

How to fix connection issue though I was actually on internet?

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/custom>

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 in Windows 10: -

https://answers.microsoft.com/en-us/insider/forum/insider_wintp-insider_web/win

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-winsoc-pro>

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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-f>

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

9) **Disable IPv6** connection: -

<https://answers.uillinois.edu/uis/page.php?id=99981>

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-f>

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

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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.

Reallusion FAQ

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