

## ERRMSG: Unable to Download Files Attached to Support Cases

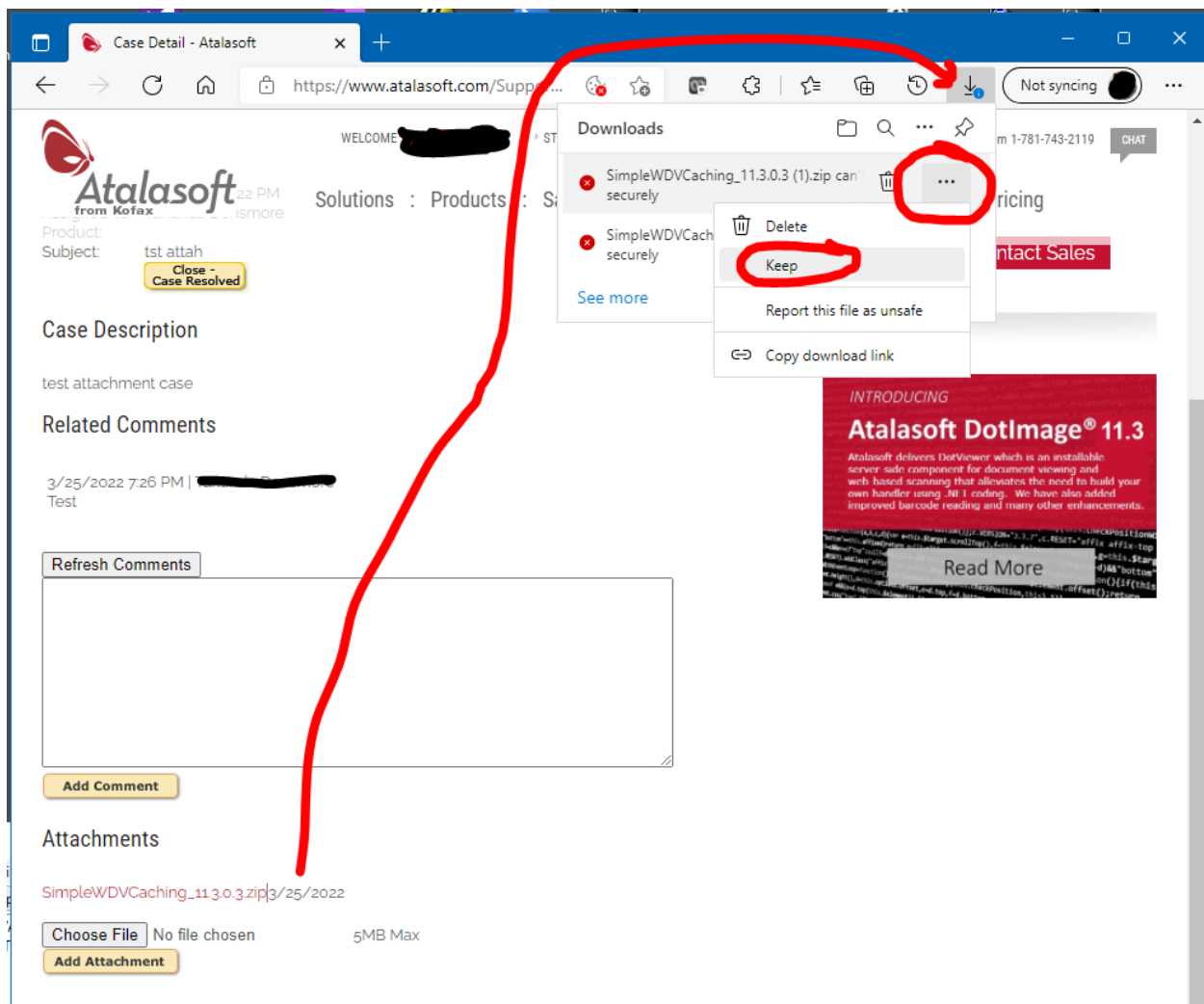
Multiple users have reported issues downloading attachments from support cases this week

Our web team is looking into the issue but in the meantime, it's been determined this is an issue with Google Chrome and Chrome-based Edge Chromium

