Ref:
**https://manual.reallusion.com/content-manager/2.0/04-downloading-co**

Ensure your program has the latest version since our program does not have backward compatibility. If not, kindly update your software in Reallusion Hub and then reopen the program:

https://www.reallusion.com/iclone/update.html

https://www.reallusion.com/character-creator/update.html

https://www.reallusion.com/cartoon-animator/update.html

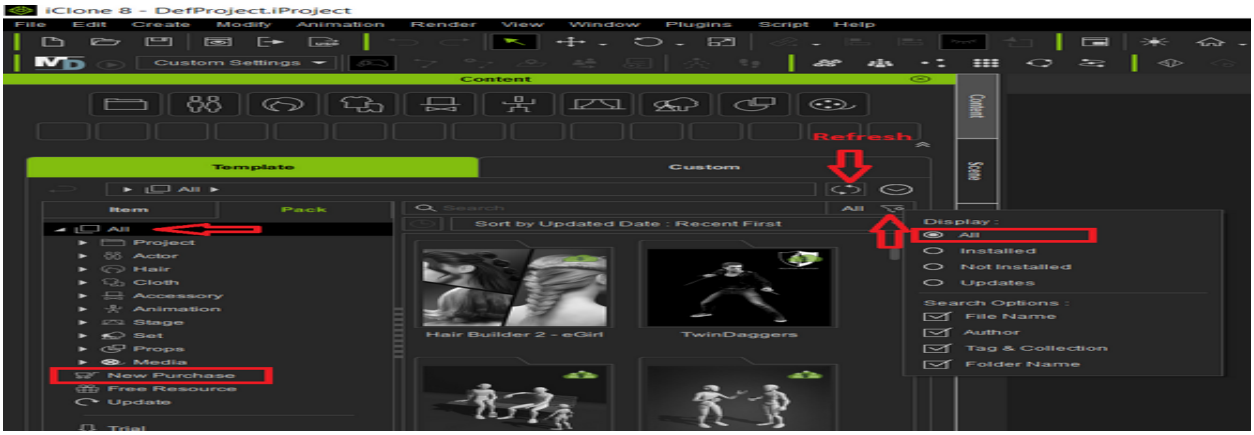
Once done, click the "**Refresh**" button at the top right of the Smart Content Manager to refresh your content state.

Try also select "**Activate Purchased Items**" from the "**Help**" program main menu to activate your purchased items.

After this, try to search for your content under the Template's "**Pack**" tab for **all** packs, and also the "**Item**" tab for **all** items. For newly purchased content, may check the **"New Purchase"** section.

**Important Note:** Make sure the search filter is switched to **"All"**, and the **"Online"** option is selected in the Smart Content Manager menu.

This is the iClone 8 sample, all the functionality is almost the same across the product line.



For Cartoon Animator 5 interface, check this:

https://kb.reallusion.com/Product/53124/How-do-I-find-the-purchased-content-pa
Whereas for more information on searching method, please refer to:

https://manual.reallusion.com/content-manager/2.0/01-user-interface/search-fiel