

## Re: Delphi 8 doesn't work with some Developer Express components

*Source:* <http://coding.derkeiler.com/Archive/Delphi/borland.public.delphi.non-technical/2004-01/1550.html>

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*Date:* 01/07/04

Date: Wed, 7 Jan 2004 16:59:19 -0500

Captain Jake wrote:

>

> *But I have one small suggestion, if I may be permitted to tarry just  
> a bit. It is all well and good to have put into place the plan you  
> outlined in your post, but it seems to me that one additional step  
> would be in order and that is implementing a plan whereby bugs  
> discussed in the newsgroups get escalated or added to the tracking  
> system by someone internal to Borland.*

There's already a thread about this. Why is it suddenly shifting to the responsibility of Borland and/or TeamB to mine these groups for things to add to QC? It is extremely wasteful to spend time wading through hundreds of newsgroup posts every day looking for those few posts that warrant being added. Moreover, even assuming someone spent the time to do so, in *\*most\** cases that person would have to follow up with the person(s) that posted in the groups to get sufficient information to make it worth entering into the system anyway. This is *\*extremely\** counter-productive and would be a waste of a salary.

QC was created *\*precisely\** to make it reasonable for customers to enter bugs directly. If you can take the time to report a bug in the newsgroup, why can't you report it yourself in QC? You are the one with the information. Chances are you will *\*not\** post all the information you could or should in a newsgroup posting whereas QC presents the fields needed in order to help you do just that, thus asking to have someone else mine the newsgroups is, on average, going multiply the effort involved by at least a few times.

The Win32 client is easy to install, but if you really don't like that you can enter bugs via the Web client too. Furthermore, in future releases of Delphi, etc (already in the current version of JBuilder) you'll be able to enter bugs directly from the IDE (which means some here will apparently demand that a Borland rep come to their office and enter the bug for them via the IDE interface!).

Borland is doing all they can to make this an easy and *\*effective, efficient\** process. At some point, the customers have to take a little

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initiative and \*use\* the system provided to them.

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"It is error alone which needs the support of government. Truth can stand by itself." - Thomas Jefferson