

Re: NO, MICROSOFT DOES NOT SEND OUT SECURITY PATCHES...read the FAQ!

Source: <http://www.derkeiler.com/Newsgroups/microsoft.public.security/2003-05/1522.html>

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<big snip summarized: Why don't people read before they post?>

It's been my experience as I've read this newsgroup over the past, that many of the new users seem to think it's supported by microsoft, and that they'll get an answer from a microsoft rep.

And if you follow the links provided by Microsoft, there's no obvious disclaimer that this is not so: there's plenty of links claiming it's free support, but you'd have to do some searching to see that it's not supported by Microsoft representatives. (That'd be more time searching for a question they weren't asking.)

Just looking at the web-based newsgroup, it actually seems to imply the opposite: see

<http://support.microsoft.com/newsgroups/default.aspx?NewsGroup=microsoft.public.security&SLCID=US&ICP=GSS> for an example.

Right in the upper left corner, it says "Microsoft Product Support Services."

And I've seen plenty of questions from people indicating they expect a personal response – an e-mail from Microsoft. They don't all come back to check the newsgroup, as evidenced by some of the people repeating themselves, asking why their question wasn't answered when it's been answered a bazillion times.

Something else I've noticed, when searching the newsgroups and searching via search engines: When I'm searching on a problem, it's more common to find questions than answers. Some people can continue to take the time to research and learn – most other people have to go on with their lives and don't have time to study to become a security guru.

While that's not necessarily a solution, I think it's an explanation why there's so many repeated questions. (I've already suggested to Microsoft, many ways many times, that they should put a disclaimer on their public

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newsgroups advising that the questions are not necessarily answered by Microsoft employees – and that they'll be answered publicly, not via e-mail – if they're answered.)

Outgoing mail is certified Virus Free.

Checked by AVG anti-virus system (<http://www.grisoft.com>).

Version: 6.0.481 / Virus Database: 277 - Release Date: 5/13/2003