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Subject: Re: bug in IDL's hanning() window-generating function

Posted by [bennetsc](#) on Fri, 03 Aug 2001 01:42:23 GMT

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In article <3B69C65C.74C8539D@noaa.gov>,

Pavel A. Romashkin <pavel.romashkin@noaa.gov> wrote:

> bennetsc@NOSPAMucs.orst.edu wrote:

>>

>> I didn't contact them. I'm disgusted with them after seeing how

>> they cheated my faculty advisor and, when I asked them to rectify

>> their errors, they refused to do so.

>

> Wow. Are you sure it was not a misunderstanding? I have never had a

> problem on a consumer level with RSI. Of course, I am not trying to

> sparkle an outpour of complains by writing this.

My advisor got a couple of IDL licenses back at IDL 5.0, one for his Mac and one for a Sun, which is the one I use. After 5.1 came out, the only way we found out about it was when we heard and read that other sites had gotten their updates and were using them. Later, we got 5.2, which came as a CDROM and a small book titled `_What's_New_in_IDL_5.2?_`. However, that book only covered changes between 5.1 and 5.2, so I didn't have what I needed to start using 5.2 if it were installed. Eventually, we heard that other people had gotten their 5.3 updates, but we never got one of those either. Other people in our college also have IDL licenses, so I was able to get the college's computer/networking support folks to install 5.3 and we did get a license string from RSI for it. However, without up-to-date documentation, especially on changes all the way from 5.0 to 5.3, it was not practical to proceed from 5.0.

I don't recall whether I had contacted RSI before this time about missing releases and lack of documentation, but at this point I certainly did. My first attempt was ignored. After waiting more than adequate time for response from corporate staff that might be backlogged, I tried again and got a response from a "Technical Support Engineer," who claimed to have forwarded my message to our "maintenance rep" and also claimed there would be a charge if we wanted the manuals we were already supposed to have gotten. (She didn't mention the CDROMs.) No word was ever received from the "maintenance rep." What I needed most by this time was an up-to-date version of the `_Using_IDL_` book, but probably would have managed fine with a complete sequence of the `_What's_New..._` books. She suggested using the on-line "help" facility and otherwise gave me the brush-off.

I was and still am quite busy with my work and dealing with unresponsive software companies isn't really supposed to be taking up my time, so I did nothing to bring more frustration upon myself from RSI for some time after that. Eventually, we got a CDROM for 5.4 and a book titled `_What's_New_in_IDL_5.4_`, which, again, was

insufficient for my needs. So I tried contacting RSI again. This time a different person responded and, naturally, knew nothing about the situation, so I started all over. She told me that they stopped shipping new manuals to educational licensees when they started giving a greatly increased educational discount. (I don't know when that was supposed to have happened.) If we wanted new manuals, they would cost us. So I told her to just ship us the update packages that they had failed to send us and I would use the \_What's\_New... books to get up to date. She said all she had for 5.1 and 5.3 were the CDROMs, not the books that were shipped with them. I said they should make good on the service contract by providing us an adequate substitute free of charge for what they had failed to ship us in the first place. She said they would not do that, but said they keep a pile of used manuals that customers return for some reason (abandonment of package?) and that she would look for some old ones to send us.

That was the last I heard from her until today. Apparently, she saw or was given a copy of the complaint I posted last night. She pretended in today's note not to know what my complaint was about, nor the name of the licensee (i.e. my advisor.) So to answer Pavel's question, it does not seem to me to be conceivable that there was any misunderstanding. They simply cheated my advisor and refused to make good when confronted with the facts.

Scott Bennett, Comm. ASMELG, CFIAG  
College of Oceanic and Atmospheric

Sciences

Oregon State University  
Corvallis, Oregon 97331

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* Internet:      sbennett at oce.orst.edu                *
* -----*
* "Lay then the axe to the root, and teach governments humanity.  *
* It is their sanguinary punishments which corrupt mankind."      *
* -- _The_Rights_of_Man_ by Tom Paine (1791.)                    *
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