ERRMSG: Unable to Download Files Attached to Support Cases

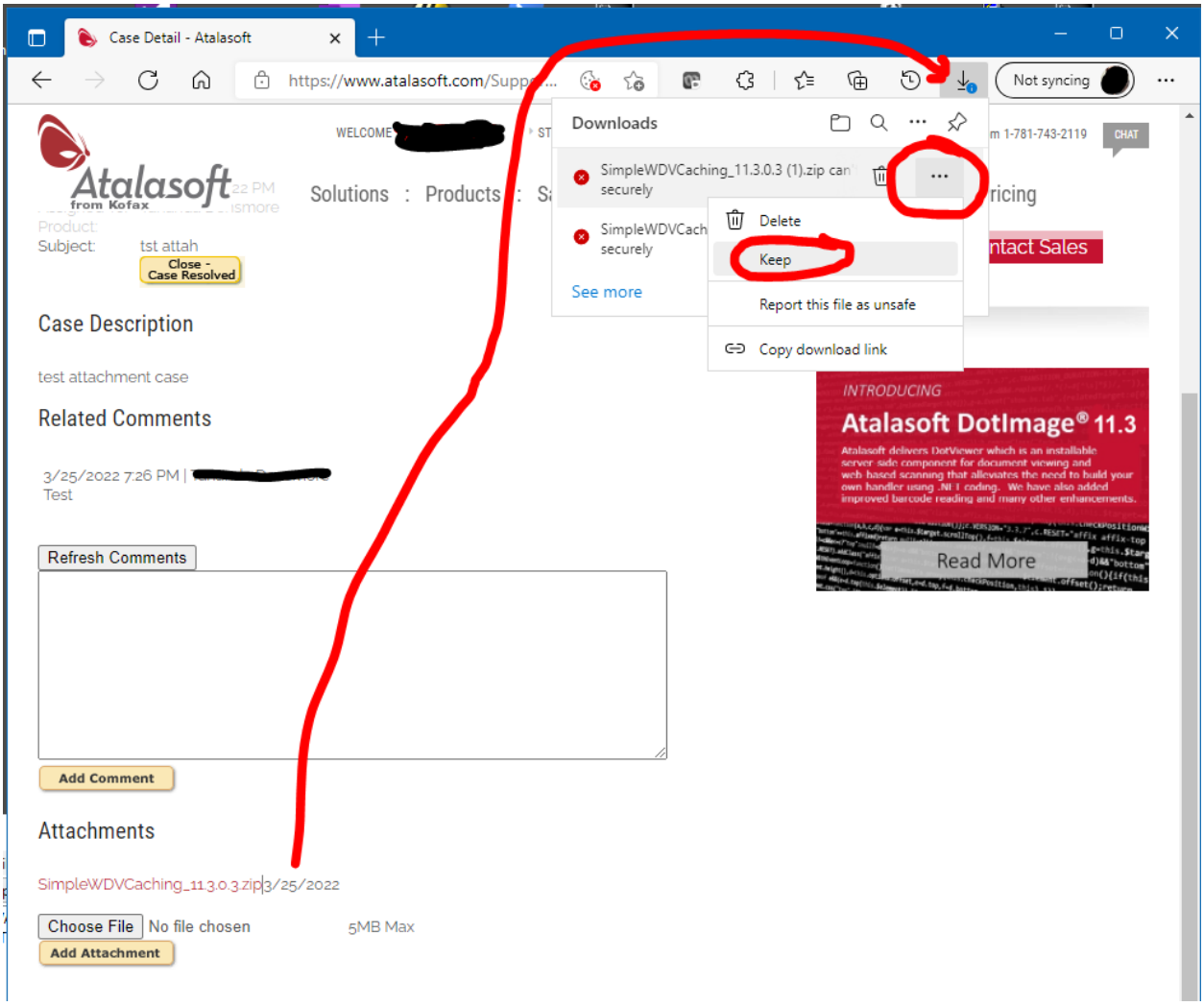
Multiple users have reported issues downloading attachments from support cases this week

