

Print active chat

[Wednesday, April 21, 2010 9:30 AM] -- Automatically generated message:

This is an automated message. Your request has been received by the Technical Support Center and has been queued until a support analyst is available. Support for HP notebook systems is available 24hrs a day, 7 days a week. You will receive a response to your support request in 2 minutes or less.

[Wednesday, April 21, 2010 9:30 AM] -- Automatically generated message:

For reference, your Case ID is 4613483455

[Wednesday, April 21, 2010 9:30 AM] -- Automatically generated message:

A Support specialist, Smriti G has been assigned to your case.

[Wednesday, April 21, 2010 9:30 AM] -- Smriti G says:

Hello Tracy, thank you for contacting HP Active Chat Support. My name is Smriti and I see you have a question regarding your Notebook. Please give me 5 minutes to review your records. Thank you.

[Wednesday, April 21, 2010 9:34 AM] -- Smriti G says:

Thank you for your time, Tracy.

[Wednesday, April 21, 2010 9:37 AM] -- Tracy Bridgens says:

Is there any more information I can provide you?

[Wednesday, April 21, 2010 9:38 AM] -- Smriti G says:

I understand that you want to reactivate Office 2007.

[Wednesday, April 21, 2010 9:38 AM] -- Tracy Bridgens says:

Yes...I have a medialess license kit.

[Wednesday, April 21, 2010 9:40 AM] -- Smriti G says:

Tracy, could you please confirm, if this is the serial number CNU9474BW5 and model number 6730b of the notebook in question?

[Wednesday, April 21, 2010 9:41 AM] -- Tracy Bridgens says:

yes

[Wednesday, April 21, 2010 9:43 AM] -- Smriti G says:

Tracy, did you install MS-Office 2007 using the disc?

[Wednesday, April 21, 2010 9:44 AM] -- Tracy Bridgens says:

There is no disk. I received a medialess license kit with the computer. Because the operating system had to be reinstalled though it is no longer "Microsoft Office Ready" which is a requirement of the medialess license kit.

[Wednesday, April 21, 2010 9:47 AM] -- Tracy Bridgens says:

I need to find out where to go to reinstall so that I can use the license that I purchased with the computer.

[Wednesday, April 21, 2010 9:51 AM] -- Smriti G says:

Tracy, we can download the trial version of MS-Office 2007 and then you need to use the License to activate it.

[Wednesday, April 21, 2010 9:51 AM] -- Tracy Bridgens says:

Hello?

[Wednesday, April 21, 2010 9:52 AM] -- Tracy Bridgens says:

Ok

[Wednesday, April 21, 2010 9:53 AM] -- Smriti G says:

Let me know the progress, as well if you need I can provide you the Trial version download link.

[Wednesday, April 21, 2010 9:57 AM] -- Tracy Bridgens says:

yes, please provide the link

[Wednesday, April 21, 2010 9:57 AM] -- Smriti G says:

Sure.

[Wednesday, April 21, 2010 9:59 AM] -- Smriti G says:

Tracy, you can download the same from the web link below:-  
<http://www.microsoft.com/office/trial/>

[Wednesday, April 21, 2010 10:03 AM] -- Tracy Bridgens says:  
5% complete

[Wednesday, April 21, 2010 10:03 AM] -- Smriti G says:  
Okay.

[Wednesday, April 21, 2010 10:13 AM] -- Smriti G says:  
Please tell me the result.

[Wednesday, April 21, 2010 10:16 AM] -- Tracy Bridgens says:  
44% now

[Wednesday, April 21, 2010 10:16 AM] -- Smriti G says:  
All right, Tracy.

[Wednesday, April 21, 2010 10:16 AM] -- Tracy Bridgens says:  
I will have to leave in about 15 minutes.

[Wednesday, April 21, 2010 10:18 AM] -- Smriti G says:  
Tracy, incase the installation does not complete by then, I will put the Chat session on hold so that you can resume it later.

[Wednesday, April 21, 2010 10:19 AM] -- Tracy Bridgens says:  
Ok. Thank you. I appreciate it.

[Wednesday, April 21, 2010 10:19 AM] -- Smriti G says:  
You are most welcome, Tracy.

[Wednesday, April 21, 2010 10:19 AM] -- Smriti G says:  
Tracy, is there any other concern that I may address?

[Wednesday, April 21, 2010 10:19 AM] -- Tracy Bridgens says:  
Not yet.

[Wednesday, April 21, 2010 10:20 AM] -- Smriti G says:  
I will wait online till the installation is going. If its time for you to leave please let me know.

[Wednesday, April 21, 2010 10:36 AM] -- Smriti G says:  
Please tell me the progress.

[Wednesday, April 21, 2010 10:40 AM] -- Smriti G says:  
Tracy, please let me know if we are still connected to this chat session.

