Subject: Re: PV_WAVE HELP helps
Posted by rfinch on Thu, 27 Jun 1991 17:04:41 GMT

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In article <79332@brunix.UUCP>, plutchak@pilsner.geo.brown.edu (Joel Plutchak) writes:
. . .
>   One should also keep in mind that it took a world-wide broadcast of
> your displeasure, in a forum chock-full of current and potential Precision
> Visuals customers, to get their attention.

Well, if that's the only way to get their attention, then I'll use it.

We bought 4 copies of PV-Wave over about a 2-year period. We are
supposed to have 1 copy be unlimited use from 1 machine, the other 3
floating licenses, max 3 users but from any machine.

First problem: We have never got the above to work. The best we've
been able to achieve is 3 floating licenses.

Second problem: PVI cannot seem to straighten out their internal
records. After 1 year they still think we have just 2 copies, and
always mix up the soft key numbers.

Third problem, and my real gripe: THE HELP PEOPLE ARE OFTEN IN SOME
MEETING AND *NOBODY* IS AVAILABLE TO ANSWER QUESTIONS! Such as, "I
installed the tape you sent me yesterday to fix the license problem,
it doesn't work and now PV-Wave is broken and users are waiting while
you guys have your meetings." This has happened numbers of times
before. Don't these managerial bonzos think about the *customer* when
they schedule meetings?
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Any opinions expressed are my own; they do not represent the DWR