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I am thrilled to find your E-mail address, Sir. Hopefully this Microsoft contact works well.

I am a computer developer / support person with over 40 years of experience (YES – about as much as Microsoft & Apple).

I have been a Windows user / developer since 3.1. Unfortunately, I must say that Windows 10 is absolute "JUNK". With over 40 years experience, ALL development (like life itself) continues with the best of what you have (in this case – Windows 8) and make it better !!! To not do that – you have Windows 10 !!! Windows 10 will remain "JUNK" until it is not "JUNK" !!!

I would like my comments to go directly to your Windows 10 Development Team. I have been trying to submit (I have tried before with no results or feedback – So I am now trying with you, Sir) 9 Major problems with Windows 10 just for starters.

NOW – “you can stick your head into the sand” and ignore what your customers are telling you – OR – you can put “your shifter into gear” and START developing an OS to replace Windows 8 !!!

Version 1607 Update:

I tried (very hard) working with Windows 10 on my “good” LapTop. After a month of a great deal of “pain”, I went back to Windows 8.1. After an additional year of development, I see “NO CHANGES” since its’ first FREE release the end of July 2015. Windows 10 offers absolutely “no improvements” and a great deal of “dysfunction” !!!

You will see in my **“Summary:”** area that I said it would take another year of Windows 10 development to make this OS “user ready”. Wellllll, it will take another year because “nothing” has been done this past year that I can see !!!

(I am sure Microsoft has spent a lot of money – BUT – nothing useful for your customers)

August 15, 2015

I am a professional computer developer / support person with over 40 years of experience. I have been using Windows since 3.1. Soooooo, I do know a thing or two about user needs and support. I am not against “change” – BUT – “change” needs to be for the “better”. You can not take away what is already working well.

I have one DeskTop & 2 LapTops all running Windows 8.1. I have been attempting to upgrade my least important LapTop to Windows 10 Pro to become my Windows 10 “test computer” – BUT – as of this writing, not there yet (when Windows 10 is working well on this computer, I will upgrade my other computers and advice others accordingly). In the meantime, I have upgraded my DeskTop twice to get a feel for Windows 10 Pro – BUT – NOW back to Windows 8.1 (I can not afford to “fool around” with my development computer).

I have been (attempting) to use Windows 10 Pro since 07/29/2015 (terrible product – thank goodness it is FREE). I have been (attempting) on the phone daily with Microsoft Support Level 1 & 2 (my worst day was being on hold 2 hours to get to Level 1 and then 3 hours on hold trying to get to Level 2 only to have the phone cutoff at 11:30 PM) trying to solve very simple problems with very little success. I do not blame support personnel for Windows 10 problems – I blame Microsoft Management directly !!!

Hooray – Hooray – Hooray, case# 1300188934, thanks to Gauran, Level 2 Support, as of 08/23/2015 at 6:00 PM, after 26 days of work, I have a Windows 10 Pro “test computer”. I am at day-1 of building a usable Windows 10 computer !!!

Every person that I know of that has upgraded to Windows 10, has gone back to Windows 7 or 8.1. They can not stand the dysfunctional processes with no benefits what so ever.

From a developers point of view, I will list the most glaring problems here:

(1) Windows Update (completely dysfunctional)

Windows Update needs to have at least as many options as Windows 8.0 & 8.1. If you want to make it better – DO IT – BUT – don’t make it worse !!!

On Windows 8, I use “Check for updates but let me choose whether to download and install them” with further control of “check & unchecking” what to update which is absolutely necessary to eliminate “Revert back” updates that fail. This area could be made better by allowing the “failed updates” to be put aside. Currently, I write the numbers down to “uncheck” them when they are tried to be updated again.

As I see it, there is no control with Windows 10 Pro Update (“Deferred” means absolutely nothing).

As a developer, I need to control my work environment. I update – AFTER – doing a complete backup (NOT when Microsoft forces updates on me that may not work).

I can go on-and-on here – BUT – hopefully, you understand. I will accept nothing less than what Windows 8 does today.

Microsoft Support says exactly the same thing !!!

(2) I have never used the “tiles” in Windows 8. As a developer, I only use the DeskTop.

Anyway, I have been waiting for the “tiles” to mature (do something). Still nothing in Windows 10 !!!

For instance, I would expect when I set my E-mail “Default app” to “Thunderbird”, by clicking on the “Mail” tile, that my “Thunderbird” E-mail app would popup. NO, NO, NO, not at all.

“Photos” is just as bad. Even trying to setup a “Collection”, still no value as compared to my photo applications such as “FREE Picasa” on the DeskTop.

“Get Office” tile should not display because I have “Office 365”. (Brilliant move by the way – I could not afford “Office” for \$450 a computer – at \$99 per year for 5 computers was a great move by Microsoft and for me).

Etc. etc. etc.

(3) Oh, and then Microsoft “forces” users to put stuff in the “Cloud”. NO, NO, NO, remember, I have 40 years of experience, NOT a smart thing to do (CONVENIENT, maybe, but not smart). I am sure I have stuff in the “Cloud” – BUT – only to make things work.

(4) “Edge”, again terrible !!! No control for setting it up. Many Web pages do not work – Dish Network displays a message for its “Dish Everywhere” product that it does not support “Edge”. Why don’t you simply add “Edge” features to IE ?!?!

(5) Messages coming in on the lower right – they just come in & out. I have no idea what they say. If they are important, let the messages stay there until acted upon. If the messages are not important, don’t display them.

(6) I have been trying to setup my “Default Location” in “Maps” but can not find a

way to do it. Seems like a very basic need. I put in my address – BUT – “Maps” changes it to another address. A picture pops up at another address. What is happening HERE ?!?!

- (7) Windows 10 keeps moving my desktop icons on my Laptop. I like my icons grouped together for easy access. At times, shutting the Laptop and reopening again will “lineup” my icons even without “Auto arrange icons” checked.
- (8) ALL widows are terrible. They have a DOS look to them. I have nothing against DOS – BUT – I expect MUCH BETTER from Windows !!!
- (9) Checking over your “Feedback” process, this is another reason Windows 10 is so messed up. “Feedback” should go into one E-mail location and Microsoft staff should sort things out. We, as users, have no idea where “Feedback” should go efficiently.

I am sending this E-mail to Microsoft. If Microsoft thinks there are useable suggestions here, they will forward them to the appropriate locations. If Microsoft chooses to “scrap” my comments – so goes Windows 10 !!!

In Summary:

I can go on-and-on here. The more I work with Windows 10, the more problems I see. I expect it will take another year for Windows 10 to be “user ready” (and that time frame is only if “real” development takes place). From a developers point of view, seems that Windows 10 was “developed” by a bunch of kids just “playing around” – Not generating any real productivity. I do not blame support for being very BAD, they can not make a “dead horse fly”. Where is management in all of this – I see none ?!?!

All is not lost, fortunately, most of my applications on my DeskTop still work !!!

Again, for openers, anything less than how Windows 8 completed updates, is not acceptable at all !!!

I know Microsoft can do better – I liked Windows 3.1 (never seen earlier Windows), NT, 95, 98, 2000, ME (I had no problems with ME, many users did), XP, 7, 8 & 8.1. Windows 10 can be GREAT – BUT – it will take a great deal of work – get to it !!!

I would like to talk with a Senior Windows 10 Developer (even though he/she may be only 5 or 6) to learn what is going on – AND – when will the next “real” version of Windows be out ?!?!

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