Downloaded installer error: "This is not a valid win32 application" or "This app can't run on your PC"

Scott Leonard - 2019-07-30 - in FAQs

If your user states that they are trying to run one of our single-file installers (downloaded, emailed, or other file transfer), but they're getting errors such as "This is not a valid win32 application" or "This app can't run on your PC", compare the file size of their installer with a known good copy.

For example, if the user's Labeler v7.1.5 patch.exe file is 3.93 MB, but a good copy is 56.5 MB, Windows will not run it.

If the file size is not the same as a known good installer, the download is incomplete/corrupt, and will need to be downloaded again.