

How to fix "Online Verification Failed!" error message though I was actually on internet? (for Windows OS)

This message is generally indicates that the installer cannot connect to our server to perform activation process.

****Note: For same error on Mac, please refer to the below link for the fix: -*

<http://kb.reallusion.com/General/50103/How-to-fix-signed-in-with-Failed-to-login>

For Windows OS: -

1) Temporarily disable any security program, such as 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.

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

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

www.reallusion.com

3) 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..."

4) 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 www.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.

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5) Ensure 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>

After this, re-install the Reallusion product.

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

Reallusion FAQ

<https://kb.reallusion.com/General/50027/How-to-fix-Online-Verification-Failed-error-message-though-I-wa>