

> Apply specific prop, then rotate camera, iClone 8 crashes.

There is a potential defect if users upgrade Nvidia graphics card driver. We've reported to Nvidia for their further updates, ETA Nov21st fixed for Game Ready Driver, Dec12th for Studio Driver.

Solution: Workaround is to roll back to the previous version of graphics card driver.

- For now these two versions are safe.

Game : 537.58

Studio : 537.58

(Both released at Oct 10th)

- It might encounter crashing issue if you are in these two version:

545.84 & 545.92

> My purchased content is not in the Smart Content Manager, how to find it?

<https://kb.reallusion.com/Product/53130/How-do-I-find-my-purchased-content>

> If Smart Content Manager failed to launch, kindly temporarily disable the firewall, proxy, and anti-virus program to check: -

<https://kb.reallusion.com/General/50027/How-to-fix-connection-issue-though-I-was-actually-on-internet>

> See this manual on how to download the content in IC8/CC4/CTA5: -

<https://manual.reallusion.com/content-manager/2.0/04-downloading-contents/downloading-contents.htm>

> Check this FAQ to resolve a watermark/can't export issue: -

<https://kb.reallusion.com/General/50455/How-to-resolve-a-watermark-issue>

3D PRODUCT

The current version of Live Link does not include Live Link for Unreal 5.3, please download it here:

https://drive.google.com/drive/folders/1xvy811xJgvqS_GosqyRn8c

Importing Mixamo motion issue:

If the thumbs' bones become twisted after importing Mixamo motion into iClone/CC, please note that this is a known issue. We are actively working on fixing this problem in iClone 8.4/Character Creator 4.4.

In the meantime, we recommend using the Edit Motion Layer feature to fine-tune the thumbs.

iClone 8 PopcornFX installation issue:

Refer to:

<https://kb.reallusion.com/Product/53064/How-to-install-the-Popco>

2D PRODUCT

How do I move my content from CTA4 to CTA5?

<https://kb.reallusion.com/Product/53123/How-do-I-move-my-cont>

Kindly also check this tutorial video for the process: -

<https://courses.reallusion.com/home/smart-gallery/smart-content-manager-for-cta-5/getting>

Reallusion FAQ

<https://kb.reallusion.com/Product/53071/Support-Sticky-Board-PRODUCT-Latest-Notice->