

Re: Microsoft!!!! FIX THE FAX INSTALLTION ISSUE

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- *From:* "Richard Kistler" <dickkist@xxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Wed, 22 Feb 2006 03:18:59 -0500
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"Earl F. Parrish" <efparri@xxxxxxxxxxxxxx> wrote in message
[news:2nPKf.8655\\$HU.8636@xxxxxxxxxxxxx](mailto:news:2nPKf.8655$HU.8636@xxxxxxxxxxxxx)

"Dick Kistler" <dickkist@xxxxxxxxxxxxxxxxxxxxx> wrote in message
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The problem is not with Microsoft but with the OEM computer manufacturers. They do not provide an authentic Windows XP CD-ROM so the installation script does not work. I had no problem installing Windows XP Fax from the Add/Remove Program Applet of Control Panel when you have a real Windows XP CD-ROM.

So, poor little Microsoft has no control over what these OEM's do with a product called Microsoft Windows XP. Ha Ha Ha Ha Ha! If Bill Gates told these guys to jump, they would be yelling "how high?" on the way up. The reason nothing is done is that Microsoft can't see how money can be made by fixing this problem. Keep complaining until they fix the problem! It's not the OEM's. Only Microsoft can fix this problem!

If you buy a computer with Microsoft Windows pre-installed, you are entitled to no support from Microsoft. You have to look to your computer retailer or manufacturer for help. Just try to call up Microsoft in that case. There is no free support. If you have a Dell, call them or better yet, tell them what you want installed before you buy the computer.

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This is because Microsoft perceives that there is more money to be made this way. It is not cast in concrete, it is just what Microsoft decided to do to make money. They can change this.

The OEM companies buys enough Microsoft licenses for the computers on which they will install the operating system. It is up to them whether they give you a CD-ROM or just have a restore partition on the hard drive. Laptops are usually the only product which has accessible Windows installation files on the active hard drive. They are usually in `\Windows\Options\Cabs` or `\Windows\i386` in the case of Windows XP.

Again, just the way MS does business now. If they thought more money was to be made some other way, they would do it another way. Complaining to them can convince them to change. They changed their end of life policy because of similar complaints. If they think that they will lose money, they will change.

If you upgrade from a previous version of Windows, you have the authentic CD-ROM and can install anything you want. The problem with OEM installations is that the computer tries to go to the original source for updates and it does not exist any more. The OEM manufacturers do not update the installation script or the Registry to point to the current location of the files. The same thing happens if you have two CD drives and put your Windows XP CD-ROM in a different drive from the one you used for the original installation when you want to add something. No matter what you do, the routine always comes back to that drive with no CD in it to look for the next file. You have to go into the Registry to make corrections to the original source or switch the CD-ROM to the correct drive. Sometimes you cannot do the latter because drive letters have changed because you added or removed a hard drive.

This entire problem is caused by the fact that MS caters to the OEMs, and not the final consumers. This is because they think that they can make more money that way. They could change that if they perceived that more money was to be made by pleasing the end user. Again, poor Microsoft is done in by the OEMs. I don't buy it. MS can run their business any way that they want. They are in control of their product. They could require a full retail copy of Windows XP be provided with each sold PC, however, they think that money is to be made some other way.

Complain to MS. Convince them that their policy is wrong. They can fix this

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problem. Convince them that the money is to be made by pleasing their end users, and not the OEMs.

P.S. My OEM Copy of Windows XP installed MS Fax just fine.

It is more likely that this problem isn't fixed, and that MS Fax doesn't work with all fax modems because Fax software vendors complain to Microsoft that MS is costing them sales, and MS understands things like lost sales.