Subject: IDL (8.6.0) Help not working after update to MacOS Sierra 10.12.5
Posted by BLesht on Wed, 24 May 2017 15:51:27 GMT

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I updated my MacbookPro to Sierra 10.12.5 yesterday. Today I the "Help" function in IDL 8.6.0 no longer works - nothing happens. Has anyone else had this problem?

Thanks.

Subject: Re: IDL (8.6.0) Help not working after update to MacOS Sierra 10.12.5
Posted by Burch on Wed, 24 May 2017 17:04:00 GMT

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On Wednesday, May 24, 2017 at 10:51:29 AM UTC-5, Barry Lesht wrote:
> I updated my MacbookPro to Sierra 10.12.5 yesterday. Today I the "Help" function in IDL 8.6.0 no longer works - nothing happens. Has anyone else had this problem?
>
> Thanks.

Yep, updated to 10.12.5 yesterday on my Mac Pro. Now nothing happens when I type "?routine_name". I haven't looked into it much yet beyond changing the help settings in IDL preferences, which had no discernible effect.

```
{
    "ARCH": "x86_64",
    "OS": "darwin",
    "OS_FAMILY": "unix",
    "OS_NAME": "Mac OS X",
    "RELEASE": "8.5",
    "BUILD_DATE": "Jul  7 2015",
    "MEMORY_BITS": 64,
    "FILE_OFFSET_BITS": 64
}
```

-Jeff

Subject: Re: IDL (8.6.0) Help not working after update to MacOS Sierra 10.12.5
Posted by BLesht on Wed, 24 May 2017 18:32:05 GMT

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Just got this from the technical support folks:

"We have an existing bug report about this issue in our system (IDL-69794). I have added a note to the bug report that you are also encountering this issue. Hopefully, this issue will be fixed in a future release of IDL.

If you have access to the internet from the environment in which you are using IDL, a possible workaround might be to use the on-line help system. This can be found using the link below: https://www.harrisgeospatial.com/docs/using_idl_home.html"

Subject: Re: IDL (8.6.0) Help not working after update to MacOS Sierra 10.12.5
Posted by Markus Schmassmann on Mon, 29 May 2017 09:21:55 GMT
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On 05/24/2017 08:32 PM, Barry Lesht wrote:
> Just got this from the technical support folks:
>
> "We have an existing bug report about this issue in our system (IDL-69794). I have added a note to the bug report that you are also encountering this issue. Hopefully, this issue will be fixed in a future release of IDL.
>
> If you have access to the internet from the environment in which you are using IDL, a possible workaround might be to use the on-line help system. This can be found using the link below:
> https://www.harrisgeospatial.com/docs/using_idl_home.html"
Have you tried entering in your browser address bar

 file:////opt/idl/idl_current/help/online_help/IDL/idl.htm#cs hid=routine

with the path changed to your path?

I know this is not so convenient, but it might work as a short term workaround.

Markus

Subject: Re: IDL (8.6.0) Help not working after update to MacOS Sierra 10.12.5
Posted by chris_torrence@NOSPAM on Thu, 01 Jun 2017 01:36:33 GMT
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On Monday, May 29, 2017 at 3:21:57 AM UTC-6, Markus Schmassmann wrote:
> On 05/24/2017 08:32 PM, Barry Lesht wrote:
>> Just got this from the technical support folks:
>>
>> "We have an existing bug report about this issue in our system (IDL-69794). I have added a note to the bug report that you are also encountering this issue. Hopefully, this issue will be fixed in a future release of IDL.
>>
>> If you have access to the internet from the environment in which you are using IDL, a possible workaround might be to use the on-line help system. This can be found using the link below:
>> https://www.harrisgeospatial.com/docs/using_idl_home.html"

> Have you tried entering in your browser address bar
>
> file:////opt/idl/idl_current/help/online_help/IDL/idl.htm#cs hid=routine
>
> with the path changed to your path?
>
> I know this is not so convenient, but it might work as a short term
> workaround.
>
> Markus

Apple broke this in their latest update. Python has the same issue:

Python 3.5.1 |Anaconda 2.4.1 (x86_64)| (default, Dec 7 2015, 11:24:55)
[GCC 4.2.1 (Apple Inc. build 5577)] on darwin
>>> import webbrowser as wb
>>> b = wb.get(None)
>>> b.open('http://www.google.com')
0:37: execution error: "http://www.google.com" doesn't understand the "open location"
message. (-1708)
False

It's actually a bug with AppleScript:
MacBook:~ chris$ osascript <<EOF
> open location "http://www.google.com"
> EOF
0:37: execution error: "http://www.google.com" doesn't understand the "open location"
message. (-1708)

http://bugs.python.org/issue30392

It sounds like it might be fixed in macOS 10.12.6 public beta (version 2), but I don't have access to
that so I can't test it.

