

Re: Is there someplace to report grammar checker errors?

Source:

<http://www.tech-archive.net/Archive/Word/microsoft.public.word.newusers/2008-04/msg00561.html>

- *From:* "Suzanne S. Barnhill" <sbarnhill@xxxxxxxx>
 - *Date:* Fri, 18 Apr 2008 16:35:55 -0500
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We would all like every Microsoft product to be perfect (and I think you would find that is true of everyone at Microsoft as well). It's not really an issue of cost so much as of time: a "perfect" product would never reach market-readiness.

There are ways to report bugs, and all reported bugs are considered. But the decision to allocate resources to a bug is based on the seriousness of the bug and the number of users it affects. Bugs that cause Word to crash for all users are obviously the most important. Any bug that is encountered by few users and has a workaround will be a much lower priority. We could report this issue for you, but we know that it would have such a low priority that it wouldn't be worth anyone's time to report or look at.

In any case, IMO this is not really a bug, anyway: it's a flaw. It would be a bug if, having determined that your grammar was incorrect, Word would not let you save or print the document. As it is, it's a minor annoyance.

It's obvious, though, that we're not going to convince you. You detest Microsoft and all its works and are determined to reject any response you receive, no matter how well-intended, so I'm obviously wasting my energy.

—

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"Three Lefts" <spamtrap@xxxxxxxxxxxxxxxxxxxx> wrote in message
news:a5qh04huq4b5gt735bkg40kifl1f8ha9fe@xxxxxxxxxxx

On Fri, 18 Apr 2008 11:34:21 -0500, "Beth Melton" <bmelton@xxxxxxxx>
wrote:

No one here is a "Microsoft apologist". MVPs are actually some of Microsoft's biggest critics. I give them an earful every chance I get!
<grin>

Re: Is there someplace to report grammar checker errors?

Sure, it could be a bug but to be perfectly honest I don't care if the grammar checker makes an incorrect suggestion if it means taking time away from the developers tackling issues that prevent me from getting my work done, working on a feature that will increase my productivity, or more importantly, tackling issues that cause Word to crash.

Microsoft has obscene profits. They ought to be able to fix both big and little problems. I never said this was life or death. actually, I mainly asked if there is someplace to report these bugs so that when and if anyone at Microsoft happens to give a shit, they would have some data to look at.

What I got back was a bunch of pedantic criticism of my writing style and other irrelevant comments on how the grammar checker really ought to be fallible.

I was trying to be helpful. I guess no good deed goes unpunished.

With that in mind, if
I came across this during the beta I wouldn't take the time to report it
or
give them an 'earful' about it.

Sounds to me like you have long ago decided that the bar for Microsoft products is pretty low. No point in reporting anything that doesn't cause Word to crash, which it also does fairly frequently.

By no means am I trying to downplay your concerns, I realize everyone has their own priorities, but the grammar checker isn't one of mine. :-)

It's not one of mine either. I discovered a bug. I thought I see if anyone gave a damn. Obviously, not.

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Beth Melton

"Three Lefts" <spamtrap@xxxxxxxxxxxxxxxxxx> wrote in message  
[news:rv8h04ls6gs1994fdlk1ah16q06cq7jbqs@xxxxxxxxxx](mailto:news:rv8h04ls6gs1994fdlk1ah16q06cq7jbqs@xxxxxxxxxx)

This is a bug in the grammar checker no matter what the Microsoft apologists say. It's a bug.

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