[Wednesday, April 21, 2010 10:44 AM] -- Smriti G says:  
Tracy, it has been a while since your last response. If you would like to resume this chat session, you may reply to this message within the next 12 hours. For the moment, I shall place this chat session on hold. To resume the chat session, please enter the Active Chat Support web-site using this URL:

<http://h50203.www5.hp.com/hpweb/customer/HPInstantSupport.aspx>

Please click on 'View your other Active Chat Issues' and then, click on the Chat ID listed. You may also refer to the Case ID 4613483455. Thank you for contacting HP, have a good day. Smriti.

[Wednesday, April 21, 2010 1:40 PM] -- Tracy Bridgens says:  
Hello. I successfully downloaded the trial version of MS Office 2007. However, the license key provided is not accepted for activation. I believe this is probably because I had previously activated prior to reinstalling the operating system. Can you help

[Wednesday, April 21, 2010 1:40 PM] -- Automatically generated message:  
A Support specialist, Smriti G has been assigned to your case.

[Wednesday, April 21, 2010 1:41 PM] -- Smriti G says:  
Hi Tracy, welcome back.

[Wednesday, April 21, 2010 1:41 PM] -- Tracy Bridgens says:  
Thank you.

[Wednesday, April 21, 2010 1:41 PM] -- Smriti G says:  
You are most welcome.

[Wednesday, April 21, 2010 1:42 PM] -- Smriti G says:  
Tracy, what happens when you try to enter the License key?

[Wednesday, April 21, 2010 1:43 PM] -- Tracy Bridgens says:  
I do not get the green check mark, but a red x instead. It says to check the number and to retype. I have done this 3 or 4 times now.

[Wednesday, April 21, 2010 1:46 PM] -- Tracy Bridgens says:  
Actually it says "The key is incorrect. Verify that you have the correct key and then retype it."

[Wednesday, April 21, 2010 1:46 PM] -- Smriti G says:  
Let me check what best I can do in this situation, Tracy. Please allow me 5 minutes.

[Wednesday, April 21, 2010 1:55 PM] -- Smriti G says:  
Thank you for your time, Tracy.

[Wednesday, April 21, 2010 1:55 PM] -- Smriti G says:  
I apologize for taking a longer time.

[Wednesday, April 21, 2010 1:56 PM] -- Smriti G says:  
Tracy, I will go ahead and ship you the MS-Office 2007 Disk.

[Wednesday, April 21, 2010 1:56 PM] -- Smriti G says:  
In order for me to ship the part, I would require the following details:

- a. Complete postal address:
- b. Day time contact phone number:
- c. Alternative phone number:

[Wednesday, April 21, 2010 1:57 PM] -- Tracy Bridgens says:  
So will I need to then uninstall and reinstall again??

[Wednesday, April 21, 2010 1:59 PM] -- Tracy Bridgens says:  
a. Tracy Bridgens, NWBDA, 9019 E Appleway Blvd, Ste 200, Spokane Valley, WA 99212 b. 509-458-8555 c. there is no alternative number.

[Wednesday, April 21, 2010 2:00 PM] -- Smriti G says:  
I am afraid, Tracy as the license key is not working we have to uninstall and reinstall MS-Office 2007.

[Wednesday, April 21, 2010 2:00 PM] -- Smriti G says:  
The USPS Verified Address is 9019 E APPLEWAY BLVD STE 200, SPOKANE VALLEY WA 99212-2943. Is that correct?

[Wednesday, April 21, 2010 2:01 PM] -- Tracy Bridgens says:  
This is so frustrating! How soon can I expect it? Overnight, I hope? Yes, the address is correct.

[Wednesday, April 21, 2010 2:02 PM] -- Smriti G says:  
Tracy, the CD will be shipped with in 2 business days.

[Wednesday, April 21, 2010 2:04 PM] -- Tracy Bridgens says:  
Is there anyway at all to expedite? I have been going back and forth with HP for 2 days already with this computer that we just took out of the box.

[Wednesday, April 21, 2010 2:06 PM] -- Smriti G says:  
I understand, Tracy, we will surely try to expedite this shipment. However it also depends on the stock for the disc at this moment. If the disc is available it will be shipped to you in next business day itself. However, I will not be able to promise you the same, I am sure you will understand.

[Wednesday, April 21, 2010 2:08 PM] -- Tracy Bridgens says:  
Actually, I don't, but it does not appear that I have a choice.

[Wednesday, April 21, 2010 2:09 PM] -- Smriti G says:  
I can assure you Tracy that we will do our best from our end.

[Wednesday, April 21, 2010 2:09 PM] -- Tracy Bridgens says:  
I appreciate it.

[Wednesday, April 21, 2010 2:11 PM] -- Smriti G says:  
I appreciate your co-operation, Tracy.

[Wednesday, April 21, 2010 2:11 PM] -- Smriti G says:  
Tracy, is there any other concern that I may address?

[Wednesday, April 21, 2010 2:13 PM] -- Tracy Bridgens says:  
Can you email tracking information to me for the shipment?

[Wednesday, April 21, 2010 2:13 PM] -- Smriti G says:  
Sure, I will Tracy.

