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Subject: Re: support (lack thereof) for Mac version of IDL5.5.1  
Posted by [John-David T. Smith](#) on Tue, 11 Dec 2001 23:40:04 GMT  
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Judy Karpen wrote:

>  
> Hi,  
>  
> I recently upgraded to IDL version 5.5.1 for MacOS, and have found a few  
> bugs. Some are just minor irritations (the missing final character when  
> scrolling back through the command line, e.g.), but others, such as  
> nonfunctioning command history saving from earlier sessions, are more  
> aggravating. When I contacted RSI about this, I was told that they've  
> laid off their only Mac programmer, so there is no way to fix these  
> problems. The tech support person was quite sympathetic and as helpful  
> as possible, but their best suggestion was to revert to IDL 5.4!  
>  
> Now, we Mac users are paying the same premium prices as everyone else to  
> have tech support and an IDL license, so I feel quite ripped off. We can  
> still get tech support about programming questions, but when their  
> latest software doesn't work right we are stuck with it. Cute. My  
> purpose in posting this is not just to whine, though, but to urge the  
> other Mac users with IDL to complain loudly about any bugs you've found  
> in v5.5; perhaps if we hand RSI a critical mass of complaints they will  
> hire someone to fix these problems. Thanks for your help!

I do hate to quench a grassroots movement so early in its life cycle,  
but you should know that v5.5 is the last Mac version being released:  
this code is being end-of-lived. Luckily, the MacOSX-as-Unix version of  
IDL will be released sometime soon, no doubt providing a fresh supply of  
new bugs to fuel civil unrest.

Good luck,

JD

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Subject: Re: support (lack thereof) for Mac version of IDL5.5.1  
Posted by [Judy Karpen](#) on Wed, 12 Dec 2001 16:06:44 GMT  
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Sorry JD, but that doesnt excuse charging big bucks for buggy software. If it  
were released ages ago and I just found some minor remaining bugs, I'd agree  
there is no reason for them to fix it. However, v5.5 was released quite  
recently with bugs (and the patch 5.5.1 introduced other bugs while fixing  
the READ problem), so IMHO RSI still owes it to users to make it work.

I'm not holding my breath for the OSX version, either..... As long as

Retrospect and other useful software/hardware don't work under OSX, many Mac users are delaying the switch from OS9.x. BTW, you can be snide if you wish, but it's YOUR (the taxpayers') money that is being wasted here -- I'm a US government employee, so my IDL license etc is paid for out of a gov't grant. And I still feel ripped off even though it isn't "my" money.....

JD Smith wrote:

> [quote snipped]

> I do hate to quench a grassroots movement so early in its life cycle,  
> but you should know that v5.5 is the last Mac version being released:  
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>

> Good luck,

>

> JD

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Subject: Re: support (lack thereof) for Mac version of IDL5.5.1  
Posted by [Richard Younger](#) on Thu, 13 Dec 2001 18:08:30 GMT  
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Judy Karpen wrote:

>

> BTW, you can be snide if you wish, but it's YOUR (the taxpayers')  
> money that is being wasted here -- I'm a US government employee, so  
> my IDL license etc is paid for out of a gov't grant.

I suspect that a very sizable majority of the IDL licenses out there come from gov't money, whether directly (NOAA, NASA) or indirectly (via NSF or DOD grant, or foreign equivalent), both in the US and overseas. All you have to do is look at the email addresses of those regularly on the newsgroup.

> And I still feel ripped off even though it isn't "my" money.....

Well, you do have to deal with the frustration, so it's understandable. Still, there aren't that many snide comments made here: I would prefer to characterize the tone of the newsgroup as flip and snipe back with a smile.

I do hope that you can convince RSI to take care of those aggravating bugs.

Best,

Rich

--

Richard Younger

Electro-Optical Materials and Devices Group

MIT Lincoln Laboratory  
Mail Stop C-130  
244 Wood St.  
Lexington, MA 02421

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Subject: Re: support (lack thereof) for Mac version of IDL5.5.1  
Posted by [Wolf Schweitzer](#) on Fri, 08 Mar 2002 15:02:48 GMT  
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There always is the price/anger/reply track, and it's ok, however it does not solve the problem.

What I do about the command line thing while fiddling with getting stuff right and going back and forth is:

Add a couple of empty spaces at the end of the line before I hit <enter>. That way, all that gets "lost" by the IDL551bug is one of these spaces and you can work with your previous command normally.

Wolf Schweitzer, Zuerich / Switzerland

In article <3C18EE9E.4852BB05@ll.mit.edu>,  
Richard Younger <younger@ll.mit.edu> wrote:

> Judy Karpen wrote:

>>

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