

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/2004-02/2381.html

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

Date: 02/24/04

Date: Tue, 24 Feb 2004 03:02:57 GMT

Hello Case314159,

That does check out to be an OEM Windows XP Professional Full product (not upgrade copy).

How are you starting setup? Are you running Winnt32 or booting from the CD?

If you are running Winnt32, from what OS are you starting it from? Is it from OEM Windows 2000 or something else?

Have you tried booting to the cd, running setup, and seeing if that allows you to enter the product key?

Thanks,

Darrell Gorter[MSFT]

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| 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>
<13f1701c3f7de\$315e2640\$a401280a@phx.gbl>
<c9MUUrC#DHA.200@cpmsftngxa07.phx.gbl>
| Subject: Re: Invalid Product Key for Windows XP Pro, referred to
newsgroup by MS Rep
| Date: Mon, 23 Feb 2004 10:33:33 -0800
| Lines: 262
| Message-ID: <1525101c3fa3b\$8ae00ee0\$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: AcP6O4rd6a4kWLorStOteWENO7IFzQ==
| X-MimeOLE: Produced By Microsoft MimeOLE V5.50.4910.0300
| Newsgroups: microsoft.public.windowsxp.setup_deployment
| Path: cpmsftngxa06.phx.gbl

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

| Xref: cpmsftngxa06.phx.gbl
microsoft.public.windowsxp.setup_deployment:103619
| NNTP-Posting-Host: tk2msftngxa12.phx.gbl 10.40.1.164
| X-Tomcat-NG: microsoft.public.windowsxp.setup_deployment

| Darrell,

| Sorry for the delayed reply.

| Here is the PID line from from the [Pid] section of
| the /i386/setup.ini:
| Pid=55274OEM

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

| >Hello Case314159,
| >Can you post PID= line from the setup.ini file from the
| media that you are
| >attempting to install from. The setup.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

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

|> 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

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|>| 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
|>|>
|>|> 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
|> >> 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
|> >> 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

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|>| track
|> >> history is not being kept according to the
|>| representative,
|> >> though one can be generated.
|> >
|> >
|> >.
|> >
|>|
|>
|>.
|>
|