
Subject: Re: personal license problem

Posted by [Haje Korth](#) on Mon, 26 Feb 2007 21:21:36 GMT

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

Bob,
why don't you just copy the license text in a text file using notepad, name it 'license.dat', and place this file in the c:\rsi\license directory?
Always worked for me, I never use the license "wizard"

Cheers,
Haje

"R.G. Stockwell" <no@email.please> wrote in message
news:45e31c88\$0\$39512\$815e3792@news.qwest.net...

> I am trying to install idl 6.3 on my winxp laptop.
> Anyone come across this error when trying to
> set up a personal license?
>
> I get the following error message (when running
> the license wizard)
>
> [searching for root directory]
> unable to obtain a parent folder name.
>
> Then the license app exits.
>

Subject: Re: personal license problem

Posted by [news.qwest.net](#) on Wed, 28 Feb 2007 00:35:52 GMT

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

"Haje Korth" <haje.korth@nospam.jhuapl.edu> wrote in message
news:ervj11\$pl4\$1@aplcore.jhuapl.edu...

> Bob,
> why don't you just copy the license text in a text file using notepad,
> name it 'license.dat', and place this file in the c:\rsi\license
> directory? Always worked for me, I never use the license "wizard"
>
> Cheers,
> Haje

That failed as well.
Good news though, the customer support was able to
resolve the problem. The basic story is that the license needed
some kind of hard drive ID number to tie it to hardware in the

new laptop. Usually one runs the license app to get that information and RSI sends the correct license file. But for some reason the license app failed, and customer support had to get the information from the lmtools app instead.

But it's all working now. yay.

Cheers,
bob

Subject: Re: personal license problem
Posted by [Haje Korth](#) on Thu, 01 Mar 2007 17:01:09 GMT
[View Forum Message](#) <> [Reply to Message](#)

You are going through the typical headaches honest (paying) users have. BTW: Personal-use licenses are not as restrictive and are not tied to the harddrive.

"R.G. Stockwell" <no@email.please> wrote in message
news:45e4ce67\$0\$25775\$815e3792@news.qwest.net...

>
> "Haje Korth" <haje.korth@nospam.jhuapl.edu> wrote in message
> news:ervj11\$pl4\$1@aplcore.jhuapl.edu...
>> Bob,
>> why don't you just copy the license text in a text file using notepad,
>> name it 'license.dat', and place this file in the c:\rsi\license
>> directory? Always worked for me, I never use the license "wizard"
>>
>> Cheers,
>> Haje
>
> That failed as well.
> Good news though, the customer support was able to
> resolve the problem. The basic story is that the license needed
> some kind of hard drive ID number to tie it to hardware in the
> new laptop. Usually one runs the license app to get that information
> and RSI sends the correct license file. But for some reason the
> license app failed, and customer support had to get the information
> from the lmtools app instead.
>
> But it's all working now. yay.
>
> Cheers,
> bob
>
