

TB298 (Rev1) – Disabling Windows Defender on Windows 10

Purpose:

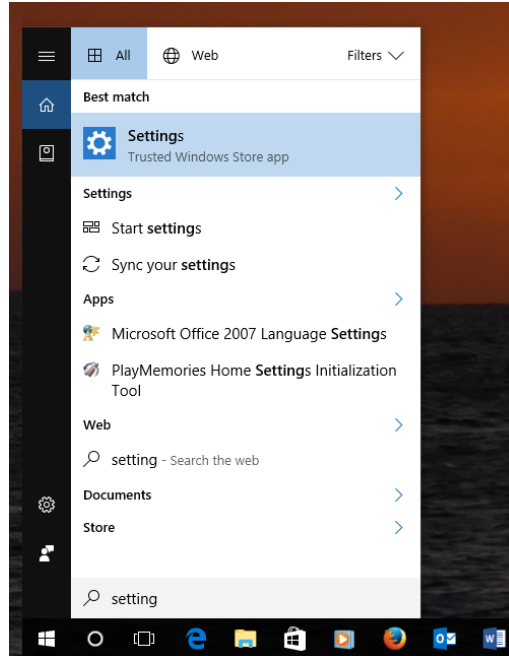
If you experience issues communicating with the control, disabling Windows Defender is a troubleshooting step.

Prerequisites:

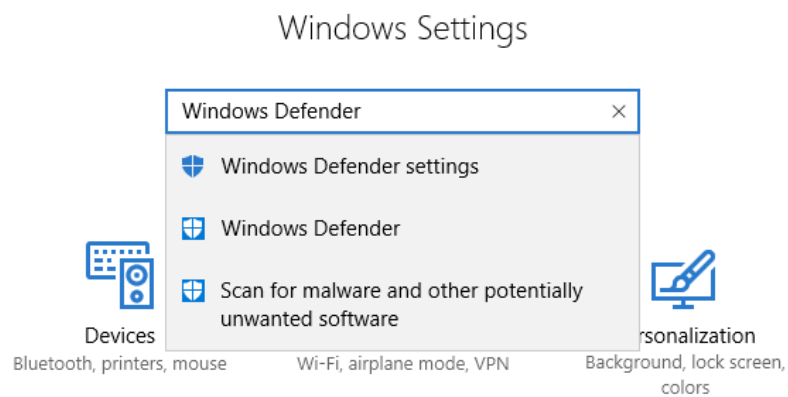
Follow TB279 to set up and eliminate any other potential communications issues.

Directions:

Start typing “**Settings**” in the Windows Search Bar. It will be the first result shown.



Next search for Windows Defender and select “**Windows Defender Settings**”.



Navigate to the “**Real-time protection**” option and switch it to off.

Real-time protection

This helps find and stop malware from installing or running on your PC. You can turn this off temporarily, but if it's off for a while we'll turn it back on automatically.



Now Windows Defender is turned off. Please note the below:

This is only for troubleshooting your connection issues. Windows will eventually turn Windows Defender back on.

Document History

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