

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

The screenshot shows the SonicWALL Network Security Appliance configuration interface. The left sidebar shows the navigation tree with 'Gateway Anti-Virus' selected. The main content area is divided into two panes. The left pane shows 'Gateway Anti-Virus Global Settings' with 'Enable Gateway Anti-Virus' unchecked. Below this are 'Protocols' (Inbound and Outbound Inspection) and 'Protocol Settings' (Configure Gateway AV Settings). The right pane shows 'Gateway AV Settings' with several options checked, including 'Enable HTTP Byte-Range requests with Gateway AV'. Below this is 'HTTP Clientless Notification' (checked) and 'Message to Display when Blocking' (This request is blocked by the SonicWALL Gateway Anti-Virus Service.). At the bottom is the 'Gateway AV Exclusion List' which is currently empty.

#	Name
1	007SpySoft.G (Trojan)
2	0190-Dialers_4 (Trojan)
3	1.GEN_2 (Trojan)
4	100.A (Trojan)
5	180Solutions (Adware)
6	180Solutions.AO (Trojan)
7	180Solutions.BM_2 (Adware)
8	180Solutions_6 (Adware)
9	18795.512 (Trojan)
10	19.I (Trojan)
11	1Table.AP (Trojan)

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>