
Subject: Re: Licensing installs and expired maintenance contracts

Posted by [David Fanning](#) on Wed, 18 May 2011 19:22:50 GMT

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rtowler writes:

- > Has anyone attempted to install a copy of IDL 7 after their
- > maintenance contract has expired? I'm dusting off some old code and
- > starting to work with IDL again and I cannot license my fresh install.
- > RS.. er ITTVIS's website shows my license info, and even lists the
- > two computers that I originally installed this version of IDL on
- > (though they are long gone) but I cannot remove those old computers
- > nor generate a new license. What's a user to do? I have a support
- > request in, but so far I have received no response, automated or not.
- >
- > It's comforting to see that in the years that I have been away,
- > ITTVIS's website has gotten no better...

Their IT support team is down to a single person, who moonlights by writing the User Guide when he isn't busy hiding vital information on the web page. Unfortunately, he golfs on Wednesday afternoons. :-)

Good to see you back here, Rick!

Cheers,

David

--

David Fanning, Ph.D.

Fanning Software Consulting, Inc.

Coyote's Guide to IDL Programming: <http://www.idlcoyote.com/>

Sepore ma de ni thui. ("Perhaps thou speakest truth.")

Subject: Re: Licensing installs and expired maintenance contracts

Posted by [rtowler](#) on Wed, 18 May 2011 21:37:05 GMT

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To close the loop on this, I did get an email from support and the deal is that for some reason when your license expires you can't use the web portal and have to manually generate a license file. To do this, you use the license wizard to "Request a license if you don't have internet access" and send the output to support.

I should have known...

-r

On May 18, 12:22 pm, David Fanning <n...@idlcoyote.com> wrote:

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