In the meantime, I'll see if I can get a workaround into IDL.

-Chris

Subject: Re: IDL (8.6.0) Help not working after update to MacOS Sierra 10.12.5
Posted by chris_torrence@NOSPAM on Mon, 05 Jun 2017 19:14:09 GMT
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Okay, here's a workaround.

In /Applications/harris/idl86/bin/online_help_html, around line 111, change the following lines from:
    href="\"file://$1\""
    osascript -e 'open location '$href

To:
    href="file://$1"
    open $href

If someone could give this a try and post here, that would be great.
Thanks,
Chris

Subject: Re: IDL (8.6.0) Help not working after update to MacOS Sierra 10.12.5
Posted by lee.selab on Wed, 07 Jun 2017 11:29:06 GMT
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I tried this in my Mac OS 10.12.5 and it works! Now just typing ? and enter key opens IDL help in my default web browser. Thank you for a great tip.

> Okay, here's a workaround.
>
> In /Applications/harris/idl86/bin/online_help_html, around line 111, change the following lines from:
>   href="\"file://$1\""
>   osascript -e 'open location '$href
> To:
>   href="file://$1"
>   open $href
>
> If someone could give this a try and post here, that would be great.
> Thanks,
> Chris

Subject: Re: IDL (8.6.0) Help not working after update to MacOS Sierra 10.12.5
Posted by john.b.miller on Tue, 13 Jun 2017 16:01:15 GMT
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Thanks very much!

On Monday, June 5, 2017 at 1:14:14 PM UTC-6, Chris Torrence wrote:
> Okay, here's a workaround.
>
> In /Applications/harris/idl86/bin/online_help_html, around line 111, change the following lines from:
>   href="\"file://$1\""
>   osascript -e 'open location '$href
> To:
>   href="file://$1"

>   open $href
>
> If someone could give this a try and post here, that would be great.
> Thanks,
> Chris

Subject: Re: IDL (8.6.0) Help not working after update to MacOS Sierra 10.12.5
Posted by BLesht on Sun, 09 Jul 2017 15:04:18 GMT

On Tuesday, June 13, 2017 at 11:01:18 AM UTC-5, john.b...@noaa.gov wrote:
> Thanks very much!
>
> On Monday, June 5, 2017 at 1:14:14 PM UTC-6, Chris Torrence wrote:
>> Okay, here's a workaround.
>>
>> In /Applications/harris/idl86/bin/online_help_html, around line 111, change the following lines
from:
>>   href="\"file://$1\""
>>   osascript -e 'open location '$href
>> To:
>>   href="file://$1"
>>   open $href
>>
>> If someone could give this a try and post here, that would be great.
>> Thanks,
>> Chris

Hi - I started this thread and have just caught up with the responses. I tried the work around
suggested by Chris, but it does NOT work for me. I cannot access the Help directory either using
the menu or the keyboard shortcut.

Barry

Subject: Re: IDL (8.6.0) Help not working after update to MacOS Sierra 10.12.5
Posted by Jonathan on Fri, 14 Jul 2017 14:42:47 GMT

I just joined this thread after upgrading my Mac to OS X 10.12.5, which required I finally update
from IDL 8.2 to 8.6. I also find that the help system does not operate, and this workaround did not
work for me.
Jonathan

On Sunday, July 9, 2017 at 11:04:21 AM UTC-4, Barry Lesht wrote:
> On Tuesday, June 13, 2017 at 11:01:18 AM UTC-5, john.b...@noaa.gov wrote:

>> Thanks very much!
>>
>> On Monday, June 5, 2017 at 1:14:14 PM UTC-6, Chris Torrence wrote:
>>> Okay, here's a workaround.
>>>
>>> In /Applications/harris/idl86/bin/online_help_html, around line 111, change the following lines from:
>>>   href="\"file://$1\""
>>>   osascript -e 'open location '$href
>>> To:
>>>   href="file://$1"
>>>   open $href
>>>
>>> If someone could give this a try and post here, that would be great.
>>> Thanks,
>>> Chris
>
> Hi - I started this thread and have just caught up with the responses. I tried the work around suggested by Chris, but it does NOT work for me. I cannot access the Help directory either using the menu or the keyboard shortcut.
>
> Barry

