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”.

Windows 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.

On
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.