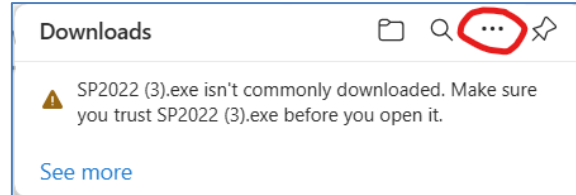


## Trouble-shooting Your SITESPLUS Download

There are several things that could go wrong when downloading and running the SITESPLUS installation package from the Gravitec website. Most of the issues are simple and can be resolved yourself.

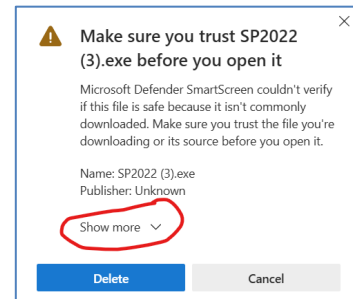
### Problem-1: After you download, your operating system doesn't want to keep the downloaded file.

After the download appears to finish, you may see a box similar to the image at the right. This message suggests that the operating system doesn't recognize this file, and you shouldn't keep it. If you do nothing, it will be removed.



Instead, click the ellipsis at the top right, and you will get more options, one includes "keep". Choose that.

You may even get a second box making sure you don't want to just delete the file, like the box at the right. Click on the **Show more** drop-down box, and tell the system to "Keep anyway".



Now your download will actually finish.

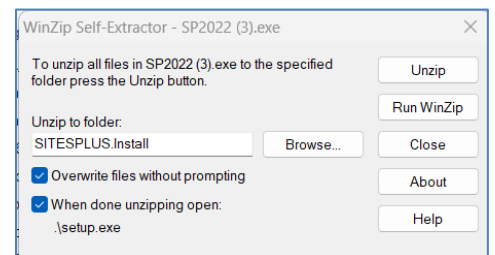
### Problem-2: The extract process doesn't start automatically.

After downloading is complete, an unzip window should automatically open, but sometimes it doesn't. You just sit there and wait for something to happen. You shouldn't need to wait longer than just a few seconds.

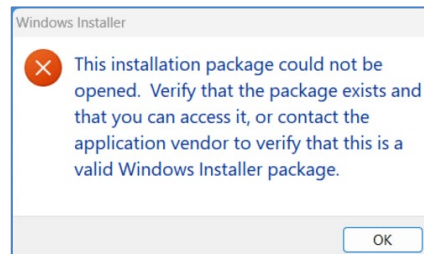
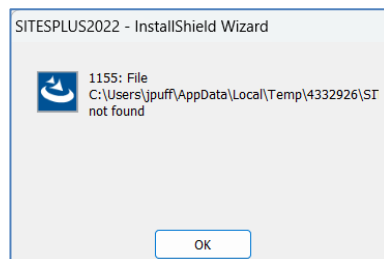
If nothing happens, use the File Explorer and navigate to your **Downloads** folder. There should be a file named "sp2022" or "sp2022.exe". Double-click that file. That should restart the process.

### Problem-3: The unzip finished, by now you get an error message.

The unzip process starts with a window like the one at the right. The file you downloaded is compressed in order to save space. The "unzip" process decompresses the file and separates it into nearly 2,000 separate files, placing them into a temporary area while the program installs. All you should need to do is click **[Unzip]** and supply the correct password, which should have been given to you.



Sadly, now you get an error message like either of those below. Both messages mean that the files were properly extracted, but then removed because you either had insufficient permissions to write to the "Unzip to folder:" location, or you had insufficient permissions to write to ANY folder.



## Trouble-shooting Your SITESPLUS Download

If you receive either of these messages, then run the unzip process again, but change the “**Unzip to folder:**” to C:\Temp. Then click **[Unzip]** and the process should complete. You probably do not need to download the file again, because it is probably still in your **Downloads** folder.

### **Problem-4: After unzipping, you get the following error message.**

Oops! You forgot to uninstall the current version of the software first. You cannot install an update without completely uninstalling the old version.

