

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

- 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](#)

