

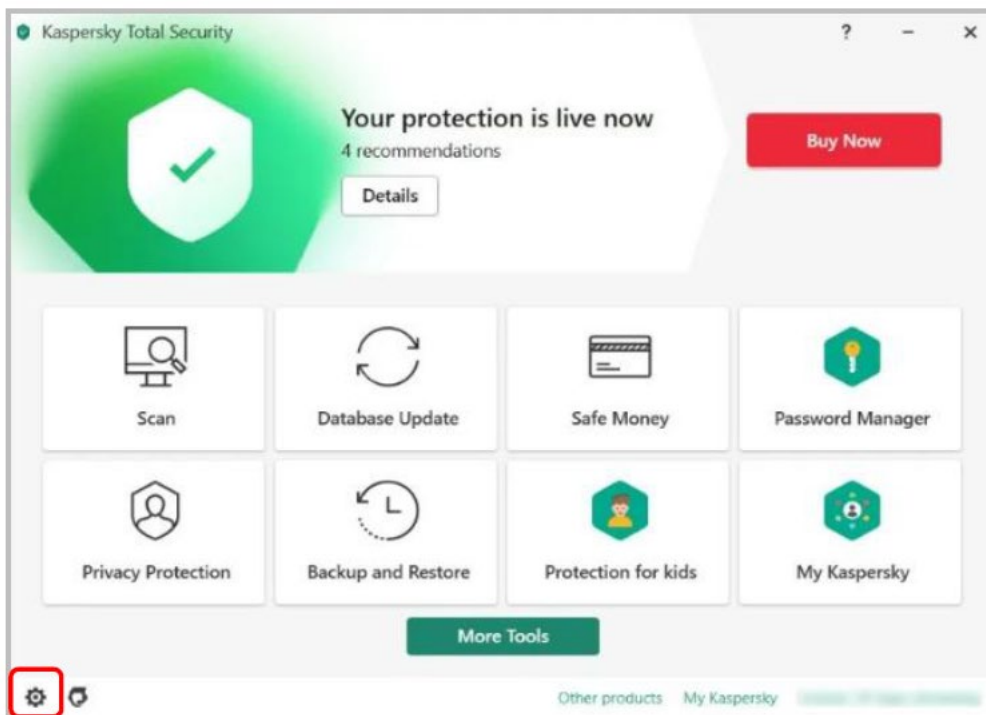
# Commercial Remote Deposit Help

## Antivirus/Browser Extension Issues

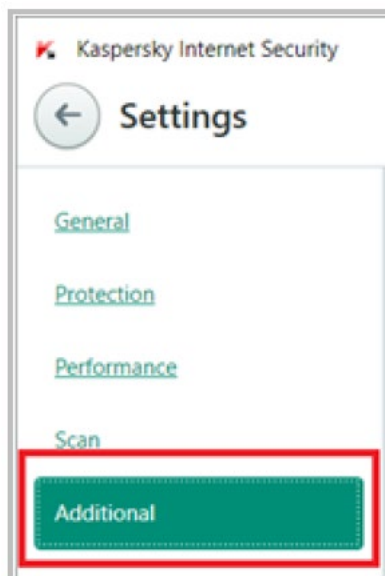
### Kaspersky Protection Antivirus

The check scanner may not function if Kaspersky antivirus is installed on the PC. In cases where other steps fail to resolve scanner related issues, check if Kaspersky Protection is installed on the PC. If so, check the following settings:

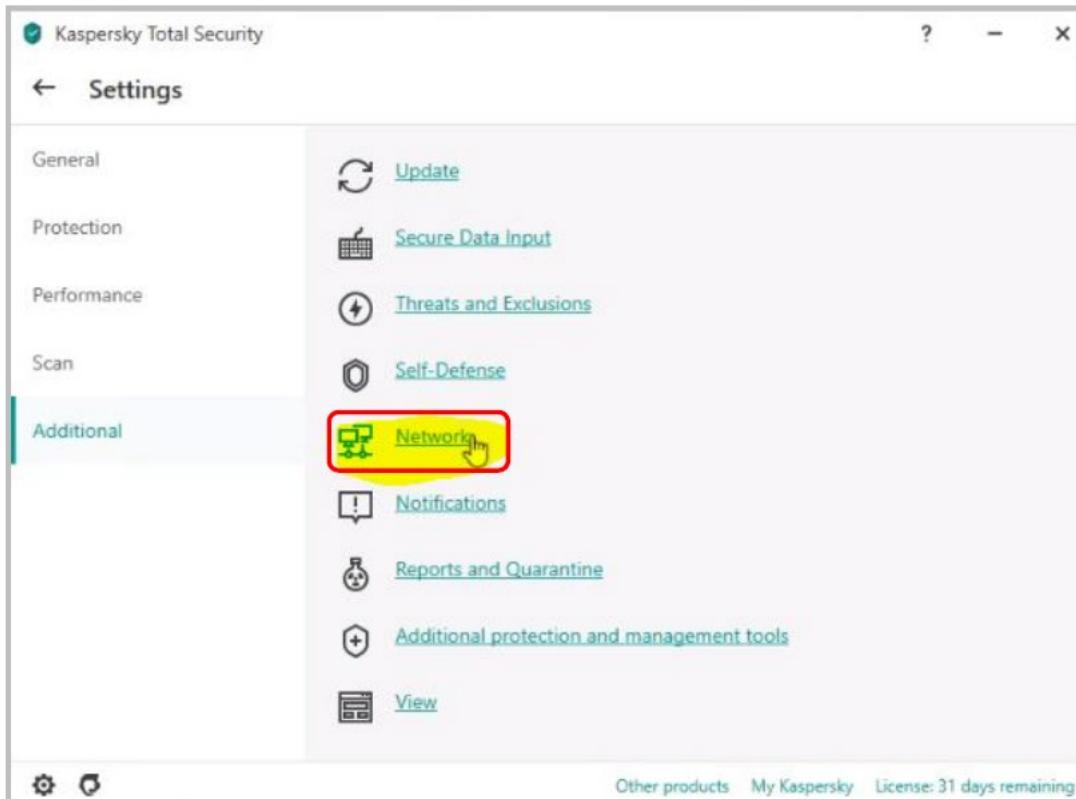
1. Open the Kaspersky AV module.
2. Go to settings by clicking the gear icon in the lower left corner.



