
Subject: Re: ITT VIS Website

Posted by [Foldy Lajos](#) on Fri, 08 Oct 2010 12:39:16 GMT

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On Fri, 8 Oct 2010, Mort Canty wrote:

> Just tried to log onto my account on the ITT VIS website to download ENVI 4.7
> SP2 (I only have SP1 installed). Got this polite message:
>
> Morton Canty Access Denied Verification in process: Your account will be
> processed by ITT VIS for approval. You will receive a notification via e-mail
> once the approval is finished. The approval will occur within the next
> business day in most cases and will be valid for 24 hours.
>
> Excuse the language, but this is one shitty way to communicate with good
> customers.
>
>
> Mort
>
>

I could login on the main page, but got the same message trying to read the user forums. I could read the forum messages after logout. Weird :-)

regards,
lajos

Subject: Re: ITT VIS Website

Posted by [David Fanning](#) on Fri, 08 Oct 2010 13:27:03 GMT

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Mort Canty writes:

> Just tried to log onto my account on the ITT VIS website to download
> ENVI 4.7 SP2 (I only have SP1 installed). Got this polite message:

Oh, dear. Don't get me started on the ITTVIS web page. :-(

Cheers,

David

P.S. Let's just say I'm always surprised when I hear people have come up with new ways to make it worse than it was!

--

David Fanning, Ph.D.
Fanning Software Consulting, Inc.
Coyote's Guide to IDL Programming: <http://www.dfanning.com/>
Sepore ma de ni thui. ("Perhaps thou speakest truth.")

Subject: Re: ITT VIS Website
Posted by [Mort Canty](#) on Fri, 08 Oct 2010 19:46:02 GMT
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Am 08.10.2010 14:19, schrieb Mort Canty:

- > Just tried to log onto my account on the ITT VIS website to download
- > ENVI 4.7 SP2 (I only have SP1 installed). Got this polite message:
- >
- > Morton Canty Access Denied
- > Verification in process: Your account will be processed by ITT VIS for
- > approval. You will receive a notification via e-mail once the approval
- > is finished. The approval will occur within the next business day in
- > most cases and will be valid for 24 hours.
- >
- > Excuse the language, but this is one shitty way to communicate with good
- > customers.
- >
- >
- > Mort

Well, now I got the promised e-mail with a friendly "Welcome to the ITT VIS community" and no mention of the 24-hour "window of approval". So I'll wait and see what happens when I login again on Monday ...

Mort
