> Monitoring Processing Progress for Video Mocap plugin:

https://manual.reallusion.com/iclone-video-mocap-plug-in/content

> "Failed to Load Project" Issue After Updating iClone v8.63

If you encounter this issue, please update iClone to the latest patch using the Reallusion Hub.

To check for the latest version (v8.63.4631), open Reallusion Hub and click the Refresh button.

> 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-purcha

> 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-iss

> See this manual on how to download the content in IC8/CC5/CC4/CTA5: -

https://manual.reallusion.com/content-manager/2.0/04-downloadi

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

https://kb.reallusion.com/General/50455/How-to-resolve-a-watern

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3D PRODUCT

1. For Omniverse users: As of October 1, 2025, the Omniverse Launcher has been deprecated. Please refer to the following resources for guidance on transitioning away from the Launcher:

Reallusion Forum Announcement - https://discussions.reallusion.com/t/important-update-nvidia-omni

NVIDIA Official Announcement - https://developer.nvidia.com/omniverse/legacy-tool

2. AccuFACE for RTX 50-series graphics is available.

3. SubD2 (8K) Export Memory Requirements

We have received reports from some Character Creator 5 users that exporting SubD2 (8K) characters to other 3D platforms may consume all available system RAM, resulting in severe lag, freezing, or program crashes.

This issue occurs due to insufficient memory. For optimal performance, we recommend using systems with at least 64GB of RAM when working with SubD2 characters.

For more details, please refer to the FAQ about Recommended Specs:

https://kb.reallusion.com/Product/53239/Minimum-vs-Recommended-Specs

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2D PRODUCT

Reallusion FAQ

Support Sticky Board: PRODUCT Latest Notice

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