
Subject: Re: Can't access to RSI web-site
Posted by [bokubo](#) on Wed, 27 Aug 2008 17:46:18 GMT
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On Aug 27, 8:36 am, gsever <gokhanse...@gmail.com> wrote:
> Still can't access the above two sites, but get our page recently
> updated note on the ITT page instead of page not found.
>
> Tried once again to upgrade IDL Workbench, I didn't get Network
> Connection error, instead I see errors while it tries to retrieve
> files necessary to upgrade(HTTP 500 error)
>
> Anybody here, succesfully managed to switch to IDL 7.0.3?
>
> Thank you.
>
> On Aug 26, 10:28 pm, Mike Potter <m...@orionsound.com> wrote:
>
>
>
>> My understanding, after talking with someone there yesterday, is
>> that there were some chages made either to their server or website and
>> that they were "experiencing technical difficulties". I know I was
>> unable to log into technical support yesterday.
>
>> Mike
>
>> On Aug 26, 10:17 pm, gsever <gokhanse...@gmail.com> wrote:
>
>>> Hi,
>
>>> For a couple of days, I haven't been able to browse www.rsinc.com/idl
>>> or www.researchsystems.com web-sites. ittvis.com works fine. But they
>>> had different pages about IDL.
>
>>> Do you encounter this problem when you try to access any of those two
>>> web-sites? My IDL-DE gives me a network connection error whenever I
>>> try to upgrade the workbench to 7.0.3 version.
>
>>> Thanks.- Hide quoted text -
>
> - Show quoted text -

We completely overhauled the ITT VIS website over the weekend and some things are still not working correctly. Have you tried updating the IDL Workbench 7.0.3 version by using the Workbench Help > Software Updates menu?

If not, you should try this instead of downloading the update from our website. The IDL Workbench has a built-in update mechanism, which we use for Workbench-only updates such as the IDL 7.0.3 Workbench release. It assumes you have internet access from the machine where IDL 7.0 is running. To install the update in this manner, do the following:

1. Log in as an administrator (or root), or ensure that you have write permission to the IDL 7.0 install directory on your machine.
2. Start the IDL Workbench and select "Software Updates->Find and Install..." from the Help menu.
3. Once the Install/Update Wizard appears (it may take a few moments), select "Search for new features to install", and click "Next".
4. When the Update Sites to Visit dialog appears, check "ITT Visual Information Solutions." Ensure that "The Eclipse Project Updates" is **not** checked. Click Finish.
5. Click the plus symbols to the left of "ITT Visual Information Solutions", and "IDL Workbench Updates" to display the list of available updates.
6. Click "Next", accept the license, then "Next", then "Finish".
7. When the Feature Verification dialog appears, click "Install All".
8. Restart the IDL Workbench.

Verify the installation:

To verify that the install was successful, select "About IDL Workbench" from the Help menu. The top of the text portion of the dialog should show "7.0.3". Note that because this is a Workbench-only update, IDL's !VERSION system variable will still report IDL version 7.0.

Hope this helps,

Bill Okubo
IDL Product Manager
ITT Visual Information Solutions
303-413-3915
bokubo@ittvis.com

www.ittvis.com/idl
