
Subject: How to contact IDL ?

Posted by [the_cacc](#) on Fri, 07 Dec 2001 11:57:25 GMT

[View Forum Message](#) <> [Reply to Message](#)

Anyone know an email address for contacting IDL ?

Subject: Re: How to contact IDL ?

Posted by [David Fanning](#) on Thu, 20 Dec 2001 14:03:03 GMT

[View Forum Message](#) <> [Reply to Message](#)

trouble (the_cacc@hotmail.com) writes:

- > Someone sent me a different email address to try:
- > info@ResearchSystems.com. So I tried sending a message there.
- >
- > First time - no response.
- > Second time - no response.
- > Currently attempting a third time.
- >
- > I'm astounded that in three weeks I can't even get a single comment.
- > Compare this with Matlab, who I have also written to, who (i) have
- > loads of contact address and (ii) replied on the same day each time I
- > wrote.
- >
- > Anyone else have a similar story or is it *just me* ?

Uh, have you thought about changing your name?

What you have doesn't inspire retailers to get involved with you. :-)

Cheers,

David

--

David W. Fanning, Ph.D.

Fanning Software Consulting

Phone: 970-221-0438, E-mail: david@dfanning.com

Coyote's Guide to IDL Programming: <http://www.dfanning.com/>

Toll-Free IDL Book Orders: 1-888-461-0155

Subject: Re: How to contact IDL ?

Posted by [Paul van Delst](#) on Thu, 20 Dec 2001 14:42:58 GMT

[View Forum Message](#) <> [Reply to Message](#)

David Fanning wrote:

>
> trouble (the_cacc@hotmail.com) writes:
>
>> Someone sent me a different email address to try:
>> info@ResearchSystems.com. So I tried sending a message there.
>>
>> First time - no response.
>> Second time - no response.
>> Currently attempting a third time.
>>
>> I'm astounded that in three weeks I can't even get a single comment.
>> Compare this with Matlab, who I have also written to, who (i) have
>> loads of contact address and (ii) replied on the same day each time I
>> wrote.
>>
>> Anyone else have a similar story or is it *just me* ?
>
> Uh, have you thought about changing your name?
> What you have doesn't inspire retailers to get
> involved with you. :-)

I agree. If I got an email from someone who's email address was like yours (Mr. Trouble I mean, not Dr. Fanning), I'd simply delete it - not even opening it. No offense meant to you, but it looks like spam (despite an erudite subject heading).

paulv

p.s. I think it's just you :o) I've never had a problem contacting RSI... I've even had some of their engineers [*] call *me*!! Who woulda thunk it? And they've always solved any problems I had too.

[*] I always though engineers built bridges and buildings and stuff

--

Paul van Delst Religious and cultural
CIMSS @ NOAA/NCEP purity is a fundamentalist
Ph: (301)763-8000 x7274 fantasy
Fax:(301)763-8545 V.S.Naipaul

Subject: Re: How to contact IDL ?

Posted by [Pavel A. Romashkin](#) on Thu, 20 Dec 2001 16:19:30 GMT

[View Forum Message](#) <> [Reply to Message](#)

Paul van Delst wrote:

>
> [*] I always though engineers built bridges and buildings and stuff

Have you ever heard this one -
What's the difference between civil and electronics engineers?
Electronics engineers build weapons, civil engineers build targets.

Cheers,
Pavel

P.S. Regarding names. I recently started reading
comp.databases.ms-access, the gurus from there really hate it when a
trouble-like someone posts. Often, they simply won't answer. Sometimes,
a poster gets flamed severely. We here are a lot more lax. Besides, you
can always hit the "ignore thread" button.

Subject: Re: How to contact IDL ?
Posted by [the_cacc](#) on Thu, 20 Dec 2001 17:48:36 GMT
[View Forum Message](#) <> [Reply to Message](#)

That's Dr. Trouble, thanks. And my assistant Mr. Hide.

I've used this account elsewhere without problems. It's just an email
address, innit ? Anyway, it's what's inside that counts ;]

Subject: Re: How to contact IDL ?
Posted by [Paul van Delst](#) on Thu, 20 Dec 2001 17:56:06 GMT
[View Forum Message](#) <> [Reply to Message](#)

trouble wrote:

>
> I've used this account elsewhere without problems. It's just an email
> address, innit ? Anyway, it's what's inside that counts ;]

Not if you get a truckload (like a corporate contact might) of similarly named emails that are
full of chaff or worse, viruses (maybe some folk at RSI use MS Outlook :o) Yours will get lost
(and deleted) amongst them.

paulv

--

Paul van Delst Religious and cultural
CIMSS @ NOAA/NCEP purity is a fundamentalist
Ph: (301)763-8000 x7274 fantasy
Fax:(301)763-8545 V.S.Naipaul

Subject: Re: How to contact IDL ?

Posted by [Craig Markwardt](#) on Thu, 20 Dec 2001 20:40:01 GMT

[View Forum Message](#) <> [Reply to Message](#)

the_cacc@hotmail.com (trouble) writes:

- > That's Dr. Trouble, thanks. And my assistant Mr. Hide.
- >
- > I've used this account elsewhere without problems. It's just an email
- > address, innit ? Anyway, it's what's inside that counts ;]

I believe you originally said you had "suggestions for the IDL language." Usually this translates into "feature request."

Whether or not they respond to suggestions like this may depend to a large extent on how many copies of IDL you own, whether you have a maintenance contract, etc. Requested features = developer time = \$\$\$. On the other hand, that doesn't stop them from at least having a canned rejection response, so you know your email was at least received.

Craig

Subject: Re: How to contact IDL ?

Posted by [Robert Stockwell](#) on Thu, 20 Dec 2001 21:23:11 GMT

[View Forum Message](#) <> [Reply to Message](#)

trouble wrote:

- > That's Dr. Trouble, thanks. And my assistant Mr. Hide.
- >
- > I've used this account elsewhere without problems. It's just an email
- > address, innit ? Anyway, it's what's inside that counts ;]

Quite often "suspicious" email is deleted. A common rule is to delete without opening any unsolicited email with attachments, or email that looks like a virus. I'd guess a "From: trouble" would look like a virus and could quite possibly go straight to the trash. Publicly available email addresses for receiving unsolicited email most likely have such rules.

To answer the original question, in the past, my email support requests have received an automated response immediately, and a human response by the next day. I have had every situation satisfactorily resolved.

And I do use my real email address when contacting them.

Cheers,
bob stockwell
