

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

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**From:** Roger Abell [MVP] ([mvpNOSPAM@asu.edu](mailto:mvpNOSPAM@asu.edu))

**Date:** 08/08/02

From: "Roger Abell [MVP]" <[mvpNOSPAM@asu.edu](mailto:mvpNOSPAM@asu.edu)>

Date: Thu, 8 Aug 2002 01:09:55 -0700

Hi Kyle,

I am feeling that we are just starting to see what this will turn into over time. We (at my worksite) sometimes just buy bare machines and install with licenses from our volume agreement. It is more time than with a pre-load, but OTOH we end up with a system configured as we wish. An added benefit to this is that you also can use a RIS based imaging and start down the road to use of auto-update and centralized configuration management.

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Roger Abell

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<http://www.microsoft.com/windowsxp/expertzone>

"Kyle" <[kylemwhite@hotmail.com](mailto:kylemwhite@hotmail.com)> wrote in message  
news:eEAm6voPCHA.2232@tkmsftngp09...

> 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

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> 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](mailto: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  
> > 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?  
>  
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