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Support, Errata and P2P.Wrox.Com

One of the most irritating things about any programming book is when you find that bit of code you've just spent an hour typing simply doesn't work. You check it a hundred times to see if you've set it up correctly and then you notice the spelling mistake in the variable name on the book page. Of course, you can blame the authors for not taking enough care and testing the code, the editors for not doing their job properly, or the proofreaders for not being eagle-eyed enough, but this doesn't get around the fact that mistakes do happen.

We try hard to ensure no mistakes sneak out into the real world, but we can't promise that this book is 100% error free. What we can do is offer the next best thing by providing you with immediate support and feedback from experts who have worked on the book and try to ensure that future editions eliminate these gremlins. We also now commit to supporting you not just while you read the book, but once you start developing applications as well through our online forums where you can put your questions to the authors, reviewers, and fellow industry professionals.

In this appendix we'll look at how to:

- Enroll in the peer to peer forums at `p2p.wrox.com`
- Post and check for errata on our main site, `www.wrox.com`
- E-mail technical support a query or feedback on our books in general

Between all three support procedures, you should get an answer to your problem in no time flat.

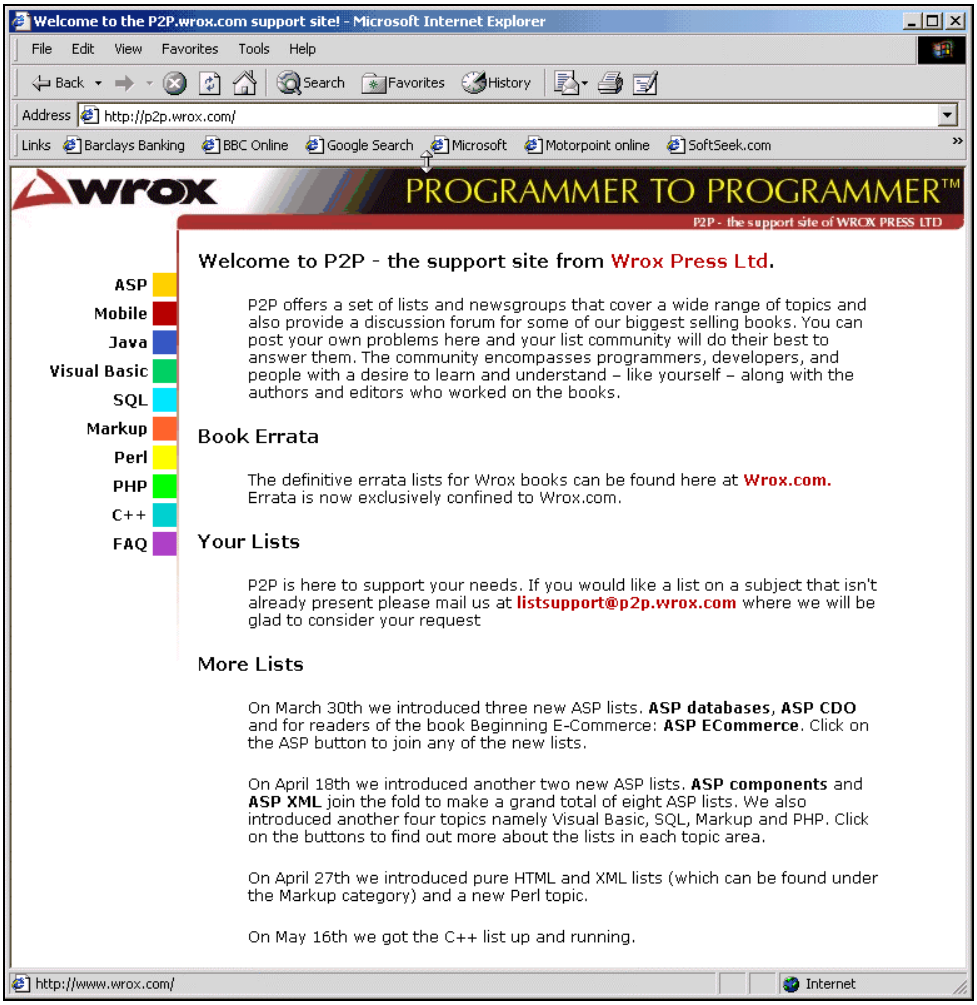
The Online Forums at P2P.Wrox.Com

Join the Beginning Perl mailing list for author and peer support. Our system provides **programmer to programmer™ support** on mailing lists, forums and newsgroups all in addition to our one-to-one email system, which we'll look at in a minute. Be confident that your query is not just being examined by a support professional, but by the many Wrox authors and other industry experts present on our mailing lists.

