

Re: WMP11 "Support" is not good

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Source:

<http://www.tech-archive.net/Archive/Media/microsoft.public.windowsmedia.player/2009-01/msg00878.html>

- *From:* Ande <Ande@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Tue, 20 Jan 2009 12:53:02 -0800
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I have a clean, from scratch, installation of Vista Ultimate 32-bit. The only changes were from Microsoft updates.

The "support" provided by Microsoft, for WMP11, is:

Windows Media Player 11 (All Languages)

For help with Windows Media Player 11, you can use the support options included with Windows Vista or Windows XP. Select your Windows Vista version or Windows XP version from the product list to see available support options. If asked for a PID, use your Window Vista PID or Windows XP PID.

And, the support provided for Vista is:

Cost: \$99.00 total plus applicable taxes per support request . (Note: Advanced support is not covered under this charge.) Major credit cards accepted.

Availability: Business hours (Pacific Time)

Monday Friday -- 6:00 A.M. 6:00 P.M.

Cost: \$259.00 plus applicable taxes per support request. Major credit cards accepted.

Availability: 24 hours

Cost:

During Business hours: \$259.00 plus applicable taxes. Major credit cards accepted.

After Business hours: \$515 US plus applicable taxes per request Major credit cards accepted.

ResponseTime: Will vary based on severity. (except if it is business-critical*)

After paying a small fortune for the privilege of using a Microsoft License for Vista and Microsoft Small Business Office 2007; why am I asked to pay more for support???

And you wonder why people are looking for alternative solutions?

Sorry, but this solution is what forces the End Users, the Microsoft

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customers, to search for answers elsewhere.

And, if I am correct, this is a Microsoft Supported, and approved, Forum for us to find solutions. Is it not?

And, the link I provided was also a Microsoft Supported, and approved, Tech Net Forum. So, how can you say "That's a bad thread full of confusion and levels of misinformation and people acting without understanding what's going on."? Isn't that insulting your peers?

If I could have found meaningful support from Microsoft, somewhere else, I would not be using these Forums.

BTW: The last IE7 Update will not let me use it for these Forums. I have to use Mozilla Firefox to access them.

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Life is an adventure with God leading.

"zachd [MSFT]" wrote:

That's a bad thread full of confusion and levels of misinformation and people acting without understanding what's going on. Sometimes trying for the quick solution means that you're doing things that aren't helpful.

You cannot install WMP10 upon Vista. It doesn't have necessary fixes that WMP11 contains.
You cannot install WMP11 for Windows XP upon Windows Vista. They are actually different in important small ways and the code functions differently. If you forced the XP player to run on Vista, it wouldn't run correctly.

I do not know how you gained the perception that Microsoft was ignoring any problems— possibly you should turn to actual product support:
<http://zachd.com/pss/pss.html#psssupport>
? That would be the best way to actually get meaningful support.

That thread is a perfect example of why web forums are often a pretty horrible place to try to get help. Without strong moderation, web forums are pretty useless. =\

—Zach

—
Speaking for myself only.
See <http://zachd.com/pss/pss.html> for some helpful WMP info.
This posting is provided "AS IS" with no warranties, and confers no rights.

—
"Rev Anderson" <Ande@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:79625588-BD7C-487A-8327-651515776EAC@xxxxxxxxxxxxxxxxxxxx>

Re: WMP11 "Support" is not good

I have been searching for a solution to the inability of WMP11, on Vista Ultimate 32-bit, to Sync media. After reading a lot of different threads, I find the frustration with WMP11 to be pretty high. Here is one thread, found on Microsoft's TechNet Forum:

<http://social.technet.microsoft.com/forums/en-US/itprovistaapps/thread/c933f209-9a95-4022-a5ff-6>

This is only one of many-many threads people have posted searching for answers to their problems with WMP11. It is obvious that WMP11 does NOT work and will not allow you to even go back to WMP10.

Why does Microsoft ignore these problems? At least provide a way to go back to WMP10, which appeared to work.

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