
Subject: Re: Interesting IDLgrContour Bug
Posted by [Harold Cline](#) on Sat, 23 Sep 2000 07:00:00 GMT
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Thank you very much for understanding and also for being persistent in plowing through this with us.

Have a great weekend,
Harold Cline, RSI

David Fanning wrote:

>
> Harold Cline (harold@rsinc.com) writes:
>
>> The bug itself is already being investigated, I wanted to follow-up on
>> the customer service issue.
>>
>> Upon investigating the reply, I find that it was simply a
>> miscommunication. My apologies to David if he felt he was being brushed
>> aside. The tech support engineer intended to convey that it is beyond
>> the scope of technical support to address a bug when it is presented
>> within a large section of code or an application. In order to
>> effectively deal with the bug, we need to be presented with the smallest
>> possible case or example which illustrates the bug. Please refer to
>> this tech tip for details:
>> http://www.researchsystems.com/services/output.cfm?tip_id=2988.
>>
>> I apologize for this misunderstanding and am in turn following up with
>> technical support to make sure that we do not cause a similar
>> misunderstanding in the future.
>
> The misunderstanding was probably entirely my fault.
> I discovered the problem in an IDL graphics objects
> program, which--as anyone who has written one knows--
> can be quite large. However, the suspect code was
> quite small and isolated to just 8-10 lines in the
> larger program. I wrote a small test program to
> illustrate the differences between the object program
> and identical code in a direct graphics contour plot,
> and I offered an explanation of what I thought was the
> problem with the IDLgrContour object.
>
> But what I probably failed to do was indicate as clearly
> as I could have where the isolated code was in the
> larger program. I frankly don't blame the engineer
> for telling me to spend some more time on it. I think
> I would have done the same thing under the circumstances.
>

> Subsequent discussions with RSI engineers about the
> problem have, of course, proved once again that nothing
> with computer software is as simple as it seems. But
> I think we have all come to a better understanding of
> what the problem is. I now understand *why* the problem
> occurs and can see that RSI has reasonable arguments
> for how the contour object works. I think I demonstrated
> to their satisfaction that under particular circumstances
> their approach doesn't produce the expected result. I'm
> perfectly satisfied now that we both understand one another.
>
> Cheers,
>
> David
>
> --
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