How To Enroll For Support

Just follow this four-step system:

1. Go to `p2p.wrox.com` in your favorite browser.
   Here you'll find any current announcements concerning P2P – new lists created, any removed and so on.



2. Click on the Perl button in the left hand column.
3. Choose to access the beginning_perl list.
4. If you are not a member of the list, you can choose to either view the list without joining it or create an account in the list, by hitting the respective buttons.
5. If you wish to join, you'll be presented with a form in which you'll need to fill in your email address, name and a password (of at least 4 digits). Choose how you would like to receive the messages from the list and then hit Save.
6. Congratulations. You're now a member of the beginning_perl mailing list.

Why this system offers the best support

You can choose to join the mailing lists or you can receive them as a weekly digest. If you don't have the time or facility to receive the mailing list, then you can search our online archives. You'll find the ability to search on specific subject areas or keywords. As these lists are moderated, you can be confident of finding good, accurate information quickly. Mails can be edited or moved by the moderator into the correct place, making this a most efficient resource. Junk and spam mail are deleted, and your own email address is protected by the unique Lyris system from web-bots that can automatically hoover up newsgroup mailing list addresses. Any queries about joining, leaving lists or any query about the list should be sent to: `moderatorbegperl@wrox.com`.

Checking The Errata Online at www.wrox.com

The following section will take you step by step through the process of posting errata to our web site to get that help. The sections that follow, therefore, are:

- Wrox Developers Membership
- Finding a list of existing errata on the web site
- Adding your own errata to the existing list
- What happens to your errata once you've posted it (why doesn't it appear immediately)?

There is also a section covering how to e-mail a question for technical support. This comprises:

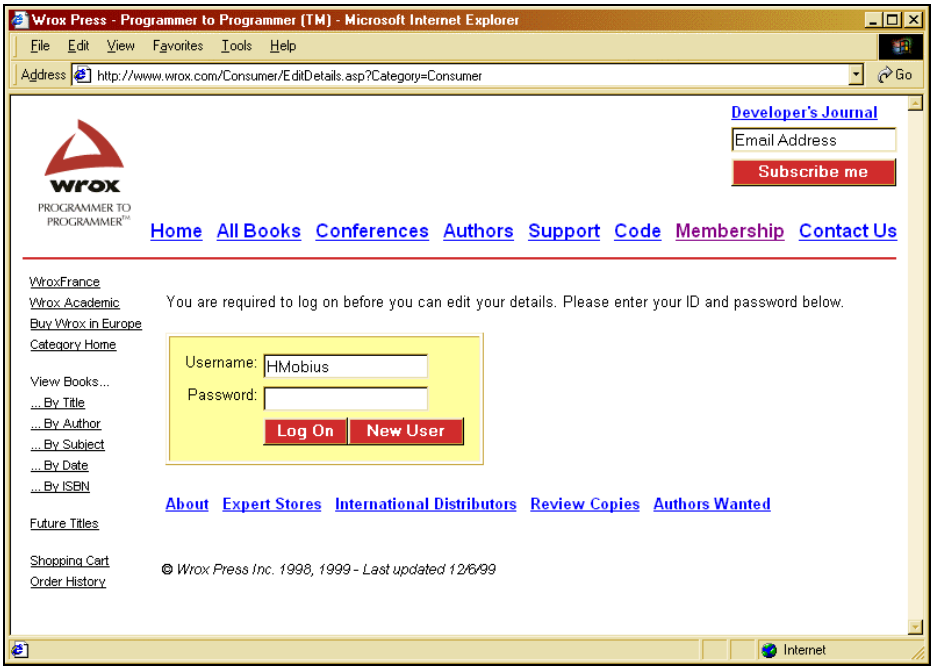
- What your e-mail should include
- What happens to your e-mail once it has been received by us

So that you only need view information relevant to yourself, we ask that you register as a Wrox Developer Member. This is a quick and easy process, that will save you time in the long-run. If you are already a member, just update membership to include this book.

Wrox Developer's Membership

To get your FREE Wrox Developer's Membership click on Membership in the top navigation bar of our home site – `http://www.wrox.com`. This is shown in the following screenshot:

Then, on the next screen (not shown), click on New User. This will display a form. Fill in the details on the form and submit the details using the Register button at the bottom. Before you can say 'The best read books come in Wrox Red' you will get the following screen:



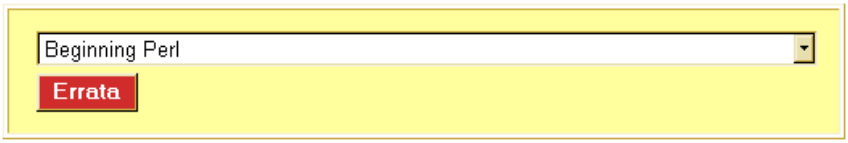
Type in your password once again and click Log On. The following page allows you to change your details if you need to, but now you're logged on, you have access to all the source code downloads and errata for the entire Wrox range of books.

