

Re: How do I get Microsoft to fulfil their legal obligation to pro

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2005-12/msg11185.html>

- *From:* "Kerry Brown" <kerry@xxxxxxxxxxxxxxxxxxxxxxx*a*m>
 - *Date:* Wed, 28 Dec 2005 08:54:12 -0800
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Tony

You still haven't told us what you bought. As many people have told you there ARE several flavours of XP Pro. There is a retail version, OEM version, upgrade version, volume license version, MSDN version, action pack version, and probably more. As far as I know Microsoft does not call any of them a full version. That nomenclature comes from the reseller usually.

Regarding old applications not working with XP. XP has a compatibility mode that often allows older programs to be run. There are some programs that will not run. What programs are you worried about?

Kerry

Tony wrote:

- > Hi Shenan
- >
- > Thanks for the response, indeed thanks to everybody who responded
- > ... There is a couple of things ... Firstly I tried the "contact
- > microsoft support" route but you need a PID first and the only way
- > you can get one is if the software is up and running, kind of self
- > defeating really !!. If the software is up and running, what do you
- > need support for ?. The other problem with that route is that they
- > expect the customer to pay for support (like you haven't already paid
- > by buying their product) !!!!!. More disturbing is that I'm
- > hearing that upgrading from 98 to XP might
- > stop some of my old applications from working ... That's very
- > disturbing after all what's the point of doing an upgrade if I have
- > to reinstall all my old applications and possibly spend thousands
- > replacing them if they won't work under XP !!! I have already spent
- > close to a thousand dollars building a new computer just so I have
- > the extra grunt required to run XP, no other reason, if 98 was still
- > supported by Microsoft and others I would have no reason to be doing
- > this at all !!! Just as an aside, "Full" is a pretty unambiguous
- > word, there is no such thing as different flavours of "Full". It
- > either is a full version or it isn't and if it isn't a full version
- > then it shouldn't be labled as such and nor should it be sold as

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> such, both acts are dishonest !!.

>

> "Shenan Stanley" wrote:

>

>> Tony wrote:

>>> I am having great difficulty finding a way of getting some
>>> support out of Microsoft !!!!. I have purchased a "full" edition
>>> of Microsoft Windows XP which I intend to use to upgrade my old
>>> Windows 98 operating system ... The best I can get it to do is a
>>> dual boot sytem with Windows 98 and Windows XP !. I have tried
>>> every possible combination to get this to work, but to no avail
>>> !!! . Why on earth anybody would want a a dual boot system with two
>>> flavours of Windows is beyound me. Obviously if I stick the
>>> Windows XP instalation disk in my Windows 98 box, I am going to
>>> want to upgrade my old operating system ... Why can't I get it to
>>> do this ?. Is my "full" version not a full version ??? . What do I
>>> need to do to get it to do an upgrade from 98 to XP ??? . Why is
>>> it that there is no way of emailing Microsoft from their website
>>> for basic support, such as they are legally obliged to provide for
>>> their products ???.

>>

>> I must ask a simple question.. What do you mean by "Full" edition of
>> Microsoft Windows XP?

>> There are several flavors of "Full" editions of Windows XP.

>> In general for the public – there are:

>>

>> – Retail Edition (nice box, usually a CD Case, usually the sticker
>> that has the CD key is on the CD case or the Certificate of
>> Authenticity.)

>> – Upgrade edition (similar to retail edition – less expensive.)

>> – OEM edition (no box – maybe a flat piece of cardboard wrapped in
>> cellophane and the certificate of authenticity and a sticker
>> containing the CD key – so it can be stuck on the machine in
>> question.)

>>

>> If you have either of the first two – you are in luck. Here is how
>> you "upgrade" your Windows 98 machine. Start the machine in Windows
>> 98. Log in. My opinion is that you should do some preparation..
>> Uninstall applications you do not need/use, run a full antivirus
>> scan and antispyware scan, scandisk and then defragment. Then – in
>> general – you are ready to insert the Windows XP CD – while in
>> Windows. Follow the prompts and it should lead you through an
>> UPGRADE – you have to remember that you want to do an UPGRADE – not
>> a parallel install (some people would prefer the parallel install
>> because of old software that will not function under Windows XP or
>> that they believe functions better under Windows 98.)

>>

>> If you have the latter – you are unlucky (actually – you didn't do
>> your research and that is what you ended up with by 'saving money'
>> on the purchase.) An OEM version can only be used to do a fresh
>> install. It cannot "upgrade" a current install. Also – you do not

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>> get support direct from Microsoft with an OEM – the people you
>> purchased the OEM from and the person who installs it are your
>> support.
>>
>> As for getting help from Microsoft – you should learn to search more
>> effectively. If you go to <http://www.microsoft.com/> and look at the
>> options at the bottom of the page (where most web pages keep their
>> contact info) – you will see a link to : "Contact Us" – which if
>> followed takes you to:
>>
>> <http://support.microsoft.com/contactus/?ws=mscom>
>>
>> Which has different sections pretty clearly labeled. You probably
>> want "Product Help and Support", and then "Contact a support
>> professional by phone or e-mail for help if you purchased the
>> product separately." which gets you here:
>>
>> <http://support.microsoft.com/gp/assistsupport>
>>
>> Where you would choose "Windows XP" and then have to choose your
>> country, your exact product (version of XP), and then which support
>> you want/are eligible for.
>>
>> --
>> Shenan Stanley
>> MS-MVP
>> --
>> How To Ask Questions The Smart Way
>> <http://www.catb.org/~esr/faqs/smart-questions.html>

• **References:**

- ◆ **[Re: How do I get Microsoft to fulfil their legal obligation to provide](#)**
 ◇ From: Shenan Stanley
- ◆ **[Re: How do I get Microsoft to fulfil their legal obligation to pro](#)**
 ◇ From: Tony

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