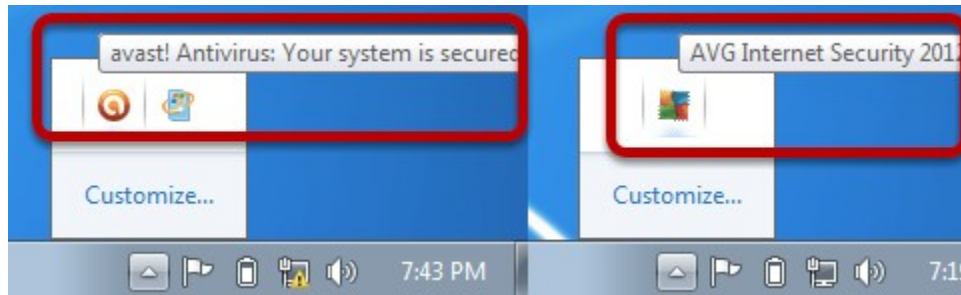# WINDOWS ISSUES WITH ROES

We've recently had multiple reports of Windows and Security Software issues causing sending errors in ROES, and have identified the cause to be free anti-virus programs Avast and AVG.

Common Errors:

- ROES will not download or will get stuck.

- Orders will not send: progress bar doesn't move, or ROES says "Waiting …" when attempting to upload and order.

Please follow the steps outlined below to temporarily disable these pieces of software so that ROES can operate properly while we await a long term solution.

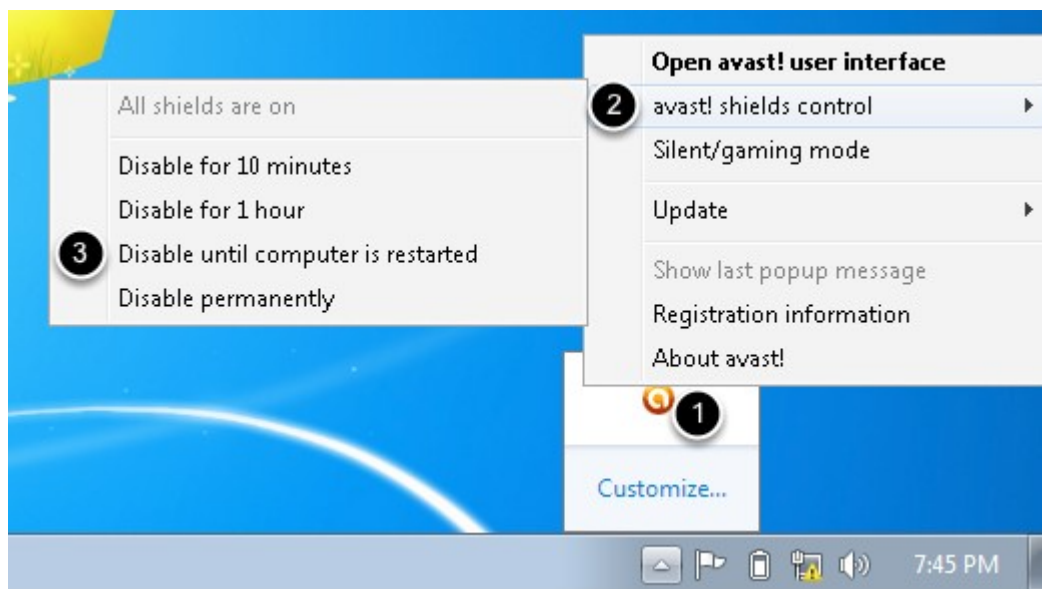## Turn Off Security Software Temporarily – AVG

Locate AVG in the Toolbar. The small white arrow might need to be clicked to expand open the application.

1. Right click on the Avast Logo
2. Select "TEMPORARILY DISABLE AVG PROTECTION"
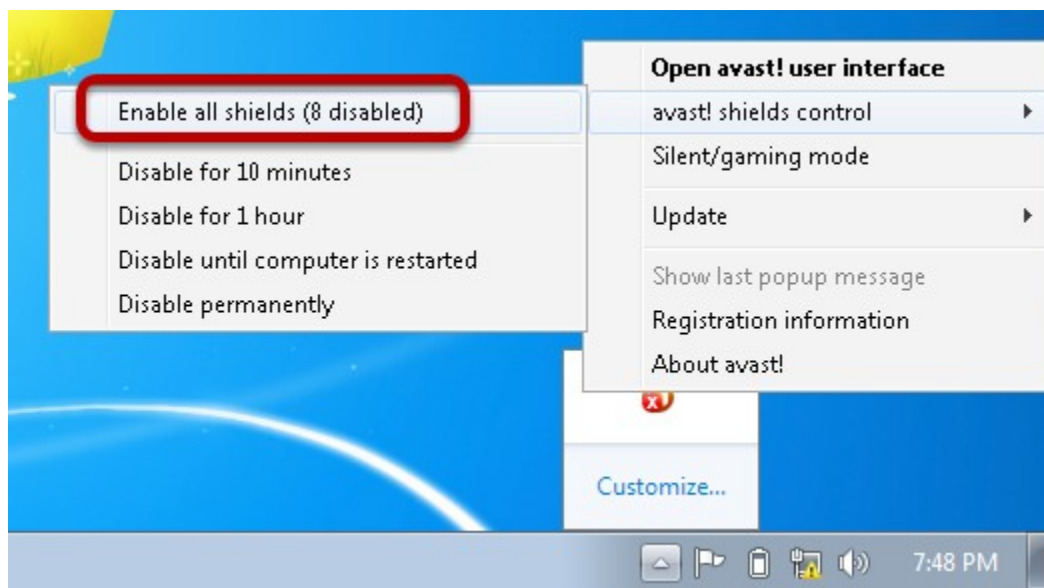3. When the pop-up window appears, select "Until Restart" and click OK

When you are done with ROES and would like to reactivate your virus protection, either restart your computer, or REPEAT step 1 above and select, "ENABLE AVG PROTECTION"

Turn Off Security Software Temporarily - AVAST

Locate Avast in the Toolbar. The small white arrow might need to be clicked to expand open the application.

1. Right click on the Avast Logo
2. Select "AVAST! SHIELD CONTROL"
3. Click "Disable until computer is restarted"

When you are done with ROES and would like to reactivate your virus protection, either restart your computer, or repeat steps 1-2 and click "ENABLE ALL SHIELDS"