

MAGPOWR Sizing Application

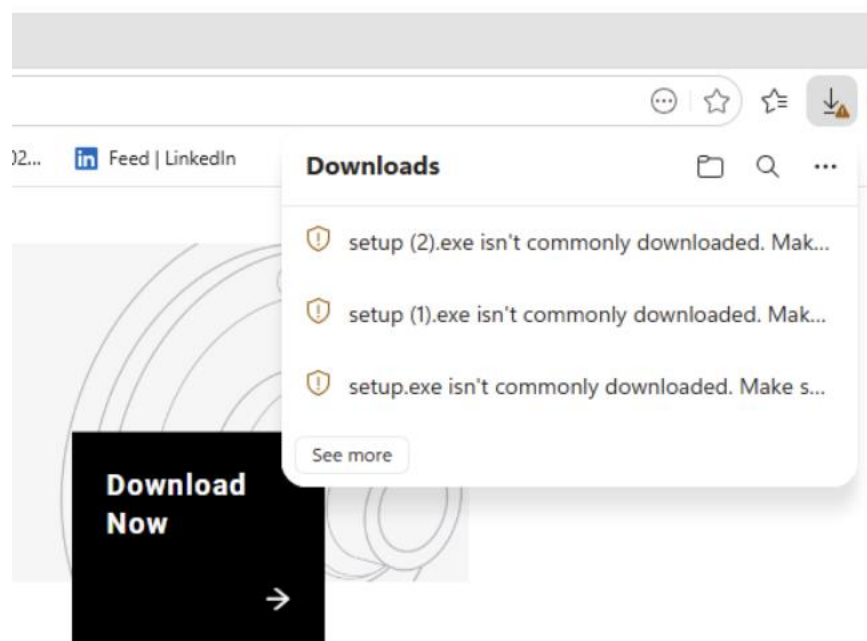
Download and Installation Troubleshooting Walkthrough

Use this guide when a browser, Windows, antivirus software, or company IT policy blocks or warns about the MAGPOWR Sizing Application download or installation.

Important: Do not disable corporate security controls or antivirus protections to install the application. If a warning cannot be resolved through the normal browser or Windows prompts, contact your company IT team or your Maxcess representative.

Quick answer for the most common issue

If the installer downloaded successfully, open the browser downloads panel and double-click the file name. You can also click the folder icon to open the download location and then double-click the installer file. If Windows shows a security prompt, use the More info option first and then select Run anyway only if your organization allows it.



Representative example. The exact download panel may look slightly different depending on your browser.

What to do on this screen

- Open the downloads panel in your browser. In Chrome or Edge, you can usually press Ctrl+J.
- If the file downloaded successfully, double-click the file name to launch it.
- If you prefer, click the folder icon to open the download location and then double-click the installer file.
- If the file did not fully download, continue to the next page for browser warning guidance.

If your browser says the file is not commonly downloaded

Some browsers flag specialized desktop installers because they are downloaded less often than mainstream consumer software. That warning does not automatically mean the file is unsafe, but users should always confirm the file came from the official Maxcess page and follow company policy.

Downloads

magpowr-sizing-application.exe

This file is not commonly downloaded. Make sure you trust it before you open it.

Keep

Delete

If the file is not downloading

1. Try the download again from the official Maxcess page.
2. If your browser blocks the file, try another browser such as Microsoft Edge or Google Chrome.
3. If your company security tools block it in every browser, contact your IT team for approval.
4. If needed, send your IT team the warning screenshot and the Maxcess webpage link.

If your organization allows it, click Keep to continue the download.

Representative browser warning. Exact wording varies by browser.

