

HD0040 “wsGetDWNLD has stopped working”

This error, see below, will occur if the PC does not have at least .NET Framework 4.6.2 or greater installed. Contact your IT support to install at least .NET Framework 4.6.2 or greater.

Note: This update is required before [CSIO disables vulnerable TLS ciphers on Web Services on March 15, 2019](#).

If the user's PC is a Windows 10, the .NET Framework 4.6.2 or greater is already installed and you should not see this error.

