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

--

Paul van Delst Ph: (301) 763-8000 x7274 CIMSS @ NOAA/NCEP Fax: (301) 763-8545

Rm.207, 5200 Auth Rd. Email: pvandelst@ncep.noaa.gov

Camp Springs MD 20746

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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- >> now I get the "Do you want to wait for a license?" message and then into the 7-minute demo

>

>> 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 View Forum Message <> Reply to Message

Paul van Delst wrote:

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-

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 View Forum Message <> Reply to Message

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 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

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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- > 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,

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:

> >

- >> 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
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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 View Forum Message <> Reply to Message

Todd Clements wrote:

>

> 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
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>

> 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?

Martin

Subject: Re: IDL 5.4 Stability - wot about the licensing? Posted by mole6e23 on Thu, 21 Dec 2000 22:28:28 GMT

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Martin Schultz <martin.schultz@dkrz.de> wrote:

- > Todd Clements wrote:
- >> 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
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>> Todd

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- > 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 View Forum Message <> Reply to Message

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