

Re: OEM branded XP Home Edition – Who to complain to?

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From: Kyle (kylemwhite@hotmail.com)

Date: 08/08/02

From: "Kyle" <kylemwhite@hotmail.com>

Date: Wed, 7 Aug 2002 20:31:38 -0700

Serena,

It seems you have struck a nerve with lots of people with this post. Here is another sob story for those who care.

I got similarly burned with HP, yes HP! On the Pavilion PCs that our company bought for overseas customers, they didn't even include a restore CD. The restore files are stored on a hidden partition on the hard drive. It does include a utility to install stuff that is not normally installed but if the hard disk crashes then we are screwed. We had to make a request and send HP some money (not much, but it's the hassle that is the issue) to get their "system recovery" which includes about 7 CDs (most of which is probably junk that I don't want). I used to consider myself a savvy computer shopper but on this latest round, this wasn't an issue I'd ever encountered before so I didn't even think to ask. Things change so fast that everytime I need to buy a new computer, there are a bunch of issues to consider which are different than the last time.

On a positive note, I recently bought a Micron and it came with their "System restore" disk which is essentially the MS XP disk. This is a good thing that I've always liked about Micron, they give you the vanilla stuff without a bunch of extra foof.

Kyle

"Serena" <serena@reenee.net> wrote in message
news:0e1201c23cf1\$68e75090\$9ee62ecf@tkmsftngxa05...
> *I bought my computer system via Best Buy, one of their*
> *VPR Matrix systems which came with XP Home Edition. I*
> *did not receive an XP CD–Rom, but rather their "restore"*
> *disk. I want to set up an automated maintenance backup*
> *of my critical data files on the new system to another*
> *computer on my home network. So I went to System Tools,*
> *and discovered the Backup function is not there. I also*

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- > perused MS's Knowledgebase and discovered by default this
- > is not installed (NTBACKUP), and instructions on how to
- > install it from the XP Home Edition CD-ROM (which i don't
- > have), so I contacted Best Buy's VPR tech support to
- > inquire how I was going to accomplish my goal.
- >
- > The response was that I would need to either (1) burn a
- > copy of any data I wanted to "backup" to a CD, that I
- > would not be able to backup over my network to another
- > hard drive, that the NTBACKUP is not provided as a part
- > of the OEM branded Home Edition; or (2) "just use System
- > Restore". (!!!!)
- >
- > What the HELL gives the OEM the right to omit what should
- > be an essential utility just because it's an OEM branded
- > edition of XP?
- >
- > I told the guy I have a LOT of data to backup (I have a
- > 100 gig hard drive on the new system) – and burning a
- > copy is not an acceptable solution, as that would require
- > me to sit here and change out CD's in the event my data
- > exceeded the limit of the CD. I should have the ability
- > to choose to backup my system to another hard drive,
- > without just making a copy of file on a CD.
- >
- > Further, suppose my 100 gig hard drive dies, relying just
- > on System Restore would certainly not help me to restore
- > files from a dead drive.
- >
- > This is ridiculous and I am incensed. I feel that kind
- > of arbitrary OEM interference with having the
- > functionality normally included in a "licensed" XP Home
- > Edition is unacceptable.
- >
- > Who do I complain to loudly and bitterly, that would have
- > the authority to do something constructive about this
- > situation?