
Subject: support (lack thereof) for Mac version of IDL5.5.1
Posted by [Judy Karpen](#) on Tue, 11 Dec 2001 23:32:27 GMT
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Hi,

I recently upgraded to IDL version 5.5.1 for MacOS, and have found a few bugs. Some are just minor irritations (the missing final character when scrolling back through the command line, e.g.), but others, such as nonfunctioning command history saving from earlier sessions, are more aggravating. When I contacted RSI about this, I was told that they've laid off their only Mac programmer, so there is no way to fix these problems. The tech support person was quite sympathetic and as helpful as possible, but their best suggestion was to revert to IDL 5.4!

Now, we Mac users are paying the same premium prices as everyone else to have tech support and an IDL license, so I feel quite ripped off. We can still get tech support about programming questions, but when their latest software doesn't work right we are stuck with it. Cute. My purpose in posting this is not just to whine, though, but to urge the other Mac users with IDL to complain loudly about any bugs you've found in v5.5; perhaps if we hand RSI a critical mass of complaints they will hire someone to fix these problems. Thanks for your help!
