

# 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 [hello@pebblegeo.com](mailto:hello@pebblegeo.com) 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.

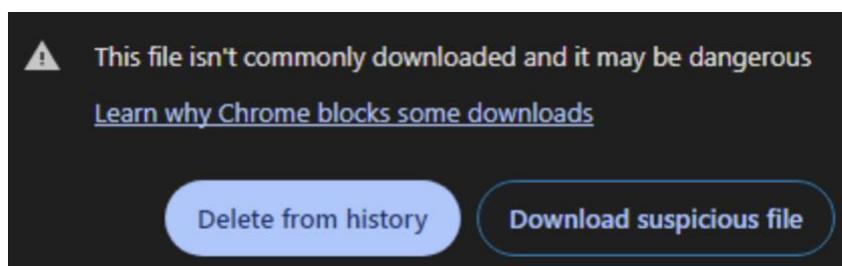
[PebbleGeoInstaller.zip](#) (95M) is too large for Google to scan for viruses. Would you still like to download this file?

Download anyway

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

## Chrome Browser Messages

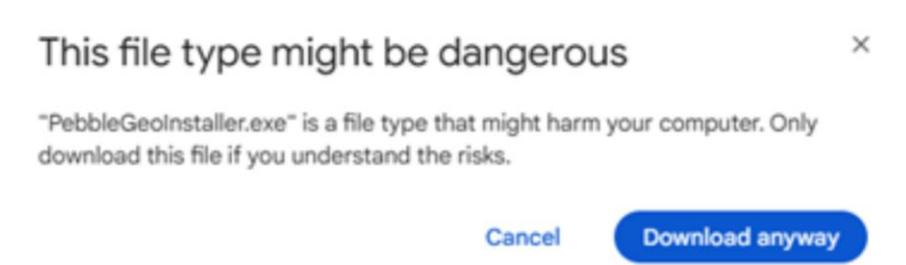
As the file downloads in Chrome, you might see something like this message in the top-right:



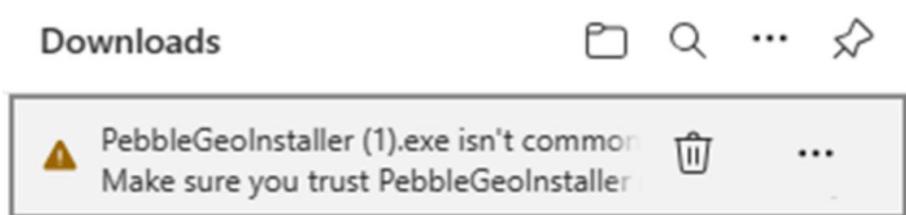
You will need to click **Download suspicious file** to proceed.

## 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.

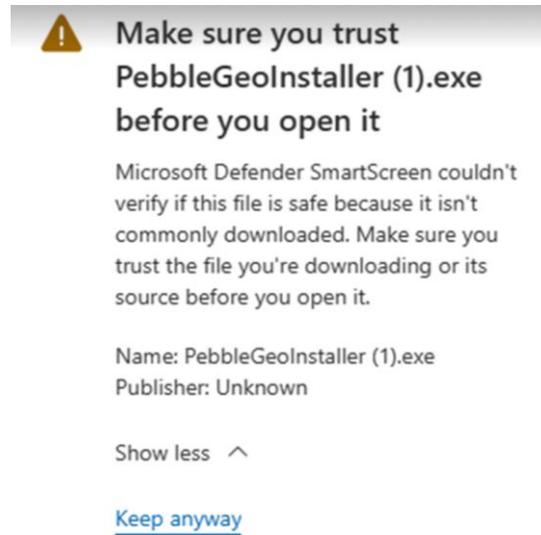


If you see a message like this, click on the three dots to expand the download options, and click on **Keep** to proceed.



## MS Smart Screen Messages

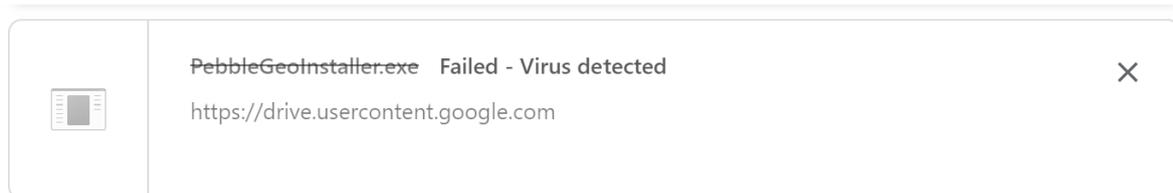
The Microsoft Smart Screen system might show you a message like this. Click **Show More >** **Keep anyway** to proceed.