Finding an Errata on the Web Site

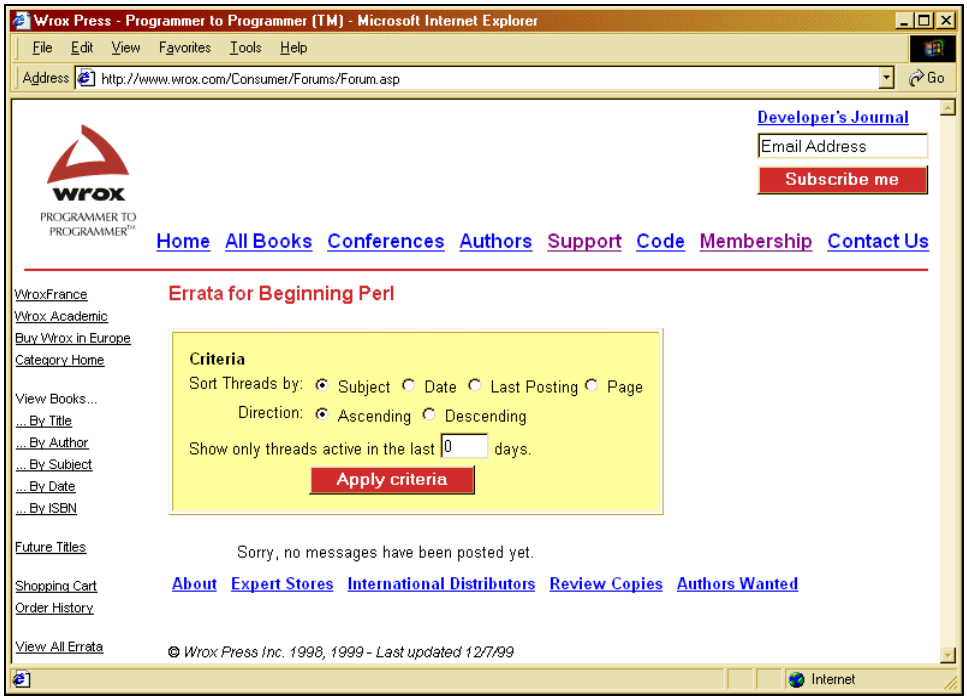
Before you send in a query, you might be able to save time by finding the answer to your problem on our web site – `http:\\www.wrox.com`.

Each book we publish has its own page and its own errata sheet. You can get to any book's page by clicking on Support from the top navigation bar.

Halfway down the main support page is a drop down box called Title Support. Simply scroll down the list until you see Beginning Perl. Select it and then hit Errata.



This will take you to the errata page for the book. Select the criteria by which you want to view the errata, and click the Apply criteria button. This will provide you with links to specific errata. For an initial search, you are advised to view the errata by page numbers. If you have looked for an error previously, then you may wish to limit your search using dates. We update these pages daily to ensure that you have the latest information on bugs and errors.



Add an Errata : E-mail Support

If you wish to point out an errata to put up on the website or directly query a problem in the book page with an expert who knows the book in detail then e-mail `support@wrox.com`, with the title of the book and the last four numbers of the ISBN in the subject field of the e-mail. A typical email should include the following things:

The **name**, **last four digits of the ISBN** and **page number** of the problem in the Subject field.

Your **name**, **contact info** and the **problem** in the body of the message.

We won't send you junk mail. We need the details to save your time and ours. If we need to replace a disk or CD we'll be able to get it to you straight away. When you send an e-mail it will go through the following chain of support:

Customer Support

Your message is delivered to one of our customer support staff who are the first people to read it. They have files on most frequently asked questions and will answer anything general immediately. They answer general questions about the book and the web site.

Editorial

Deeper queries are forwarded to the technical editor responsible for that book. They have experience with the programming language or particular product and are able to answer detailed technical questions on the subject. Once an issue has been resolved, the editor can post the errata to the web site.

The Authors

Finally, in the unlikely event that the editor can't answer your problem, s/he will forward the request to the author. We try to protect the author from any distractions from writing. However, we are quite happy to forward specific requests to them. All Wrox authors help with the support on their books. They'll mail the customer and the editor with their response, and again all readers should benefit.