On Sunday, July 9, 2017 at 11:04:21 AM UTC-4, Barry Lesht wrote:
> On Tuesday, June 13, 2017 at 11:01:18 AM UTC-5, john.b...@noaa.gov wrote:
>> Thanks very much!
>>
>> On Monday, June 5, 2017 at 1:14:14 PM UTC-6, Chris Torrence wrote:
>>> Okay, here's a workaround.
>>>
>>> In /Applications/harris/idl86/bin/online_help_html, around line 111, change the following lines from:
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>>>   osascript -e 'open location '$href
>>> To:
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>>> If someone could give this a try and post here, that would be great.
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>>> Chris
>
> Hi - I started this thread and have just caught up with the responses. I tried the work around suggested by Chris, but it does NOT work for me. I cannot access the Help directory either using the menu or the keyboard shortcut.
>

> Barry

Subject: Re: IDL (8.6.0) Help not working after update to MacOS Sierra 10.12.5
Posted by laura.hike on Fri, 14 Jul 2017 19:44:28 GMT
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Try using google to get help. ;^)

On Friday, July 14, 2017 at 7:42:51 AM UTC-7, Jonathan wrote:
> I just joined this thread after upgrading my Mac to OS X 10.12.5, which required I finally update
from IDL 8.2 to 8.6. I also find that the help system does not operate, and this workaround did not
work for me.
> Jonathan
>
> On Sunday, July 9, 2017 at 11:04:21 AM UTC-4, Barry Lesht wrote:
>> On Tuesday, June 13, 2017 at 11:01:18 AM UTC-5, john.b...@noaa.gov wrote:
>>> Thanks very much!
>>>
>>> On Monday, June 5, 2017 at 1:14:14 PM UTC-6, Chris Torrence wrote:
>>>> Okay, here's a workaround.
>>>>
>>>> In /Applications/harris/idl86/bin/online_help_html, around line 111, change the following
lines from:
>>>>   href="\"file://$1\""
>>>>   osascript -e 'open location '$href
>>>> To:
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>>>> If someone could give this a try and post here, that would be great.
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>>>> Chris
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>> Hi - I started this thread and have just caught up with the responses. I tried the work around
suggested by Chris, but it does NOT work for me. I cannot access the Help directory either using
the menu or the keyboard shortcut.
>>
>> Barry
>
>
>
> On Sunday, July 9, 2017 at 11:04:21 AM UTC-4, Barry Lesht wrote:
>> On Tuesday, June 13, 2017 at 11:01:18 AM UTC-5, john.b...@noaa.gov wrote:
>>> Thanks very much!
>>>
>>> On Monday, June 5, 2017 at 1:14:14 PM UTC-6, Chris Torrence wrote:

>>>> Okay, here's a workaround.
>>>>
>>>> In /Applications/harris/idl86/bin/online_help_html, around line 111, change the following lines from:
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>>>> To:
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>>>> Chris
>>
>> Hi - I started this thread and have just caught up with the responses. I tried the work around suggested by Chris, but it does NOT work for me. I cannot access the Help directory either using the menu or the keyboard shortcut.
>>
>> Barry

Subject: Re: IDL (8.6.0) Help not working after update to MacOS Sierra 10.12.5
Posted by chris_torrence@NOSPAM on Mon, 24 Jul 2017 19:06:40 GMT
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Hi Barry,

Just to eliminate some variables, try completely clearing the browser cache, to make sure it doesn't have something in the history that's messing it up.

-Chris

Subject: Re: IDL (8.6.0) Help not working after update to MacOS Sierra 10.12.5
Posted by BLesht on Sun, 30 Jul 2017 15:42:02 GMT
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On Monday, July 24, 2017 at 2:06:43 PM UTC-5, Chris Torrence wrote:
> Hi Barry,
>
> Just to eliminate some variables, try completely clearing the browser cache, to make sure it doesn't have something in the history that's messing it up.
>
> -Chris

Hi Chris - Thanks, but no joy. I've also tried changing the browser preference from Firefox to Safari.

I still have older versions of IDL installed (back to 8.2) and the help function works with them. Right now, if I find I need to access help, I just launch an older version and use that. It's an annoyance, but not debilitating.

I'd like to understand why the fix doesn't seem to work for me, but it isn't critical.

