
Subject: Re: RSI's post re: RT Lic
Posted by [zawodny](#) on Tue, 24 Jan 1995 12:40:16 GMT
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In article <3g1k2b\$o2o@martha.utk.edu> mahan@martha.utcc.utk.edu (Stephen Mahan) writes:
> I welcome useful input from the vendors in comp.lang.idl-pvwave, it really
> is the responsibility of RSI and VNI, IMHO, to post responses to the
> tough questions that are not responded to by the participants in this
> news group.

I too welcome the useful input from the vendors, however, I do not agree that it is their responsibility to respond. There is a fine line between customer support (which we pay them for) and more esoteric programming problems and techniques. I am sure that they monitor the traffic here to detect bugs early and get a general feel on what the users find as shortcomings. Both of these are like to have input on future releases. It may be that guiding a newbie in the proper direction early on may save the vendor support time later on. Or maybe, as I have found, that they are just a bunch of nice folks who want to help.

> Maybe it's not a place to market products (yet-), but the presence
> of both RSI and VNI in a news group that is geared directly toward
> their products is much different than posts in something an
> advertisement in sci.xxxx.

When it comes to marketing products I hope both vendors can find a more suitable place to do so and clutter up groups like these.

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