

TITLE: Can't output with OMEGA after an Avast update

Category: OMEGA Plotters

Gerber FastFact #: 3590

Supplied by: GSP Service

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Summary: Solution for systems that stopped outputting on an OMEGA 5.0 system with Avast

**ISSUE:** Systems running Avast Antivirus software stopped outputting with OMEGA 5.0 after an Avast update**CAUSE:** GSPplot doesn't launch from GSPComposer**SOLUTION:** Set up exclusions in Avast to ignore

- the folder Gerber OMEGA 5.0
- applications:
 - GSPplot.exe
 - GSPComposer.exe
 - GQmgr.exe
- Turn off the antivirus software and reinstall OMEGA

NOTE:

- Your user permissions must allow you to perform the necessary system configurations. If you do not have permissions or are not a system administrator, contact your IT department or your computer support company for assistance
- Follow the procedure outlined in the anti-virus software to set up exceptions
- ALL background tasks and applications including all OMEGA applications need to be off when reloading/ reinstalling OMEGA