## 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).

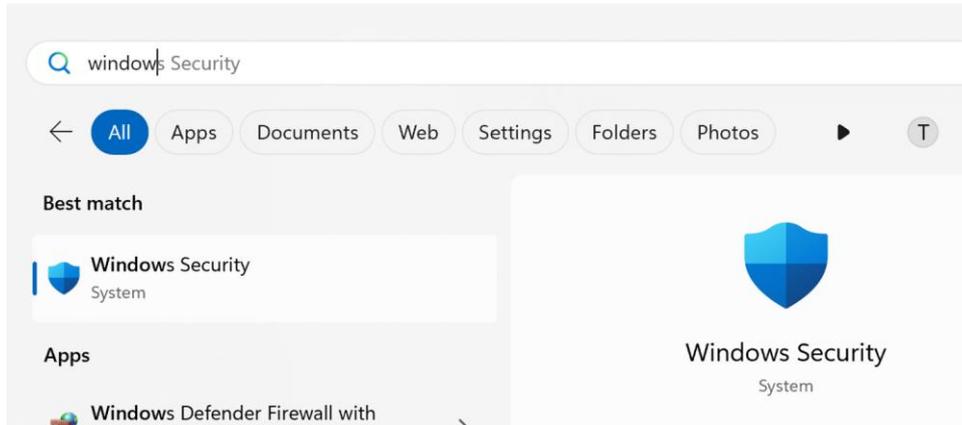
This is a normal protection mechanism for large, complex files that it does not recognize as a common download (Pebble Geo being a niche product!), or if it is just unsure what the file is.



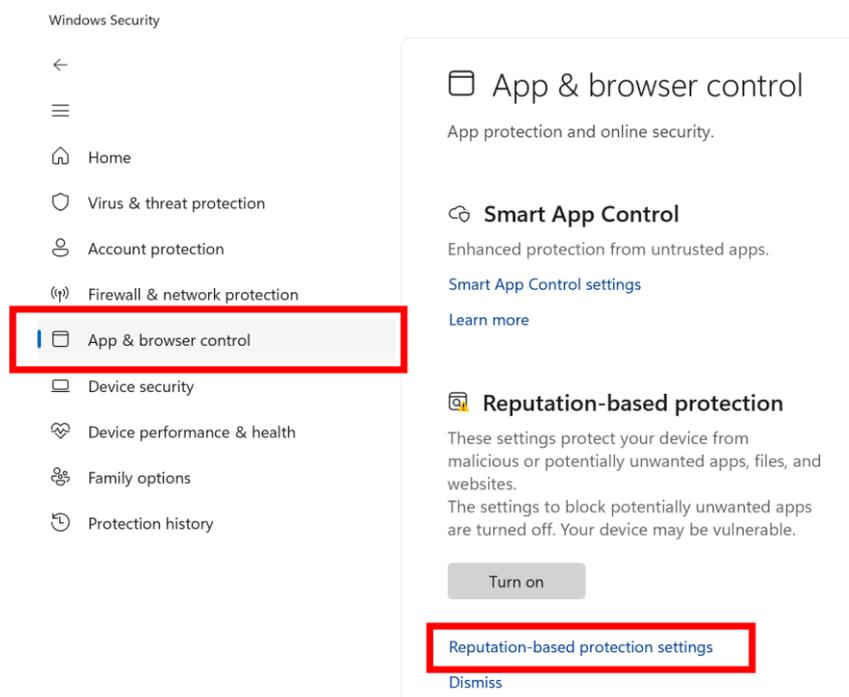
If this happens, and you have a local IT support team, you should always consult with them in the first instance.

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**.



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

## Reputation-based protection

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.



Check apps and files is off. Your [Dismiss](#) device may be vulnerable.



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 [hello@pebblegeo.com](mailto:hello@pebblegeo.com)