

## [mma] Bug list for mathematica? / Censorship in MathGroup

*Source:* <http://sci.tech-archive.net/Archive/sci.math.symbolic/2004-06/0131.html>

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*From:* Marcus Stollsteimer ([marcus314\\_at\\_yahoo.com](mailto:marcus314_at_yahoo.com))

*Date:* 06/11/04

Date: Fri, 11 Jun 2004 15:06:17 +0200

Hi,

this post did not make it to MathGroup, so I'd like to try here.

My original post (from about 2 weeks ago) was "moderated away", oops..., sorry, I mean the moderator took the trouble to answer it personally.

I sent the below reply both to the NG and to the moderator, and up to now it neither appeared in MathGroup nor did I get an answer from the moderator :(

Regards,  
Marcus

.....

Message-ID: <40B70BA7.20306@yahoo.com>

Date: Fri, 28 May 2004 11:51:35 +0200

From: Marcus Stollsteimer <[marcus314@yahoo.com](mailto:marcus314@yahoo.com)>

Newsgroups: comp.soft-sys.math.mathematica

To: [steve@smc.vnet.net](mailto:steve@smc.vnet.net)

Subject: Re: Bug list for mathematica?

Dear Steven,

first, thank you for taking the time in replying to my post. But I already know that WRI does not maintain such a list, I was looking for an 'unofficial' site.

What's wrong with discussing this in the group?

Of course, tech support is very helpful, but from personal experience I must say that the effort in exactly locating the problem, finding a simple, reproducible example, composing a message (I'm a slow writer...), etc., is often a waste of time.

Only to illustrate, here some samples from typical replies I got from mma technical support:

- When I run this in 5.0.1 it gives the correct answers. [...] you should upgrade to 5.0.1 and see if that fixes things.
- This is a known problem that has been fixed in the most recent release of mathlm (5.0.1.0)
- This problem has been fixed. You may either download a 5.0 binary that fixes the problem here: [...]
- Our developers are aware of this problem. It has been fixed in a future release of Mathematica.

Please don't misunderstand me, I really think the support team *\*is\** doing a great job, and the answers are always coming very fast.

And what about the poor users that do not have premier service?

The NG is a terrific resource, too, but it can be really slow (e.g., the Eigensystem[] problem needed about 6 days to be resolved).

I just think a list could save a lot of time, both for the user *\*and\** for the support team.

Best regards,  
Marcus

- > *Subject: Re: Bug list for mathematica?*
- > *From: "Steven M. Christensen" <steve@smc.vnet.net>*
- > *Date: Thu, 27 May 2004 08:09:47 -0400 (EDT)*
- > *To: marcus314@yahoo.com*
- >
- > *To: marcus314@yahoo.com*
- > *CC: steve@smc.vnet.net*
- >
- >
- > *Over the years, this issue has been brought up many times in*
- > *various ways. The simple answer is that WRI is not going*
- > *to publish a bug list. How many commercial software vendors with*
- > *thousands of customers using many levels of a given piece of*
- > *software on many different kinds of computers do you know that*
- > *do this?*
- >
- > *I work with many hundreds of open source software products that do*
- > *have open bug lists and those lists are often mostly useless to the*
- > *general user. Many bug reports are contradictory or just wrong.*
- > *Even bugs fixes reported by the people who write the code only*
- > *apply in some cases and fail in others. Some even introduce new*
- > *bugs.*
- >
- > *Your best bet is to simply post your bug or question to WRI*
- > *or if you don't get a reasonable response from them in a given*

> *time, post it to the list with a clear statement of what you*  
> *are doing and what your problem is. Or if you just have doubts*  
> *about a function or piece of code, send that in. With thousands*  
> *of users on this list, many of them brilliant experts, you are*  
> *likely to find a solution to your problems.*  
>  
> *Steve Christensen*  
> *Moderator*  
>  
>  
>> *To: comp-soft-sys-math-mathematica@moderators.isc.org*  
>> *From: Marcus Stollsteimer <marcus314@yahoo.com>*  
>> *Subject: Bug list for mathematica?*  
>> *Date: Thu, 27 May 2004 12:26:30 +0200*  
>>  
>> *Hello NG,*  
>>  
>> *this question was triggered again by the recent thread*  
>> *"Eigensystem: different solution ..."; an earlier query*  
>> *to support didn't result in a satisfactory answer...*  
>>  
>> *So: is there a place where I can find a bug list for mathematica,*  
>> *and (technical) information on new minor releases?*  
>> *There seems to exist no official information from Wolfram*  
>> *(see the reply from support below).*  
>>  
>> *IMO, that's a Big shortcoming on the side of Wolfram.*  
>> *As far as I understand it, they \*try\* to inform me about*  
>> *fixed bugs, but only when \*I\* previously reported them...*  
>> *(they don't even maintain a list internally?!?)*  
>>  
>> *Regards,*  
>> *Marcus*  
>>  
>>  
>> *support@wolfram.com wrote (2004/03/30):*  
>> > *Hello,*  
>> >  
>> > *In general as errors of the sort you were experiencing are*  
>> > *reported to us we send them to the developers and corrections are*  
>> > *implemented. We do not maintain a list of corrections as they are*  
>> > *made and so it is not possible to post them where users might*  
>> > *find them. If you have premier service we try to let you know*  
>> > *when a new version has been released which corrects any errors*  
>> > *you have reported, but as of now that is the only mechanism we*  
>> > *have for informing people of updates.*  
>> >  
>> > *Sincerely,*  
>> > ...  
  
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The truth is rarely pure and never simple. -- Oscar Wilde