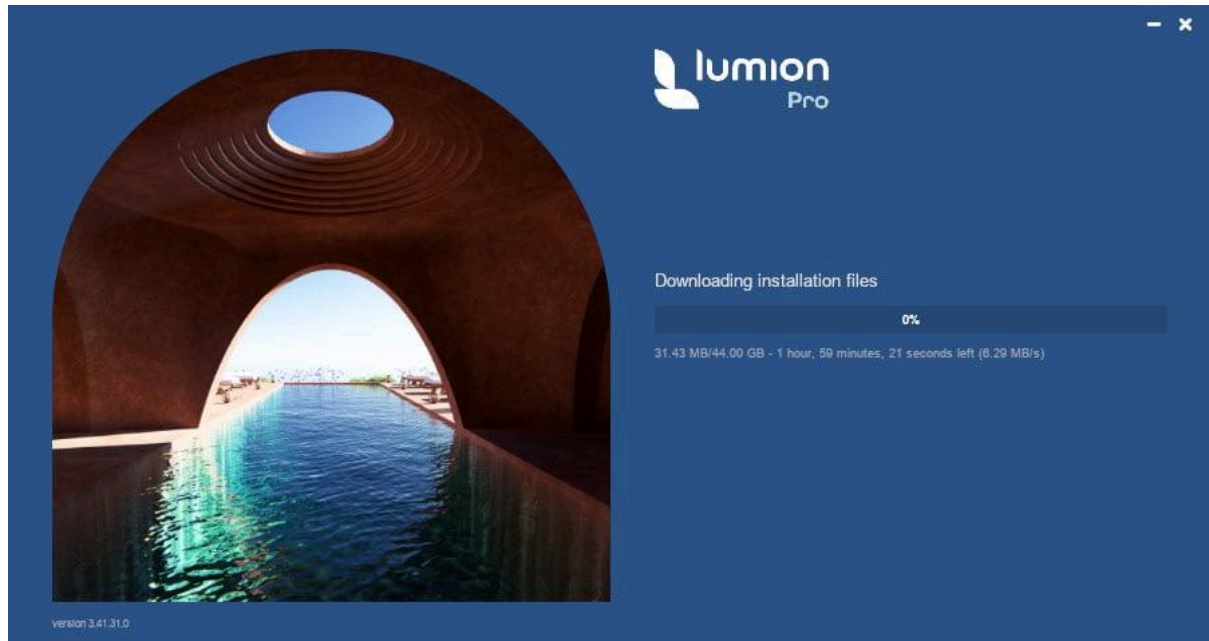


Checklist: Why is the download taking so long?

Here's a print-ready one-page checklist to help you troubleshoot and fix the Lumion Pro Installer download speeds.



This document is for use with the article: [Why is the download taking so long?](#)

1. Basic Network Checks

- ☐ Test internet speed (e.g., Ookla)
 - ☐ Switch to wired Ethernet if possible
 - ☐ Reboot modem/router
 - ☐ Close bandwidth-heavy apps (cloud sync, streaming, large downloads)
 - ☐ Pause and resume the Download Manager
-

2. Folder & File Setup

- ☐ Create a new folder on Desktop (e.g., *Lumion_Installation*)
 - ☐ Ensure folder is **not** synced to OneDrive, Google Drive, Dropbox, etc.
 - ☐ Move any partially downloaded files into this folder
 - ☐ Restart the Download Manager from this folder
-

3. Security Software Checks

- ☐ Add antivirus exclusions for the Lumion installer
 - ☐ Add Windows Firewall exclusions
 - ☐ Run the installer as Administrator
-

4. System Requirements & Disk Space

- ☐ Confirm PC meets Lumion minimum requirements
- ☐ Ensure **150 GB free space** on C: drive

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- ☐ If needed, download installer files to a different drive
 - ☐ Ensure at least **30–50 GB free** after installation completes
-

5. Slow or Dropping Speeds

- ☐ Try a wired connection instead of Wi-Fi
- ☐ Reboot router/modem
- ☐ Try again at a different time of day
- ☐ Optional: Run Windows Command Prompt in elevated CMD to clear the network

None

```
netsh int tcp set global autotuninglevel=normal
```

6. Alternative Workarounds

- ☐ Try a VPN
 - ☐ Try mobile tethering
 - ☐ Try a different ISP or network
 - ☐ Clear browser cache
 - ☐ Try a different browser (Chrome, Edge, Firefox)
-

7. Special Cases

Stuck at 99%:

- ☐ Check free disk space
- ☐ Check antivirus/firewall exclusions

One PC fast, another slow:

- ☐ Copy installer files from the fast PC (same license only)
 - ☐ Check disk space and background tasks
-

8. Still Slow?

- ☐ Contact [Lumion Technical Support](#)

