

## I'm having trouble downloading CleanUp!

Note: There is no need to register or sign into this web site in order to download CleanUp! (or any of the other utilities here).

If you are running Windows XP (any edition) and have Service Pack 2 (SP2) installed or Windows Vista or later, then your Internet settings may be preventing you from downloading it. This is because the installation program is an executable (".exe") program, and Windows XP Service Pack 2 (and later) changed the default security settings for Internet Explorer. You have several options:

- Relax your Internet settings for the domain [stevengould.org](http://www.stevengould.org); or
- Temporarily relax your Internet settings for all domains (but be sure to reset them after the download is complete); or
- Download the installation program using a different browser (with appropriate settings).

Additionally, if you are running any personal firewall or anti-virus program, you may need to temporarily disable these or configure them to allow downloading of .EXE files. If you do disable these, then be sure to re-enable them immediately after the download is complete.

Alternatively, you can try downloading the ZIP file containing the set up program. To install this, you will first need to unzip the file - using something like WinZip - then run the enclosed executable - CleanUp45.exe to start the installation.