Problem while downloading software

11/10/2026 18:52:29

FAQ Article Print

Category:	FAQ in English::Other questions	**Last update:**	03/17/2020 20:18:27
State:	public (all)		

Keywords

download error problem

Problem (public)

I can not download ASCON software - downloading has been interrupted/is too slow/crashes.

Solution (public)

If you face problem while downloading software via Personal cabinet or [1]https://ascon.net, please, do the following:

- check availability and speed of your Internet connection

- use another browser

- try again later - this problem may occur when there are large number of simultaneous downloads by different users

If all described above do not help, please, contact Technical Support Team via Personal Cabinet or by email [2]support@ascon.net. Please, provide the following information in your request:
- version of ASCON software
- for what purpose you want to use this software
- downloading link
- the way you get this link
- what exactly error or problem occurs

Please, attach screenshots explaining the problem.

[1] https://ascon.net
[2] mailto:support@ascon.net