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Subject: Re: Linux Question

Posted by [Paul Van Delst\[1\]](#) on Wed, 16 Feb 2005 21:52:17 GMT

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Michael Wallace wrote:

>> You probably wouldn't believe the number of e-mails I get  
>> from LINUX users who can't get color to make sense to them.  
>  
>  
> I can relate. I have to explain color to all my co-workers.  
>  
>> (And this was confirmed by my visit to Munich, where at least  
>> 75% of the LINUX users were confused about \*something\*.)  
>> Almost always they are running DirectColor visuals. No one  
>> has ever told them anything different and they think IDL  
>> is \*suppose\* to behave this way, I guess. At least an  
>> awful lot of them were surprised when I told them  
>> red plots on black backgrounds are not really normal  
>> in IDL. :-(  
>  
>  
> This really isn't a Linux problem. It's an end user problem. You can  
> get red/black plots just as easy in Windows. And I did that a number of  
> times before I sat down and took the time to figure out colors one day.

I was gonna say....

This problem reflects more on the lack of intuition/general intelligence of the end users than linux. If I recall, DF's Munich Adventure was at some sort of observatory? ESO, right? Now, astronomer types can be a strange lot, but I reckon he (DF) has embellished a bit here for the sake of a good anecdote. If not, it sounds like the hiring practices at ESO need, uh, some review. (And the IT Customer Service Dept needs some training too, it would appear, along with all the IDL users there.)

:o)

paulv

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