

**Problem:**

- I run the install program and it says all OK--- and asks if I want to reboot now---- so I say OK---- but after the reboot, I do not find LOR anywhere. I have repeated these steps 3 times.

**Solution:** The most common problem here is that there is some application running during the install.

- Move the LOR install file to your desktop.
- STOP ALL APPLICATIONS RUNNING. stop everything you can find, stop things on the system tray.
- Then run the installer. It may take two tries because you have to load a system file. The first time requires a reboot to get the system file in. The second time should not require a reboot.