

Re: Lost Registration Key

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2007-02/msg01430.htm

- *From:* Ron Martell <ron.martell@xxxxxxxxx>
 - *Date:* Sat, 10 Feb 2007 04:32:31 GMT
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Black Wolf Standing <BlackWolfStanding@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
wrote:

Hi,
First let me preface, I'm trying to help a relative and in no way am I trying to circumvent MS's activation, EULA, or other copyright policies for Windows XP.

Here's the problem:
My future sister in-law corrupted her OS on her computer. Before asking anyone for help she tried to re-install Windows XP. During the installation process, she found out that she had lost the Registration Key that came with her HP Pavillion Laptop computer. So she called a friend who gave her a registration key so that she could finish installing and activating the OS. But it turns out that the registration key she got was a "bad" key and now she can't update her system at MS Update.

This is where she called me. I told her, "Yup, that's a 'bad' key and she needed to find her original key for her system."

My question: "Is there a legal way to retrieve the old key and get her computer legal again?" The Old OS is gone, so there's no retrieving it from there. Or is there a hidden back-up of the old OS that I might be able to retrieve the number from if it's not corrupted too?

note: Don't reply with hacks. I could have found all the hacks I wanted to get her system working. I just want to know of a legal way shy of buying Windows XP again.

She needs to find the Product Key that came with her computer. On most HP Laptops this is on a sticker that is fastened to the bottom of the laptop.

And she also needs to use the "System Recovery" disk that came with her laptop, or the hidden "System Recovery" partition on the hard drive. A different Windows XP disk will not work with her product

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key.

Good luck

Ron Martell Duncan B.C. Canada

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Microsoft MVP (1997 – 2006)

On-Line Help Computer Service

<http://onlinehelp.bc.ca>

Syberfix Remote Computer Repair

"Anyone who thinks that they are too small to make a difference
has never been in bed with a mosquito."

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