

# Download: My download stops before it is completed. What can I do?

It is probable that there is some issue with the quality of your Internet service connection between your computer and your ISP causing latency or lag in accessing internet site, which can cause the download to terminate prematurely. When this happens it can be very difficult to continue, because the Internet cache on your computer thinks that the job is completed successfully, even when you try to start again.

You can empty your Temporary Internet files. (In Internet Explorer it is Tools > Internet Options > General Tab > Browsing History - Delete > Delete Temporary Internet Files - Then restart your browser) Doing this does not delete anything of value on your computer. Doing this however does not necessarily cure the problem, since latency is an issue between your computer and your ISP. It is probably best to contact them to discuss the issue. All is not lost since you can try the advice in the next paragraph.

For a more reliable method of downloading we recommend using a Download Management program. There are many free ones available such as [Download Accelerator](#). The advantage of this is that most of these type of programs have the capability for resuming downloads, and better still they are more aggressive in insuring that you get your download with the minimum of fuss; they don't give up as easily as Internet Explorer and other browsers. NB you should use the program instructions that come with the download manager program, we cannot provide support for them.

If you persist in clicking the download link without addressing the quality of your connection you may trigger our site security software which terminates a link if it determines a link is being abused. It is of course not your fault and can be rectified This is addressed in another FAQ [Why have my download links expired?](#) which explains what to do should it happen to you.

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Author: Admin

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