Subject: Re: Downgrade in support for non US users?
Posted by timothyja123 on Mon, 16 Feb 2015 23:36:33 GMT
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By the way I know RESOLVE_ALL should do nothing when run via the .sav file but it seems like it should just be ignored rather than throwing an error or having to somehow detect if its being run from a .sav file and wrapping the code in an if statement. The code has been working like this since 6.4 (maybe even longer but anything earlier was before my time).

Subject: Re: Downgrade in support for non US users?
Posted by Dick Jackson on Tue, 17 Feb 2015 00:01:15 GMT
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On Monday, 16 February 2015 15:30:21 UTC-8, timoth...@gmail.com wrote:
> Last week I reported via a support request what I believed to be a regression in IDL 8.4 (listed below).
>
> In the past I have found the direct access to the IDL dev's very useful and have had feature requests implemented, bugs logged, and performance issues improved.
>
> However my latest support request has been redirected to IDL's Australian distributor (ESRI Australia), which I can only see as a downgrade in service.
> Has anyone else from outside the US seen this change recently? Or is it just an Australian change.

Speaking for myself, a Canadian client, I can say that Exelis continues to give me the fine support service I've always had, as you've described in your past. Even in the last two weeks, I got prompt, effective email response to an issue I had logged at exelis.com as a Support Request.

Cheers,
-Dick

Dick Jackson Software Consulting Inc.
Victoria, BC, Canada --- http://www.d-jackson.com

Subject: Re: Downgrade in support for non US users?
Posted by timothyja123 on Wed, 18 Feb 2015 01:40:22 GMT
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Thanks for the reply Chris. This makes sense, I'll work around it for now. Not a big deal.

On Wednesday, February 18, 2015 at 5:43:02 AM UTC+11, Chris Torrence wrote:
> I think that there was some reorganization of the Tech Support group, which probably explains why they changed their protocol. I can't say for sure, but I wonder if they are trying to field some of the "easy" questions (like install, licensing, etc) through the distributors, and only forward the

"hard" questions to Boulder. Anyway, your question definitely falls into the hard category. ;-)
>

As for support this is the start of the email I got when I filled a support request. I don't think this is just a case of forwarding easy questions.

"Thank you for your recent email question. We have forwarded your inquiry on to your local product distributor. All ENVI and IDL technical support for our users in Australia is provided by our distributor, ESRI Australia. Please refer all future queries to them. Thank you. You can reach them via telephone, fax, or email at the following address."

Subject: Re: Downgrade in support for non US users?
Posted by timothyja123 on Wed, 18 Feb 2015 01:48:38 GMT
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On Wednesday, February 18, 2015 at 5:43:02 AM UTC+11, Chris Torrence wrote:
> So... in IDL 8.4 we added a new compile_opt "nosave", which tells IDL to not include a routine within save files. We were getting too many complaints about save files containing unnecessary routines (like resolve_all). Unfortunately, in your case, you *do* want the save file to include resolve_all. The online help docs for SAVE briefly explain this change.

Thinking about this a little more. If you are removing things like resolve_all at compile time shouldn't that same pass in the compiler also remove the calls to these procedures as well? I don't really want it to be in my save file I just don't want to have to care that its ignored.

Anyway thanks for the information.

Subject: Re: Downgrade in support for non US users?
Posted by chris_torrence@NOSPAM on Wed, 18 Feb 2015 18:13:17 GMT
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On Tuesday, February 17, 2015 at 6:48:40 PM UTC-7, timoth...@gmail.com wrote:
> On Wednesday, February 18, 2015 at 5:43:02 AM UTC+11, Chris Torrence wrote:
>> So... in IDL 8.4 we added a new compile_opt "nosave", which tells IDL to not include a routine within save files. We were getting too many complaints about save files containing unnecessary routines (like resolve_all). Unfortunately, in your case, you *do* want the save file to include resolve_all. The online help docs for SAVE briefly explain this change.
>
> Thinking about this a little more. If you are removing things like resolve_all at compile time shouldn't that same pass in the compiler also remove the calls to these procedures as well? I don't really want it to be in my save file I just don't want to have to care that its ignored.
>
> Anyway thanks for the information.

I'm confused about your question. We aren't removing anything at compile time, we're just not

including the routine within the save file.
-Chris

Subject: Re: Downgrade in support for non US users?
Posted by timothyja123 on Wed, 18 Feb 2015 22:18:53 GMT
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On Thursday, February 19, 2015 at 5:13:35 AM UTC+11, Chris Torrence wrote:
> I'm confused about your question. We aren't removing anything at compile time, we're just not including the routine within the save file.
> -Chris

Ok to reword it if your deliberately ignoring certain routines for inclusion into the save file shouldn't you also remove calls in the code to the routines you deliberately don't include? As you know they can never exist.

Subject: Re: Downgrade in support for non US users?
Posted by timothyja123 on Wed, 18 Feb 2015 22:27:40 GMT
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On Thursday, February 19, 2015 at 9:18:58 AM UTC+11, timoth...@gmail.com wrote:
> Ok to reword it if your deliberately ignoring certain routines for inclusion into the save file shouldn't you also remove calls in the code to the routines you deliberately don't include? As you know they can never exist.

I guess you may not want to do this for user defined nosave procedure in case they want to be warned when calling a procedure thats not included. But for procedures provided by IDL (RESOLVE_ALL, etc) where the user is not the one who set nosave then the assumption would be you never want to call that procedure within a save file. Anyway just a thought.