

Re: KB 836454

Source:

<http://www.tech-archive.net/Archive/DotNet/microsoft.public.dotnet.general/2005-05/msg00618.html>

- *From:* SwamiDave <SwamiDave@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 10 May 2005 05:30:04 -0700
-

Thanks for the response Morten. It better explains the situation.

SwamiDave

"Morten Wennevik" wrote:

> Hi SwamiDave,
>
> The HotFix isn't fully tested and therefore not easily available. You shouldn't have to pay for getting it but you probably will have to acknowledge that any problem caused by the hotfix is entirely your responsibility.
>
>
> On Fri, 06 May 2005 15:35:21 +0200, SwamiDave <SwamiDave@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote:
>
>> I would respectfully suggest that if Microsoft has an update to a bug that
>> Users have to contact Support to obtain, requiring the Users to generate a
>> charged service request ticket to get the fix is poor form.
>>
>> This KB documents .NET's IDE problem in the Help | Check for Updates that
>> generates errors. It documents what the problem is & the DLL responsible.
>>
>> Users are instructed to contact Support for a fix to the bug, but would have
>> to create a support ticket. The cost associated with this support ticket
>> (Microsoft says) "may be canceled" if they "determine a specific update will
>> resolve the problem".
>>
>> Swami says: Poor form.
>>
>
>
>
> --
> Happy coding!
> Morten Wennevik [C# MVP]
>
>

- *Follow-Ups:*
 - ◆ **Re: KB 836454**
 - ◇ *From:* Morten Wennevik

- *References:*
 - ◆ **KB 836454**
 - ◇ *From:* SwamiDave
 - ◆ **Re: KB 836454**
 - ◇ *From:* Morten Wennevik

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