
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
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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.

Subject: Re: Download IDL using Microsoft Explorer, not Firefox or Opera!
Posted by [penteado](#) on Wed, 10 Dec 2014 20:06:05 GMT
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All I can add is that I had all these issues, erratically. Sometimes I can login, sometimes I cannot, and I could not identify any OS / browser / Flash version pattern to predict when it will work or not. Maybe I need to consider the Phase of the Moon as well...

On Wednesday, December 10, 2014 2:33:30 PM UTC-2, mitch grunes wrote:

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