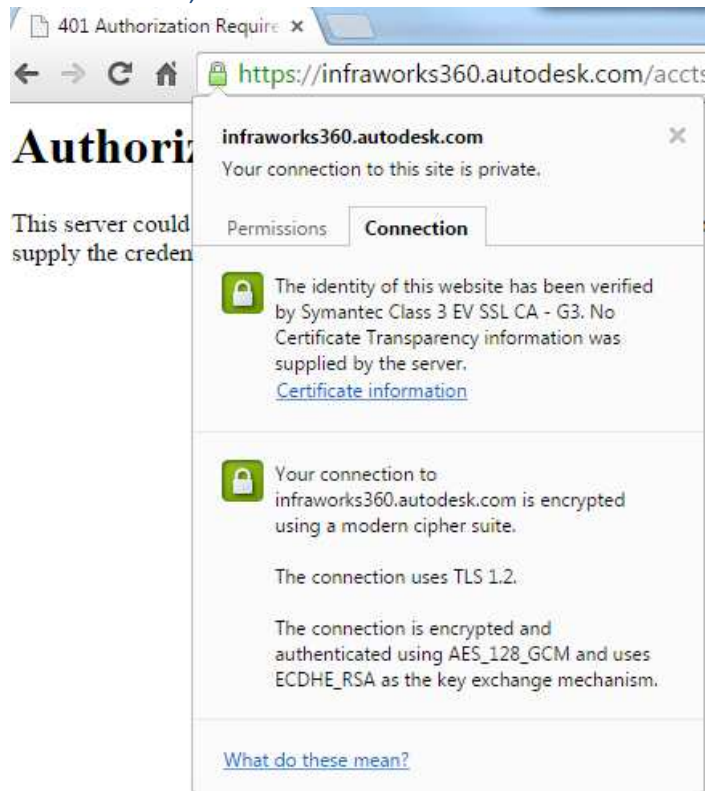


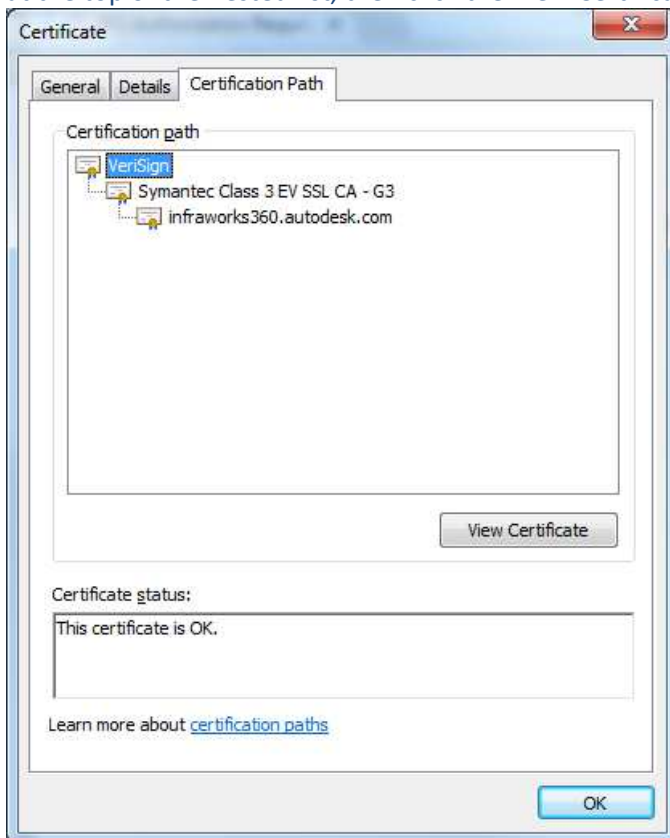
Download problem.

It may be that the proxy is not as transparent as we would like, and is probably swapping the SSL certificate on us. Please get the customer to try the following:

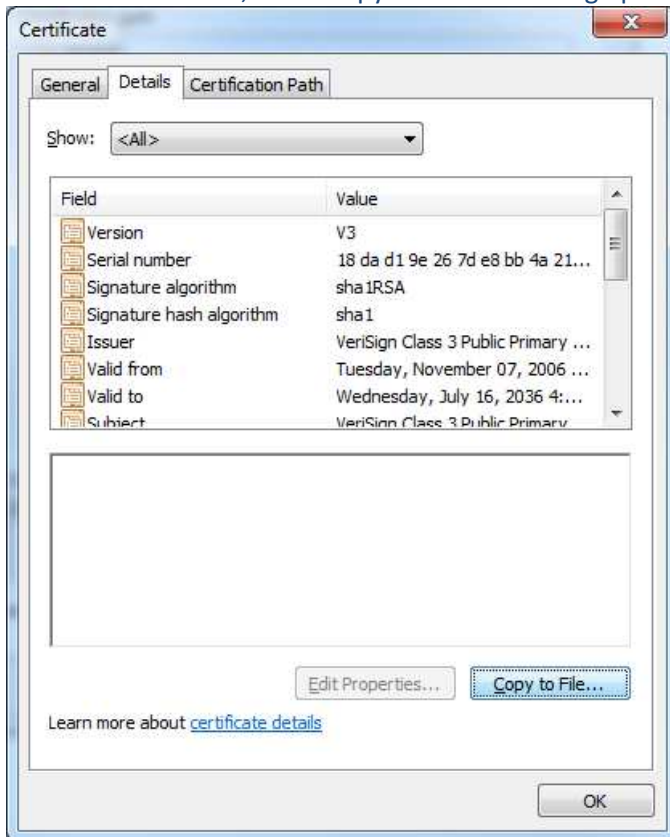
- 1) Open up a browser (I'm going to use chrome) to <https://infraworks360.autodesk.com/accts/7dc0c512555d11e5929f22000b688268/git/17185/55010/feature.git/> (this is the link that is in the log files you attached). Enter nothing for the user name and password when prompted. The page should say "Authorization required".
- 2) In the location bar, right click on the green lock icon in the location bar, click on the connection tab, then certificate information.



- 3) On Certificate dialog that comes up. Click on the Certification Path tab, select the certificate at the top of the nested list, then click the View Certificate button.



- 4) Click the Details tab, click "Copy to File..." to bring up the Certificate Export Wizard.



- 5) Press "Next >", select "Base-64 encoded X.509 (.CER)", press "Next >", enter a file name (need to remember where we saved it because we need to find it later), press "Next >", then press "Finish".
- 6) Close all dialogs that are still open.
- 7) Create a backup copy of C:\Program Files\Autodesk\InfraWorks 360\Git\bin\curl-ca-bundle.crt.
- 8) Open the file created in step 5 in a text editor (e.g., notepad).
- 9) Select and copy all the text in the file.
- 10) Open the C:\Program Files\Autodesk\InfraWorks 360\Git\bin\curl-ca-bundle.crt file in a text editor (e.g., notepad), paste the contents of the paste buffer at the end of the file. It will probably look something like the following

```

File Edit Format View Help
VM9cPuxe5/NOMkm4Namqbp90JQ7I...
-----END CERTIFICATE-----

```

Save the file.

- 11) Try downloading again.

In case the above fails, then the issue might be something else so restore from the backup copy of curl-ca-bundle.crt.