

Re: Can't Install Microsoft Works

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<http://www.tech-archive.net/Archive/Word/microsoft.public.word.docmanagement/2007-01/msg02277.html>

- *From:* reba2121 <reba2121@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 23 Jan 2007 16:16:01 -0800
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Wow, thank you so much for your help. Here are the answers to your questions to the best of my ability. (I thank you for explaining this to me in terms I can understand!!)

- A) The version of Microsoft Works is 4.5
- B) My computer is a Compaq Presario S6000NX (Is that what you needed?)
- C) My operating system is Microsoft Windows XP, Home Edition, Version 2002
- D) I bought it at Staples (came with the computer) in Rockland, Maine, USA

Thanks again. I really appreciate your help!!

"John McGhie [MVP – Word and Word Macinto" wrote:

When we're working with computers, we need to use names and terms very precisely, otherwise we set people off down the wrong path and never get where we want.

The phrase "beyond them" is not a good description of what HP Support meant. What they really meant is "This is not a problem that we are permitted to solve, you must ring Microsoft". I am very interested why they said that: I assume they have detected from your product key that the version you have is not one that they sold.

When Microsoft Works says your product ID number "is invalid" that is all it means: the number is *currently* invalid. This also means "and it will never be valid in the future".

But either you are typing in the wrong number, or the number you have *was valid* at some time in the past. One of four things has happened:

- 1) You have purchased a stolen copy of the software and the product key never was valid.
- 2) Someone else has stolen your product key and used it, which means your

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key now can't be used for you.

3) Someone has stolen a whole series of product keys for that product, and Microsoft has cancelled them all.

4) The copy you have is an Original Equipment Manufacturer copy, and it's not for the manufacturer of the computer you have. (You can buy software for one quarter of the street price from a computer manufacturer, but the key you get will install only on a computer made by that manufacturer.)

The most likely is number 3. Product keys from time to time "escape" into the wild and turn up on the Internet. After the third or fourth person tries to install using the same key, Microsoft disables the whole series :-)

Anyway, it's fairly simply to solve this. You need a new product key!

However, there's an extra complication in your case: if you purchased an OEM copy it's HP's job to give it to you. If you purchased a copy elsewhere, it's the reseller's job to get it for you.

I just rang my contact at Microsoft. We can short-circuit this process; but we need to prove that the copy you have is both genuine and not stolen. To do that, I need a bit more detail from you:

A) What version of Works do you have (it's written on the CD or on the box if you got a box)

B) What computer are you trying to install it on? Name of the manufacturer and Product ID. (If it's HP there will be a little black and white sticker either on the back or on the bottom of the case with "Service Tag" written on it. We need the information from that.

C) What operating system do you NOW have installed? Go to Start>Control Panel>System and tell me what it says there.

D) Where did you buy it (City, State, and Country you were in when you purchased it)

Pop back here with those four pieces of information and I will be able to get you the phone number to ring.

Cheers

On 23/1/07 11:39 AM, in article
8011A82B-6AFA-403A-9C02-4383DD2ABE9C@xxxxxxxxxxxxxx, "reba2121"
<reba2121@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:

Hi, there. I have had my computer for two years and have never been able to install Microsoft Works because it says my product ID# is invalid. What do I do? I'm so frustrated. I contacted HP support and they said it's beyond them

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and I needed to contact Microsoft support.....HELP!

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Please reply to the newsgroup to maintain the thread. Please do not email me unless I ask you to.

John McGhie <john@xxxxxxxxxxx>

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