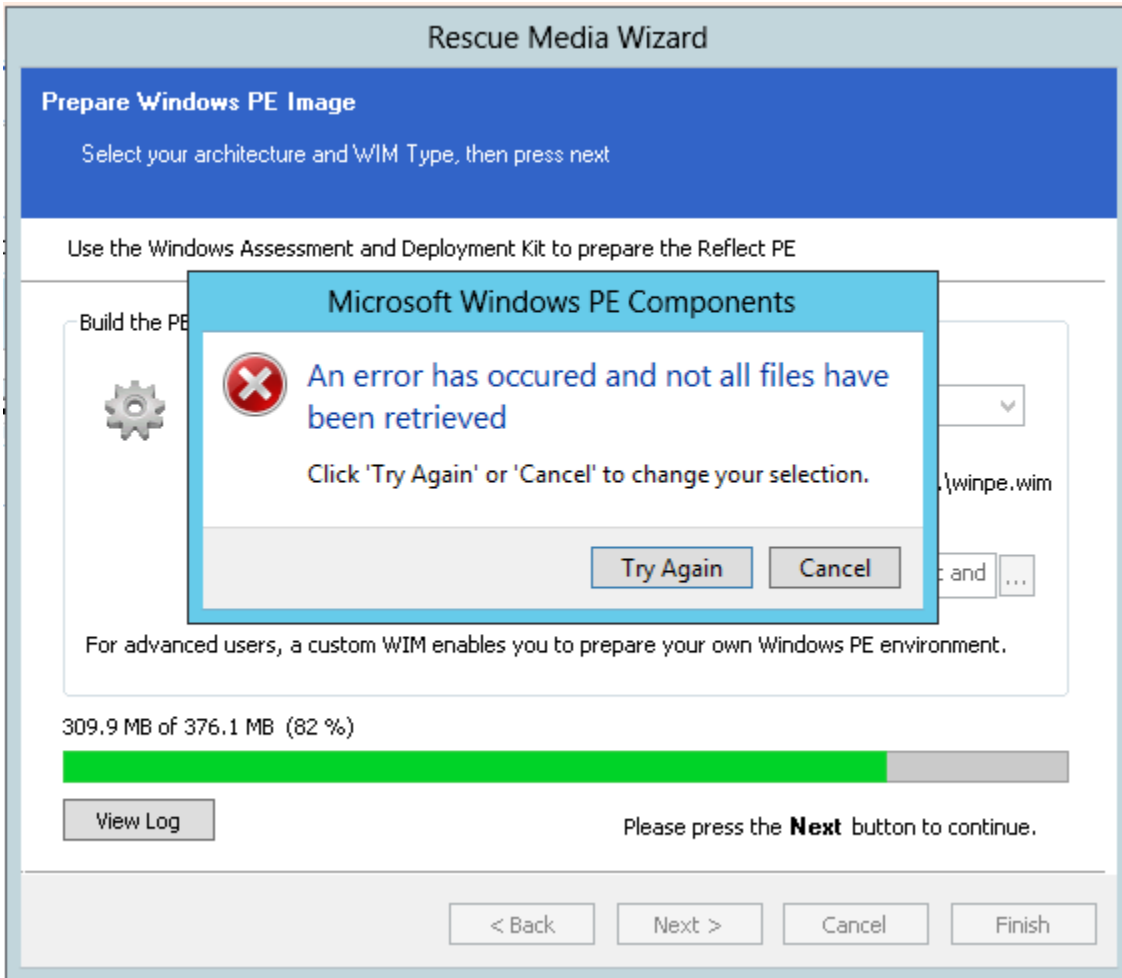


# The error "Not all files have been retrieved" when downloading Windows PE - caused by BitDefender Antivirus

This article explains a potential cause of download problems when attempting to download Windows PE components during creation of Windows PE rescue media.

When creating Windows PE rescue media you may see the following:



If you are running BitDefender AntiVirus then please **turn off 'Virus Shield'** and retry the download:

BITDEFENDER ANTIVIRUS  
FREE EDITION

# System is not protected.

VERSION: 1.0.21.1099  
LAST UPDATED: Today 8:25 PM

**Virus Shield**  OFF  
C:\Users\Nick...\ui-bg\_flat\_75\_ffffff\_40x100.png

**Auto Scan**  ON  
Idle

**Quarantine** [SHOW FILES](#)  
1 file has been quarantined

**My Bitdefender** [LOGIN](#)  
Could not connect to server.

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