

## Support Request ID SRZ061207002700

**Problem title:** I am the point of contact for several librarties who have recently gotten the...

**Product:** Microsoft Windows Genuine Advantage (All Languages)

**Sent on:** 12/7/2006 2:44:57 PM

**Last modified:** 12/7/2006 9:12:01 PM

**Description:** Problem Description: I am the point of contact for several librarties who have recently gotten their Gates grant and have purchsed new computers for their libraries.

In our first try at one library we are trying to deploy 30+ computers in a library setting. These will be Public Access Computers (PAC).

To do this we bought the computers from HP, all the same models with all the same hardware. Each of the computers came with Widows XP Pro already installed and each has a COE with it's own Product Key Code. (We do NOT have a volume license, each has computer has it's own individual license) We took one of the computers and made it our reference system. We installed all of the software we needed, i.e. Adobe Reader, Real Play and most importantly Microsoft Shared Computer Toolkit.

After getting a getting the computer configured exactly the way we wanted we ran Sysprep -mini (we also setup manger to create an inf file). We then create an image of the reference computer using Acronics Workstation9.1. After the image was created we took the image (it is on a USB 2.0 external hard drive) and loaded on a second computer from the 30 identical ones that were purchased. This process wiped out the hard dive data and restored the computer with the image created on the reference computer.

When we booted the second computer it ran the mini setup of Windows XP Pro asking for a computer name and product Key Code. When it came to validating that the software was genuine Microsoft software it failed the test. I'm not sure what to do next?

These computers will be on a server with more than 10 computers.

Thanks  
Operating System: Windows XP

## Discussion

### Original Problem: Microsoft Windows Genuine Advantage (All Languages)

#### Response from Microsoft - 12/7/2006 11:46:22 PM

Dear Chuck,

Thank you for contacting Microsoft Online Support Service. My name is Simon, and I'm glad to work with you. For your reference, the case ID for this service request is SRZ061207002700. You can contact me directly by sending an email to v-30simh@mssupport.microsoft.com with the case ID in the subject line.

From your description, I understand that you have purchased more than 30 computers for library use. Each computer has its own Product Key and is not using the VLK (Volume License Key). One computer was set up as a reference system, then an image was created. After loading the image onto the second computer, the new computer could not pass the genuine validation test. If I have misunderstood your concern, please feel free to let me know

I understand the inconvenience you have experienced. Please be assured that I will do my best to help you.

At this time, in order to protect the computer, I suggest we first enable the Automatic Updates feature to get critical and security updates which do not require validation. Please refer to the following steps if it is

not clear how to enable the feature:

#### Enable Automatic Updates

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1. Click Start, click Run, enter "SYSDM.CPL" (without quotation marks) and then press Enter.
2. On the Automatic Updates tab, select the option "Automatic (recommended) Automatically download recommended updates for my computer and install them", and then click OK.

For more information about the Automatic Updates feature, please refer to the following article:

<http://support.microsoft.com/kb/306525/EN-US/>

Now, let's focus on the genuine validation issue.

This issue can occur if any of the following conditions are true:

1. A non-genuine Product Key was used to install the system
2. The local settings are incorrect.
3. Some third-party secure software blocks access to the Windows Update site.
4. The Windows Genuine Advantage Notification (KB905474) was not installed successfully.

I understand the inconvenience you have experienced. Please be assured that the purpose of WGA is to protect the rights of genuine users of Windows. I will try my best to assist you in getting this issue resolved. Thank you for your understanding.

If you have not visited the WGA (Windows Genuine Advantage) Diagnostic webpage located at the address below, I suggest we access this webpage to troubleshoot the issue first. On this website, we can test some system settings and confirm that there are no other blocking issues with your validation or Internet Explorer settings blocking the validation process.

<http://www.microsoft.com/genuine/diag/>

However, if you have accessed the above site but the validation issue persists, in order to collect more information about this issue and provide more effective suggestions, please assist me in collecting the following information.

