

Re: Invalid Product Key for Windows XP Pro, referred to newsgroup by MS Rep

Source:

http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.setup_deployment/2004-02/2113.html

From: Darrell Gorter[MSFT] (Darrellg_at_online.microsoft.com)

Date: 02/21/04

Date: Sat, 21 Feb 2004 03:28:57 GMT

Hello Case314159,

Can you post PID= line from the setupp.ini file from the media that you are attempting to install from. The setupp.ini file is located in the i386 folder..

It only contains a couple of lines, I just need the PID= line. This may help me identify the media.

Depends on the OEM for the hardware as to whether it will install or not on the series or whether it needs to be the exact model,, but it should not stop at the product key if that was the issue.

Thanks,

Darrell Gorter[MSFT]

This posting is provided "AS IS" with no warranties, and confers no rights

| Content-Class: urn:content-classes:message
| From: "case314159" <pchan@biolase.com>
| Sender: "case314159" <pchan@biolase.com>
| References: <1322501c3f7d5\$820b76f0\$a101280a@phx.gbl>
<103chjge22j3b6@corp.supernews.com>
| Subject: Re: Invalid Product Key for Windows XP Pro, referred to
newsgroup by MS Rep
| Date: Fri, 20 Feb 2004 10:20:17 -0800
| Lines: 162
| Message-ID: <13f1701c3f7de\$315e2640\$a401280a@phx.gbl>
| MIME-Version: 1.0
| Content-Type: text/plain;
| charset="iso-8859-1"
| Content-Transfer-Encoding: 7bit
| X-Newsreader: Microsoft CDO for Windows 2000
| Thread-Index: AcP33jFekIp66q3GSoad4lzvz/0BBw==
| X-MimeOLE: Produced By Microsoft MimeOLE V5.50.4910.0300
| Newsgroups: microsoft.public.windowsxp.setup_deployment
| Path: cpmsftngxa07.phx.gbl
| Xref: cpmsftngxa07.phx.gbl
microsoft.public.windowsxp.setup_deployment:103087

| NNTP-Posting-Host: tk2msftngxa12.phx.gbl 10.40.1.164
| X-Tomcat-NG: microsoft.public.windowsxp.setup_deployment

| Bruce,

| Thank you for the response.

| We are using an OEM CD of Windows XP Professional, full
| version. Whether this CD is the exact one for this
| workstation is unknown. It is however, associated with the
| OEM series that we have. I believe it should work since
| the systems are identical.

| Side note, when we try the original OEM product key with
| the other types of licensing versions, the error message
| reads differently (we also have XP Retail Full and XP
| Retail Upgrade). It states the key is not for this
| product. It is for XP Professional and not XP Home.

| I also have a word or two for the person / committee that
| chose that particular font to use on their authenticity
| stickers. "B" and "8" are almost indistinguishable,
| almost as hideous as "Q" and "O". I have also tried
| various combinations of "B", "8", "G", and "6"s. Note,
| their "D" can also be easily mistaken for "O" and "0".
| You mentioned Microsoft left out "I", "1", "O", and "0",
| so it should be safe to say I have "Q"s and "D"s.

| Also tried CAPS LOCK _off_ and _on_ (the rep said to use
| _on_) to no avail.

| >-----Original Message-----

| >Greetings --

| >

| > What installation CD(s) are you using? You do need
| to be using

| >the original OEM installation CDs that came with the
| computers.

| >Product Keys are bound to the specific type and language
| of CD/license

| >(OEM, Volume, retail, full, or Upgrade) with which they
| are purchased.

