David Fanning wrote:

> Yes, and I got a nice note back saying they were
> very busy and that perhaps if I worked on the problem
> longer I could solve it myself.

I would be *very* careful with a reply like that. Because one possible
workaround a person could find on his own is to start using some other
software. But again, they gave this advice to David, who, as they very
well know, is addicted to IDL worse than RSI themselves :-)
Cheers,
Pavel