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 (Ipmix@sandia.gov)