

Re: Why Didn't This Computer Come With An XP CD ?

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.basics/2004-12/2991.html>

From: Michael Solomon \((MS-MVP)\) (*user_at_#notme.com*)

Date: 12/30/04

Date: Wed, 29 Dec 2004 17:24:41 -0800

Retrospect is a backup program, extremely powerful in that it gives a lot of options for backing up but as such can be a bit confusing for many users.

Ghost is an imaging program that creates an exact sector by sector mirror image of the drive. This is an excellent means of backup but I recommend supplementing any image with regular backups because an Image as is the case with a backup is only as good as the most recent time it was created.

The latest version of Ghost is now essentially the old PowerQuest Drive Image application. Symantec purchased PowerQuest some months ago and while many of their products were maintained, they folded Drive Image into Ghost and while I liked Ghost a lot, I also like Drive Image. While I haven't used it in its current incarnation, Norton Ghost 9.0, from what I can see they have kept Drive Image and its user interface intact and this should serve Ghost users very well now and in the future.

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Michael Solomon MS-MVP

Windows Shell/User

Backup is a PC User's Best Friend

DTS-L.Org: <http://www.dts-l.org/>

"Babell7delany" <Babell7delany@optonline.net> wrote in message news:JVHAD.43\$vn2.12@felli.lga...

> Unfortunately, it appears that I did get what I paid for.

> I will follow an earlier replier's advice and purchase an external hard drive to back up the computer to. If I crash I will be able to backup from this.

>

> On a related topic, does anyone have any experience with the "Retrospect" program? An external hard drive that I have hooked up to another computer came with this as backup software. How does it compare to others, such as "Norton Ghost"?

>

>

> Bruce Chambers wrote:

>> Babell7delany wrote:

>>

>>> Why Didn't This Computer Come With An XP CD ?

>>>

>>> Perhaps someone can steer me in the right direction.

microsoft.public.windowsxp.basics: Re: Why Didn't This Computer Come With An XP CD ?

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>>>
>>> I bought a new computer yesterday; the brand is "eMachines". When I
>>> looked for the Windows XP CD that always comes with a new computer I
>>> didn't find one. There was a "Restore CD".
>>>
>>> The instructions that came with the computer stated that if I boot with
>>> the "Restore CD" in the CD bay it will allow me to restore Windows XP.
>>>
>>> Now it has been my experience to find a Windows XP disk IN ADDITION TO
>>> CD with the installed programs, when I buy a new computer. I opened the
>>> "Restore CD" in "My Computer" (AFTER I had booted) and found a few
>>> folders with some installed programs such as Microsoft Works. I did NOT
>>> find a copy of Windows XP.
>>>
>>> Thinking that the Windows XP may have been left out of the box by
>>> mistake I called "eMachines" technical support. The lady there told me
>>> that I would use this "Restore CD" to restore my computer to its
>>> original settings if I needed to.
>>>
>>> Now I don't know all that much about computers but it seems to me that
>>> if I were to have a serious system crash I would need a copy of Windows
>>> XP to reinstall. That has happened to me with a Gateway that I have and
>>> technical support talked me through reinstalling with the XP CD.
>>>
>>> I asked the lady at "eMachine" technical support where XP was on the
>>> "Restore CD" and she told me that it WAS in the "Restore CD", but that I
>>> could not see it by exploring the CD. This sounds a little fishy to me
>>> but then I am not that well versed in computers.
>>>
>>> Perhaps this CD can restore an existing but damaged installation of XP
>>> to its default settings but what if the Windows folder was damaged
>>> beyond repair?
>>>
>>> I then asked her what would happen if I had to replace the hard drive in
>>> the computer, and put in a new completely blank hard drive. Would this
>>> "Restore CD" be able to install XP onto the new hard drive, and how
>>> would it do it if I couldn't even find a copy of XP on the CD. She said
>>> it could.
>>>
>>> So my question is, don't I need an XP disk to use if I have a serious
>>> crash ?
>>>
>>
>>
>> Legally, the OEM has met it's contractual obligation to Microsoft by
>> providing a means of returning the PC to its ex-factory state, whether
>> it's a Recovery CD or a Recovery Partition. They are not legally obliged
>> to provide a true installation CD as part of the sale. Reputable,
>> customer-service aware OEMs, like Dell, MPC, and Gateway, do provide a
>> full OEM installation CD, that does permit custom installations and
>> repairs. Many uncaring OEMs, especially those who sell their computers
>> through department stores and chain outlets, such as Compaq, HP,
>> eMachines, and Sony, however, in an effort to save pennies and reduce
>> their support costs by having to hire support people that can only say
>> "Boot from the Recovery CD to return your PC to its original condition,"
>> provide only a CD bearing a disk image of the hard drive as it left the
>> factory. These Recovery/Restore CDs cannot perform normal installations,
>> nor can they be used to do any sort of customizations.
>>
>> Essentially, it boils down to "You get what you pay for."
>>
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microsoft.public.windowsexp.basics: Re: Why Didn't This Computer Come With An XP CD ?

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> --
> Remove the "Delany" to reply.