These browsers are incorrectly blocking our attachments as unsafe

You can use FireFox

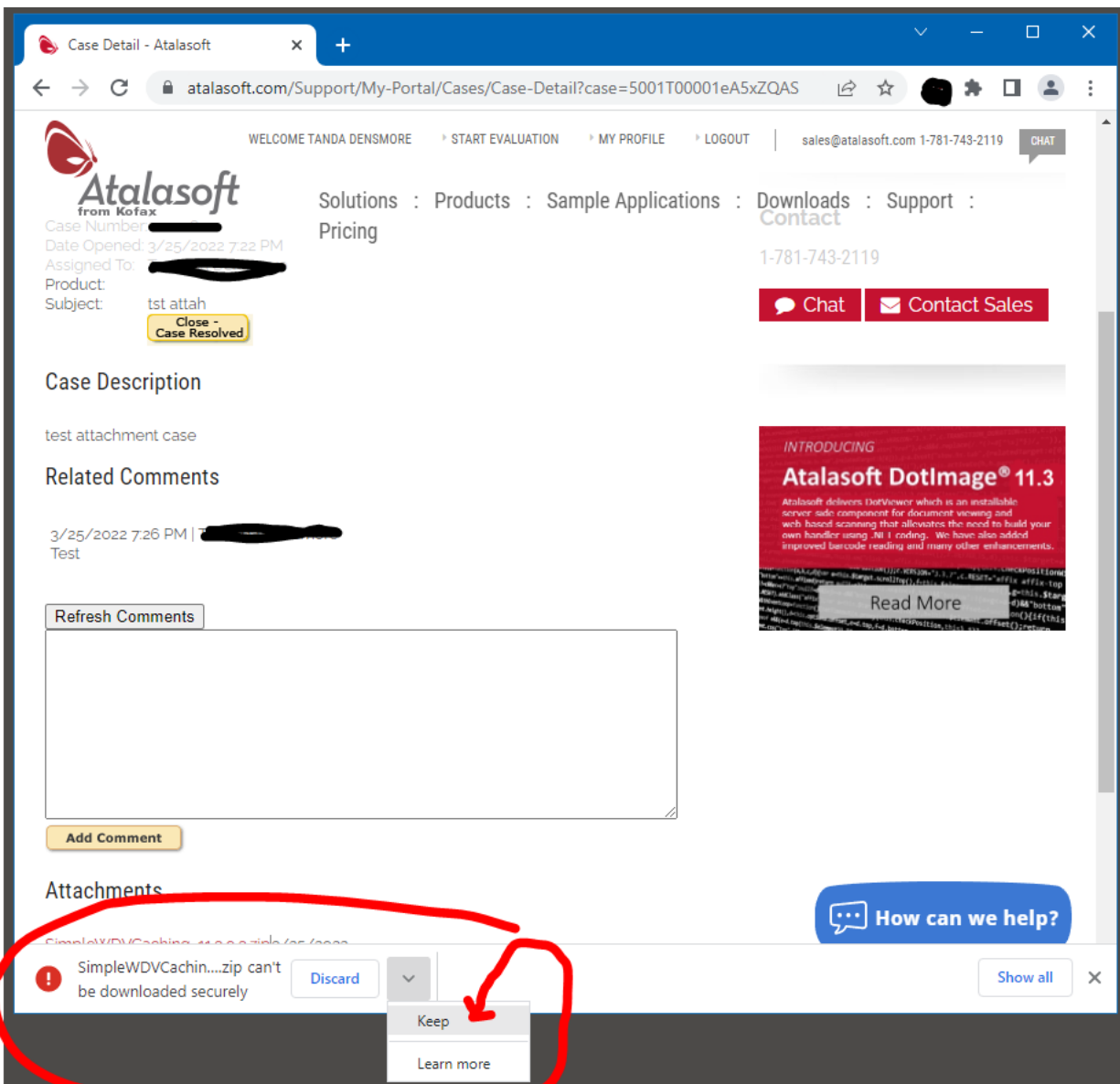
For Edge Chromium click on the download and look in the upper right for a message that the attachment can't be downloaded securely, then mouse over it to see the ... option then select keep



The screenshot shows a web browser window with the URL <https://www.atlasoft.com/Support/CaseDetail.aspx?CaseID=123456789>. The page displays a support case for "Atalasoftware" with the subject "tst attach". A yellow button labeled "Close - Case Resolved" is visible. The case description is "test attachment case". Under "Related Comments", there is a comment from "User" dated "3/25/2022 7:26 PM" with the text "Test". A "Refresh Comments" button is present. The "Attachments" section shows a file named "SimpleWdvcaching\_11.3.0.3.zip" (3/25/2022) with a "Choose File" button and a 5MB limit. A red arrow points from the "Attachments" section to the browser's download bar. The download bar shows two files, both marked as "Not syncing" and "Downloaded securely". A red circle highlights the three-dot menu icon next to the first file. A context menu is open over this icon, with the "Keep" option highlighted by another red circle. The context menu options are: Delete, Keep, Report this file as unsafe, and Copy download link. A red arrow also points from the "Keep" option back to the browser's address bar.

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For Chrome, right click on the file and hit save as, again, look for the message (lower left corner of the browser) that the file can't be downloaded securely - click on the down arrow and select keep



The following settings changes are provided as-is and we're not officially recommending you use them, but if you find that Google Chrome is overly aggressive in enforcing "safe browsing" with regard to giving false alarms, you can go into

chrome://settings/security

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and select

No Protection (not recommended)

which should disable download blocking

**USE THIS AT YOUR OWN RISK**

Atalsoft Knowledge Base

<https://www.atalsoft.com/kb2/KB/50404/ERRMSG-Unable-to-Download-Files-Atta...>