Eg: "Error code:-6

Error Msg: Failed to connect to web service. Please contact Reallusion tech support or try again later."

For download issue, it may be caused by the network instability, bandwidth issue, server busy and etc. We suggest you to re-download the program from your member account - Order History page, and save the files to your hard drive first. Once downloaded completely, please install it and make sure the file size is tally correct.

Best Known Methods: -

1) For Windows OS, please first ensure you have the latest Windows Updates from Microsoft. You can check for any essential updates by selecting Start -> All Programs -> Windows Update.

2) Do temporarily disable any security program, such as software firewall, hardware (router) firewall, antivirus, phishing filter, ad-blockers from toolbars, that may interfere the download.

3) Set your internet privacy settings to the default "Medium".

4) We recommend Download Manager to do the downloading. This can make your download more stable and faster, also reduce the risk of a corrupted file.

Suggested Download Manager

Free Download Manager:
http://www.freedownloadmanager.org/download.htm

iGetter: http://www.igetter.net/downloads.html

Chrono Download Manager for Browser:
http://www.chronodownloader.net