Subject: Using IDL Help on Mac OS clients
Posted by Kenneth P. Bowman on Sun, 04 Apr 2010 14:19:53 GMT

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