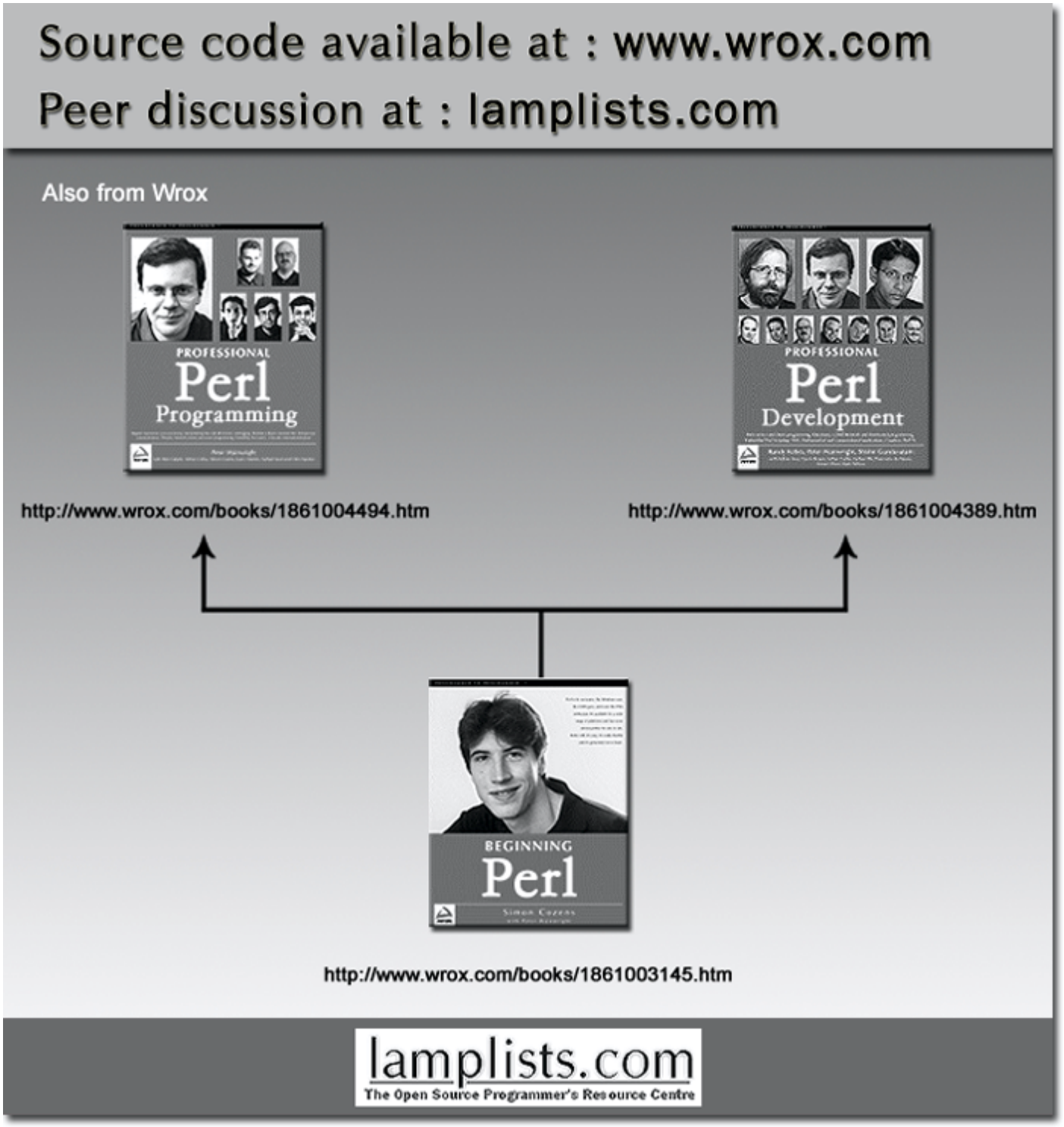
What We Can't Answer

Obviously with an ever-growing range of books and an ever-changing technology base, there is an increasing volume of data requiring support. While we endeavor to answer all questions about the book, we can't answer bugs in your own programs that you've adapted from our code. So, while you might have loved the chapters on file handling, don't expect too much sympathy if you cripple your company with a routine which deletes the contents of your hard drive. But do tell us if you're especially pleased with the routine you developed with our help.

How to Tell Us Exactly What You Think

We understand that errors can destroy the enjoyment of a book and can cause many wasted and frustrated hours, so we seek to minimize the distress that they can cause.

You might just wish to tell us how much you liked or loathed the book in question. Or you might have ideas about how this whole process could be improved. In which case you should e-mail `feedback@wrox.com`. You'll always find a sympathetic ear, no matter what the problem is. Above all you should remember that we do care about what you have to say and we will do our utmost to act upon it.



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