

Am I Just a Big Sook?

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Hi All,

This thread may be a bit off topic and i apologise in advance to those newsgroups purists out there. But i wanted a little feed back from others in the same game as me. Below is my email of complaint regarding some service or lack thereof that i received from my a hosting service we just signed up too. Beneath that is the transcript of our conversation. If your a busy bee then stop reading now... its just me having a moan.

I was feeling really good about this team, on every level until i encountered this guy, Peter. I just wanted to know if you all think im a big sook over this, is it just the net and lack of body language, or was this guys really trying to pull my chain?

Cheers
Richard

* At the very least, i can see why we have hosting partners on ASP.Net site now.

Below is my conversation with Peter, one of your customer service reps. I felt he was deliberately difficult. i figured my query would be answered in 30 secs flat.

I figured it out myself, after our conversation. I just created a bin folder, and the .net dll was found automatically fortunately read access was prevented on this folder by default so no one could download my .dlls.

I was checking with your *support* staff because having selected aspnet for this account and not finding the necessary folders installed, i figured you all did things a little differently.

I am also dismayed that i have choosen a web hosting provider who cannot support me on even simple dotnet issues. Note im not asking how to code in

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dot net, i was simply making a very basic enquiry as to its installation on YOUR servers.

*Why didn't i get a pop box after this conversation? I didn't have any opportunity to comment on what i felt was someone being deliberately difficult? Why was i treated like this?

I note that after receiving excellent levels of customer service from the likes of Elizier, who happened to be the one who signed us up, I received pop boxes asking me to comment on the service.

My impressions of this conversation were only reinforced when i did not receive that same opportunity after the poor service i received from Peter. I felt like i was conversing with a some smart alec 15 year old in the middle of some kind of sulk.

Peter you have completely taken the shine off my experience to date with Host Department. The good work and setup of your peers has been needlessly undermined by you. What a bummer!

:(

***** While waiting you might want to review our Knowledge Base. If you are having problem with your mail service, please view our mail service update here. Also please review our current network status page. Just in case your problem is already being taken care of by our team.

You are now chatting with 'Peter'

Peter: Hello! Welcome to HostDepartment Live Chat Service. How may I help you?

* 5 minutes go bye after my inital message into your text box, Peter didn't answer although clearly he had seen my enquiry *

Richard: Hello?

Peter: Hello Sir

Richard: Did my message dissappear?

Peter: yes, may I know why you tried dropping the .dll into cgi bin?

Richard: On other hosters they have adedicatd bin directory for the dll's, there wasn;t one there so i figured your system may be set for cgi-bin?

Richard: Obviously not though because it still could n't find it.

Peter: adedicatd bin directory for the dll's?

Peter: you mean dedicated?

Richard: yes.

Peter: we have dedicated cgi bin directory

Peter: as you can see if you ftp to the server

Richard: Thank you. I know that because as I said above i tried to my .net dll in there.

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Richard: Where do i put my .net dlls so they will recognised Peter?

Peter: is it your own asp component?

Richard: Yup. HelloWorld.

Peter: ok, in order to register any custom dll component, you can send it to me

Peter: my email is peter@hostdepartment.com

Peter: I will forward it to our admin

Peter: and he will install it for you

Richard: Hmmm. That doesn;t make sense.

Richard: Why all the handling.

Richard: You guys are set up for asp.net right?

Peter: is it .aspx file or .dll file?

Richard: It's the .dll for the .aspx file.

Richard: Do you know much about dotnet?

Peter: no, I'm java programmer not .net programmer

Richard: Okey dokey.

Peter: as I know, all our client send us the dll file to be registered

Peter: so that they can use it for their asp page

Richard: With dotnet the .dll is part of the page.

Richard: In dotnet you create a code behind file that separates your script from your html/markup.

Richard: This allows separation of functions between developers and web designers

Richard: you compile the script into a .dll

Richard: this .dll is then compiled on the fly

Peter: it is multitier programming right

Richard: Is there anyone else there that programs in dot net Peter?

Peter: yes

Peter: one of our admin

Peter: but he is not here

Richard: So none of your support staff, know anytihng about dotnet?

Peter: next shift will be handled by php programmer

Peter: support staff who knows ,net will be here on Monday *3 days away*

Richard: So how long does it take for your admin to install .dlls?

Peter: it depends on him since we can only forward it to him

Richard: How long does it geenrally take then?

Peter: I will let you know once he has installed it ok

Peter: so that you can check it

Richard: That would be great.. but how long would that be?

Richard: I need to know what the turn around time is going to be evey time i update my code?

Peter: as I said Sir, you will know it from my email

Richard: Is the admin there right now?

Richard: Are we talking 5-10minutes, a couple hours, a day?

Peter: we are here 24/7

Richard: Great so do you think it will be 5-10 minutes, a couple of hours or

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a day before my .dll is installed?

Peter: please be patient Sir since our admin is handling problem from other client as well

Peter: make sure you have sent the dll to me and I will forward it to him

Peter: so that your request will be on his hobs queue

Peter: *jobs

Richard: Peter im asking for an approximation of the time it will take before i can use my site. Can you give me one please?

Peter: I don't know our admin's job queue

Peter: so that I can't give you approximate time

Peter: as I said above, you will know it fro my email

Peter: *from

* In disbelief at this point *

Richard: O.k I have emailed you the .dll. Can you confirm receipt?

Peter: yes, it's MyTestApp.dll right

Richard: Thats it.

Peter: ok

Peter: I will forward it to admin now

Richard: I will await your email.

Richard: Over and out.

* All he had to do, was tell me to create a bin folder, Its been 90mins and still no mail from him.*

Good job, im not reliant on his *support* aey?