Barry

Subject: Re: IDL (8.6.0) Help not working after update to MacOS Sierra 10.12.5
Posted by BLesht on Mon, 31 Jul 2017 14:14:00 GMT
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Update in response to Chris' June 5 entry. I just installed OSX10.12.6 and the problem has not been resolved (at least not for me).

I'm going back to the IDL tech folks. Barry

Subject: Re: IDL (8.6.0) Help not working after update to MacOS Sierra 10.12.5
Posted by BLesht on Mon, 31 Jul 2017 15:29:48 GMT
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On Wednesday, May 24, 2017 at 10:51:29 AM UTC-5, Barry Lesht wrote:
> I updated my MacbookPro to Sierra 10.12.5 yesterday. Today I the "Help" function in IDL 8.6.0 no longer works - nothing happens. Has anyone else had this problem?
>
> Thanks.

Further update as per Harris Tech Support this morning:

I do have good news for you, however. The issue with IDL Help on Mac is related to a recent update Apple pushed alongside OSX 10.12.5. This bug was address and will be fixed in IDL 8.6.1. Even better, IDL 8.6.1 releases sometime today. Once installed, IDL Help should function as expected for you.

In the mean time, the work-around is to copy/paste the link within the Help error message in the IDL console. This link can be pasted into a browser to get to IDL Help. Alternatively, you can just launch IDL Help from Finder and search manually. The bug arises from the way IDL pushes the links to operating system which was broken by Apple.

Subject: Re: IDL (8.6.0) Help not working after update to MacOS Sierra 10.12.5
Posted by chris_torrence@NOSPAM on Mon, 31 Jul 2017 17:17:24 GMT
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On Monday, July 31, 2017 at 9:29:51 AM UTC-6, Barry Lesht wrote:
> On Wednesday, May 24, 2017 at 10:51:29 AM UTC-5, Barry Lesht wrote:
>> I updated my MacbookPro to Sierra 10.12.5 yesterday. Today I the "Help" function in IDL 8.6.0 no longer works - nothing happens. Has anyone else had this problem?
>>
>> Thanks.
>
> Further update as per Harris Tech Support this morning:
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> I do have good news for you, however. The issue with IDL Help on Mac is related to a recent update Apple pushed alongside OSX 10.12.5. This bug was address and will be fixed in IDL 8.6.1. Even better, IDL 8.6.1 releases sometime today. Once installed, IDL Help should function as expected for you.
>
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Hey Barry,

IDL 8.6.1 has the same fix described in my workaround above:

In /Applications/harris/idl86/bin/online_help_html, around line 111, change the following lines from:

    href="\"file://$1\""
    osascript -e 'open location '$href
To:
    href="file://$1"
    open $href

If you tried that, and it didn't actually solve the problem, then I don't know if IDL 8.6.1 will solve it either. We just tried this on macOS 10.12.5 and 10.12.6 and the help launched successfully with the fix.

Anyway, I *hope* that IDL 8.6.1 solves the problem on your machine.

Cheers,
Chris

Subject: Re: IDL (8.6.0) Help not working after update to MacOS Sierra 10.12.5
Posted by BLesht on Tue, 01 Aug 2017 22:24:06 GMT
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Hi Chris! That's interesting; I appreciate your follow-up. I haven't done the IDL update yet and now I'm wondering if I messed up when trying to apply the fix you discovered. Maybe I'll try that again. I use both IDL and ENVI so my installation is a bit different (the online_help_html file is in

directory /Applications/harris/envi54/idl86/bin/) but that shouldn't make any difference. Rather than change the old lines, I just commented them out and added the new ones. That shouldn't matter either, though I'll go back and do it again to be sure.

Subject: Re: IDL (8.6.0) Help not working after update to MacOS Sierra 10.12.5
Posted by BLesht on Fri, 04 Aug 2017 20:04:26 GMT
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Hi Chris - Just updated to 8.6.1. I still cannot access help, so obviously something else is going wrong. I checked the online_help_html file and as you said, it has the 'fix' applied. I see that there is a note about the DYLD library path. Maybe I should check that.

Barry

Subject: Re: IDL (8.6.0) Help not working after update to MacOS Sierra 10.12.5
Posted by BLesht on Sat, 12 Aug 2017 17:08:01 GMT
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I finally was able to solve this problem with the insight and able assistance provided by David Starbuck from Harris/IDL technical support. The issue was that my IDL path did not include my /usr/bin directory and so the neither the "uname" nor "open" commands in the online_help_html file could be executed. Two easy fixes are to (a) update the IDL path to include the /usr/bin directory and (b) edit the online_help_html to use the full path to the commands.