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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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Subject: Re: RSI's post re: RT Lic  
Posted by [agrap](#)s on Wed, 25 Jan 1995 19:59:49 GMT  
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mahan@martha.utcc.utk.edu (Stephen Mahan) writes:

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> 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.

> 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.

> -Steve

I asked this exact question to some RSI people a couple of weeks ago, i.e. why they don't write to this newsgroup very often (in contrast to groups like comp.soft-sys.matlab where the MathWorks people are a very visible and helpful presence). Their answer was:

1) because this newsgroup is for a couple of vendors, and

2) RSI has a strict company policy against promoting IDL etc in this forum.

They said that they keep a close watch on this group though, and that they frequently follow up questions in private email.

My preference is the same as Stephen's, i.e. I would like to see RSI post more often to this newsgroup. We might learn ways of IDL coding from the experts that none of here have thought of before.

Amara

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"When we remember we are all mad, the mysteries disappear and life stands explained." --Mark Twain

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