

RE: Dell refuses to upgrade MCE 2004 to 2005

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.mediacenter/2004-11/1838.html>

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G, I encountered a very similar problem with Dell. I bought a Media Center computer from them on October 5, 2004 — yep, just one week before they released the 2005 version of MCE! I learned about the new version of MCE a few days later (i.e., a day after the return deadline...), and attempted to request an upgrade CD.

It took me a while to find someone who was competent to address the issue, because the 2005 version was so new. Ultimately, as you did, I learned that the hardware on my computer was incompatible with the 2005 software.

That said, Dell did ultimately resolve the problem to my satisfaction: I contacted Customer Care, explained the situation, and asked to exchange my computer for the exact same computer but with the 2005 version of MCE. They did it without a problem. In fact, they even arranged for and paid for my return shipping. I received my new computer a few days ago, and everything is honkey dorey.

Bottom line: Have you contacted Customer Care and asked for an exchange? It has only been a couple of months, and under the circumstances, they might still be willing to exchange the computer. You might give it a shot. Couldn't hurt.

Best of luck.

"G" wrote:

> *I just read this on Dell's Media Cenetr 2005 webpage:*

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> *In our continuing effort to give our customers the very best possible customer experience, we are not offering an upgrade from Media Center 2004 to Media Center 2005, since we cannot be sure that every customer has the proper hardware required to run Media Center 2005 optimally. If you want Media Center 2005, we recommend you consider upgrading to one of Dell's newest Dimension™ system that has Media Center 2005 preinstalled so you can enjoy all the new features in the best possible way.*

