Solving Download Problems

Pebble Geo is installable Windows desktop software. Because it is a large, complex file you might find that either your web browser and/or your Windows security settings might try to block the download. This is a normal protection method for this type of file download, but we appreciate that the warning messages can be alarming. However, you may need to take active steps to permit the download, depending on your computer settings.

If you have a local IT support team, you should always consult with them in the first instance regarding any download and installation issues.

If you have any questions, please contact us <u>hello@pebblegeo.com</u> or ask your IT department to contact us.

Google Drive Messages

The Pebble Geo installer is hosted on a Google Drive folder. Google Drive attempts to scan all files that you download from it for viruses. But, Google Drive can only scan files up to a certain size, and Pebble Geo is a large file, so you will see this message:

Google Drive can't scan this file for viruses.

PebbleGeoInstaller.zip (95M) is too large for Google to scan for viruses. Would you still like to download this file?

Download anyway

You will need to click **Download anyway** to proceed.

Chrome Browser Messages

As the file downloads in Chrome, you might see something like this message in the top-right:



You will need to click *Download suspicious file* to proceed.

Edge Browser Messages

Edge browser will give you similar messages to Chrome. If you see the below, this just is a general warning about complex files with installers attached to them. Click **Download Anyway** to proceed.

This file type might b	be dangero	us ×
"PebbleGeoInstaller.exe" is a file ty download this file if you understan	ype that might harn nd the risks.	n your computer. Only
	Cancel	Download anyway

If you see a message like this, click on the three dots to expand the download options, and click on *Keep* to proceed.

Do	wnloads	ð	Q	 \Rightarrow
4	PebbleGeoInstaller (1).exe isn't com Make sure you trust PebbleGeoInsta	mon aller	Ŵ	 •

MS Smart Screen Messages

The Microsoft Smart Screen system might show you a message like this. Click **Show More** > *Keep anyway* to proceed.

4	Make sure you trust PebbleGeoInstaller (1).exe before you open it
	Microsoft Defender SmartScreen couldn't verify if this file is safe because it isn't commonly downloaded. Make sure you trust the file you're downloading or its source before you open it.
	Name: PebbleGeoInstaller (1).exe Publisher: Unknown
	Show less
	Keep anyway

MS/Windows Defender Messages

Sometimes, Windows Defender will completely block the download, regardless of which web browser you are using for the download. It will report that the file is a virus, such as malware, simply because it doesn't know otherwise (e.g. because Pebble Geo is not hosted within the MS App Store).

This is a normal protection mechanism for large, complex files that it does not recognize as a common download (Pebble Geo being a niche product!), or if it is just unsure what the file is.

PebbleGeoInstaller.exe Failed - Virus detected https://drive.usercontent.google.com	×

If this happens, and you have a local IT support team, you should always consult with them in the first instance.

If you maintain your own security settings, then you can temporarily disable a setting to allow the download to proceed.

Click the Windows Start button and start typing "*Windows Security...*" When the app appears, click to open the *Windows Security* settings.



Within the settings screen, click to view the *App & Browser control* settings in the options on the left, and then click on *Reputation-based protection settings*.

Win	dows Security	
\leftarrow		🗖 App & browser control
≡		App protection and online security.
â	Home	
Ó	Virus & threat protection	Smart App Control
0	Account protection	Enhanced protection from untrusted apps.
((₁))	Firewall & network protection	Smart App Control settings
	App & browser control	Learn more
	Device security	Reputation-based protection
□ ≫	Device security Device performance & health	Reputation-based protection These settings protect your device from
ت چې چې	Device security Device performance & health Family options	Reputation-based protection These settings protect your device from malicious or potentially unwanted apps, files, and websites.
ت چ ک	Device security Device performance & health Family options Protection history	Reputation-based protection These settings protect your device from malicious or potentially unwanted apps, files, and websites. The settings to block potentially unwanted apps are turned off. Your device may be vulnerable.
	Device security Device performance & health Family options Protection history	Reputation-based protection These settings protect your device from malicious or potentially unwanted apps, files, and websites. The settings to block potentially unwanted apps are turned off. Your device may be vulnerable.
<u>۔</u> چ ک	Device security Device performance & health Family options Protection history	Reputation-based protection These settings protect your device from malicious or potentially unwanted apps, files, and websites. The settings to block potentially unwanted apps are turned off. Your device may be vulnerable. Turn on Reputation-based protection settings

Under *Check apps and files*, toggle the setting to the *Off* position. Windows will prompt you to approve this change.



These settings protect your device from malicious or potentially unwanted apps, files, and websites.

Check apps and files

Microsoft Defender SmartScreen helps protect your device by checking for unrecognized apps and files from the web.



With this setting turned off, go back and download the Pebble Geo file again. You should be able to proceed now.

As soon as the file is downloaded successfully, you should turn the above setting back to the **On** position.

If you have any further questions or issues, please get in touch <u>hello@pebblegeo.com</u>