
Subject: How to upgrade IDL, Poor support
Posted by [sjh](#) on Mon, 16 Mar 1998 08:00:00 GMT

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I have been away from using IDL for about 2 years, but I do have an active ongoing software upgrade subscription with them. Now that I am using IDL again, I sent E mail to RSI support on Wednesday, Mar. 11, asking how to upgrade my IDL 5.0 to the latest version over Internet. I did get the automatic confirmation response from them, but I have still not heard any actual response from them, as of today, Monday, Mar. 16. I am disappointed in this poor response time, I hope it is not representative of a degradation in support from earlier years.

In any case, can anybody tell me how to upgrade my 5.0 to the latest level. Again, I do have an active software upgrade agreement with them.

Thank you
Stephen Herman

Subject: Re: How to upgrade IDL, Poor support
Posted by [L. Paul Mix](#) on Fri, 20 Mar 1998 08:00:00 GMT

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Stephen Herman wrote:

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> Thank you
> Stephen Herman

RSI support is usually very good. The Denver area had a blizzard in the middle of the week; I suspect that a number of people were absent.

Paul Mix (lpmix@sandia.gov)
