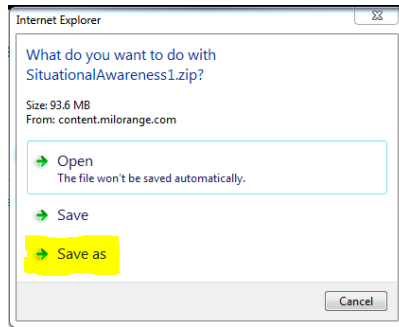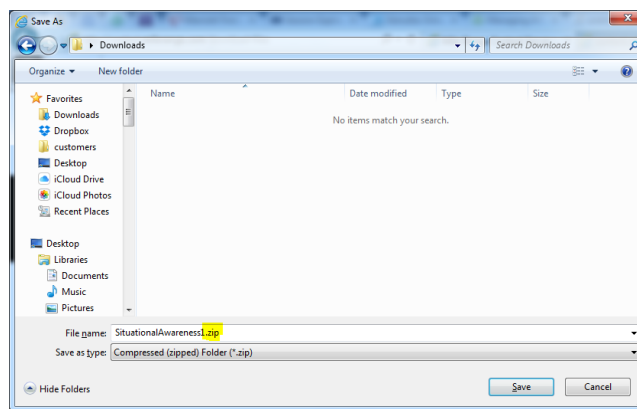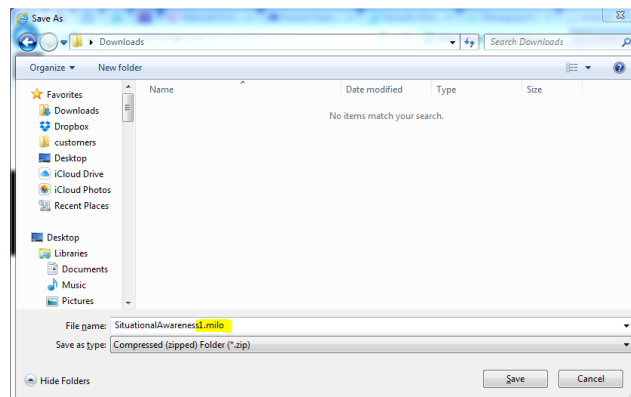If your running IE-11 then you need to save the downloaded file as a ".milo" file.

Change the filename from ".zip"

to ".milo"

Any questions or concerns please contact us