

Re: Fedora support etiquette, need suggestions

Source: <http://linux.derkeiler.com/Mailing-Lists/Fedora/2004-03/1964.html>

From: Aaron Matteson (*fedora_at_cryptosystem.us*)

Date: 03/09/04

To: fedora-list@redhat.com

Date: Tue, 9 Mar 2004 12:32:01 -0800

Jeff Vian became daring and sent these 4.4K bytes,

>

>

> *Aaron Matteson wrote:*

>

> > *Andrew Robinson became daring and sent these 0.7K bytes,*

> >

> >

> > > *Aaron Matteson wrote:*

> > >

> > >

> > > > *Second, i would like to use my previous post to point out that*

> > > > *perhaps*

> > > > *there needs to be a manifesto of sorts to show people where and how*

> > > > *to*

> > > > *look for desired information. I would not mind undertaking this task*

> > > > *with*

> > > > *the help of oen or two others using the standard fedora/redhat*

> > > > *documentation methods.*

> > > >

> > > > *Anyone up for this task besides me?*

> > > >

> > > >

> > > *Aaron, since I swung the stick that stirred up this hornet's nest, I*

> > > *would be happy to help out. Since I'm not a developer, I may require*

> > > *some, uh, hand holding. Please contact me at awrobinson@cox.net.*

> > >

> > > *Andrew Robinson*

> > >

> > >

> > >

> > *Started new thread for this.*

> >

> > *Ok, i have begun to draw up a list of things i feel should be included*

> > *in this document in terms of where to look for information, how to look*

> > *for it and proper etiquette for asking for help or pointers. Most people*

> > *do not seem to have the problem of asking for information, but i feel*

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- > > *there should at least be some examples of how this should ideally take*
- > > *place. This seems kind of odd to me, so i am trying to put all this in a*
- > > *way that will not ruffle some feathers.*
- > >
- > > *So far what i have had time to think of is this:*
- > >
- > > *Information to include in a query:*
- > > **The problem*
- > > **What is the exact text of the error*
- > > **What you expect in terms of a solution*
- > > ***Pointers, nudge in the right direction etc.*
- > >
- > > *How such a query should be handled:*
- > > **Nudge in the right direction*
- > > **At the very least a link to bugzilla*
- > > **If it is simple enough just tell how to fix it*
- > > **There is much to be said for researching a problem for ones self, so i*
- > > *do not think every situation demands a solution as to an explanation of*
- > > *the given issue.*
- > >
- > > *This will no doubt go through a dozen or more revisions before it see's*
- > > *the light of day for the sake of tact.*
- > >
- > > *What i guess i am trying to write here is more of a manifesto–handbook*
- > > *for asking for help and giving help in a way that would be most productive.*
- > >
- > > *What i am asking this list is for people to list how they think they*
- > > *best like questions and likewise how to make an answer more appealing.*
- > > *You all see what i am trying to get at, any input and suggestions would*
- > > *be very helpful and appreciated. Also, what where some of the most*
- > > *positive experiences dealing with community support everyone has had?*
- > > *What methods have you found best for dealing with people needing help,*
- > > *but at the same time not doing everything for them?*
- > >
- > > *The guidelines need to be sent to every new user registering on this*
- > > *list, and periodically after that as a reminder.*

I agree with this completely.

- > *Tell people to make at least a minimal effort to find their own answer*
- > *before they ask, and include common sources for information, such as*
- > *www.tldp.org. This will let them know they are responsible for their*
- > *own system and guide them so those answering their questions do not*
- > *have to start with a total zero of information.*

This is one of the main points i want conveyed more then anything, very well put.

- > *The question needs to include much needed information about the users*
- > *configuration. Release, kernel, details on what has been done so far,*
- > *etc.*

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Right, i am with you, an email should be sent to new subscribers explaining all this or at least pointing toward a well written guide explaining all this and more. Not too sure how the list software works in this regard, so (?).

- > *A perfect example is one that was answered today. The user is on*
- > *FC1 but has installed the 2.6.3 kernel and that changes the answer for*
- > *his question completely. He did not provide that information and 4*
- > *answers were posted before it became obvious that he had a different*
- > *than expected kernel so the effort to help was wasted.*
- >
- > *Then add on the detailed problem with error messages if appropriate and*
- > *a detailed, specific question.*
- >
- > *For those helping, provide pointers to the location of the answer (or if*
- > *simple the actual answer). URLs are nice if available. Also provide a*
- > *reason why you used your solution. There are many ways to get the same*
- > *result, and your reasoning for making your choice will help educate.*

Explanations are an excellent idea, gives a vantage point on the situation and can put the person asking the question in a position to understand better why he needs to do things a certain way and gives insight into future potential non-issues :)

- > *>This has started out as a simple guide for finding information but i*
- > *>think it demands more than that. Because i think some area's of support*
- > *>can definatly use a makeover, sometimes it is that first question that*
- > *>makes all the difference to someone adopting linux or trying it out for*
- > *>the first time. First impressions are the lasting ones, this is one*
- > *>thing the debian community does pretty well (If a newbie can get past*
- > *>the installer) :)*
- > >

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. 0 .  Aaron M Matteson - http://cryptosystem.us
. . 0  Real programmers don't document.  If it was hard to write,
0 0 0  it should be hard to understand!
-----
/~\   The ASCII Ribbon Campaign Against HTML Email!
\ /
 X   All that is gold does not glitter, not all those who wander
/ \  are lost --jrr tolkien
--
fedora-list mailing list
fedora-list@redhat.com
To unsubscribe: http://www.redhat.com/mailman/listinfo/fedora-list
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