

Re: Word 2003, Scrolling text problems, Marquee??

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.application.errors/2005-02/0169.html>

From: Suzanne S. Barnhill (sbarnhill_at_mvps.org)

Date: 01/29/05

Date: Sat, 29 Jan 2005 10:03:55 -0600

Perhaps I was hasty. If MS say they are working on a fix, then perhaps you should believe them. But I can point you to any number of KB articles many years old that still say, "Microsoft has confirmed that this is a problem " and claim that a solution is being sought. Sometimes the solution comes in a service pack or hotfix, but more often it is incorporated in the next version of the software. In this instance, I would guess that a fix is a very low-priority item. Security is a major push at Microsoft right now, and Word is **not** intended primarily as HTML-authoring software. If this were a problem in FrontPage, I would expect it to be given higher priority.

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Word MVP FAQ site: <http://word.mvps.org>
Email cannot be acknowledged; please post all follow-ups to the newsgroup so all may benefit.

"Tom" <noway@nothere.com> wrote in message
news:%23Tu%23OUfBFHA.3320@TK2MSFTNGP10.phx.gbl...

"Suzanne S. Barnhill" <sbarnhill@mvps.org> wrote in message
news:OJL0bzI4EHA.1976@TK2MSFTNGP09.phx.gbl...

> There will be no solution. The controls were disabled for security reasons.

I know this thread is old, but I am reviving it for a reason, since I have been searching on my own due to MS now ignoring any further online help request for this particular errors. I have been dealing with MS online support since this particular error arose when SP2 arrived and was installed. I let MS know of this then, though the online tech didn't know what he was doing, and totally did not pay attention to what I did in following his steps to help assist. In the end, they assigned a case number, and I was told I would be contacted; they never contacted me.

Forward to 6 weeks later (approx.), I replied to the case number online, though they closed it, and then they apologized for not getting back, I got a phone call. They stated they're working on it, and kept sending me replies afterwards, to which a response is required within two days, or they close it as resolved, where I would have to tell them otherwise, then get a response that they will (still) work on it.

This went on (and I am not going to keep checking for messages at their beck and call since they obliged themselves to work on it) for weeks, and they kept closing the case, and I would reply to "automatically" reopen it; I

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finally got fed up! They sent me the article KB886299 on Nov. 17, 2004, describing the problem I explained exactly to them in the beginning (Aug 9, 2004), thinking this would assist me. Wow, over 2 months later, they got around to making it a KB article!

Now, after replying again and again (Jan. 28, 2005 the most recent), they are not responding. All the previous replies were that they were working on a fix (and I need this function!), and now I see and MVP make a definitive statement that, "There will be no solution. The controls were disabled for security reasons.", though MS has not given any indication that there "will be no solution".

So, in the end, as MS should either get this fixed, or make compensation, I am asking you Susan, where you learned of this definitive end game for these errors; did they come from MS directly or what else? Give details why this is a security issue that "will not" have a solution, as I haven't read any official statement to date, regarding this claim by you.