

re: reporting bugs in Mathematica

Source: <http://sci.tech-archive.net/Archive/sci.math.symbolic/2004-12/0053.html>

From: Richard J. Fateman (fateman_at_eecs.berkeley.edu)

Date: 11/24/04

Date: Wed, 24 Nov 2004 09:21:19 -0800

jmbruell wrote:

> "Richard J. Fateman" <fateman@eecs.berkeley.edu> wrote in message
news:<[co0885\\$1o6h\\$1@agate.berkeley.edu](mailto:co0885$1o6h$1@agate.berkeley.edu)>...

>

>

>> You should first report this bug to WRI, the seller of Mathematica,
>> or to the specific Mathematica newsgroup.

>

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> I report it here since I know some Mathematica engineers look
> at these news groups sometimes. In addition, there is no formal
> method to report bug to Wolfram company that I know of.

<snip>

It doesn't take much of a google search to find addresses. E.g.
support@wri.com will get there. Probably other names such as
bugs@wri.com would work. And they do respond at least occasionally.
And if you want to address a concern to a particular WRI employee,
then send it to him or her.

I suggest, once again, posting to the Mathematica news group.
Especially if the post has no inherent symbolic math content, like
bugs in plotting, or sorting lists of numbers, or messages impugning
Stephen W's efforts to market himself, or for that matter, this
very message. Which is why I post it only after previous private
messages to posters.

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RJF