

## How to – Disable your Antivirus Software / Firewall Temporarily

If you are not able to install the software program/having difficulty installing updates or cannot connect to e-file website, your anti-virus software or firewall that you are running may be blocking TFP20.xx/Laser Link/Laser Link XL/ACA software program from installing. It may be necessary for you to temporarily disable your firewall or anti-virus software to:

1. Determine if this is what is causing the installation issues, and
2. To connect to download the updates, etc.

Located on the Window Taskbar next to the clock in the lower right corner it will show the Firewalls and anti-virus software that are running on your computer. Most programs will allow you to *right click* on the icon and select '**Turn Off**', or '**Disable**'. If you do not see this option you will need to open the firewall or anti-virus software and disable it.

**Note:** *If you need additional detailed instructions on how to disable or turn off a specific firewall or anti-virus software, we highly suggest you contact the anti-virus software company directly or your IT department for further assistance.*

After you have installed the TFP20.xx/Laser Link/Laser Link XL/ACA software program we suggest you **Enable** the anti-virus again.

Microsoft Security Essentials, now called Windows Defender, is included on new computers with Windows 8, Windows 8.1 and Windows 10 operating systems reducing the need to purchase any other software for your protection.

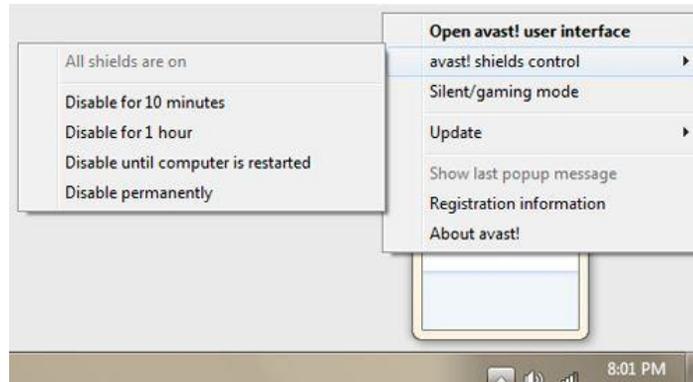
*"Antivirus software can help protect your computer against viruses and other security threats. In most cases, you should not disable your antivirus software. If you do have to temporarily disable it to install other software, you should re-enable it as soon as you're done. If you are connected to the Internet or a network during the time your antivirus software is disabled, your computer is vulnerable to attacks."*

## Avast:

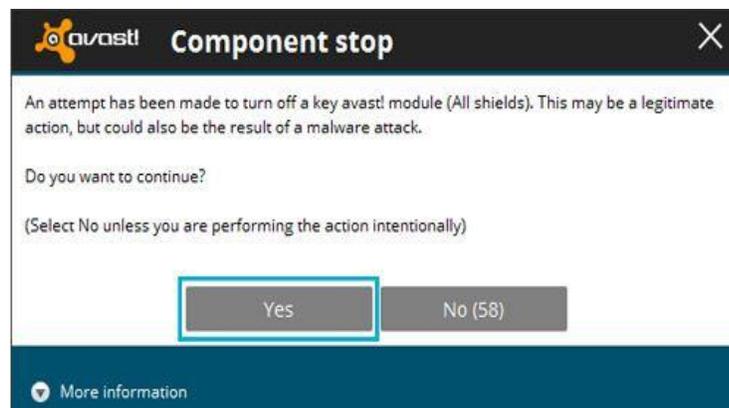


Avast!

- *Right-click* on the Avast icon in the windows taskbar. Hover your mouse over **avast! shields control**, and select one of the options there – **disable for a) 10 minutes; b) 1 hour; c) until computer restart; d) permanently**.



- Avast! will ask you for a confirmation; select '**YES**'. Avast! and all its shields should be disabled/paused for the time you have selected.



- To re-enable Avast!, *click* on **Resolve All** from the main menu. The screen should turn green with the message **Everything is good**.



If problems continue, you may need to contact Avast support <http://www.avast.com/en-us/support> for assistance making adjustments.

## **AVG:**



### [AVG AntiVirus](#)

The AVG software protects your computer on multiple levels. In case you need to disable all AVG components at once please follow the steps below:

- Open the AVG Program.
- On the **Tools** menu, click Advanced settings.
- Click **Temporarily disable AVG protection** in the menu on the left side.
- Select the **Temporarily disable AVG protection** check box, and then click **'OK'**.
- Choose how long you want the protection to be disabled and whether to disable the Firewall as well, and then *click* **Disable real-time protection**.



### [To exclude a file or folder](#)

In certain situations, you may wish to define exceptions in AVG, so that AVG will ignore certain files, folders or websites. You need to set up an exception in AVG Resident Shield settings in the situation when the AVG real-time protection triggers a warning about a file or program, which is actually safe, or when you run e.g. a database on your computer which needs to be excluded from the anti-virus control.

To exclude a file or folder from the Resident Shield detection:

- Open your AVG program.
- From the **Options** menu, select **Advanced settings**.
- In the left pane, select **Exceptions**.
- In the right pane, click **Add exception**.
- In the drop-down menu, select exception type - **File** or **Folder**.
- Browse to the file or folder that you want to exclude.
- Select whether you want to apply the exception also for other AVG components.
- Click **'OK'** to save details of the exception.
- Click **'OK'** again to save the settings.

