

Re: MVPs and Terminal Services

Source:

http://www.tech-archive.net/Archive/Windows/microsoft.public.windows.terminal_services/2006-03/msg00387.html

- *From:* Patrick Rouse <PatrickRouse@xxxxxxxxxxxxxxxxxxxxxxxxxxxxx>
 - *Date:* Fri, 10 Mar 2006 13:57:27 -0800
-

That's a valid request. Also keep in mind that people less technically savvy than yourself often ask for things that although possible, I would never recommend, so I often begin answer their question with a question to figure out the reason for the request. Often the reason for the request is because they don't know how to fix a problem, or even that what they're doing is not recommended or supported. Once I know why they're asking the question, I can give them a reasonable response.

There is a method to some of the madness, as I don't want someone quoting that I told them to do AB and C, without having a thorough understanding of the circumstances.

—
Patrick Rouse
Microsoft MVP – Terminal Server
<http://www.sessioncomputing.com>

"Hal Berenson" wrote:

The need for third party software is indeed annoying (and a real financial problem in many cases). The printing one is certainly a big issue, and it would be accurate to portray that printing in TS (as delivered from Microsoft) just doesn't work right. I've pointed out to multiple senior Microsoft executives that no printer currently sold is supported by Windows Server 2003 (and that use of third-party drivers in a TS environment is widely frowned upon). You should see the shock in their eyes. And that catch-22 with 3rd party software needing client installs is a nightmare in our environment (much easier in single-company shop that has some control over the clients). I have no problem hearing bad news like this, I just want to hear it as "that won't work and here's why". My "complaint" is that sometimes responses either explicitly say, or can be read as, "why would anyone want to do THAT?" with no actual attempt to answer the question or explain the current state of the world.

—
Hal Berenson, President

Re: MVPs and Terminal Services

PredictableIT, LLC
<http://www.predictableit.com>

"Patrick Rouse" <PatrickRouse@xxxxxxxxxxxxxxxxxxxxxxxxxxxx> wrote in message
<news:7D6B6E6D-1C1A-4C78-B8FB-24696FD7EFD0@xxxxxxxxxxxxxxxxxxxx>

Cool. So what is the actual kind of response that you're questioning. Although there are a lot of things that can be done on terminal server with a lot of manual tweaks and baby-sitting, I often recommend a 3rd party solution as an alternative, i.e. with printing. It's very common that people get upset that we recommend that they spend more money than they already have on adding features they're requesting. I point out that they should inform the client of the actual features and limitations so the client isn't p!ssed off when a 3rd party add-on is proposed, or you tell them that what they want can't be done for what they're paying. Delivering TS Hosted apps via the internet to an uncontrolled client environment can be very difficult w/o 3rd party apps, but 3rd party can also apps introduce the need to install client software (caveat)

--
Patrick Rouse
Microsoft MVP – Terminal Server
<http://www.sessioncomputing.com>

"Hal Berenson" wrote:

Note that I'm not dismissing all the great things that the TS MVPs do here (and in other forums), nor forgetting that this is a volunteer effort. I'm just trying to raise awareness that often the first response to a question that is on the outer boundaries of TS use is well...I already covered that.

I'm a former MVP myself, and still answer questions in forums where I have a

Re: MVPs and Terminal Services

lot of expertise. And before that I was at Microsoft, a big supporter of the MVP program, and a very active participant in newsgroups. So the feedback isn't coming from out of the blue. I've seen products where there weren't enough experts (MVPs or otherwise) to handle the questions, and others where the experts really weren't deep enough to answer, but this is the first one where the experts seem to dismiss my use of the product. That's frustrating.

Yes, Patrick's first answer to a recent question triggered the post. But only because I basically had stopped asking questions here (largely for the reason give in this post) and the first one back started the same way.

But Patrick wasn't the target per se. If I had a problem specifically with his responses I'd have sent him mail, not posted something publicly. I started this thread after Patrick's first reponse to my question but before his second. His second was the kind of response I was looking for. And much thanks to Patrick for it.

So I'm not trying to seem (nor am I) ungrateful for the help that the TS MVPs are providing. I'm just trying to raise awareness on one specific "knee jerk" reaction I see (and experience personally).

--

Hal Berenson, President
PredictableIT, LLC
<http://www.predictableit.com>

"Jeff Pitsch" <jeff@xxxxxxxxxxxxxxxxxxxx> wrote in message
<news:eVOqN8GRGHA.4572@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Re: MVPs and Terminal Services

Do you really want a response to this because I'm sure I could come with a doozy considering the amount of help that is given out for free by everyone here (not just MVP's).

Jeff Pitsch
Microsoft MVP – Terminal Services
<http://www.sbcgatekeeper.com>
Your Terminal Services Security Website

"Hal Berenson"
<hberenson@xxxxxxxxxxxxxxxxxxxx> wrote
in message
<news:uoRMchGRGHA.4792@xxxxxxxxxxxxxxxxxxxxxxxxxxxx>

Ok, this is officially a rant.

Every time a TS MVP answers a question it is heavily tinted with the apparent view that TS is only used by organizations with large IT budgets to provide very limited access to very small and specific application set in a very constrained environment. Now granted this may be the typical use of TS, but it is not the only use. There are some of us trying to use TS as a general purpose desktop-replacement computing environment. Consequently the answers we get to our questions are frequently not answers at all, but rather just responses that are dismissive about what we are trying to accomplish. I'll go as far as to say I often find them

Re: MVPs and Terminal Services

condescending and
occasionally even insulting.

So please, if you think that
what someone is trying to
do with TS
doesn't
make sense ask what they
are trying to accomplish and
why it is
important
before suggesting they do
something other than solve
their problem.

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Hal Berenson, President
PredictableIT, LLC
<http://www.predictableit.com>