

Mariner Software

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Jim Henson - 2019-02-15 - in Troubleshooting - Windows

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The most likely reason for this can occur when using Internet Explorer for downloading our software. I suggest to first try downloading with FireFox or Chrome and see if this solves the problem.

This may be due to a bad download, or it could be that you are attempting to install from the zipped archive. Your description of the problem was not specific enough, but I think you can first try trying to unzip the package first, and then running the setup.exe file found in the archive.

If this doesn't work, you can try downloading the file from our downloads page [here](#).

You will still want to be clear if you have unzipped the package first before attempting to run the installer. Let us know if this helps you download and install your software.