

Per Rossen Johansen

Fra: "Virgin Media Gamesplanet Support" <support.virginmedia@gamesplanet.com>
Dato: 1. marts 2011 16:25
Til: "Urmageren Rossen" <perrossenj@gmail.com>
Emne: Re: I cant install vsk5 [253148-1298892432]



Thank you for contacting the Virgin Media Gamesplanet customer service

In response to your query sent on **28 February 2011**, please find below the requested information.

Probably some files got corrupted during the download. Please try to redownload them again.

Please try to reduce the number of downloads per package in the Downloader's options: open the Downloader, click on Options, then in the 'General' tab move the slider to the left until '1' is displayed.

Otherwise, we remind you that you can try the manual download procedure as mentioned in the confirmation email. This is how you should go down:

We recommend you use a download manager like the suggested Free Download Manager (<http://dl.metaboli.com/dl/freedownloadmanager.exe>) to download the game. This will allow you to resume a broken or paused download and should prevent the corruption of files.

To install the game, you must first download and save ALL game files shown in the confirmation mail into the SAME FOLDER on your computer.
To create a folder, right-click anywhere on your desktop with your mouse, select "New" > "Folder" and then name the folder "Download Files" or anything you want.

Then open the confirmation email that we sent you, select the first link and copy the hyperlink address, then open the Free Download Manager, press the blue '+' symbol and your link will be automatically pasted in the download window. Press Ok to download the file. You must then select a destination folder: open the Free Download Manager, click on Options--> Download options and choose the folder that your previously created, by changing the 'New download' tab settings. Do the same with the other files and everything should be just fine.

If you have problems using the download manager, you can also download the files directly by clicking on the download links and selecting a download folder to save the files onto your harddrive.

After you have completed the downloads, please make sure that the file names have not been changed, especially if you have made several download attempts of the same file. The names of the download files on your hard drive must be the same as proposed as default in the "save as"-window.

For example, if there is a bracket with numbers at the end of the file like (2), erase the number and the brackets.
The download files on your hard drive must also have the same name and extension (either .exe, .bin, .zip or .rar) then proposed as default in the "save as"-window.

After you have downloaded and saved all the files, you navigate to the download folder and double-click on the the .exe file to begin the installation. Do not try to extract the .bin or .zip or .rar files yourself.

Please let us know how you get on,

Thank you,

Best Regards,
Dimitri
Virgin Media Gamesplanet Customer Service
virginmedia.gamesplanet.com