

## Re: Product counterfeiting – Not Genuine

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*Source:*

[http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help\\_and\\_support/2009-01/msg00928.htm](http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.help_and_support/2009-01/msg00928.htm)

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- *From:* jordyn0323 <[jordyn0323@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:jordyn0323@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx)>
  - *Date:* Thu, 8 Jan 2009 23:35:01 -0800
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Shenan – Thank you very very much. I was able to change the XP key and it is now validating. Office is now validating, as well. I guess maybe office couldn't validate without having a valid operating system??? Anyways – Thank you so much. I was about to go buy new programs. You saved me a lot of money!

"Shenan Stanley" wrote:

nerdocalypse wrote:

I'd also like to know this. there's a product key on a sticker right ON my PC, and i KNOW its not counterfeit, so it'd be great to get rid of these annoyances. please dont just direct me to another forum for help!

Shenan Stanley wrote:

You are right. Stickers are so hard to counterfeit. \*grin\*

Also – have you verified the product key on the sticker is even the same one that is on your computer \*in use\* yet?

Use Belarc Advisor and/or Magic Jellybean KeyFinder to do so – let us know if the product key of your installed system matches the product key on the sticker. Sometimes users can be surprised to find they are very different.

Zilbandy wrote:

Mine is very different, and totally legitimate. The sticker on the bottom of my laptop is for the Operating System dvd that was supplied with my laptop at the time of purchase. The Magic Jellybean Finder returns the number of the factory image that Compaq used when they installed the original software. The two numbers are different. My wife has an identical machine as mine, purchased at the same time, and her sticker is different than

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mine, but Magic Jellybean returns the same number on hers as it does mine... both are the number of the image used to install the software.

Shenan Stanley wrote:

Yes – I know that – but many times these installs that were put on by the OEM at the factory are now coming up as counterfeit – because said number got leaked out, etc. At that time – there are work-arounds and just because \*you\* know that your keys are different and have done the research to understand why does not mean the OP has.

BTW – just because a number was used to install it – doesn't mean it is or possibly ever was legitimate. I can easily find a hacked volume license number on the Internet right now – install using it – maybe – just maybe – even activate it and then I could change it using the Microsoft toll to a legitimate product key in all likelihood. In your case – and maybe even the OPs – it is likely they \*are/were\* legitimate. It's better that people learn this, however, in my opinion.

<snip>

jordyn0323 wrote:

I purchased a used computer for my daughter and when we got it we went on Microsoft to validate the XP professional and the Microsoft Office keys. Both failed validation. The key (at least for the XP professional) that failed and is loaded on the computer is different than the one on the sticker on the bottom. You had asked in this post if someone elses keys matched. What does it mean if the keys don't match and do you have any suggestions?

It's described pretty well in what you quoted from ther older post in yours. It means the manufacturer (or whomever) used a different (in the case of the original equipment manufacturer's – perhaps their volume license for easy mass installation) license type/product key.

Change your product key (for Windows) to the one stuck on your laptop... (If they are even the same version – Home, Professional – as you did say this was a used laptop.)

The Genuine Advantage Product Key Update Tool is only valid for users attempting to change their current non-genuine Product Key to a genuine COA sticker or genuine Product Key – all without a reinstall!  
<http://go.microsoft.com/fwlink/?LinkId=50346&clcid=0x409>

Know that – as for myself and many others – of I were to receive a used

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computer of any kind, I would use the supplied installation media (if there was no media supplied – I would not buy it – well, unless I had some already that I could use) to wipe and install cleanly. Even if I knew that person \*very well\* – I doubt I want their stuff hanging out – who knows what baggage might be left on there?

As for Office – if it is not working and you do not have the installation media and proper product key – you are probably out of luck. Hopefully you just paid for the laptop and not the stuff on it.

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Shenan Stanley

MS-MVP

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How To Ask Questions The Smart Way

<http://www.catb.org/~esr/faqs/smart-questions.html>