
Subject: Re: some users will be harmed by the new licensing policy in IDL 8.6

Posted by chris_torrence@NOSPAM on Fri, 13 Jan 2017 18:36:09 GMT

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Hi Patrick, Wayne, et al,

Thank you all for your thoughtful responses. As a long-time IDL user myself (pre-RSI-employee), my workflow remains essentially the same as yours.

Just some background. Sticking with our old licensing code was becoming impossible - it was no longer being actively maintained by our vendor, and we started to see more people abusing it by running IDL on a server for cloud-based computing. The new Flexera software has both advantages and disadvantages. The advantages are an easier licensing process for most customers, less headaches for our tech support group, and more flexibility for splitting licenses among features (such as "main" IDL versus "bridge" versus the "task engine"). The disadvantages are less flexibility on the licensing schemes, such as the "flexible single use", since the licenses are now definitely tied to a particular host. We also needed to make difficult decisions on the feature count, which is what you have unfortunately run up against.

Our overall goal remains the same - make an easy-to-learn, fast, robust language which scientists and engineers can use to find answers in their data. We don't want anything to get in the way of that, including licensing.

Here is my suggestion. If you haven't already contacted Tech Support (or heard back from them), I would strongly recommend emailing support@harris.com. Include your customer information, including a brief description of why IDL is important in your daily research (just for some context). Also, most importantly, include your specific license requirements, such as "I need to run 12 full IDL processes simultaneously, and it's only for me on my one machine", or "I need to run 1-2 IDL sessions on both my Mac and Windows machines, and I don't want to activate/deactivate."

Tech Support will forward your request on to your sales representative who will most likely ask for more information, just to see if a different license type might be a better fit. In general, if you are making a reasonable request, then we will try to do the right thing, especially for our long-time trusted customers (i.e. you!).

I hope this helps.

Cheers,

Chris
