
Subject: Re: Weird Runtime Problem

Posted by [Robert Barnett](#) on Tue, 15 Mar 2005 04:22:31 GMT

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At a guess I would say it was an underlying problem with the communication between IDL and the OS. Since it is a GUI problem then I would say that it is most likely a dead lock of some kind.

This is the part where you write into your contract

" We take no responsibility and provide no guarantee that the IDL VM will run successfully on your installation. "

What's the CPU usage when IDL enters this bizarre state? Are there any error logs to the event log (in Windows control panel).

David Fanning wrote:

> Folks,
>
> Ready for a weird one?
>
> I have built an IDL application for a client. It runs
> perfectly on my machine (Windows XP) and it runs perfectly
> on my client's machine (Windows XP).
>
> Now, we want to make a save file of the application so
> we can run it on the IDL Virtual Machine or with a runtime
> license. I build the project, it creates the app.sav file,
> and the program runs perfectly on my machine whether I double
> click the save file and run it with a runtime license, or
> open the save file in the VM.
>
> My client builds the project. No problems. No errors. But
> if they double click the app.sav file, a Runtime icon appears
> in the toolbar, but the program doesn't show up on the display.
> The same thing happens if they run the Virtual Machine and select
> the save file from there.
>
> (No, I don't really believe it either, but I have no particular
> reason to think anyone is lying to me.)
>
> Has anyone seen anything like this before? Any ideas? I'd like
> to get paid for delivering what I said I would deliver. :-(
>
> Cheers,
>

> David
>
>

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Subject: Re: Weird Runtime Problem
Posted by [David Fanning](#) on Tue, 15 Mar 2005 05:13:51 GMT
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Robert Barnett writes:

> At a guess I would say it was an underlying problem with the
> communication between IDL and the OS. Since it is a GUI problem then I
> would say that it is most likely a dead lock of some kind.

I thought at first an image file was not being found, resulting in some kind of hang-up. There is a networked directory involved, and so forth. But we systematically worked through all those possibilities and appeared to replicate the identical environment on both machines.

It is really as though the display has gone to some other machine! (Is this possible in Windows!?)

> This is the part where you write into your contract
> " We take no responsibility and provide no guarantee that the IDL VM will
> run successfully on your installation. "

No kidding. The client is running IDL 6.0. I get the program to work in both 6.0 and 6.1, but I do just run it in the IDL 6.1 VM. Are there any known problems with the IDL 6.0 VM?

> What's the CPU usage when IDL enters this bizzare state?

Don't know. I'm 3000 miles away and getting these kind of numbers seems, uh, hard. :-)

> Are there any

> error logs to the event log (in Windows control panel).

No errors of any sort. Nada. Zilch. It is as though the program were running, but just not where we can see it. Can Windows XP machines be running virtual desktops?

Cheers,

David

--

David Fanning, Ph.D.

Fanning Software Consulting, Inc.

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

Subject: Re: Weird Runtime Problem

Posted by [Benjamin Hornberger](#) on Tue, 15 Mar 2005 13:42:39 GMT

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David Fanning wrote:

> Robert Barnett writes:

>

>

>> What's the CPU usage when IDL enters this bizzare state?

>

>

> Don't know. I'm 3000 miles away and getting these kind of numbers seems, uh, hard. :-)

>

You can ask your client to run a VNC server (Virtual Network Computing, www.realvnc.com, www.tightvnc.com) if he's willing to let you mess around on his desktop. VNC can be tunneled through SSH if security is an issue (he would have to run an SSH server as well). We are using this a lot for remote administration of Windows machines. If your client is a big company with tight IT regulations, it's unlikely that they do it though.

Benjamin

Subject: Re: Weird Runtime Problem

Posted by [Rick Towler](#) on Tue, 15 Mar 2005 16:33:32 GMT

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Benjamin Hornberger wrote:

> David Fanning wrote:

>

>> Robert Barnett writes:

>>> What's the CPU usage when IDL enters this bizzare state?

>>

>> Don't know. I'm 3000 miles away and getting these kind of

>> numbers seems, uh, hard. :-)

>

> You can ask your client to run a VNC server (Virtual Network Computing,
> www.realvnc.com, www.tightvnc.com) if he's willing to let you mess
> around on his desktop. VNC can be tunneled through SSH if security is an
> issue (he would have to run an SSH server as well). We are using this a
> lot for remote administration of Windows machines. If your client is a
> big company with tight IT regulations, it's unlikely that they do it
> though.

Since your both on XP, you can "Remote Assistance" instead of VNC. Your client can go to Start -> Help and Support and click "Invite a friend to connect to your computer with Remote Assistance". There is little wizard that will send you a file which your machine will use to connect with your client's machine.

Of course this gets complicated if your client is behind a real firewall or a "fake" one that isn't uPNP aware.

-Rick

Subject: Re: Weird Runtime Problem

Posted by [David Fanning](#) on Tue, 15 Mar 2005 19:34:25 GMT

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Folks,

We resolved this problem by downloading the IDL 6.1 Virtual Machine. Installed it and the program ran perfectly.

I don't know what the problem was with the 6.0 Virtual Machine, but we do use a lot of objects in this program, and that version did have some problems resolving objects.

Don't know. But at least I'll get paid. :-)

Cheers,

David

--

David Fanning, Ph.D.

Fanning Software Consulting, Inc.

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