

## Re: Best way to restore?

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<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2006-09/msg09778.html>

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- *From:* "Rock" <[rock@xxxxxxxxxx](mailto:rock@xxxxxxxxxx)>
  - *Date:* Thu, 28 Sep 2006 12:01:16 -0700
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"exsailor66" wrote

Hello,

I have Windows XP Home Edition.

A few weeks ago, I started getting a message that my Windows software is an unauthorised version. It is actually my girlfriend's computer.

Some time ago (?), she had a problem and took the computer (laptop) to Geek Squad. She called them today, and they said that the previous owner was using some sort of "borrowed" commercial software, and that it caused many of his customers to experience the same problem. They said to bring it in...she didn't ask if they were going to charge her, but I am assuming they would.

I am not computer savvy, but I did read that I could use the backup disks to recover the system. She made the backup disks right after buying the computer from Best Buy, so it should be the authorised version.

My questions:  
Should I try this?  
If yes, what is the best way to do it?  
Will I lose files or programs?

Please respond as if I was a ten year-old, because that is the level (if that) of my ability on computers.

You have to check the documentation or with tech support for the computer to find out if the recovery process is non destructive (keeps programs and data), or destructive.

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Rock [ MVP User/Shell]

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