

**Problem: McAfee Virus Software interferes with a download of a Companion App on the PC that is needed for an iPad App such as a printing app.**

**Solutions:**

If you have a problem downloading the companion program that is to be installed on your PC, to be used in conjunction with your iPad APP, use the following procedures:

NOTE: If you have not been able to download any programs on your PC, first go to A, then to B. If you have only had problems with downloading the companion program to your APP, and you have McAfee antivirus installed on your PC, go directly to B.

**A) Unlock downloading on your PC Browser:**

- 1) open your Internet browser
- 2) click on the "tools" tab (or its icon, which is a gear) near top of screen
- 3) on the pulldown menu, select "Internet options"
- 4) click on the "Security" tab
- 5) find "Security level for this zone" box and click on "Custom level" button
- 6) scroll down the "Settings" list - about 1/2 way down, until you see "Downloads"
- 7) make sure there is a selection dot in the circle for the "File download" option
- 8) click "OK", and "OK"
- 9) close your Internet browser, and then reload your browser

**B) If you experienced a failed download and got a message from your McAfee antivirus protection program that it had blocked the download of your companion program to be used with your iPad APP:**

- 1) click the McAfee icon (shield with an "M") on the tray on bottom of screen on your PC.
- 2) click bar labeled "Web and email protection"
- 3) click "Firewall" settings
- 4) open "Internet connections for programs" drawer
- 5) scroll down until you see the companion program. (It should show that it was blocked.)
- 6) select the program that was blocked (the companion program for your APP)
- 7) click the "Edit" button
- 8) under "access", select the arrow to pull down the menu, and select "Full"
- 9) click "Save"
- 10) close McAfee
- 11) repeat the process to download the companion program for your APP