
Subject: Re: How to upgrade IDL, Poor support
Posted by [L. Paul Mix](#) on Fri, 20 Mar 1998 08:00:00 GMT
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Stephen Herman wrote:

>
> I have been away from using IDL for about 2 years, but I do have an active
> ongoing software upgrade subscription with them. Now that I am using IDL
> again, I sent E mail to RSI support on Wednesday, Mar. 11, asking how to
> upgrade my IDL 5.0 to the latest version over Internet. I did get the
> automatic confirmation response from them, but I have still not heard any
> actual response from them, as of today, Monday, Mar. 16. I am disappointed in
> this poor response time, I hope it is not representative of a degradation in
> support from earlier years.
>
> In any case, can anybody tell me how to upgrade my 5.0 to the latest level.
> Again, I do have an active software upgrade agreement with them.
>
> Thank you
> Stephen Herman

RSI support is usually very good. The Denver area had a blizzard in
the middle of the week; I suspect that a number of people were absent.

Paul Mix (lpmix@sandia.gov)
