
Subject: Re: Downgrade in support for non US users?
Posted by [timothyja123](#) on Wed, 18 Feb 2015 01:40:22 GMT
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Thanks for the reply Chris. This makes sense, I'll work around it for now. Not a big deal.

On Wednesday, February 18, 2015 at 5:43:02 AM UTC+11, Chris Torrence wrote:

> I think that there was some reorganization of the Tech Support group, which probably explains why they changed their protocol. I can't say for sure, but I wonder if they are trying to field some of the "easy" questions (like install, licensing, etc) through the distributors, and only forward the "hard" questions to Boulder. Anyway, your question definitely falls into the hard category. ;-)
>

As for support this is the start of the email I got when I filled a support request. I don't think this is just a case of forwarding easy questions.

"Thank you for your recent email question. We have forwarded your inquiry on to your local product distributor. All ENVI and IDL technical support for our users in Australia is provided by our distributor, ESRI Australia. Please refer all future queries to them. Thank you. You can reach them via telephone, fax, or email at the following address."
