Hi David & Pavel,

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=29 88.

I apologize for this misundertanding and am in turn following up with
technical support to make sure that we do not cause a similar
misunderstanding in the future.

Best Regards,
Harold Cline
IDL Product Manager

Pavel Romashkin wrote:

> Harold Cline wrote:
>>
>> I will be investigating this.
>
> Investigating the reply or the bug, Harold? :-)
>
> No offense meant. I'm afraid I'm addicted to IDL, too :-(
>
> Cheers,
> Pavel