* Tue, 22 Jul 2008 18:09:28 -0500
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Please describe the procedure you used to perform a clean install of Vista using the upgrade version.

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Carey Frisch  
Microsoft MVP  
Windows Desktop Experience –  
Windows Vista Enthusiast

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"Dr. Raymond Blacketer" <[DrRaymondBlacketer@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:DrRaymondBlacketer@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in message <news:948D659E-2CC0-44C3-A87A-1695F0B9902E@xxxxxxxxxxxxxxxxxxxxxxxx>  
I didn't "completely ignore" the setup question, and I don't appreciate your patronizing tone.

"Carey Frisch [MVP]" wrote:

If you installed an upgrade version of Windows Vista on a blank hard drive, then you already know that a "full version" Windows Vista license is required. Apparently, you completely ignored the setup question that asked if you have the correct version product key.

Upgrade installation keys are blocked when you start from the Windows Vista DVD  
<http://support.microsoft.com/kb/930985/en-us>

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Carey Frisch  
Microsoft MVP  
Windows Desktop Experience –  
Windows Vista Enthusiast

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"Dr. Raymond Blacketer" <[DrRaymondBlacketer@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:DrRaymondBlacketer@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)> wrote in

Re: Vista Upgrade a Slap in the Face to MS Customers

message

news:E2666183-DA5C-4656-A693-87922F2D698B@xxxxxxxxxxxxxxxxxxxx

I have been a Microsoft customer since the DOS days, well over twenty years now, and I am fed up with MS. I installed an upgrade version of Vista, using the ridiculous method of installing it from XP, but there were problems with the installation. I reinstalled Vista (clean install), assuming that once I had activated it, I could reactivate it. That would be fair and reasonable, but it turns out that neither of these terms mean anything to Microsoft. I spent an entire day restoring/reinstalling all my programs, settings, and documents. Now, because MS says my product key is invalid, I either have to spend more days reinstalling and reconfiguring, or pay a few hundred bucks or something for a new license, or vista will stop working fully in a few weeks.

I paid for XP (not to mention W98, WME, W95, Windos 3.0, various versions of DOS, Office for Dos through Office 2007, etc. etc. etc.) and I am therefore eligible to upgrade to vista; but MS had made it terribly complicated, and simply wants to extract more money out of its customers, even the long time, loyal ones, who must be a rapidly decreasing breed.

I can understand the need to have some kind of proof that the installer owns a legit copy of XP, etc, but the hoops one has to jump through for a clean install are simply ridiculous. If I had any confidence that Mac could run the software I need, I'd be there.

Even when I try to contact customer support, they want to charge me \$60 bucks just for listening. Microsoft is damnable.