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Subject: Would it be so bad for RSI and VNI to respond to the newsgroup?

Posted by [grunes](#) on Tue, 16 May 1995 07:00:00 GMT

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Subject: Would it be so bad for RSI and VNI to respond to the newsgroup?

In e-mail correcting my latest post, a person at Visual Numerics (VNI, provider of PV-WAVE) mentioned that it was company policy not to reply directly to the news group, and this was also Research Systems (RSI, provider of IDL) policy. This is to provide a "hands-off" approach to the news groups.

(I said that the free trial version--i.e. the evaluation version--did not allow one to do certain things, which it did in fact allow. The VNI representative e-mailed me, saying that within the evaluation period, the trial version functioned identically to the true version. I had confused their trial version with that of IDL, which does not impose a trial period limit, but which does impose those restrictions.)

In particular, VNI and RSI e-mail corrections and information to the poster, but leave it to that person's discretion whether or not to forward the correction to the news group.

This surprises me. Many companies take advantage of USENET responses to "sneak" in advertisements for their products. This is especially the case when misinformation has been provided.

I appreciate that they might not wish to post to USENET too much, because we wouldn't want to be saturated with endless flame wars between VNI and RSI, or announcements of every minor new feature. Corrections and responses to the point don't need to do that.

I also appreciate that they could waste a lot of time on USENET. But making personal e-mail responses wastes just as much of their time, and does not reach as many people.

I also notice on some other language newsgroups that some companies (like DEC) frequently respond to postings by indicating that their product DOES have a specific feature.

-----THE QUESTION-----

I am curious: Do most people agree that it would be appropriate for VNI and RSI to respond directly to comp.lang.idl-pvwave?

Or to other newsgroups like sci.image.processing, where people frequently post questions asking for software packages that can do that which IDL and PV-WAVE can do?

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(Opinions are mine alone.)  
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