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Subject: Re: Using IDL Help on Mac OS clients  
Posted by [bokubo](#) on Mon, 05 Apr 2010 22:02:02 GMT  
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On Apr 4, 8:19 am, "Kenneth P. Bowman" <k-bow...@null.edu> wrote:

- > We have filed a problem report with ITTVIS, but perhaps someone else
- > has encountered this problem and found a workaround.
- >
- > In my research group we use Macs for desktop computers (with Linux
- > servers for large computations).
- >
- > Users' home directories are served from an Apple XServe via Apple's
- > filesharing protocol, AFP. IDL is installed on each computer's
- > local disk in the normal Mac fashion (in /Applications).
- >
- > Since upgrading to IDL 7.1, clients whose home directories are on
- > the server are unable to start the IDL help. The result of typing
- > ? at the IDL prompt is that nothing happens.
- >
- > Local accounts on the desktop Macs (that is, users whose home directories
- > are on the local disk) do not have problems starting Help. I don't
- > have any problem running Help on my laptop, for example, which does
- > not use the fileserver.
- >
- > I expect that this is some sort of permissions problem, but I have
- > the feeling that ITTVIS does not have a Mac configuration like this,
- > so the problem is new to them. We have been waiting a while for a
- > response, and it is cutting into our productivity to not have
- > access to Help.
- >
- > Anyone else seen something similar or have suggestions?
- >
- > Ken

Hi Ken,

In the new release of IDL 8.0 that is currently under construction, we are making many changes to the Help system. One of them is to go away from the help server that existed in IDL 7.0/7.1, which caused certain problems and was very slow to invoke. In IDL 8.0, the html Help will renders in its own "browser-like" window. I believe this will solve the issue you describe. I noticed that you are participating in the Tech Preview of IDL 8.0. Can you confirm: Is this problem solved in the Tech Preview release?

I have discussed this matter with ITT VIS Technical Support and if they have some questions or suggestions regarding this issue for the current IDL 7.1 version, they may be in contact with you.

Thank you - Bill Okubo, IDL Product Manager

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