

Antivirus Software

November 2026

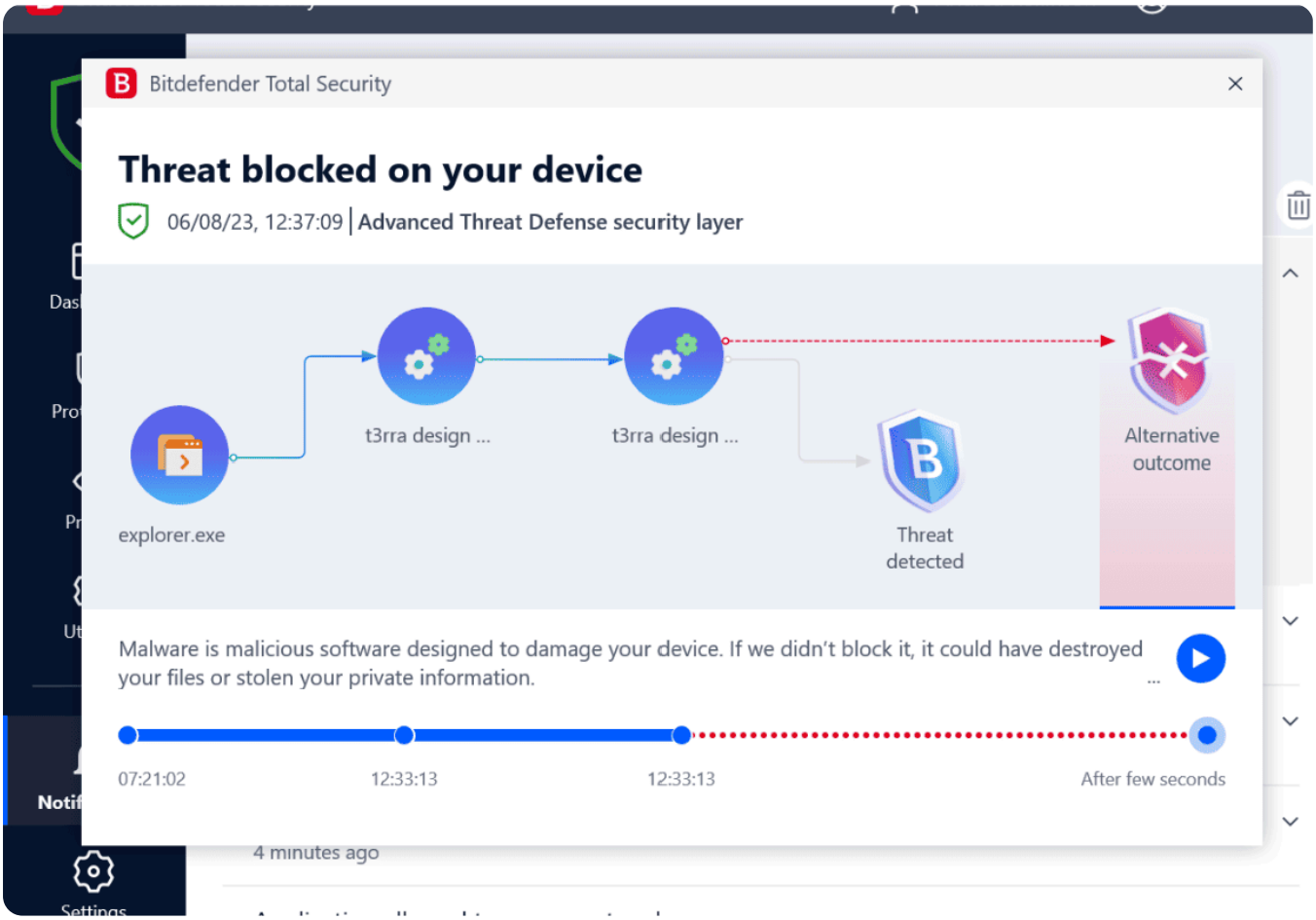
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Software fails to start

Symptoms:

T3RRA Design Plus will not start, or the T3RRA Design Plus update does not work after downloading a new version.



Cause:

Solutions:

It may be necessary to switch to another version of antivirus software, or to add an exclusion for the T3RRA Design Plus folder. Most reputable antivirus software providers provide instructions on how to add an exclusion.

Follow the below links if you use one of these antivirus software:

Bitedefender

AVG AntiVirus

Malwarebytes

When adding an exclusion, the path to exclude is:

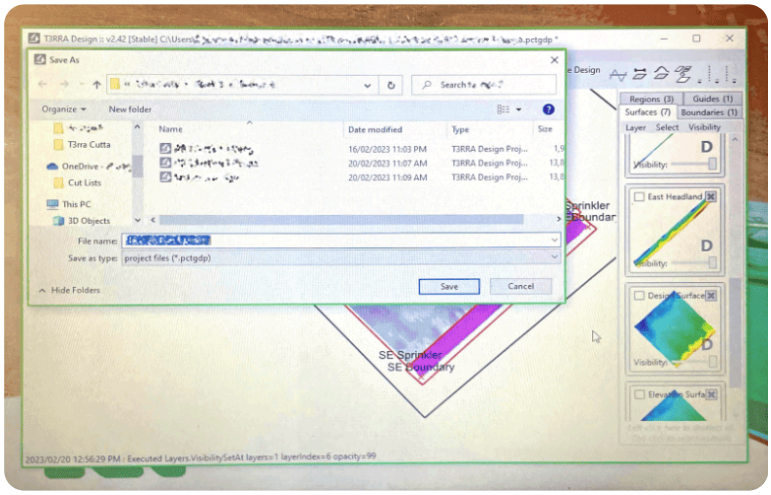
%LOCALAPPDATA%\T3RRADesignPlus

(e.g. C:\Users\YourUserName\AppData\Local\T3RRADesignPlus)

Saved projects are missing / not present due to Antivirus Software

Symptoms:

You can import, design and save, and T3RRA Design Plus appears to save successfully, but the save file is not present when you check the save location. In addition, the T3RRA Design Plus windows are surrounded by a green border.



Cause:

Comodo Antivirus is sandboxing T3RRA Design.

Solutions:

It may be necessary to switch to another version of antivirus software, or to add an exclusion for the T3RRA Design Plus folder. Most reputable antivirus software providers provide instructions on how to add an exclusion.

See the links in the previous entry for more information.

Can’t Connect to the internet and unable to unlock

T3RRA Design requires access to the internet to verify the license status. Some antivirus software is a bit enthusiastic and will prevent access which will result in the inability to apply a new unlock code, or for an extended license period to apply. You must add an explicit exception for T3RRA Design. Below is an example for Bitdefender Firewall which had this problem in the past.

The path you need to apply the exception for is C:\Users\YourUserName\AppData\Local\T3RRADesignPlus

NOTE: Be sure to replace “YourUserName” with your actual user name.