"How to exclude a file or folder from the AVG Resident Shield detection." AVG.  
<http://www.avg.com/ww-en/faq.num-5187> (accessed May 23, 2014).

If problems continue, you may need to contact AVG Antivirus support <http://www.avg.com/us-en/customer-support> for assistance making adjustments.

## Comodo:



### [Comodo Internet Security](#)

Comodo Internet Security allows users to quickly switch the Enabled/Disabled states of Antivirus, Firewall and Auto-Sandbox by *right clicking* on the system tray icon.



#### [To enable/disable the AntiVirus](#)

- *Right click* on the system tray icon keeping the CIS interface in Compact View
- Move the mouse cursor over '**Antivirus**'
- Choose '**Enabled**' or '**Disabled**' as per your choice



#### [To enable/disable the Firewall](#)

- *Right click* on the system tray icon keeping the CIS interface in Compact View
- Move the mouse cursor over '**Firewall**'
- Choose '**Enabled**' or '**Disabled**' as per your choice



#### [To enable/disable the Auto-Sandbox](#)

- *Right click* on the system tray icon keeping the CIS interface in Compact View
- Move the mouse cursor over '**Behavior Blocker**'
- Choose '**Enabled**' or '**Disabled**' as per your choice



## Kaspersky:



### [Kaspersky Anti-Virus](#)

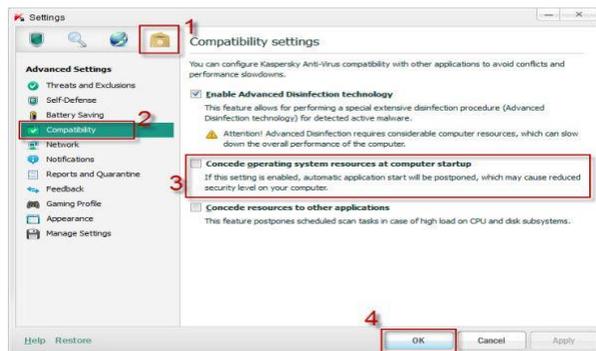


#### [To enable/disable Kaspersky Anti-Virus postponed automatic start at computer startup](#)

- Open the [main application window](#)
- In the right upper corner of the window click **Settings**



- In the **Settings** window go to the **Advanced Settings** window



- In the left part of the window select **Compatibility**
- In the right part of the window check/clear the **Concede operating system resources at computer startup** box
- In the **Settings** window click 'OK'
- Close the main application window



#### [To enable/disable self-defense in Kaspersky Anti-Virus](#)

- Open the [main application window](#)
- In the right upper corner of the window click **Settings**



- In the right upper corner of the window click **Settings**



- In the **Settings** window go to the **Advanced Settings** tab and select **Self-Defense**
- In the right part of the window under **Self-Defense**
  - If you wish to disable the program self-defense uncheck **Enable Self-Defense**
  - If you wish to enable the program self-defense check **Enable Self-Defense**
- In the right lower corner click the 'OK' button (If password-protection is enabled in **Kaspersky Anti-Virus**, enter your password in the **Password checking** window and click 'OK'.)



- Close the main application window

 [To exclude a file or folder](#)

If problems continue, you may need to contact Kaspersky support <http://support.kaspersky.com/kis2013#kb> for assistance making adjustments.

## **McAfee:**



[McAfee AntiVirus](#)

To **disable** the firewall:

- Open your McAfee product.
- Click **Navigation**
- Click **Firewall**.
- Click **Turn Off**.

The McAfee icon turns gray and displays a red and white exclamation point. Also, the color bar in SecurityCenter turns red and reports that your computer is at risk. Both of these issues are resolved when you re-enable the Firewall.

To **enable** the firewall:

- Open your McAfee product.
- Click **Navigation**
- Click **Firewall**.
- Click **Turn On**.



[To exclude a file or folder](#)

If problems continue, you may need to contact McAfee support <http://service.mcafee.com/TechSupportHome.aspx?lc=1033&sg=TS> for assistance making adjustments.

## **Norton:**



### Norton AntiVirus

- In the Norton Internet Security main window, click **Settings**.
- In the **Settings** window, click the **Network** tab
- In the left pane, click **Smart Firewall**.
- In the **Smart Firewall** row, move the **On/Off** switch to the right to the **Off** position.
- Click **Apply**.
- In the **Security Request** window, in the **Select the duration** drop-down list, select the duration for which you want to turn off Smart Firewall.
- Click **'OK'**.
- Click **'OK'**.

If you must turn off the Smart Firewall, you should turn it off temporarily to ensure that it is turned on again automatically. To ensure that your computer remains protected, you can turn on the Smart Firewall manually before the time that you specify concludes.

To **turn on** Smart firewall:

- In the Norton Internet Security main window, click **Settings**.
- In the **Settings** window, click the **Network** tab
- In the left pane, click **Smart Firewall**.
- In the **Smart Firewall** row, move the **On/Off** switch to the right to the **On** position.
- Click **Apply**.
- Click **'OK'**.

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### To exclude a file or folder

If problems continue, you may need to contact Norton support <https://support.norton.com/sp/en/us/home/current/contact> for assistance making adjustments.