[Wednesday, April 21, 2010 2:14 PM] -- Tracy Bridgens says:  
Thank you. That is all for now.

Close

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[Monday, April 26, 2010 2:34 PM] -- Automatically generated message:  
This is an automated message. Your request has been received by the Technical Support Center and has been queued until a support analyst is available. Support for HP notebook systems is available 24hrs a day, 7 days a week. You will receive a response to your support request in 2 minutes or less.

[Monday, April 26, 2010 2:34 PM] -- Automatically generated message:  
For reference, your Case ID is 4613683027

[Monday, April 26, 2010 2:35 PM] -- Automatically generated message:  
Detailed system information has been uploaded to the support specialist.

[Monday, April 26, 2010 2:35 PM] -- Automatically generated message:  
A Support specialist, Chandrachur B has been assigned to your case.

[Monday, April 26, 2010 2:36 PM] -- Chandrachur B says:  
Hello Tracy, thank you for contacting HP Active Chat Support. My name is Chandrachur and I see you have a question regarding your notebook. Please give me 5 minutes to review your records. Thank you.

[Monday, April 26, 2010 2:37 PM] -- Chandrachur B says:  
Tracy, how are you doing today?

[Monday, April 26, 2010 2:38 PM] -- Tracy Bridgens says:  
I would be better if I could get this user up and running.

[Monday, April 26, 2010 2:40 PM] -- Chandrachur B says:  
Sure.

[Monday, April 26, 2010 2:41 PM] -- Tracy Bridgens says:  
Do you have any questions for me?

[Monday, April 26, 2010 2:42 PM] -- Chandrachur B says:  
I understand that you want to activate the trial version of the MS Office , right?

[Monday, April 26, 2010 2:43 PM] -- Tracy Bridgens says:  
Yes, but first I need assistance installing it.

[Monday, April 26, 2010 2:44 PM] -- Tracy Bridgens says:  
From the disk

[Monday, April 26, 2010 2:45 PM] -- Chandrachur B says:  
Tracy, you should contact Microsoft to activate it. Else, you could contact the Microsoft to get the complete version of the MS Office software.

[Monday, April 26, 2010 2:47 PM] -- Tracy Bridgens says:  
Have you reviewed the file at all?? This is the 3rd round of support I have had with HP . I recieved the promised disk today for reinstallation. The problem is I cannot tell what file I am supposed to use to reinstall.

[Monday, April 26, 2010 2:50 PM] -- Chandrachur B says:  
You could use the setup.exe file to install it.

[Monday, April 26, 2010 2:51 PM] -- Tracy Bridgens says:  
Here is the story...This computer came with Office pre-installed. After taking it out of the box, it started erroring out. I was directed by HP tech support to reformat, which I did. Then I was directed to download the trial version of Office 2007, which I did. The problem then was that my license key no longer works. There is no set-up EXE file.

[Monday, April 26, 2010 2:53 PM] -- Tracy Bridgens says:  
Inside SWSETUP there is only SW\_Ver. Inside that there are only 2 .cva files.

[Monday, April 26, 2010 2:55 PM] -- Chandrachur B says:  
In such case you have to contact the Microsoft to get the complete version.

[Monday, April 26, 2010 2:58 PM] -- Tracy Bridgens says:  
Really...And how exactly does one do that and why was that not brought up by the previous 2 techs? This problem is HP's. Please elevate to the next level.

[Monday, April 26, 2010 3:02 PM] -- Chandrachur B says:  
Tracy, was the full version installed on the unit earlier?

[Monday, April 26, 2010 3:03 PM] -- Tracy Bridgens says:  
The computer came with the full version installed on it. It was activated prior to the Delayed Write Failures starting.

*Ignore slash*

[Monday, April 26, 2010 3:04 PM] -- Chandrachur B says:  
Thank you for the information.

Did you get the Media Less Kit for that? I mean the key to download the complete version?

[Monday, April 26, 2010 3:04 PM] -- Tracy Bridgens says:  
Yes.

[Monday, April 26, 2010 3:05 PM] -- Chandrachur B says:  
You could use the link below to download the complete version:

<http://www.microsoft.com/office/backup/en-us/default.aspx>

There is no need to activate it.

[Monday, April 26, 2010 3:06 PM] -- Tracy Bridgens says:  
Thank you. May I ask you to put this chat on hold until I am able to complete and confirm that?

[Monday, April 26, 2010 3:08 PM] -- Chandrachur B says:  
Sure, Tracy.

I am placing the chat on hold.

[Monday, April 26, 2010 3:08 PM] -- Tracy Bridgens says:  
Thank you. I will try right away.

[Monday, April 26, 2010 3:09 PM] -- Chandrachur B says:  
Since we are unable to complete troubleshooting at this time, I will place your chat incident in a holding status. You can resume troubleshooting by referring to case ID number 4613683027 Please feel free to use our Instant Support program again. Thank you again for contacting HP and have a great day.Chandrachur

Close

*game slash.*

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