

Troubleshooting MP3 and Digital Downloads

In certain cases, anti-virus programs, firewalls, or your browser settings may prevent files from downloading. Please refer to the tips below for system settings you can check that may be interfering with a successful file download.

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General Issues

The items listed below are common system settings that can impact your ability to download files from the Internet. Please refer to your system or browser documentation for specific instructions on adjusting your settings.

- **Temporarily Disable Anti-Virus Programs:** Anti-virus programs such as Norton and McAfee may prevent your downloads from completing. If you have these programs installed and you are experiencing issues downloading your songs, we recommend you temporarily disable your anti-virus program when purchasing from The Source.
- **Disable Pop-Up Blockers:** You should adjust your browser settings to allow pop-up windows from thesource.kriteachings.org. The Source's Digital Downloads work with your default browser and will launch new windows to help you complete MP3 purchases and downloads.
- **Enable Cookies:** The Source's Digital Downloads use cookies to confirm your purchases and manage your MP3 file downloads. You will need to enable your browser to accept cookies from **thesource.kriteachings.org** to successfully download files.
- **Disable or Adjust Firewall Settings**
- You may need to add thesource.kriteachings.org to your list of trusted sites or allow downloads from **thesource.kriteachings.org** if your browser displays a security warning.
- **Enable Download Notifications:** In certain cases, your browser's security settings may be preventing file downloads without displaying any notification. If this occurs, your download will fail, but your browser will not let you know why it has blocked the action. Check your browser's security settings to make sure that notifications are enabled so you know if your browser is blocking downloads.

Enabling Downloads in Internet Explorer

If you use Internet Explorer and continue to experience download issues after checking the items above, we recommend following the steps below to adjust your browser's security settings. These instructions are specific to Internet Explorer versions 6 and 7:

1. Click on the Tools menu (this is a link or a button in IE 7 and a file option in IE 6).
2. Select Internet Options and click on the Security tab.
3. On the Security tab, click the Custom Level button.
4. In the Download section, select Enable under "Automatic prompting for file downloads" and "File download."
5. Click the OK button on the Security Settings and Internet Options screens to confirm your changes.

Contacting Customer Service

If you completed a purchase but could not successfully download the MP3 or Digital files, you may need to contact Customer Service to restore access to your download. Please check the system settings listed above and then contact Customer Service if you require additional assistance.

To reach The Source's Customer Service specialists directly via phone or e-mail, please click the Contact Us link in the left-hand column of The Source under the **Information** header. Contacting us through the Web site ensures that you reach our specialists quickly and directly.