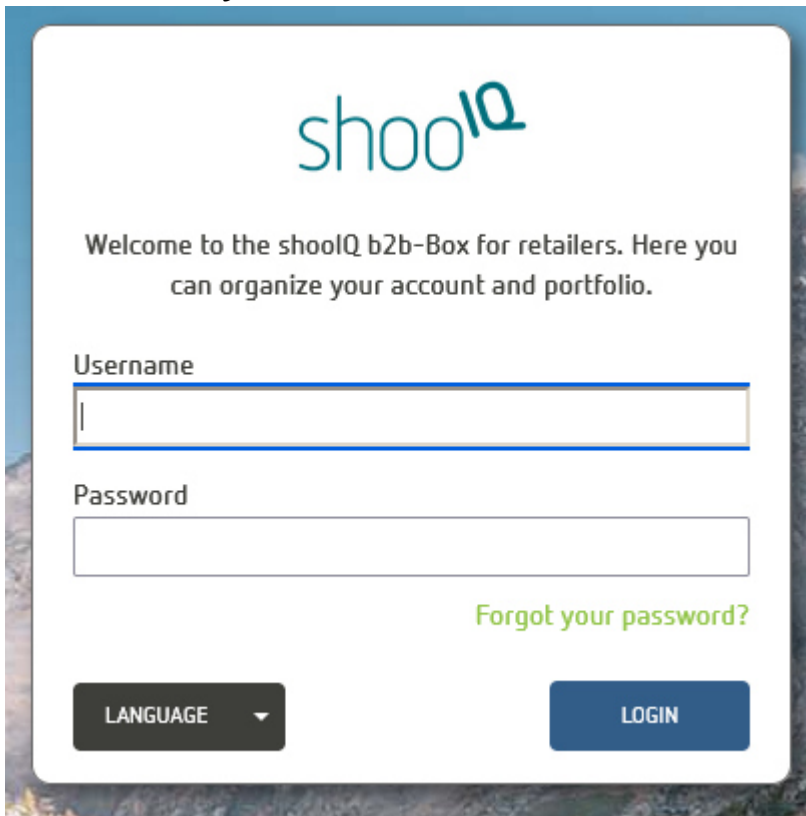# Issue during update process

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 shoolQ.

4. Do a full installation and start the software

Select 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)