
Subject: Can't access to RSI web-site

Posted by [gsever](#) on Wed, 27 Aug 2008 02:17:35 GMT

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Hi,

For a couple of days, I haven't been able to browse www.rsinc.com/idl or www.researchsystems.com web-sites. ittvis.com works fine. But they had different pages about IDL.

Do you encounter this problem when you try to access any of those two web-sites? My IDL-DE gives me a network connection error whenever I try to upgrade the workbench to 7.0.3 version.

Thanks.

Subject: Re: Can't access to RSI web-site

Posted by [bokubo](#) on Wed, 27 Aug 2008 17:46:18 GMT

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On Aug 27, 8:36 am, gsever <gokhanse...@gmail.com> wrote:

> Still can't access the above two sites, but get our page recently
> updated note on the ITT page instead of page not found.

>
> Tried once again to upgrade IDL Workbench, I didn't get Network
> Connection error, instead I see errors while it tries to retrieve
> files necessary to upgrade(HTTP 500 error)

>
> Anybody here, succesfully managed to switch to IDL 7.0.3?

>
> Thank you.

>
> On Aug 26, 10:28 pm, Mike Potter <m...@orionsound.com> wrote:

>
>
>
>> My understanding, after talking with someone there yesterday, is
>> that there were some chages made either to their server or website and
>> that they were "experiencing technical difficulties". I know I was
>> unable to log into technical support yesterday.

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>> Mike

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>>> try to upgrade the workbench to 7.0.3 version.
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>>> Thanks.- Hide quoted text -
>
> - Show quoted text -

We completely overhauled the ITT VIS website over the weekend and some things are still not working correctly. Have you tried updating the IDL Workbench 7.0.3 version by using the Workbench Help > Software Updates menu?

If not, you should try this instead of downloading the update from our website. The IDL Workbench has a built-in update mechanism, which we use for Workbench-only updates such as the IDL 7.0.3 Workbench release. It assumes you have internet access from the machine where IDL 7.0 is running. To install the update in this manner, do the following:

1. Log in as an administrator (or root), or ensure that you have write permission to the IDL 7.0 install directory on your machine.
2. Start the IDL Workbench and select "Software Updates->Find and Install..." from the Help menu.
3. Once the Install/Update Wizard appears (it may take a few moments), select "Search for new features to install", and click "Next".
4. When the Update Sites to Visit dialog appears, check "ITT Visual Information Solutions." Ensure that "The Eclipse Project Updates" is *not* checked. Click Finish.
5. Click the plus symbols to the left of "ITT Visual Information Solutions", and "IDL Workbench Updates" to display the list of available updates.
6. Click "Next", accept the license, then "Next", then "Finish".
7. When the Feature Verification dialog appears, click "Install All".
8. Restart the IDL Workbench.

Verify the installation:

To verify that the install was successful, select "About IDL Workbench" from the Help menu. The top of the text portion of the dialog should show "7.0.3". Note that because this is a Workbench-only update, IDL's !VERSION system variable will still report IDL version 7.0.

Hope this helps,

Bill Okubo
IDL Product Manager
ITT Visual Information Solutions
303-413-3915
bokubo@ittvis.com

www.ittvis.com/idl

Subject: Re: Can't access to RSI web-site
Posted by [gsever](#) on Wed, 27 Aug 2008 20:30:32 GMT
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Hi again,

I followed up the steps just like you wrote.

Once again I got: Update operation has failed error.

Update operation has failed

Error retrieving "plugins/com.rsi.idl dt.core_7.0.3.v20080714.jar".
[Server returned HTTP response code: "500 Internal Server Error" for
URL: http://www.ittvis.com/codebank/workbench/plugins/com.rsi.idl dt.core_7.0.3.v20080714.jar.]

Any solutions?

On Aug 27, 12:46 pm, bok...@ittvis.com wrote:

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>
>
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- > available
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- > To verify that the install was successful, select "About IDL Workbench" from the Help menu. The top of the text portion of the
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- > Hope this helps,
- >
- > Bill Okubo
- > IDL Product Manager
- > ITT Visual Information Solutions
- > 303-413-3915
- > bok...@ittvis.com
- >
- > www.ittvis.com/idl

Subject: Re: Can't access to RSI web-site
Posted by [Rob.Dimeo](#) on Thu, 28 Aug 2008 09:04:32 GMT
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- On Aug 27, 4:30 pm, gsever <gokhans...@gmail.com> wrote:
- > Hi again,
 - >
 - > I followed up the steps just like you wrote.
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 - > Once again I got: Update operation has failed error.
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I got the same error message.

Subject: Re: Can't access to RSI web-site
Posted by [Paul Van Delst\[1\]](#) on Thu, 28 Aug 2008 14:20:22 GMT
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Rob.Dimeo@gmail.com wrote:

> On Aug 27, 4:30 pm, gsever <gokhanse...@gmail.com> wrote:
>> Hi again,
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>>
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>>
>
> I got the same error message.

Goodness... my newsfeed has been somewhat spotty lately so I could be out of my crease here, but it's been a while since I've seen your name attached to a post!

Welcome back (?)

cheers,

paulv

Subject: Re: Can't access to RSI web-site
Posted by [swimfishswim@gmail.co](#) on Thu, 28 Aug 2008 14:54:13 GMT
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The path I had to take to get to the download was the following:

- If logged into the site. Log out
- Select Downloads->Product Downloads
- Select IDL on the page
- Will receive message about Please verify that you are logged in
- Click the Sign In link and enter sign-in information
- Reselect Downloads->Product Downloads and the IDL link
- You should now have IDL downloads available. You want the IDL 7.0 Linux Firefox Update

Subject: Re: Can't access to RSI web-site
Posted by [gsever](#) on Thu, 28 Aug 2008 21:24:07 GMT
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Finally, I managed to update to 7.0.3.

Thanks all for helping to resolve this issue. Probably, they fixed the problem on their server and didnt get any server errors while updating

the Workbench via Help / Software updates menu.
