

**> 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-purchase>

**> 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-is>

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

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

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

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

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## **3D PRODUCT**

## Support Sticky Board: PRODUCT Latest Notice

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

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