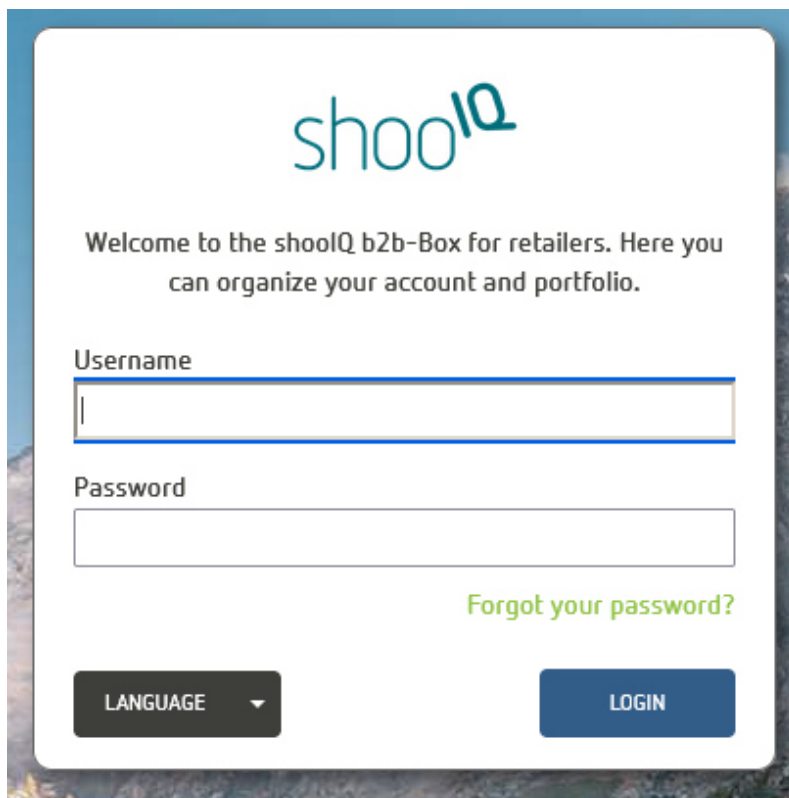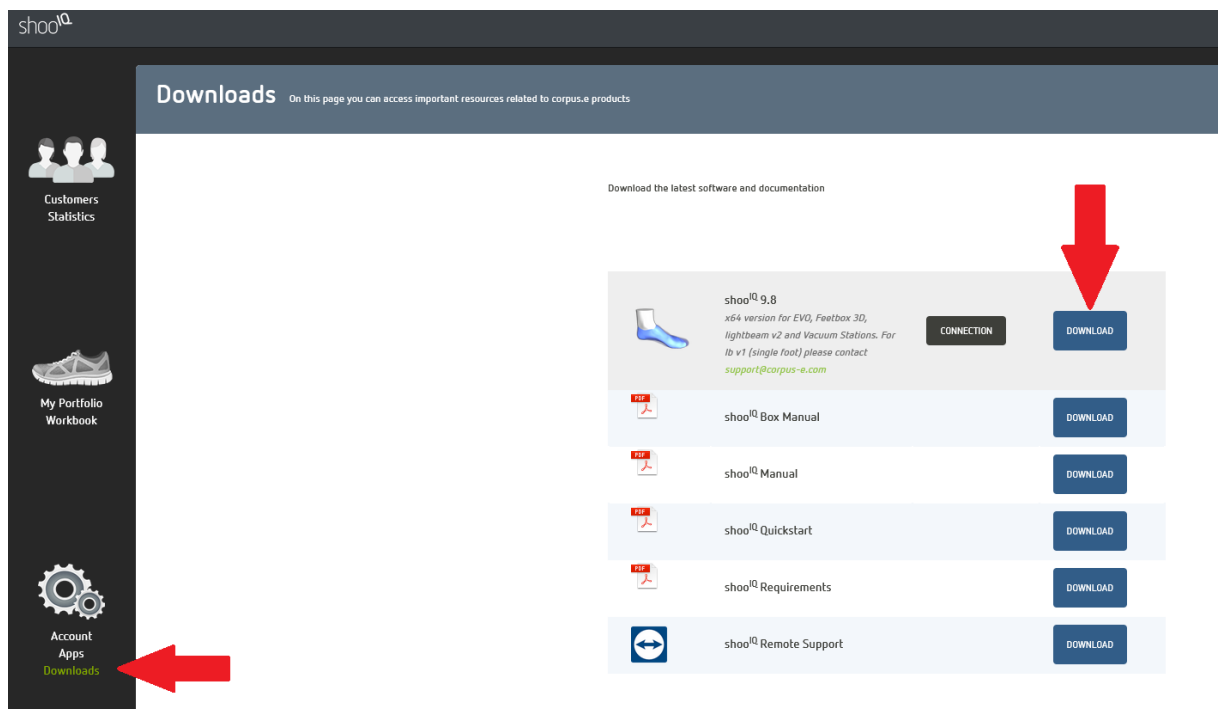## Issue during update process

In case you are experiencing issues while the software wants to do an update, please close the application and follow these steps:

1. manually delete the shoolQ folder which is located in **C:\Program Files\shoolQ** by default.

2. Visit https://box.shooiq.com and log in with your credentials you also use for the shoolQ software login.

3. Go the the download section and get the latest version of shooIQ.

4. Install the software by selecting the hardware driver matching your scanner:
   - EVO = 2D scanner (no socks required)
   - lightbeam2 = 3D scanner (scan both feet at a time + socks required)
   - lightbeam = 3D scanner (scan one foot at a time + socks required)