

# Windows PE download failure with SonicWALL Firewall

## Problem

You may experience Windows PE download errors if your PC is behind a SonicWALL Firewall.

**Example error in the Reflect download manager (ReflectDL.exe) log:**

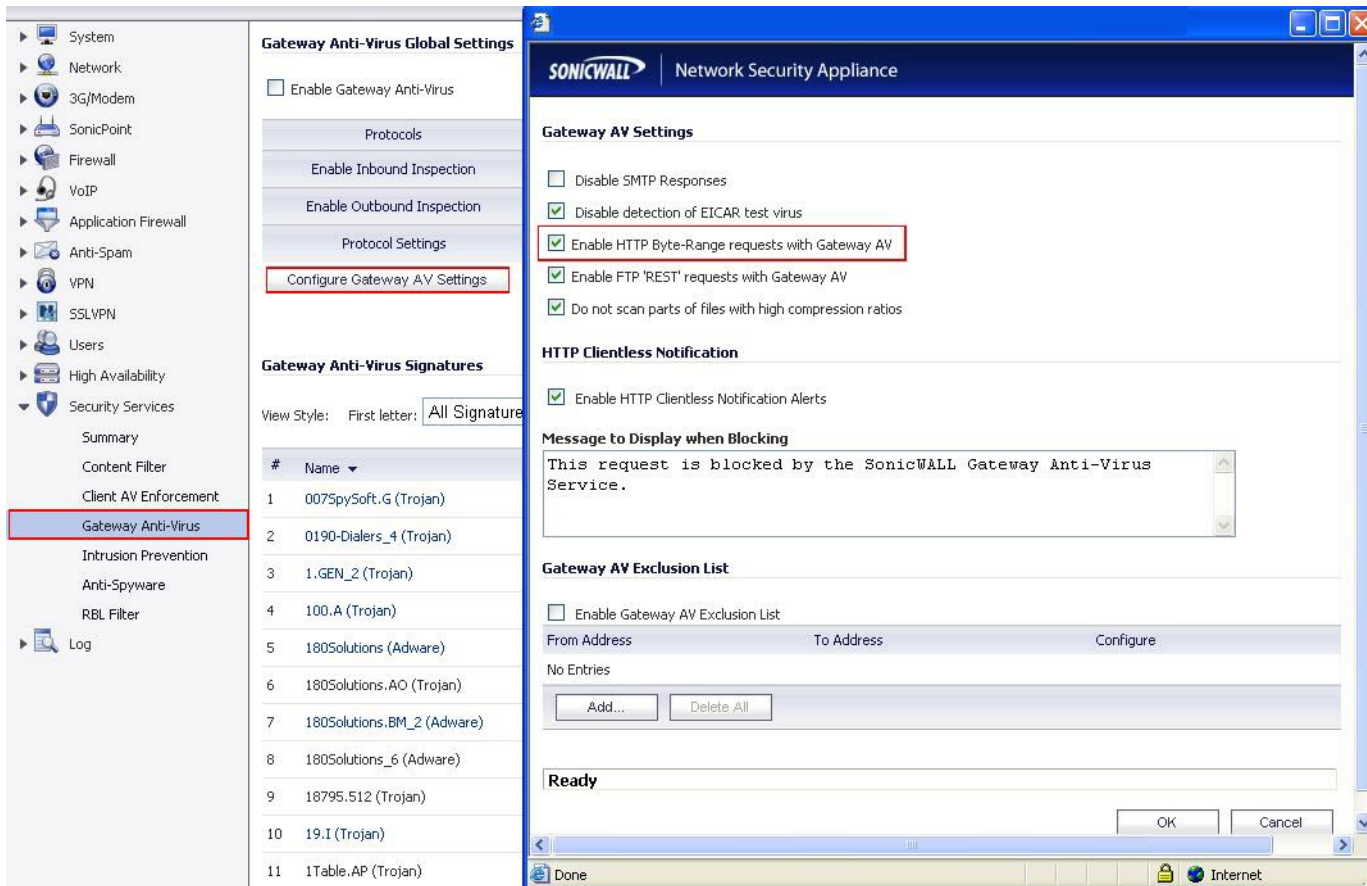
```
Download file: winpe.wim from set: pe3x64wim
To: C:\Users\<>USER>\AppData\Local\Temp\Installer\Macrium\Windows
AIK\Tools\PETools\amd64\winpe.wim
INFO: Http Status : 200
File system supports sparse files
Download successful
Downloaded file 'winpe.wim' failed MD5 check.
```

You may experience this problem if a computer is behind a firewall or behind a proxy server. This problem occurs if one of the following conditions is true:

- The proxy server environment does not support the HTTP 1.1 range request feature.
- You are behind a **SonicWALL firewall device**, and the "**Enable HTTP Byte-Range request with Gateway AV**" is **not enabled**.

## Resolution

Enable HTTP Byte-Range request



For more information see the following SonicWALL support articles:

<https://support.sonicwall.com/kb/sw3789>

<https://support.sonicwall.com/kb/sw7566>

**Note:** If download problems continue after enabling 'HTTP Byte-Range request' then **completely disable SonicWALL** for the duration of the download

**References**

<https://support.microsoft.com/en-gb/help/922330/error-message-when-you-try-to-download-a-file-by-using-the-background-intelligent-transfer-service-content-file-download-failed>

<https://support.sonicwall.com/kb/sw3789>

<https://support.sonicwall.com/kb/sw7566>