Subject: Download IDL using Microsoft Explorer, not Firefox or Opera!
Posted by idlwizard-1@yahoo.com on Wed, 10 Dec 2014 16:33:27 GMT

I've just wasted a few days trying to log into my Exelisvis.com account to download IDL and Exelis's related products.

I tried to log in using the Opera browser, a complete bust, then switched to Firefox, in both Windows and Linux. None worked. It kept saying my username/password was not authorized. I tried creating a second account, with a different email address. Same result.

I'm in the U.S.A., as is Exelis, so it that wasn't the problem.

I called them, and received a message that they were out for the Holiday - but it wasn't a holiday. Maybe it was too early in the morning.

It finally dawned on me to use Microsoft Internet Explorer. (Which, BTW, isn't available, AFAIK, for Linux-only customers.) It worked. Oh.

I'm certain the problem has lost Exelis most of their potential customers - when I looked on the web for a solution, all I found were a lot of complaints from people who couldn't figure out a solution either.

Perhaps Exelis should place an explanatory note on their website explaining this issue, or at least do so if the login fails?

I will send them a copy of this post.