We're all in this together: Maintaining common tools

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In the Windows division, as with any other product group, there is a common "bag of tools" that people tend to rely on to get through the day. Occasionally, somebody will encounter a problem with one of these tools.

> When I run Program Q, I get the message XYZ, and then it appears to get stuck in an infinite loop allocating more and more memory until it finally runs out. Is this a bug?

Just a few hours later, the question is repeated. It seems

> Resending. Is anybody else seeing this?

First thing the following morning:

> 3rd time.
>
> The owner of Program Q, please help.

At this point, I felt compelled to explain how it works, but of course I did it by firing up my thermonuclear social skills.

> You own Program Q. The source code is in X\Q. Have fun. Let us know what you find.

Fortunately, one of my colleagues chimed in with an explanation.

> Raymond's point is that many of our tools are supported by whoever pitches in and helps. Don't be shy.

We're all in this together. **Disclaimer**

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