

# Troubleshoot Secure Client Installer that Triggers Windows Smartscreen Block

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## Introduction

This document describes a potential issue where installers for [Cisco Secure Client](#) may trigger [Smartscreen](#) on Windows and prevent installation. This is caused by a recent signing by [Azure Code Signing \(ACS\)](#). This article will explain how to resolve this issue.

## Issue Description

Browsers and some download methods may add the **Mark-of-the-Web (MOTW)** zone identifier to downloaded files. When Azure Code Signing (ACS)-signed installers are involved, this can cause Windows SmartScreen to block installation.



**NOTE:** : This does **NOT** affect installers from Cisco XDR/Cisco SCCM (Secure Client Cloud Management) or upgrade scenarios where installer distribution is performed via Intune.

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## Resolution

There are two ways to resolve this installation block:

### **Method 1: Download without browser (avoid MOTW)**

Use curl, PowerShell, or similar tools to download the file. Browsers add the **Mark-of-the-Web (MOTW)** zone identifier to downloaded files, which can trigger this behavior.

## Method 2: Remove MOTW (Zone Identifier)

Use a PowerShell command such as **Remove-Item -Force -Stream Zone.Identifier**, or create a script similar to [this one](#), to remove the MOTW zone identifier from the file.

## Related Information

[Azure Trusted Signing: new intermediate CAs causing SmartScreen warnings](#)

[SmartScreen warnings triggered after silent migration - Github](#)