

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, highlighted with a red box). The right pane shows 'Gateway AV Settings' with several options checked: 'Disable detection of EICAR test virus', 'Enable HTTP Byte-Range requests with Gateway AV' (highlighted with a red box), 'Enable FTP 'REST' requests with Gateway AV', and 'Do not scan parts of files with high compression ratios'. Below this is 'HTTP Clientless Notification' with 'Enable HTTP Clientless Notification Alerts' checked. The 'Message to Display when Blocking' field contains the text: 'This request is blocked by the SonicWALL Gateway Anti-Virus Service.'. At the bottom, there is a 'Gateway AV Exclusion List' section with 'Enable Gateway AV Exclusion List' unchecked and a table with no entries. The status bar at the bottom indicates 'Ready'.

#	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>