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

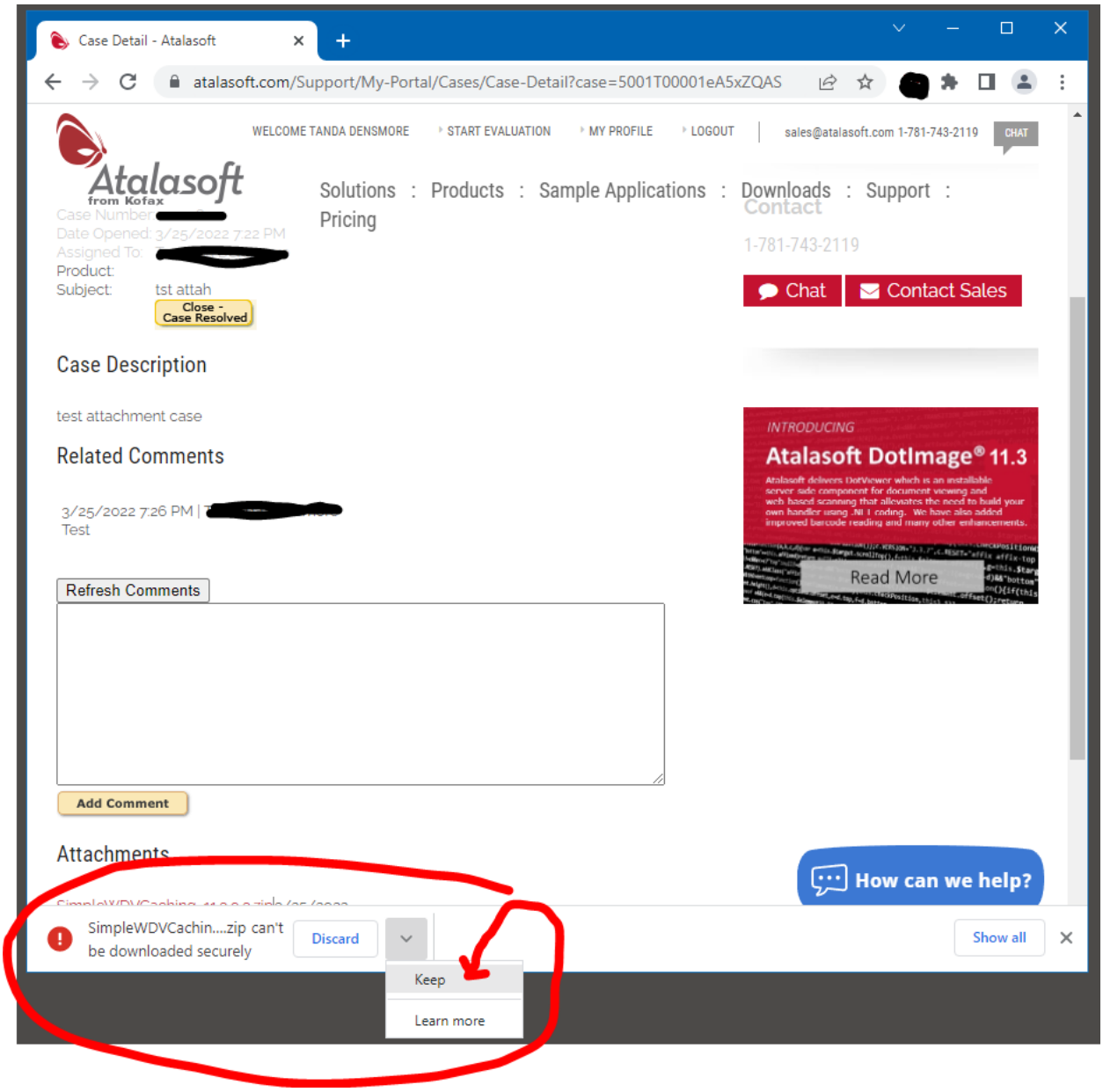
You can use FireFox

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



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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 secuely - 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

and select

No Protection (not recommended)

which should disable download blocking

USE THIS AT YOUR OWN RISK

Atalasoft Knowledge Base
https://www.atalasoft.com/kb2/KB/50404/ERRMSG-Unable-to-Download-Files-Atta...