What to do if the file is blocked or does not finish downloading

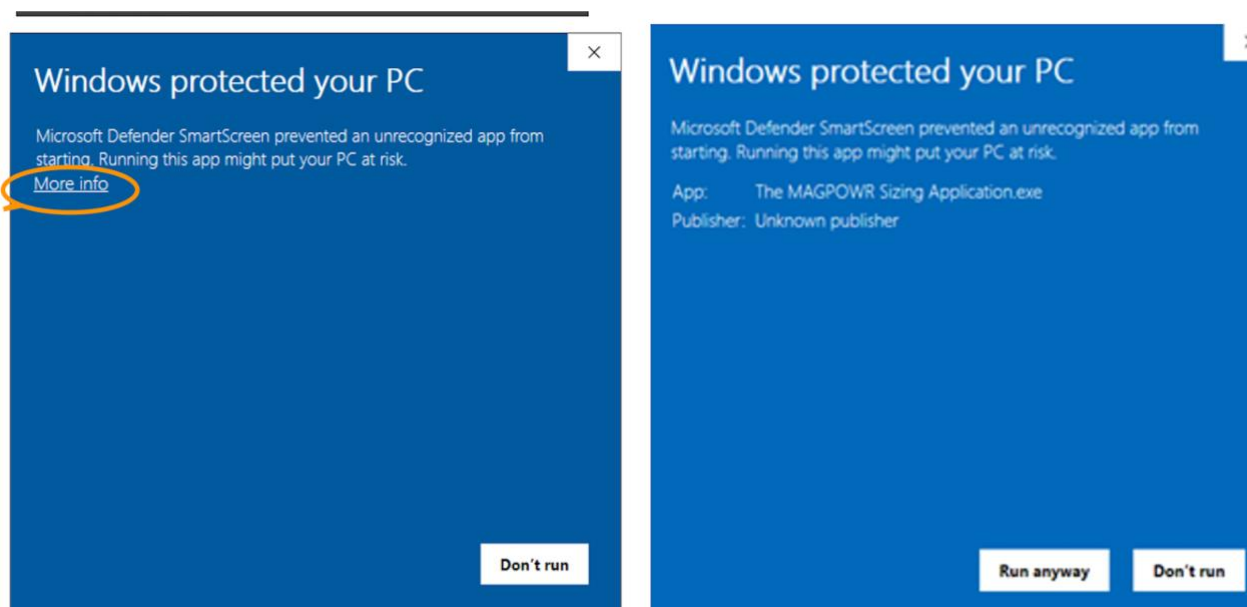
- Try the download again from the official Maxcess MAGPOWR Sizing Application page.
- If your browser shows a Keep or Continue option, use it only if your organization allows it.
- If the file will not download, try a different browser such as Microsoft Edge or Google Chrome.
- If every browser blocks the file, contact your IT team and share the webpage link plus a screenshot of the warning.

Suggested note to send internally

If the file is not downloading, I suggest trying a different browser. If that still does not work, please send a screenshot of the warning and I can help review it or we can loop in IT.

If Windows says “Windows protected your PC”

This is the Windows SmartScreen prompt. On many systems, the Run anyway option appears only after you click More info. Users should proceed only if the file came from the official Maxcess page and their company policy allows it.



What to do on the Windows security prompt

- Click **More info** first.
- Review the application name and confirm the download came from the official Maxcess page.
- If permitted by your organization, click **Run anyway**.
- If the button does not appear or the system blocks the app, contact your IT team for approval or installation help.

Escalation and support notes

Message	What it usually means	Recommended next step
"This file is not commonly downloaded"	Browser reputation warning	Confirm the source is the official Maxcess page. If allowed by policy, continue the download. If not, contact IT.
"Windows protected your PC"	Microsoft Defender SmartScreen prompt	Click More info, then Run anyway if company policy allows it.
"Unknown publisher" or admin prompt	Company device restrictions or installer permissions	Ask IT to review or install the application.
Antivirus or firewall block	Corporate security control	Do not disable protection. Send the link and screenshot to IT for review.

Information to collect if the user still needs help

- Which browser they are using
- Their Windows version
- A screenshot of the warning message
- Whether they have local administrator rights
- Whether the issue is with the download, the install, or launching the application

Suggested message to send to IT

Hello, I am trying to install the MAGPOWR Sizing Application from the official Maxcess website, but my browser or Windows security settings are blocking the download or installation. This is a Windows-based engineering sizing tool used for preliminary brake, clutch, and load cell sizing. Please review the file and advise whether it can be approved or installed on my company device.