

Re: Ubuntu (Linux); my first experience of...

Source: <http://sci.tech--archive.net/Archive/sci.electronics.design/2007-02/msg05383.html>

- *From:* "Joel Kolstad" <JKolstad71HatesSpam@xxxxxxxxxx>
 - *Date:* Tue, 27 Feb 2007 10:12:08 -0800
-

"Jan Panteltje" <pNaonStpealmtje@xxxxxxxxxx> wrote in message
[news:es1gvb\\$kv2\\$1@xxxxxxxxxxxxxxxxxxxxxx](mailto:news:es1gvb$kv2$1@xxxxxxxxxxxxxxxxxxxxxx)

The most common response to a problem is "RTFM"

Exactly, there are thousands of pages of documentation, do you want somebody else do read them for you? And do the googling?

I think his point is that, for Linux to become (massively) successful, the average Linux hacker (and I mean that in the good way -- someone who's intimately familiar with Linux) needs to treat the new user as he would his grandmother asking for help with a computer: Yes, steering them to a good on-line or printed resource is good, but simply answering the question garners a lot more goodwill than just telling them to get lost. In the Windows and Mac world there are many people whose entire jobs are answering "dumb" questions from users, and if you're looking at taking a good-sized company from, e.g., Windows to Linux, there are always many OS-illiterate employees that the company has committed to "supporting" since they're (supposedly :-)) good as whatever the core aspect of their job is.

Like driving a car, you need training.

Guess where people learn to use Windows? In school and at their employers. This emphasizes parts of what I said before -- when someone chooses to try out Linux after having used Windows or the Mac OS, they're generally going it alone, and the last thing Linux advocates should be doing to those Linux noobs is just telling them to get lost and RTFM. (But again, there's nothing wrong with *politely* answering a question and pointing them to the appropriate resource to read for more details...)

Linux is in my view a very powerful OS, but that power is only available if you know how to use it.

It has an enormous learning curve, that never ends, as millions of programmers keep

Re: Ubuntu (Linux); my first experience of...

enhancing it day in day out.

What you view as "powerful" many would view as "unstable." :-) Corporations don't *want* to hear that "millions of programmers keep 'enhancing' Linux everyday" *unless* you add on, "...while retraining core compatibility with all the legacy data and applications that you've spent millions of dollars creating." Microsoft has become quite good at this, BTW. I've previously mentioned how, where my mother works, they run Windows XP on multi-GHz Dell PCs along with... WordPerfect 4.2 for DOS! Every single work day of the year. All day long. Aieeee....

---Joel

.