

## Re: problem with OEM / Microsoft responsibility

**Source:**

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2005-02/4106.html](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2005-02/4106.html)

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**From:** jeff (noone\_at\_nowhere.com)

**Date:** 02/06/05

Date: Sun, 6 Feb 2005 16:14:27 -0600

I may be reading this wrong but it appears the only problem you are having is you are missing a few fonts and you can't restore them from your cd. Is that it?

If it is you should just bypass the cd all together. Download the fonts you need yourself directly from the internet. A quick google search on 'arial font download' pulled up 600,000 pages. The very first one has all the fonts you mentioned and many more for free download.

"TR" <tr@anonymous.biz> wrote in message

news:uEUICWJDFHA.720@TK2MSFTNGP10.phx.gbl...

> *This isn't one of their low-end retail machines that you see at Circuit  
> City, but a high-end Business machine (an e-PC42). There's no hidden  
> partition and, as far as I can see, no "non-destructive" option on the  
> recovery CD -- at least not one that is clearly marked.*

> *Timo*

>

> "Carey Frisch [MVP]" <cnfrisch@nospamgmail.com> wrote in message

> news:#EGousIDFHA.2180@TK2MSFTNGP12.phx.gbl...

>> *You do not have any support options with Microsoft.*

>> *Since HP reinstalled their customized vesion of Windows XP,*

>> *they are 100% responsible for Windows XP support issues.*

>>

>> *Did HP tell you how to perform a "non-destructive" recovery?*

>>

>> *There is no download for any Windows XP system files from Microsoft.*

>>

>> *HP Pavilions that ship with Microsoft Windows XP do*

>> *not come with Recovery CDs. Instead, they use a hidden*

>> *space (partition) on the hard drive to store the recovery*

>> *information.*

>>

>> *Read the following article thoroughly, then follow*

>> *the steps outlined to perform a "non-destructive"*

>> *recovery operation.*

>>

> <http://h10025.www1.hp.com/ewfrf/wc/document?lc=en&cc=us&docname=bph07145&pro>

> *duct=71013&dlc=en&lang=en*

>>  
>> --  
>> *Carey Frisch*  
>> *Microsoft MVP*  
>> *Windows XP – Shell/User*  
>> *Microsoft Newsgroups*  
>>  
>> *Be Smart! Protect Your PC!*  
>> <http://www.microsoft.com/athome/security/protect/default.aspx>  
>>  
>>

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> -----  
>>  
>> *"TR" wrote:*  
>>  
>> *| I am trying to restore a few default fonts (Arial and Courier New) on*  
>> *my*  
>> *| Windows XP Pro system which I bought from HP. The PC (an e-PC 42) came*  
>> *| bundled with a Windows XP Pro system image CD; HP tech support tells me*  
> *that*  
>> *| individual system files cannot be restored from the image CD, and that*  
> *my*  
>> *| only option is to restore a pristine system image -- the same as what*  
> *came*  
>> *| out of the box -- and reinstall every piece of software and system*  
> *update*  
>> *| I've installed since then. There is no emoticon that suffices here. I*  
> *have a*  
>> *| legit (albeit OEM) Win XP Pro license. What are my support options*  
> *through*  
>> *| Microsoft? Can I obtain a copy of Win XP Pro for the cost of the media,*  
>> *| since I already have a license? HP says they cannot sell me one. Can I*  
>> *| download the font files I need from a Microsoft "system recovery"*  
> *server?*  
>> *| Thanks*  
>> *| Timo*  
>>  
>  
>