Unable to download files I purchased

Posted by jimmywiddle - 2015/08/17 07:24

Im unable to download the files I purchased, initially I was getting an ssl error and now a download id error.

Please can I get access to the files I need please asap.

I also tried to email you and my emails are getting returned!

Heres proof of purchase:

16 Aug 2015 05:58:14 BST

You sent a payment of 24.99 EUR to Edwin2Win.

It may take a few moments for this transaction to appear in your account.
Merchant
Edwin2Win
You haven't entered any instructions.

Description Unit price Qty Amount
Order Number: 9181
€24.99 EUR 1 €24.99 EUR
Subtotal €24.99 EUR
Total €24.99 EUR
Payment €24.99 EUR
From amount £18.45 GBP
To amount €24.99 EUR
Exchange rate: 1 British Pound = 1.35520Euros

Invoice ID: 14302_8b5d8927cfbe1690faf1b8a4a5

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Re: Unable to download files I purchased

Posted by edwin2win - 2015/08/29 10:37

If you need a new download ID, you can always do it yourself as explained in the FAQ on how to get the latest version.
https://www.jms2win.com/en/faq/faq-joomla-multi-sites#cat-122

Concerning the download of the SSI for domains extension some antivirus may detect some peace of

code that we are using as a security alert. This is a false alert.
If you encounter such issue with you anti-virus, try disabling temporarly before proceeding to the download.
If you still does not arrive to download, you can still send us an email.
We will send you the zip as a text file to try bypass your email anti-virus.

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