

HAVING PROBLEMS WITH DOWNLOADS?

Sometimes it can happen that downloads don't work for many different reasons. If you get an error while downloading like "*page could not be found*" or anything else what prevents the whole file from downloading... ok, that's probably because I made a typo somewhere in the download address. Just email me and I'll fix it a.s.a.p. That's one side.

But what if you can download the file to your HD, and afterwards when you try to extract the file, you get a message from your unzip-program (like WinRAR or WinZip etc.) as follows: "*file is corrupt*" or "*archive is not complete*"?

Well, believe it or not: that's nothing what comes from my server/gallery or the files there.

Below I tried to list the most common solutions to get around this problem, so you might check your system about what could be changed.

Before doing anything else, this should be your first steps:

•Try to download with a DIFFERENT browser!

If you use IE, try Firefox (and other way around).

If you use IE7 it's highly advised **to update to IE8!**

•Try to download from your best friend's computer!

But please don't leave your login information for my Gallery (user name and password) laying around or give it to your friend.

Recommended also an open source software called "**7Zip**"

Try this zip program to extract the files please!

To find here: <http://www.7-zip.org/>

**And please never ever log-in to my Gallery on a public PC!
99% of all public PC's have a keylogger running!**

Did all that, but still corrupt files? Let's continue.

UNZIP PROGRAMS

Make sure you have the latest version of your Unzip-Program running.

INTERNET SPEED

If your Internet speed is **too slow** (means if the download takes an unusual long time) it often happens that the connection gets interrupted after a while.

This can happen because you're on Modem or because the Internet is slow. If the download was aborted, the archive will not be complete. Sometimes you even don't realize that the download was aborted. Some IP services also can't process downloading large files.

Also please observe the time of the download. As longer it takes as higher the

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possibility is that you get a corrupt file. Try again later when Internet is not so busy.

PROVIDERS

Are you on AOL? **AOL often causes problems. Only solution: skip AOL.**

SECURITY SUITES

Is a **security suite** installed on your PC?

Some security suites can have the problem that the program is adjusted that way that all downloads will be scanned while downloading (it's this way on my machine too). If files are too large then they will be pulled from the connection, or the program sneaks errors in the transmission that makes the downloaded file useless, because the virus scanner interferes.

In this case test the settings of the virus scanner, if the file size can be determined so the program dispenses on a scan. Set here a value as small as possible. Or **disable the scanner** for the time of the download. After the file is on your HD you can activate it again to scan the file before open it. My files are of course without viruses or spyware. At least as long no friendly hacker cracks my providers server.

Absolutely necessary: Cleaning the temporary cache after the download stopped (or when closing the browser) is most important. Old corrupt temporary cache files causes the same problem over and over again.

As to Firefox, it might have stopped because the **download list** needs to be cleaned out. If the list gets too long, it can start corrupting current downloads. If you use Firefox's built-in downloader you have to start over.

Do you have a **DL manager** running with FF (like downthemall, GoZilla or FlashGet)? Have you looked into your FF settings under "general" if the download manager is enabled or not while downloading? I suggest to disable/enable them and try again.

Have you also had a look at your FF settings (all under "Extras" "**Applications**") if your Unzip program is listed there and WHAT his settings are?

And also within the FF settings under "Privacy" or "Data privacy" (I have to guess how it's called, because I'm using the German FF) **have you cookies enabled?**

Have you ever looked onto your **FF system error protocol** (also in extras/menu) to see what or where the problem is?? If IE has some too, look there for more information!

Disable your firewall and try to download again. After your firewall was doing an automatic update settings can be changed or security levels can be different without you knowing it.

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There are some more solutions I found while googling, here are the statements from different forums:

(1) *Here's what worked for me:*

*Call you ISP. They will run a test to see if you are losing packets of information (resulting in the corrupt download). In my case, the **DSL modem had failed**. I picked up another one, and everything is right again.*

(2) *I figured it out. It was my doing. I downloaded the new IE7 and chose the **wrong version** for my operating system. I have XP Pro and should have picked Windows XP Service Pack 2".*

I needed to uninstall (start-control panel-add/remove programs or windows components) the incorrect version and then download and install the correct version. I was initially fearful of deleting IE7, as it informed me that a huge list of files rely upon it functioning. I went ahead and did it anyway. The problem appears to be solved and my favorites and history still existed from the previous install.

(3) *Have you tried checking your PC for **Spyware** using a program like www.ewido.com? Because spyware can cause these common problems too.*

Ok, that's what other people did.

Please be patient if you can't download immediately! It's almost impossible to make the downloads work for everybody and each single computer system out there.

And above all please never forget: you have a whole year long to visit my Gallery! And in the last resort (if really nothing works) I am here too to assist you.