

PSL Download Troubleshooting

Monday, October 25, 2021 8:42 AM

Browser not letting you download your recording? Recording downloaded, but it isn't opening? Here's some things to try:

Problem: I'm able to download, but the video isn't working properly.

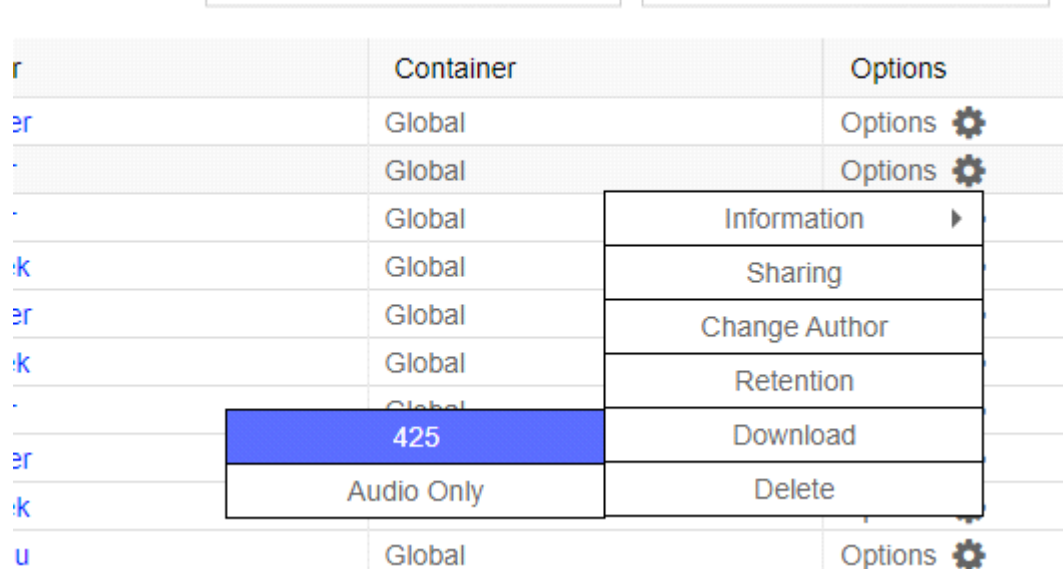
Solution: Try a different browser. We've seen the most success with Edge, and the least success with Chrome. Firefox is iffy.

- a. **4th floor:** If you're using the 4th floor computers, they do all have Firefox and Chrome installed, you just have to search for them in the Start menu.

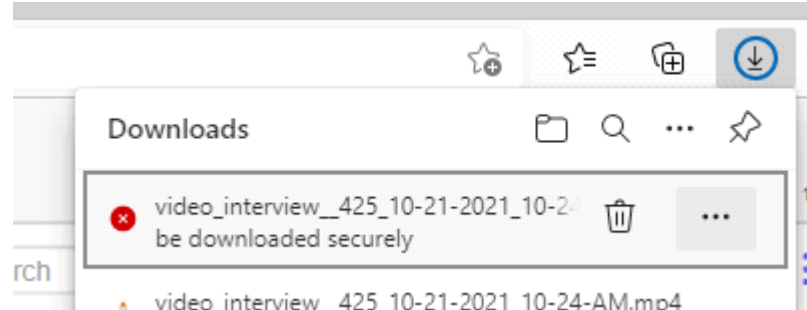
Problem: I tell it to download, but there's an error message.

Solution: Here's some steps in the various browsers to tell it to ignore its concerns about the "safety" of the download:

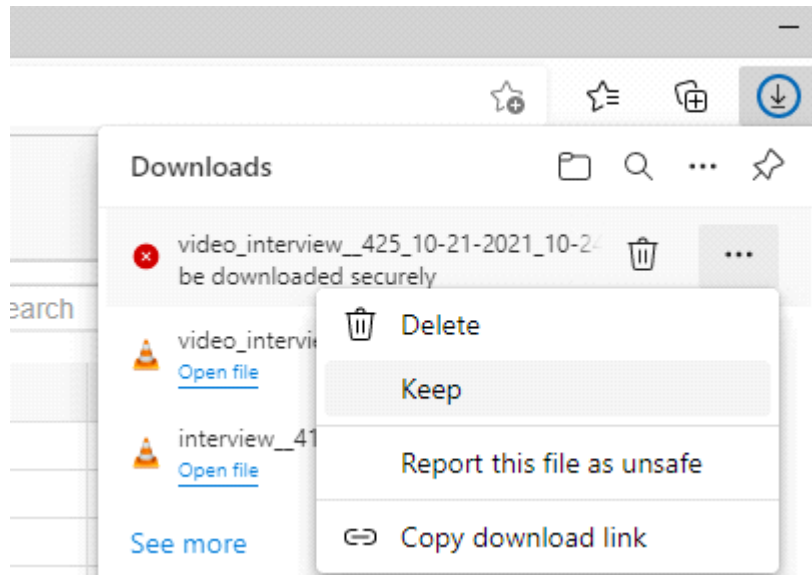
- a. Edge:
 - i. Click the download link.



