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 View Forum Message <> Reply to Message

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: > 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,

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