

The psychology of confirmation, or something, I don't know what to call it

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There is probably a name for this phenomenon. I will illustrate it below. “Is there a way to configure the system to do X?” — *Go to the Y dialog and select Z.* “It doesn’t work.” — *I just tried it. It works for me. I’m using <configuration details>.*

“Thanks. It’s working.”

Raymond Chen

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