
Subject: Re: IDL 8.2 is available
Posted by [penteado](#) on Thu, 24 May 2012 13:43:16 GMT
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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/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 <pp.pente...@gmail.com> 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.