| >For example, a WinXP Home OEM Product Key won't work for
| any retail

| >version of WinXP Home, or for any version of WinXP Pro,
| and vice

| >versa. An upgrade's Product Key cannot be used with a
| full version

| >CD, and vice versa. An OEM Product Key will not work to
| install a

| >retail product. An Italian Product Key will not work

| with an English
| >CD. Product Keys and CDs cannot be mixed & matched.
| >
| > You need to examine the Product Key very carefully.
| It's awfully
| >easy to mistake a "B" for an "8," a "G" for a "6," an "S"
| for a "5,"
| >or a "Q" for a "0" or "O." Fortunately, Microsoft had
| the good sense
| >to leave the "1's," "I's," "O's," and "0's" out of the
| equation.
| >Also, be sure that your CapsLock is _off_ while entering
| the Product
| >Key.
| >
| >Troubleshooting Invalid CD Key Error Message During
| Windows XP Setup
| >[http://support.microsoft.com/default.aspx?scid=kb:en-](http://support.microsoft.com/default.aspx?scid=kb:en-us;310637)
| [us;310637](http://support.microsoft.com/default.aspx?scid=kb:en-us;310637)
| >
| > Essentially, though, you've no option but to contact
| the
| >computers' manufacturer for OEM license support.
| Microsoft provides
| >no free support for OEM versions. This would include
| such issues as a
| >lost/invalid Product Key or replacing damaged
| installation media. I
| >don't know how far this will get you, though, as you've
| very likely
| >voided your warranties on the PCs by replacing the
| original OS with
| >another.
| >
| >
| >Bruce Chambers
| >--
| >Help us help you:
| ><http://dts-l.org/goodpost.htm>
| ><http://www.catb.org/~esr/faqs/smart-questions.html>
| >
| >You can have peace. Or you can have freedom. Don't ever
| count on
| >having both at once. -- RAH
| >
| >"case314159" <pchan@biolase.com> wrote in message
| >news:1322501c3f7d5\$820b76f0\$a101280a@phx.gbl...
| >> Hello,
| >>
| >> Goal Summary:
| >> We are trying to install Windows XP Professional (New

microsoft.public.windowsxp.setup_deployment: Re: Invalid Product Key for Windows XP Pro, referred to newsgroup by M

|>> Installation (Advanced)) on several OEM systems that are
|>> currently running Windows 2000. Though we did purchase
|>> Windows XP Professional with the systems, we installed
| our
|>> retail version of Windows 2000 at that time.

|>>
|>> Installation Synopsis:
|>> We began the Windows XP Professional new installation.
|>> When prompted for the Product Key, the original XP
| Product
|>> Key on the Microsoft sticker of authenticity returned an
|>> error message, "The Product ID which you entered is
|>> invalid. Please try again."

|>>
|>> We spoke with a Microsoft customer representative and
| gave
|>> them my name, our phone number, and the original product
|>> key. The rep verified that our Product Key was indeed
| OEM
|>> and gave us three other Windows XP Professional product
|>> keys to try (two OEM and one retail). All the
| additional
|>> product keys failed with the same error message.

|>>
|>> The Microsoft customer representative told us that they
|>> are only allowed to generate three product keys a day
| and
|>> that we should call back the following day to attempt
|>> three more keys.

|>>
|>> The following day, we spoke to a different rep and gave
|>> them the same information. Unfortunately, they did not
|>> give us three more product keys to try. Instead, we
| were
|>> given two options. 1) Post in the newgroups and a
|>> solution will be provided within 24 hours. 2) Pay \$35
| to
|>> have Microsoft assess the problem. We were told by the
|>> Microsoft customer representative that the invalid
| Product
|>> Key is not a Microsoft problem. They told us to call
| the
|>> OEM to resolve the issue.

|>>
|>> Conclusion:
|>> To save everyone from the grief we experienced, let us
|>> just say we had to make multiple calls and were told we
|>> should purchase the retail version of Windows XP
|>> Professional to resolve the issue. So instead of opting
|>> to spend more money on a product that is not currently
|>> working or running on our systems, we hope someone here

Re: Invalid Product Key for Windows XP Pro, referred to newsgroup by MS Rep

microsoft.public.windowsxp.setup_deployment: Re: Invalid Product Key for Windows XP Pro, referred to newsgroup by M

|>> can provide us with a proper solution.
|>>
|>> Note, Microsoft will not generate an incident number for
|>> us. They have our name and phone number, however a
| track
|>> history is not being kept according to the
| representative,
|>> though one can be generated.
|>
|>
|>.
|>
|