#### Screenshot

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1. Please access the following website and click "Validate Now" button on the webpage:

<http://www.microsoft.com/genuine/downloads/WhyValidate.aspx?displaylwindowsang=en>

2. When the error appears, please press the Print Screen key (PrtScn) on your keyboard.
3. Click Start, click Run, type MSPAINT, and click OK.
4. In Paint, click Paste under the Edit Menu, click Save under the File menu, type a file name for the snapshot, choose JPEG as "Save as type", click "Desktop" on the left pane, and click Save.
5. Please find the screenshot on the Desktop and send it as an attachment to:  
v-30simh@mssupport.microsoft.com.

#### WGA Diagnostic Tool

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1. Please open Internet Explorer and visit the following link to download the WGA Diagnostic Tool:

<http://go.microsoft.com/fwlink/?linkid=52012>

2. Save the MGADiag.exe file to the Desktop, and then double click on the file to run the tool.
3. Click the "Continue" button.
4. Under the "Windows" tab, click the "Copy" button.
5. Open up an email, and paste (when editing the email, press Ctrl + V) the information collected by using the tool.
6. Please send the email to me at v-30simh@mssupport.microsoft.com

**Product Key**

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The MGA Diagnostic Tool can only collect a part of the Product Key, therefore, please enclose the entire 25 digit Product Key as well and I will help you to verify if it is valid. It should be printed on the CD package or the sticker on your computer. To locate your Windows Product Key, we can also refer to the following link:

<http://www.microsoft.com/genuine/downloads/LocateProductKey.aspx?displayLang=en>

Please also let me know the Operating System version of the Product Key. Such as: "Windows XP Professional" or "Windows XP Home Edition". It can also be found on the Certificate of Authenticity (COA) of your computer.

Note: When attaching files to emails, the process will vary depending on the email application being used. While you are composing the email, most applications will provide you with either an "Attach" button or Paper Clip Icon to click in order to attach a file. Once clicking this button/icon you must browse to the file you wish to attach and select it by either double clicking it or clicking it once and then clicking on the "Attach" button.

Once I obtain the information, I will perform further research and get back to you as soon as possible.

Thank you for your time and cooperation.

I look forward to hearing from you.

Best Regards,

Simon He

v-30simh@mssupport.microsoft.com  
Microsoft Windows Update Support Professional

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Satisfied customers are my top priority.

Please let either myself or my manager know what you think of the level of service provided. You can send feedback directly to my manager, Tony Tang at v-30tont@mssupport.microsoft.com

Windows Live OneCare: <http://go.microsoft.com/?linkid=4416252>

Give your computer continuous antivirus and firewall protection, along with regular tune-ups and back-ups to maintain its performance.

**Response from Microsoft - 12/7/2006 9:12:02 PM**

Hello Chuck,

Thank you for contacting Microsoft Online Customer Service.

From your message, I understand that you have concerns regarding validating your copy of Windows XP. I realize the importance of this issue and look forward to assisting you.

As a Customer Service Representative, I can assist you with the support options available with your Microsoft product. Microsoft provides no-charge support for Windows validation related issues. Since the issue you are experiencing requires technical assistance, I have forwarded your issue to a Support Professional. They will be contacting you via e-mail within the next 24 hours.

Please note, since this support request will be handled using Microsoft's Web based e-mail support option, it is highly recommended you set your junk mail settings for the e-mail contact you listed in this case to accept e-mail from Microsoft.com. This will ensure our support e-mail reaches you in a timely manner and prevent it from being moved to your junk mail folder. If you do not see the response from our agent within the next 24 hours please ensure you double check your junk mail folder for an e-mail containing your Support Incident Number listed above.

If you have any questions regarding this case or need to update the case notes, please send an e-mail to [compmail@microsoft.com](mailto:compmail@microsoft.com) with the SRZ number (SRZ061207002700) in the subject line.

Chuck, I hope your issue gets resolved soon and appreciate your patience in this regard.

Thank you for using Microsoft products and services.

Smita  
Microsoft Online Customer Service Representative

If you have any feedback about your Online Customer Service experience, please e-mail my manager, Unni Krishnan Anupama Kumar, at [ocsmgrs@microsoft.com](mailto:ocsmgrs@microsoft.com)

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