

# Q+ Projection Software

## Installation Troubleshooting Guideline

Occasionally, system may fail to install or run Q+ projection software. When the error occurs, please try one of the methods listed below. If the problem persists, please contact YH Ko ([leopard@lgchem.com](mailto:leopard@lgchem.com)).

### 1. Reinstall .Net Framework

Q+ version 3.0 requires .Net Framework version 4.6.1. This is a software framework developed by Microsoft and is free to use. Please make sure that the version you install is 'version 4.6.1'. It can be downloaded at the link below:

<https://www.microsoft.com/en-us/download/details.aspx?id=49981>

### 2. Re-download the installation file

In some cases, the downloaded installation file may be corrupted due to unstable or slow internet connection. The corrupted installation file may cause errors in the installation process. If the installation process terminates and error message pops up, please re-download the installation program under stable internet connection.

### 3. Run the installation program/Q+ program as administrator

In certain infrastructural settings, only the administrator has full authorities required for installing Q+ software. Please try running the installation program / Q+ program as administrator if the programs do not operate normally. Additionally, system may ask you for a permission to run 'registFileExtension.exe' and 'setPerm.exe' as administrator. Grant permission when asked. This issue normally pertains to the issue in local security structure, so please ask IT department at your company to permit Q+ program the highest level of authority.

Direction for granting administrative authority to program: This PC -> C drive (C:\) -> Program files -> LG Chem -> Q+ Projection Software V3.0 -> Right click 'Qplus.exe' and click 'Run as administrator'.

### 4. Check the firewall setting

Firewall may prevent Q+ program from being installed. If the installation file is corrupted, or installed Q+ program does not run, please make sure that the company firewall does not block the installation file and Q+.

### 5. Check the security program

Some security program may recognize the Q+ execution file as a virus (e.g. Trojan virus) and remove the file automatically, in which case program will not run. Please make sure that the local security program does not auto-delete or block the Q+ execution file or any related files.

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