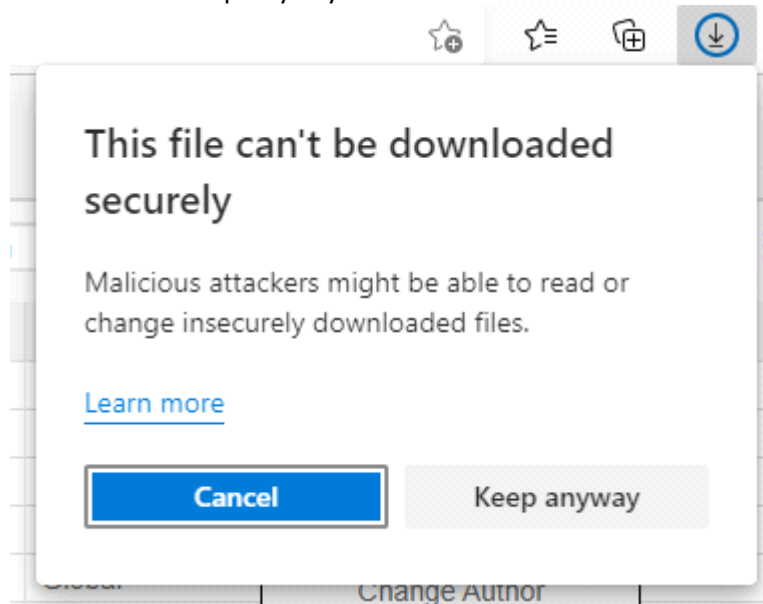
- ii. Hover over error message so the three dots appears. Click on the three dots.



- iii. Click "Keep"

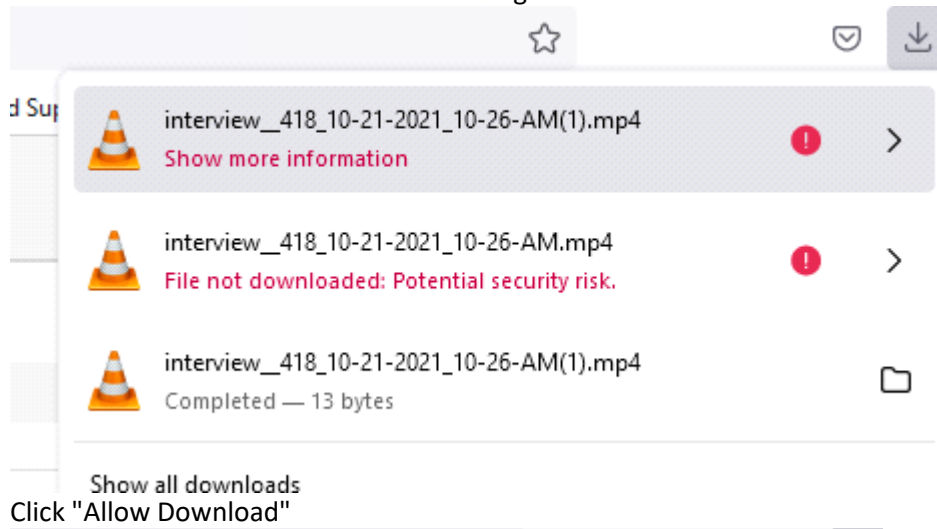


iv. Persist! Click "Keep Anyway".



b. Firefox

- i. Follow step a.i. above.
- ii. Click on the arrow next to the error message:



iii. Click "Allow Download"



Download Details

File not downloaded: Potential security risk.



The file uses an insecure connection. It may be corrupted or tampered with during the download process.

You can search for an alternate download source or try again later.

Allow download

Remove file

- c. Chrome
 - i. Chrome seems to try to download, but then fails, and doesn't even have the decency to provide an error message.