

Re: WGA Hacked?! Get a Fair and Balance Perspective!

- > Do your own beta testing and quit springing it on paying customers.
- >

You do not have to use the WGA if you do not wish to at this time. But will millions and millions of systems out there, once we have done the necessary beta testing internally, we have to move to a wider pilot test to try and iron out those last few issues. Hence the reason it is out there now to be used if you wish. If you do use it and have an issue then again you can either provide us some feedback and help the system improve or you can choose to do nothing. As regards springing this on paying customers – we make all these downloads available to you for free – we do not have to. But we are trying to provide you the paying customer with added value at no cost to you and at the same time ensure that only you paying customers can access this added value.

>>

>>

>>

>>>And while we're at it, please print the keys on the COA in a font large
>>>enough to read without a magnifying glass and quit using character
>>>strings like "8B3B8".

>>

>>

>> The font used should allow you to differentiate those particular
>> characters.

>

> It doesn't. Period. Poeples have been complaining about this for years!

>

>> However please provide this feedback via

>> <http://support.microsoft.com/common/survey.aspx?scid=sw:en:1208&showpage=1&ws=search>

>>

>

> YOU report it. What is your purpose here anyway, to merely divert issues
> by spouting off MS's party line or to try and actually IMPROVE things and
> actually help SOLVE problems like (most of) the rest of us do?

>

My role here is entirely voluntary – this is a peer to peer support newsgroup. If you want to provide feedback then do so via the proper channels where it will reach the appropriate people, where as I could spend my spare time trying to find the right person for this or that piece of feedback provided here, instead of letting it be routed automatically by the site.

My track record of helping others and problem solving is beyond question and all of these thousands of posts per year being done in my own time and not as part of my job.

- > I'm not your beta tester and I have no responsibility to report anything
- > to MS. Why should *I* or anyone else have to bother? Again, what, exactly
- > is your role here? This is a peer support group. I challenge you to be a
- > peer.

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>

Feel free then to not contribute at all to WGA – but then do not complain if you are hit by an issue that your could have helped fix by providing a few minutes of feedback. By all means continue to not use WGA but it is coming and if as a technically competent user you could add something to the development then maybe you may wish to reconsider your role in this community.

> I mean no disrespect to you Mike, but as an MS employee maybe *you* should
> take some responsibility in these issues and instead of saying "go to this
> url and do blahX3", say "I am forwarding your concerns to the appropriate
> people" and follow up. I.E. actually *DO* something about it!
>

As I have explained – the external systems will get your feedback to the right group much faster then I could.

> You still didn't answer my question, in fact you evaded it, which again
> was:
> "What, if anything, is MS doing to correct these flaws?"
>

The answer is "working on then internally and with those who have experienced an issue and engaged with us to help resolve it."

> Making *us* test it for you is not an acceptable answer or situation.
>

I have already addressed this above.

—

Regards,

Mike

—

Mike Brannigan [Microsoft]

This posting is provided "AS IS" with no warranties, and confers no rights

Please note I cannot respond to e-mailed questions, please use these newsgroups

"Steve N." <me@xxxxxxxx> wrote in message
[news:fwsle.932\\$M4.2@xx](mailto:news:fwsle.932$M4.2@xx)

> Mike Brannigan [MSFT] wrote:

>

>> "Steve N." <me@xxxxxxxx> wrote in message

>> [news:qgll.88\\$q4.65@xx](mailto:news:qgll.88$q4.65@xx)

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>>>Mike, of course MS has the right to ensure that installations of their
>>>software are legitimate before providing support (product updates are
>>>support), and that justifies the use of PA and WGA, however there are
>>>many documented cases where these mechanisms have failed to identify
>>>legitimately licensed installations, leaving legitimately licensed users
>>>in a lurch.

>>>

>>>What, if anything, is MS doing to correct these flaws? So far all I've
>>>seen MS do is make it more difficult, particularly with regard to OEM
>>>installations and "unauthorized" product keys. It no longer only applies
>>>to major OEMs, either. Every OEM pre-install I have seen lately that is
>>>not pre-activated encounters this.

>>

>>

>> And that is why we are trialling this now and if you have an issue we
>> would encourage you to call in and provide us with the feedback and allow
>> us to work though the issue with you too ensure these cases are minimised
>> when we "go live".

>> from <http://www.microsoft.com/genuine/downloads/FAQ.aspx?displaylang=en>

>>

>> Q.

>> What should I do if I have a problem with the validation process?

>>

>>

>> A.

>> If you cannot resolve your problem using this FAQ, then please use
>> the Contact Us link at the bottom of Microsoft Download Center pages to
>> request additional assistance.

>>

>

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- > Steve
- >
- >>
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- >>>
- >>
- >>
- >

• *Follow-Ups:*

- ◆ **Re: WGA Hacked?! Get a Fair and Balance Perspective!**
◇ From: kurttrail

• *References:*

- ◆ **WGA Hacked?! Get a Fair and Balance Perspective!**
◇ From: kurttrail
- ◆ **Re: WGA Hacked?! Get a Fair and Balance Perspective!**
◇ From: Mike Brannigan [MSFT]
- ◆ **Re: WGA Hacked?! Get a Fair and Balance Perspective!**
◇ From: kurttrail
- ◆ **Re: WGA Hacked?! Get a Fair and Balance Perspective!**
◇ From: Mike Brannigan [MSFT]
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◇ *From:* Mike Brannigan [MSFT]

◆ ***Re: WGA Hacked?! Get a Fair and Balance Perspective!***

◇ *From:* Steve N.

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◇ *From:* Mike Brannigan [MSFT]

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◇ *From:* Steve N.

- Prev by Date: ***Re: Wndows authorisation for an FTP server***
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- Previous by thread: ***Re: WGA Hacked?! Get a Fair and Balance Perspective!***
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