

Re: Open letter to Trend Micro

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.server.sbs/2004-05/1950.html>

From: Mark (*anonymous_at_discussions.microsoft.com*)

Date: 05/06/04

Date: Thu, 6 May 2004 13:55:42 -0700

Now it's my turn to disagree with you, I only had this issue on one system and only had the reboot issue on one, two others didn't have the reboot issue and two don't have the e-mail problem (not the same two).

If it was a consistent across the board issue I could see you being annoyed but when things are erratic how are they to know?

>-----Original Message-----

>Gotta disagree with you, Les. I'm not upset with the fact that we have to
>spend money on Trend's software to deal with the spam problem. I'm upset by
>the fact that Trend's software is causing its own set of problems. And since
>both the reboot problem and the performance report quarantine problem seem
>to affect all SBS03 users, I would think that Trend could have prevented
>these problems through better testing in their own shop. And it's not like
>these updates had to be rushed out the door in response to new threats like
>Sasser. So what's the excuse?

>

>Is Trend the only software manufacturer to release buggy software? We all
>know the answer to that one. But I think they could do a better job, and
>they could certainly do better in terms of tech support. (How 'bout a
>monitored newsgroup like this one, for example?)

>

>"Les Connor [SBS MVP]" <les.connor@DEL.cfive.ca> wrote in message
>news:uBrf6O6MEHA.2676@TK2MSFTNGP12.phx.gbl...

>> *David,*
>>
>> *I hear your frustration. But*
>>
>> *The problem is not Trend, the problem lies with those*
who spam (and
>> *manufacture malware), and with those who don't take*
reasonable precautions
>> *to prevent aiding the spammers. Our problem, A/V*
manufacturers opportunity
>> *; -).*
>>
>> *FWIW, you'll have a difficult time beating the*
protection C/S/M offers at
>> *the price. Those with no spam control won't have the*
occasional false
>> *positive. Just a whole lot of spam.*
>>
>> --
>> *Les Connor [SBS MVP]*
>> -----
>> *SBS Rocks !*
>>
>>
>>
>> *"David Schrag" <david-no-spam@schrag.net> wrote in*
message
>> *news:%23vgBFn5MEHA.3312@tk2msftngp13.phx.gbl...*
>> *> Could you folks please improve your testing regimen*
for C/S/M – SMB
>> *updates,*
>> *> specifically on SBS03 servers? A month ago your*
update caused
>> *spontaneous*
>> *> server reboots, and now an update to eManager is*
quarantining our server
>> *> performance reports. You have a lot of fans in the*
SBS community ... but
>> *if*
>> *> this keeps up you're likely to lose a bunch of them.*
Who knows ... you
>> *might*
>> *> even lose your MS Gold Certified Partner status.*
>> *>*
>> *>*
>>
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