
Subject: Re: Using IDL Help on Mac OS clients
Posted by [mankoff](#) on Sun, 04 Apr 2010 18:30:32 GMT
[View Forum Message](#) <> [Reply to Message](#)

On Apr 4, 7:19 am, "Kenneth P. Bowman" <k-bow...@null.edu> wrote:

>
> I expect that this is some sort of permissions problem, but I have
> the feeling that ITTVIS does not have a Mac configuration like this,
> so the problem is new to them. We have been waiting a while for a
> response, and it is cutting into our productivity to not have
> access to Help.
>

Can you launch the help app via any combination of command line calls?
If so, write a procedure that does this and tell users to run the
procedure rather than the "?" command.

I have the following alias to launch the IDL Helper.app from the unix
(not IDL) command line. It does not bring up help for a specific
procedure, but the search field is highlighted so I just type a few
characters, hit enter, and then I'm viewing the procedure. Note also
that "doc_library" might be a good temporary substitute to get help
for a specific procedure.

```
alias idlhelp='/Users/mankoff/local/itt/idl64/bin/bin.darwin.i386/  
idl_assistant.app/Contents/MacOS/idl_assistant -server -profile /Users/  
mankoff/local/itt/idl64/help/online_help/idl.adp &'
```

-k.

Subject: Re: Using IDL Help on Mac OS clients
Posted by [Maxwell Peck](#) on Sun, 04 Apr 2010 21:36:37 GMT
[View Forum Message](#) <> [Reply to Message](#)

Ken,

I don't know if this is helpful but I've seen the same thing on
Windows with a Unix shared home drive on ENVI/IDL. It seems as though
the later versions of these write a whole lot of files to a directory
before they launch their help system. I don't know the proper fix but
what I did was edit the help config files to point to a local drive
rather than the networked drive and it works.

I can't remember the specific files because I don't have it in front of
me but the idlhelp.ini is not the only one that needs to be edited
there is another file which I think is in a directory down that needs
to be changed too. When you open it in Notepad you'll see where to

change it.

Max

On Apr 5, 12:19 am, "Kenneth P. Bowman" <k-bow...@null.edu> wrote:

- > We have filed a problem report with ITTVIS, but perhaps someone else
- > has encountered this problem and found a workaround.
- >
- > In my research group we use Macs for desktop computers (with Linux
- > servers for large computations).
- >
- > Users' home directories are served from an Apple XServe via Apple's
- > filesharing protocol, AFP. IDL is installed on each computer's
- > local disk in the normal Mac fashion (in /Applications).
- >
- > Since upgrading to IDL 7.1, clients whose home directories are on
- > the server are unable to start the IDL help. The result of typing
- > ? at the IDL prompt is that nothing happens.
- >
- > Local accounts on the desktop Macs (that is, users whose home directories
- > are on the local disk) do not have problems starting Help. I don't
- > have any problem running Help on my laptop, for example, which does
- > not use the fileserver.
- >
- > I expect that this is some sort of permissions problem, but I have
- > the feeling that ITTVIS does not have a Mac configuration like this,
- > so the problem is new to them. We have been waiting a while for a
- > response, and it is cutting into our productivity to not have
- > access to Help.
- >
- > Anyone else seen something similar or have suggestions?
- >
- > Ken

Subject: Re: Using IDL Help on Mac OS clients

Posted by [bokubo](#) on Mon, 05 Apr 2010 22:02:02 GMT

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

On Apr 4, 8:19 am, "Kenneth P. Bowman" <k-bow...@null.edu> wrote:

- > We have filed a problem report with ITTVIS, but perhaps someone else
- > has encountered this problem and found a workaround.
- >
- > In my research group we use Macs for desktop computers (with Linux
- > servers for large computations).
- >
- > Users' home directories are served from an Apple XServe via Apple's
- > filesharing protocol, AFP. IDL is installed on each computer's
- > local disk in the normal Mac fashion (in /Applications).

>
> Since upgrading to IDL 7.1, clients whose home directories are on
> the server are unable to start the IDL help. The result of typing
> ? at the IDL prompt is that nothing happens.
>
> Local accounts on the desktop Macs (that is, users whose home directories
> are on the local disk) do not have problems starting Help. I don't
> have any problem running Help on my laptop, for example, which does
> not use the fileserver.
>
> I expect that this is some sort of permissions problem, but I have
> the feeling that ITTVIS does not have a Mac configuration like this,
> so the problem is new to them. We have been waiting a while for a
> response, and it is cutting into our productivity to not have
> access to Help.
>
> Anyone else seen something similar or have suggestions?
>
> Ken

Hi Ken,

In the new release of IDL 8.0 that is currently under construction, we are making many changes to the Help system. One of them is to go away from the help server that existed in IDL 7.0/7.1, which caused certain problems and was very slow to invoke. In IDL 8.0, the html Help will renders in its own "browser-like" window. I believe this will solve the issue you describe. I noticed that you are participating in the Tech Preview of IDL 8.0. Can you confirm: Is this problem solved in the Tech Preview release?

I have discussed this matter with ITT VIS Technical Support and if they have some questions or suggestions regarding this issue for the current IDL 7.1 version, they may be in contact with you.

Thank you - Bill Okubo, IDL Product Manager

Subject: Re: Using IDL Help on Mac OS clients
Posted by [Kenneth P. Bowman](#) on Tue, 06 Apr 2010 17:57:28 GMT
[View Forum Message](#) <> [Reply to Message](#)

In article
<d093ba9e-474b-43f5-915d-0f33e1016135@r1g2000yqj.googlegroups.com>,
BillO <bokubo@ittvis.com> wrote:

> In the new release of IDL 8.0 that is currently under construction, we
> are making many changes to the Help system. One of them is to go away

> from the help server that existed in IDL 7.0/7.1, which caused certain
> problems and was very slow to invoke. In IDL 8.0, the html Help will
> renders in its own "browser-like" window. I believe this will solve
> the issue you describe. I noticed that you are participating in the
> Tech Preview of IDL 8.0. Can you confirm: Is this problem solved in
> the Tech Preview release?
>
> I have discussed this matter with ITT VIS Technical Support and if
> they have some questions or suggestions regarding this issue for the
> current IDL 7.1 version, they may be in contact with you.
>
> Thank you - Bill Okubo, IDL Product Manager

Hi Bill,

I have signed up for the 8.0 preview, but have not had time to install it yet. We will try to do that this week, and if it resolves the Help problem I will let you know.

Ken

Subject: Re: Using IDL Help on Mac OS clients
Posted by [Kenneth P. Bowman](#) on Tue, 06 Apr 2010 17:59:19 GMT
[View Forum Message](#) <> [Reply to Message](#)

In article
<8189bff9-2d6a-4bdc-8b46-fcf9251b1540@n34g2000yqb.googlegroups.com>,
mankoff <mankoff@gmail.com> wrote:

> Can you launch the help app via any combination of command line calls?
> If so, write a procedure that does this and tell users to run the
> procedure rather than the "?" command.

I have tried various things without any success. It looks like we cannot launch idlde from accounts that have their home directories on the server either. We never noticed this as we almost always run from the command line.

Ken