Kindly check through each below items to verify: -

1) Temporarily **disable** any **security program**, such as Windows Defender, software firewall, hardware (router) firewall, antivirus, phishing filter, ad-blockers from toolbars, that may interfere with the online verification process for the duration of the installation.

2) Adding the related program folder (eg: %ProgramFiles%\Reallusion\Character Creator 3\Bin64\CharacterCreator.exe) and also the folder (C:\Users\Public\Documents\Reallusion) to the **Windows Defender white list.**

More info:
https://docs.microsoft.com/en-us/microsoft-365/security/defender-endpoint/custo

3) Make sure that you can connect to our website: -

www.reallusion.com

4) Use Google Chrome as the default browser for the time being and temporarily **bypass** using a **proxy server** if you are using one: -

Go to "Control Panel" > "Network And Sharing Center" > "Internet Options" > "Connections" tab -> click on the "LAN Settings" button > un-check "Use a Proxy server..."

Disabled proxy: -

https://proxy-sale.com/company/articles/operating-systems/how-to-disable-pro

5) To ensure the following registry value is **set to 0**:

HKEY_CURRENT_USER\Software\Microsoft\Windows\CurrentVersion\Internet Settings**ProxyEnable**

6) To **disable WinSock** Proxy Client: -

https://www.itprotoday.com/management-mobility/how-can-i-bypass-winsock-pro

7) Simply add our 2 websites **http://da.reallusion.com** and **http://widgetcast.reallusion.com** to the list of "Trusted sites" in your Windows Internet Options.

i) Go to "Control Panel" > "Network and Sharing Center" > "Internet Options" > "Security" tab > select the "**Trusted sites**" Zone -> click on the "Sites" button.

ii) Type in our address da.reallusion.com in the "Add this website to the zone" box and click the "Add" button. It's necessary to un-check the "Require server verification (https:) for all sites in this zone" at the bottom of the window before you can add the address.

iii) Repeat the step (ii) with add-in widgetcast.reallusion.com.

8) Ensure the Reallusion website is not listed in the **hosts file at "C:\Windows\System32\drivers\etc\hosts"**. Remove the entry if there is.

https://support.microsoft.com/en-us/help/923947/you-cannot-modify-the-hosts-fi

*** How to: https://youtu.be/J9gsMGCq9I8

9) **Disable IPv6** connection: -

https://networking.grok.lsu.edu/Article.aspx?articleid=17573

10) Click Start, click Control Panel, click "Network and Internet", and then click "Internet Options". Go to "Advanced" tab, make sure ☐**TLS 1.0**☐☐☐**TLS 1.1**☐☐☐**TLS 1.2**☐are checked.

11) Make sure you login with **Administrator** privilege on your PC when you install the program.

After this, re-install the Reallusion product.

https://answers.microsoft.com/en-us/windows/forum/all/how-do-i-grant-myself-fu

12) Run "**Windows Update**" and check whether it is the newest. If Windows is not updated ceaselessly, several issues might occur.

13) Disable "**Use automatic configuration script**", under Internet Properties > Connections > LAN Settings.

If you still encountered the same issue after this, please contact our Support Team for further assistance.