

Why does my Downloadable Content freeze at 50%?

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If Downloadable Content (DLC) fails or freezes at 50%, there is a problem copying files to the device's internal memory or microSD/SD card. This issue can occur on both Mac OS X and Windows operating systems.

To correct this problem, follow these suggestions:

- If the issue occurs using Internet Explorer on Windows 10, add my.garmin.com as a trusted site and try again:
 1. Close all Internet Explorer windows
 2. Press the Windows key on the keyboard
 3. Type Internet Options
 4. Click Internet Options
 5. Click the Security tab
 6. Select Trusted sites
 7. Click the Sites button
 8. Type https://my.garmin.com in the text box at the top of the window
 9. Click Add
 10. Close the Trusted Sites window
 11. Click OK
- Ensure the GPS device has the latest firmware version using [Garmin Express](#)
- Ensure the latest version of the [Garmin Communicator Plugin](#) is installed
- If the SD card you are using has a write-protection switch, verify the switch on the SD card is in the unlocked position
- Take steps to ensure the computer's USB configuration is as simple as possible:
 - Do not use a USB hub
 - Use the USB ports on the back of the computer if using a desktop PC
 - Unplug any other unnecessary USB devices except for the mouse and keyboard, reboot the computer, and try again
 - Use a separate microSD/SD card reader instead of inserting the memory card into the device
- Windows - Reset Internet browser settings:
 0. Close all Internet Explorer windows
 1. Press the Windows key on the keyboard
 2. Type Internet Options
 3. Click Internet Options
 4. Click the Advanced tab
 5. Click the Reset button under Reset Internet Explorer settings
 6. Click Reset
 7. Click Close
- Windows - Clear the Windows temp directory:
 0. Press the Windows + R keys together
 1. Type %temp% in the text box

2. Click OK
3. Press CTRL + A to select all files
4. Press Delete on the keyboard
5. If prompted, confirm the deletion
6. If prompted, skip any files that can't be deleted
7. Close the window

Once the web browser can consistently communicate with the device's memory or microSD/SD card the DLC download should complete.