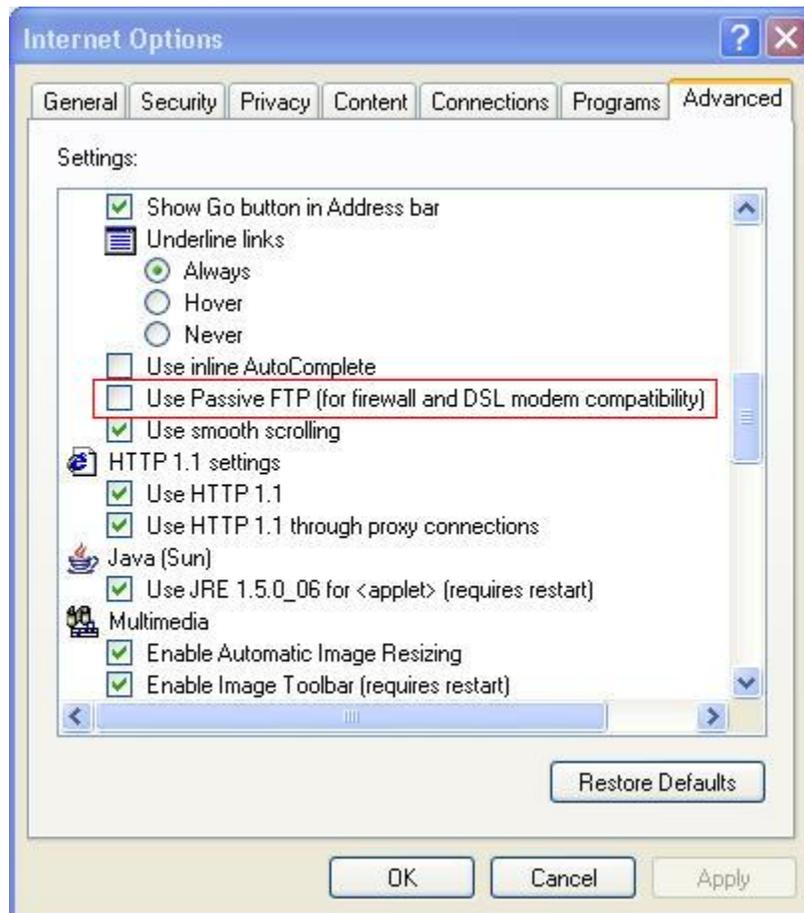


TO SOLVE DOWNLOAD ISSUES, THE IT STAFF HAS SUGGESTED THAT YOU TRY UNCHECKING THE 'USE PASSIVE FTP' IN THE INTERNET OPTIONS – ADVANCED TAB.



PLEASE LET US KNOW IF THIS DOES NOT CORRECT THE PROBLEM.