
Subject: Re: IDL 8.2 is available

Posted by [Mark Piper](#) on Thu, 24 May 2012 17:03:00 GMT

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On Thursday, May 24, 2012 7:43:16 AM UTC-6, Paulo Penteado wrote:

> The only answer I get from tech support is the usual useless one:
>
> "Thank you for your recent email question. We have forwarded your
> inquiry on to your local product distributor. All IDL and ENVI
> technical support for our users in Brazil is provided by our
> distributor, Sulsoft. Please refer all future queries to them. Thank
> you. You can reach them via telephone, fax, or email at the following
> address."
>
> The problem has nothing to do with Sulsoft. It is in my Exelis
> account. All the Sulsoft site ([http://www.sulsoft.com.br/index.php/](http://www.sulsoft.com.br/index.php/downloads/)
> downloads/) has on IDL download is a link to Exelis. On top of that,
> besides the "forwarded inquiry" and my email to Sulsoft asking for a
> new license file, they have not answered me so far.
>
> All these frequent obstacles to download IDL do not even make any
> sense. It is not even just the inconvenience of having to register. It
> is also that the account must be reviewed and approved (and often one
> has to wait for reapproval). How can someone say that we can make
> software for other people to use without a license, if the VM is
> impossible to download? I have stopped saying that "anyone can run
> code on the VM", since only by random luck or a lot of patience one
> will be able to download the VM.
>
> On May 23, 3:47 pm, Paulo Penteado
> wrote:
>> It would be nice if I could download it instead of just getting
>>
>> "DPL Authentication Failed:-1Please login to the secure Customer
>> Access area and update your shipping information or contact
>> techsupp...@exelisvis.com."
>>
>> No matter how many times I update the profile.

Hi Paulo,

I checked with tech support -- you should be good to download 8.2. Please let me know if the download fails.

mp
