
Subject: Re: IDL Voodoo Experts Needed
Posted by [Liam E. Gumley](#) on Wed, 23 Feb 2000 08:00:00 GMT
[View Forum Message](#) <> [Reply to Message](#)

David Fanning wrote:

- > I violated the first rule of technical support: Don't
- > take the question literally. Try to figure out what the
- > user wants to *do*.

It happens to me all the time. Someone comes into my office and says "Why doesn't XYZ work in IDL?". I have learned that the first thing to do is disregard XYZ, and ask them "What are you trying to do?".

Cheers,
Liam.
