

## Re: Another Instance of Irresponsible Behavior

**Source:**

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.general/2004-08/18707.html>

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**From:** Dick Kistler (*dickkist\_at\_Remove-hotmail.com*)

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>  
> *You were responding to me, the OP--no need to use the third  
> person, unless it's some kind of personal quirk.  
> You clearly didn't understand the point of my first post.  
> I'm not champing at the bit waiting for an opportunity to  
> get a CD, but there are lots of clueless folks out there  
> who won't download SP2 because of its size, and even though  
> there may be good reason that CDs aren't ready, the only  
> reason I can think of that MS hasn't opened a mailing list  
> is that they are not nearly as concerned about their  
> customers' security as they claim to be.*  
>

Sorry, about the third person reference.

I would guess that Microsoft is interested in getting the update out as fast as possible, but also at as low a cost as possible.

So they are not going to offer the CD in a time frame such that the CD is an attractive option to someone who could download the Network version or the Windows Update version. If they were taking orders now, basically everybody would order a CD. If they wait a month, then all those users who have downloaded the Network or the Windows Update versions will probably not order a CD, and their CD pressing, shipping and handling costs would be less.

In addition, I would bet that Microsoft is more interested in the total number of users who get the update than how fast they get it. So, they are looking at a longer time frame, say a few months, or the end of the year, than we are. So their goal may be something like "Get SP2 to 95% of the Windows XP users by the end of the year in the cheapest way possible for Microsoft." When our

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goal may be to get SP2 as quickly as possible period.

Their problem is a little tougher than ours. They have to distribute say, 100,000,000 copies of the update—we have to only get one.

Hope this helps.

Dick Kistler