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Subject: Re: Licensing installs and expired maintenance contracts

Posted by [rtowler](#) on Wed, 18 May 2011 21:37:05 GMT

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To close the loop on this, I did get an email from support and the deal is that for some reason when your license expires you can't use the web portal and have to manually generate a license file. To do this, you use the license wizard to "Request a license if you don't have internet access" and send the output to support.

I should have known...

-r

On May 18, 12:22 pm, David Fanning <n...@idlcoyote.com> wrote:

> rtowler writes:

>> Has anyone attempted to install a copy of IDL 7 after their  
>> maintenance contract has expired? I'm dusting off some old code and  
>> starting to work with IDL again and I cannot license my fresh install.  
>> RS.. er ITTVIS's website shows my license info, and even lists the  
>> two computers that I originally installed this version of IDL on  
>> (though they are long gone) but I cannot remove those old computers  
>> nor generate a new license. What's a user to do? I have a support  
>> request in, but so far I have received no response, automated or not.

>

>> It's comforting to see that in the years that I have been away,  
>> ITTVIS's website has gotten no better...

>

> Their IT support team is down to a single person, who moonlights  
> by writing the User Guide when he isn't busy hiding vital  
> information on the web page. Unfortunately, he golfs on  
> Wednesday afternoons. :-)

>

> Good to see you back here, Rick!

>

> Cheers,

>

> David

>

> --

> David Fanning, Ph.D.

> Fanning Software Consulting, Inc.

> Coyote's Guide to IDL Programming:<http://www.idlcoyote.com/>

> Sepore ma de ni thui. ("Perhaps thou speakest truth.")