
Subject: Re: missing data

Posted by [thompson](#) on Thu, 16 Jun 1994 13:58:50 GMT

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caron@acd.ucar.edu (John Caron) writes:

> 3) On bloodsucking support fees:

> \$200/year is a pretty low price for service. Any vertical niche company
> like RSI needs to make customer service self supporting. I would like for RSI
> to make available things like known bugs, and other tech documents, that cost
> them little and can save users lots. Also an e-mail address to RSI to report
> possible bugs. Also a language summary on a single page. Also a "see also"
> section for each routine in the reference manual. Also hypertext help. Ok Ill
> stop now.....

One thing that I would like to point out is that one can designate a single person to act as the contact point with RSI, so that \$200/year can cover a bunch of people. In fact, RSI themselves suggest that you do this. As I recall, the original post (which I don't have access to anymore) stated that RSI required you to spend \$200/year for each and every person using IDL which isn't true.

Some of what you want is probably best handled through a World Wide Web interface. They have one service available now at URL

http://sslabs.colorado.edu:2222/projects/IDL/idl_ssl_home.htm I

and I understand that they're working on their own WWW server which will support the sorts of things you're talking about (or at least I hope it would).

Bill Thompson
