

## Re: Any newbie Linux forums?

**Source:** <http://linux.derkeiler.com/Newsgroups/comp.os.linux.misc/2005-07/0792.html>

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**From:** Michael Heiming (*michael+USENET\_at\_www.heiming.de*)

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In comp.os.linux.misc Peter T. Breuer <ptb@oboe.it.uc3m.es>:

> *Tony Lawrence <foo@pcunix.com> wrote:*

>> *Bottom line: there are poor problem solvers, there are mediocre problem*

>> *solvers, and there are those who are really good at it. People don't*

>> *exhibit great movement within those classifications.*

> *Yeah, but "problem solving" is the key, no matter how good or bad at it*  
> *you are.*

> *"The problem is" that many newbies are looking for a ready-made answer,*  
> *not a process!*

> *They don't understand that gurus don't "know" any answers – they are*  
> *worked out from scratch pretty much every time, by looking at what is*  
> *reported, checking the manual pages, reproducing the symptoms, etc.*  
> *etc. There is no magic.*

> *Thus it costs effort to produce an answer, and gurus naturally expect*  
> *and require that newbies put an at least equal amount of effort into*  
> *providing the data and observations on which a diagnosis can be built*  
> *and researched. And in the end gurus prefer to teach the newbie how to*  
> *think and observe and do properly in order that they won't be bothered*  
> *again.*

Yep, extremely well spotted!

One of the problem might be people have the wrong conception about usenet and think of it as corporate help-desk were people are paid to help you out. Just open some ticket and you'll get a call back sooner or later no matter how "dump" your original question was and no matter how few information was original included while talking to the help desk who opens up the ticket for the second line of support. Sure it's likely the problem would be resolved faster with enough info in the first place, but people will worry about it anyway, simply because they are paid for doing so and need to empty their ticket queue.

comp.os.linux.misc: Re: Any newbie Linux forums?

But here people don't get paid for helping others out, reasons vary, but we only have a small set of regulars, knowledgeable and willing to help others out if they take a little care to provide enough info to make helping possible.

> *There is something in the idea that some people are just too hopeless*  
> *to be worth the effort in the first place, however! They should pay me*  
> *to log in over the net and look at their problem for them!*

Might be a business idea, based on:

"Only two things are infinite, the universe and human stupidity, and I'm not sure about the former." – Albert Einstein

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Michael Heiming (X-PGP-Sig > GPG-Key ID: EDD27B94)  
mail: echo zvpunry@urvzvat.qr | perl -pe 'y/a-z/n-za-m/'  
#bofh excuse 420: Feature was not beta tested