

Ken,

I don't know if this is helpful but I've seen the same thing on Windows with a Unix shared home drive on ENVI/IDL. It seems as though the later versions of these write a whole lot of files to a directory before they launch their help system. I don't know the proper fix but what I did was edit the help config files to point to a local drive rather than the networked drive and it works.

I can't remember the specific files because I don't have it in front of me but the idlhelp.ini is not the only one that needs to be edited there is another file which I think is in a directory down that needs to be changed too. When you open it in Notepad you'll see where to change it.

Max

On Apr 5, 12:19 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

---