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Downloading from Google Chrome – Malware Issue

Depending on the settings of your Google Chrome Browser, when downloading software from our Secure Website it may identify the download as Malware. This occurs when Chrome doesn't recognize the source of the download.

How to “Recover malicious files” after download completes.

- a. When download completes, you may see the following at the bottom of your Google Chrome Browser:

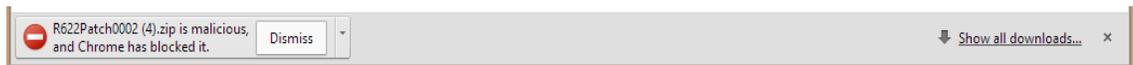


Figure 1 - Malicious Download Warning

- b. To fix this, click on “Show All Downloads”



Figure 2- Show all Downloads

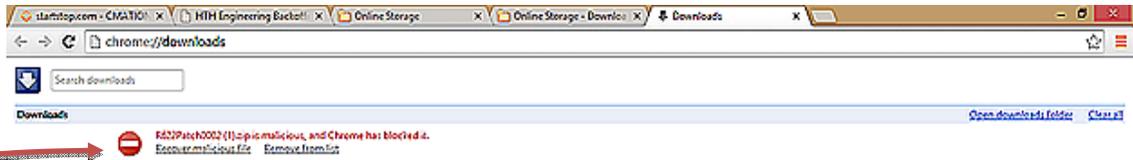


Figure 3- Recover Malicious File

- c. Click on “Recover Malicious File”

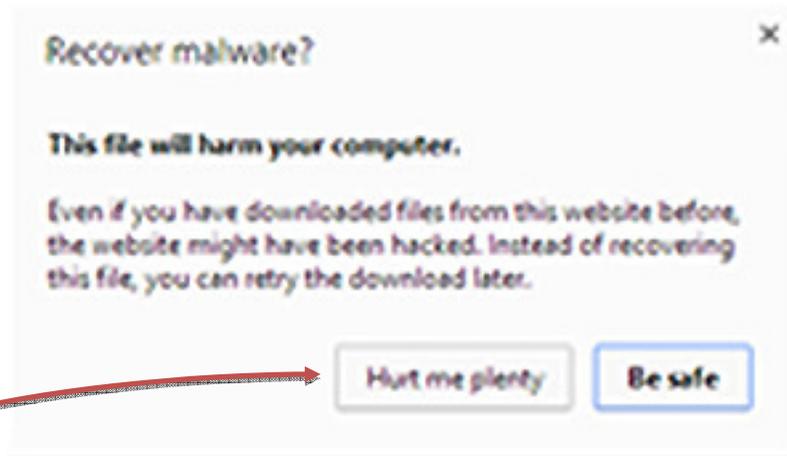


Figure 4 - Recover Download

(Buttons and wording may be different.)

- d. Click on “Hurt Me Plenty” or it may say “Recover File” etc.
- e. Your download is restored.