
Subject: Re: IDL 5.4 Stability - wot about the licensing?
Posted by [Paul van Delst](#) on Tue, 07 Nov 2000 08:00:00 GMT
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David Fanning wrote:

>
> Hi Folks,
>
> Has anyone had any problems with IDL 5.4 stability? I've
> managed to completely crash it three times in the past
> couple of weeks. It's odd, because I don't recall
> IDL 5.3.1 *ever* crashing on my Windows NT machine in
> all the times I've used it.

I haven't exercised IDL 5.4 too hard but so far everything is honky dory.

One annoying thing I have noticed is that on my linux box I can now only have one session of IDL running. Previously every other platform/OS on which I have used IDL (that had a single user license) I could open as many IDL sessions as I wanted (as the same user). But now I get the "Do you want to wait for a license?" message and then into the 7-minute demo mode.

Wot a major pain in the ass. I typically have 5-8 different desktops on which I am working on completely different things. I use IDL to examine/visualise data in one and use it for software prototyping in another etc. Now I need to shut down IDL in one desktop to do anything useful in another (losing all the session data which I am *not* going to save everytime...jeez).

Has anyone else experienced this?

I am hoping that I have screwed up the installation somehow because if this is the new way of how IDL 5.4 licensing works, then I am unconditionally trashing 5.4 on my desktop without even an inkling of a second thought and going back to 5.3.X.

paulv

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Subject: Re: IDL 5.4 Stability - wot about the licensing?
Posted by [Paul van Delst](#) on Wed, 08 Nov 2000 08:00:00 GMT
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Bernard Puc wrote:

>
> Paul van Delst wrote:
>>
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>
>
>> Has anyone else experienced this?
>
> I sent this to RSI Tech Support and they are aware of the problem.

So did I. I got an automated response telling me that:

"Please note that we are experiencing an unusually high volume of requests
for technical assistance."

Yowch.

Is this a good/bad/normal/indifferent sign? Oop...I just got another email telling my
"call" has been accepted by RSI Tech Support. Wow.

I once heard (probably in this newsgroup) that RSI is a significantly smaller operation
that companies offering similar products (e.g. Mathworks). If so, then RSI sure is on the
ball with regards to Customer Support. I'll take this opportunity to pile on another kudo
(I'm still trolling for a free IDL mug :o)

paulv

p.s. I love the new control statements (break, continue, switch) but I wish that "cycle"
(ala f90) had been used in place of "continue" - now my editor displays the MESSAGE
CONTINUE keyword in bold red instead of purple. Bummer, man.

--

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Subject: Re: IDL 5.4 Stability - wot about the licensing?
Posted by [Bernard Puc](#) on Wed, 08 Nov 2000 08:00:00 GMT
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Paul van Delst wrote:
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> Has anyone else experienced this?

I sent this to RSI Tech Support and they are aware of the problem.

--

Bernard Puc AETC, INC.
bpuc@va.aetc.com 1225 Jefferson Davis Highway #800
(703) 413-0500 Arlington, VA 22202

Subject: Re: IDL 5.4 Stability - wot about the licensing?
Posted by [landsman](#) on Mon, 11 Dec 2000 23:30:47 GMT
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Last month, Paul van Delst wrote:

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only have one session
> of IDL running. Previously every other platform/OS on which I have
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> single user license) I could open as many IDL sessions as I wanted
(as the same user). But
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into the 7-minute demo

I've finally upgraded to V5.4 on Solaris 2.6 and I am finding the same
behaviour. Bernard Puc reported that this problem was known to RSI,
but has anything been done about it? If not, then I am hurrying back
to V5.3. Thanks,

--Wayne Landsman landsman@mpb.gsfc.nasa.gov

Sent via Deja.com <http://www.deja.com/>
Before you buy.

Subject: Re: IDL 5.4 Stability - wot about the licensing?
Posted by [Paul van Delst](#) on Tue, 12 Dec 2000 14:06:07 GMT

landsman@my-deja.com wrote:

>
> Last month, Paul van Delst wrote:
>
>> One annoying thing I have noticed is that on my linux box I can now
> only have one session
>> of IDL running. Previously every other platform/OS on which I have
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> behaviour. Bernard Puc reported that this problem was known to RSI,
> but has anything been done about it? If not, then I am hurrying back
> to V5.3. Thanks,

I notified RSI of this behaviour and their tech support got back to me the same day. The fix was to switch to evaluation mode rather than license manager mode. I will have to give them a call in 180 days to renew the setup - unless they release 5.4.x with the fix before then. Either way, I can get done what I need to get done via multiple sessions if IDL.

The RSI Tech Support folks were very quick in their response - despite the "we are receiving more than the usual number of requests" email I got right after submitting mine. It took about 5 minutes of phone time to fix....about 3 of those was me asking what the problem was. At first I thought how could this not be discovered in a beta test - but beta versions are more than likely installed in eval mode (right?) so the problem wouldn't show up. This software development business shure can be tricky.

paulv

--

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Subject: Re: IDL 5.4 Stability - wot about the licensing?
Posted by [mole6e23](#) on Thu, 21 Dec 2000 18:47:00 GMT
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landsman@my-deja.com wrote:

> Last month, Paul van Delst wrote:
>
>
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> behaviour. Bernard Puc reported that this problem was known to RSI,
> but has anything been done about it? If not, then I am hurrying back
> to V5.3. Thanks,

RSI is rather aware of this problem. They are planning a fix for the next update. In the mean time, if you can prove to them that it's a nuisance for you, you might be able to get a temporary license to work around it. They did state that a way around it is that you can start as many copies of the IDLDE from the SAME xterminal as you want... of course, hating the IDLDE as I do, this wasn't really an option for me.

Todd

Subject: Re: IDL 5.4 Stability - wot about the licensing?
Posted by [Martin Schultz](#) on Thu, 21 Dec 2000 19:18:28 GMT
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Todd Clements wrote:
>
> landsman@my-deja.com wrote:
>
>> Last month, Paul van Delst wrote:
>>
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>> I've finally upgraded to V5.4 on Solaris 2.6 and I am finding the same

>> of the IDLDE from the SAME xterminal as you want... of course, hating the
>> IDLDE as I do, this wasn't really an option for me.
>>
>> Todd
>
> ... has anyone tried what happens with the idlwave emacs shell? Would
> it work
> (a) if you started more than one shell from the same emacs session (is
> this possible by the way?)
> (b) more than one emacs session from the same terminal?

Part (b) does NOT work... I have not tried part A, but in theory it should work, if it's even possible to do.

Todd

Subject: Re: IDL 5.4 Stability - wot about the licensing?
Posted by [Joseph B. Gurman](#) on Wed, 27 Dec 2000 01:14:54 GMT
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In article <3A3630CF.6988D926@ncep.noaa.gov>, Paul van Delst
<pvandelst@ncep.noaa.gov> wrote:

> At first I thought how could this not be discovered in a beta test - but
> beta versions are more than likely installed in eval mode (right?) so the
> problem wouldn't show up. This software development business shure can be
> tricky.

I couldn't possibly comment on something for which I signed a non-disclosure agreement, but you might very probably think so (to misquote Jeffrey Archer's "House of Cards" as done on TV).

Joe Gurman
