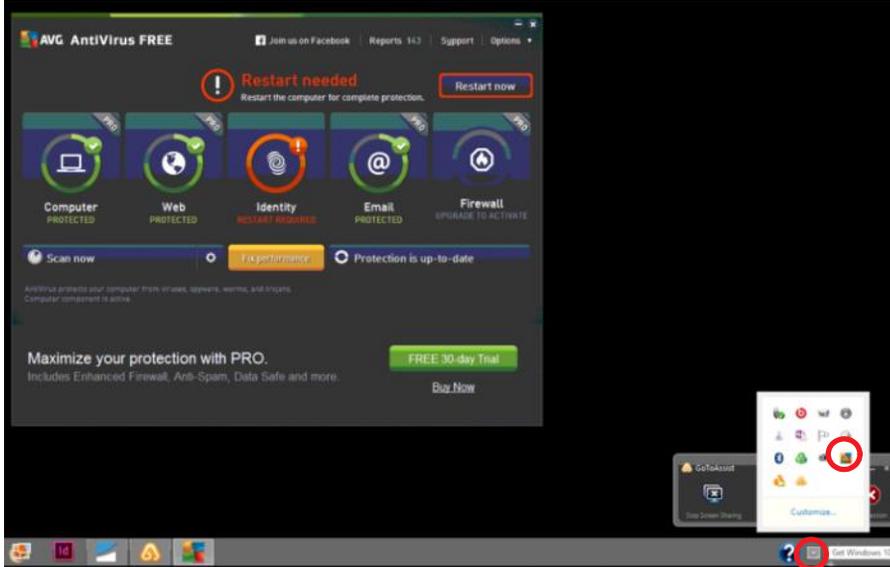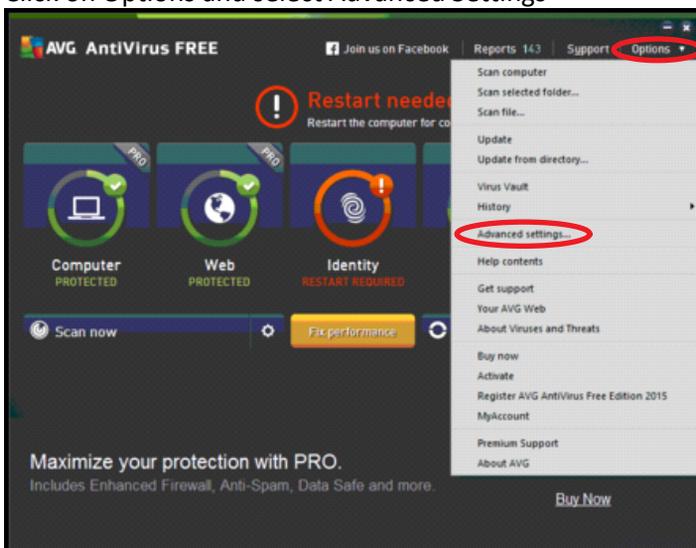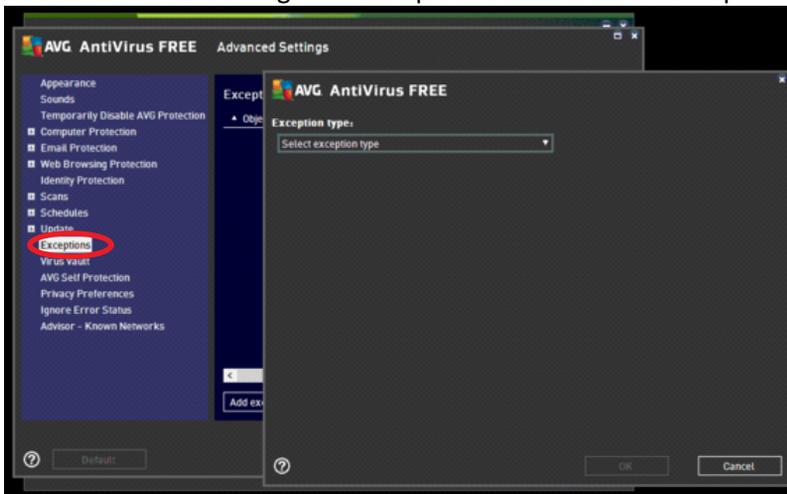# ROES WebStart Already Running (AVG Error)

1. Open AVG control panel by clicking on the Show Hidden Icons button on the taskbar menu (next to the clock) then right-click on the AVG icon and select Open

2. Click on Options and select Advanced Settings

3. Under Advanced Settings find Exceptions then click Add exception

4. Under Exception type, select **Application or File**

5. Click the Browse button and navigate to
    C:\Program Files (x86)\ROES\RichmondProLabROES-[long number]\ROESWebStart.exe
6. Make sure all exception options are selected under **Use this exception for** then select OK

7. Click Apply Changes and launch ROES