

Re: SP3 and HP/AMD Computers

Source:

<http://www.tech-archive.net/Archive/Windows/microsoft.public.windowsupdate/2008-05/msg03281.html>

- *From:* "sasha gottfried" <sashago@xxxxxxxxxxx>
 - *Date:* Thu, 29 May 2008 09:27:23 -0700
-

Yo'

I can count..... Frankly, from a customer's standpoint, it doesn't matter who screwed up here. HP uses Microsoft and Microsoft uses HP. Meanwhile, in situations like this, they both USE the USER. Who are these prgrammers anyway? 25 year old hyped up ego-maniacal geeks playing inter-corporate competitive games with themselves?

Like I say: OUR time...THEIR money.

"PA Bear [MS MVP]" <PABearMVP@xxxxxxxx> wrote in message news:uaoIyWVwIHA.5892@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

Get yourself an abacus, Sasha.

sasha gottfried wrote:

The blame game can go on and on. The arrogance, and lack of communication between these mega-bux, computer comrades is criminal. Who expects John Q Customer to know what the hell "Sysrep Scenarios" are anyway!

Pathetic!

But thanks to this newsgroup for the heads up on these corporate clowns.

MT

"MowGreen [MVP]" <mowgreen@xxxxxxxxxxxx> wrote in message [news:OFCUI\\$PwIHA.548@xxxxxxxxxxxxxxxxxxxxxxxxxxxx](mailto:news:OFCUI$PwIHA.548@xxxxxxxxxxxxxxxxxxxxxxxxxxxx)

I agree that the customer loses, sasha. BUT, HP has been well aware of

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Unsupported Sysprep Scenarios for quite some time now:
<http://support.microsoft.com/kb/828287>

Read the ' Different processor vendors ' section.
There is definitely something amiss with how MS tests
updates|SPs and
with
their lack of communication skills.

However, this issue is directly attributable to HP, plain and
simple.

MowGreen [MVP 2003–2008]

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_343- FDNY
Never Forgotten
=====

sasha gottfried wrote:

Don't tell me Microsoft wasn't aware of this!
Or was it just a set-up
to
blame the OEM's? Either way.....the
customer loses!

"Shenan Stanley"
<newshelper@xxxxxxxx> wrote in
message
<news:%23tNEvWPwIHA.2188@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

sasha gottfried wrote:

Doesn't
Microsoft
confer with
major
computer
manufacturers
before
putting out
a major OS
upgrade?
As you say,

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HP
manufactures
many
AMD based
computers.
Are you
telling me
Microsoft
isn't aware
of
this, or
doesn't
bother
testing their
SP3 on such
systems
using
this 'image'
applied?
You'd think
that
between HP
and
Microsoft
they would
'expose' the
mistake
before
allowing it
to be foisted
on
customers.
But hell,
our time is
not THEIR
money, is
it?

The OEMs pay less to
Microsoft for the licenses of
Windows XP (OEM
License agreements) so they
can make more profit selling
to the
end-consumer and for that
they provide the
end-consumer support for
the
machine – including the
installed OS. That is a

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choice they made.

Given that choice and the fact that SP3 has been available in some form (beta and otherwise) to the OEMs for over a year – they should have taken the responsibility and tested it. Not to mention – any OEM that decided an AMD processor was the same as an Intel processor (thus making one image) likely should have thought that out better. I am having trouble seeing it from your point of view that Microsoft (SP3) is to blame when it was not Microsoft that made the image being used by said OEMs nor were they the ones responsible for testing things on the OEMs own equipment.

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Shenan Stanley
MS-MVP

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How To Ask Questions The
Smart Way

<http://www.catb.org/~esr/faqs/smart-questions.html>