

RE: WMP 11 Bug

Source:

<http://www.tech-archive.net/Archive/Media/microsoft.public.windowsmedia/2007-03/msg00093.html>

- *From:* Cinna <Cinna@xxxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Thu, 8 Mar 2007 23:15:00 -0800
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As sad as that response was for all of us. It did lift my spirits a bit to know that someone else has this problem. The problem isn't limited to WMP. I found a few message boards in my searching that noted problems with reporting bugs on Microsoft software that they sell for Mac. My initial reaction is well...duh, but the logical side of me wonders why Microsoft would not focus on the crowd of people that uses their products on their competitor's OS. I would be biting at their heels for their business and hope that it converted a few.

"Dale" wrote:

"Cinna" wrote:

For the most part WMP 11 serves the same purpose that the other versions did and thats playing video files (for me that is). I'm running this in Windows Vista Business 64-bit. I'd be more than happy to report an issue with this play to Microsoft, but apparently they don't care what I have to say since 30 minutes of online searching has gotten me no closer to a bug reporting website.

They don't have a bug reporting website. The Windows Media Player product team is the only major product group in all of Microsoft who does not provide any means for their customers to report bugs or suggestions. In fact, they also do not monitor these newsgroups officially and reports of bugs and suggestions made here fall on deaf ears.

While there really is no way at all to communicate with the Windows Media Player product team, you do have the option of calling Microsoft product support and speaking with a call center employee who will surely apologize on Microsoft's behalf that you're having problems with Windows Media Player. After delivering the apology, that person will have no ability to forward your bug report directly to the Windows Media Player product team but if he can convince enough levels of supervisors that a bug exists, there is a chance that the bug could get forwarded to the Windows Media Player product

team.

Oh, I almost forgot to mention. For the privilege of reporting a bug to the Windows Media Player product team, you must pay Microsoft a fee of anywhere from \$35 (soon to be \$59) up to several hundred dollars depending on your support requirements. At the discretion (whim?) of the call center employee you speak to, that fee may be waived but don't even bother calling unless you're prepared to provide a credit card number and prepared to have that credit card charged.

The error happens most often when a video file is done playing and I close the player. Immediately after closing the player I receive a pop-up saying that "Windows Media Player has stopped working". The problem event name is always APPCRASH. The latest exception code is c0000374 with an exception offset of 000aa0fb.

What you're describing may not be an unsolvable bug in Windows Media Player. You may be able to get some help for that here. I have seen some others get good help on reviewing crash information from WMP here and seen some not get help.

Of course that doesn't change the frustration you, me, and thousands of other users feel with the lack of community participation by the Windows Media Player product team and their refusal to provide any reasonable means by which we – their paying customers – can provide suggestions and feedback on the product we purchase from them.

It's pretty sad when a company decides they like the weather on Olympus and moves themselves far out of reach of the people who use their products. From what I've seen in my searches it seems the focus is on low level support for the average Joe and troubleshooting that goes nowhere.

It's not all of Microsoft. Most of Microsoft does a fantastic job of listening to and considering feedback from their customers – even when they don't do what I think they should do. It is only the Windows Media Player product team who refuses to allow any customer involvement in the product.

Not once has the "Check Online for a Solution and Close the Program" button yielded any results for anything that has gone wrong for me in Vista.

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Vista is still new. Hopefully that will change but I haven't ever noticed a lot of changes in online help in the life of a product.

Am I experiencing a lemon or is this a common bug occurrence. If it is a lemon...can I get a pc software lemon law please.

Microsoft has a lemon policy. If you purchased Vista retail, you can get a refund from Microsoft for sure. I don't know whether other purchase options are included in that policy or not. But Vista is a great product with the exception of its integral media player.

Dale