3. Click Additional

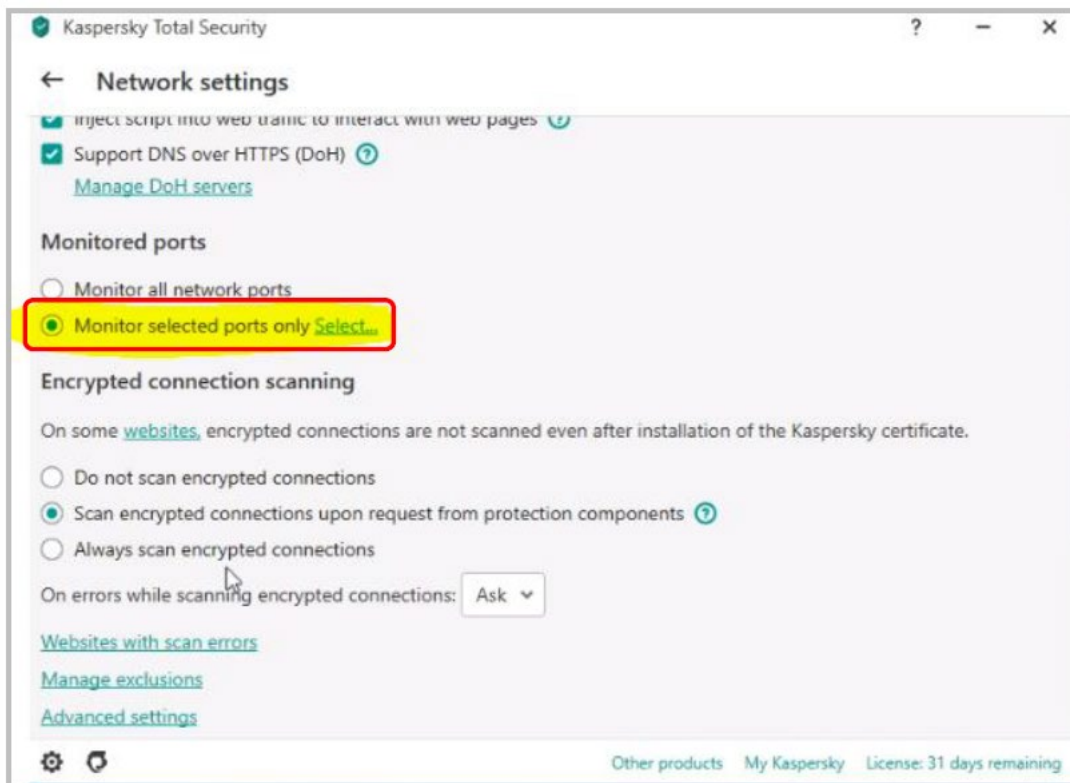


#### 4. Click Networks

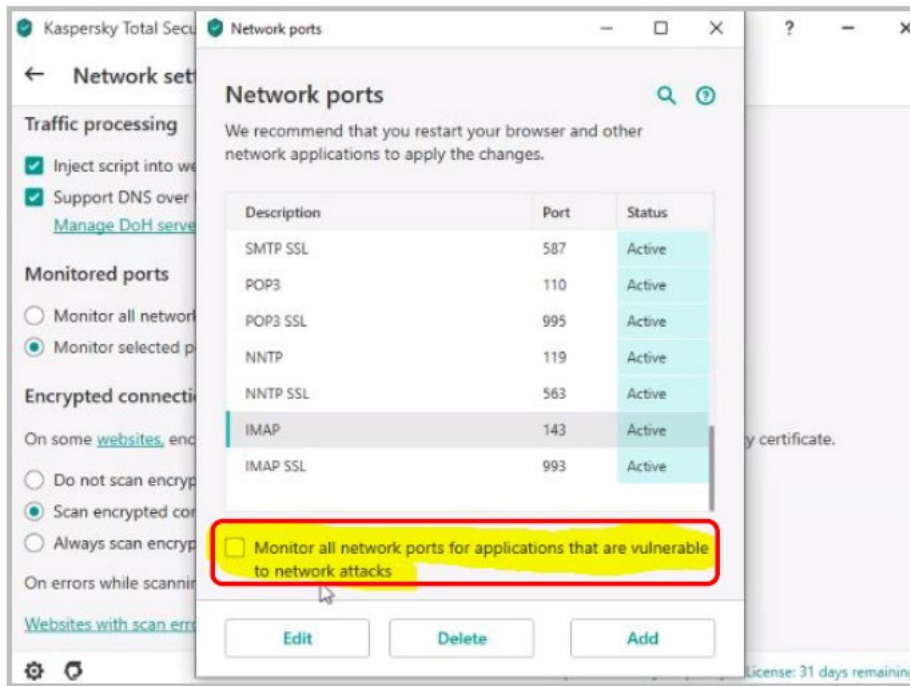


#### 5. Scroll down to Monitored ports.

#### 6. Next to Monitor selected ports only, click on the [Select...](#) hyperlink.



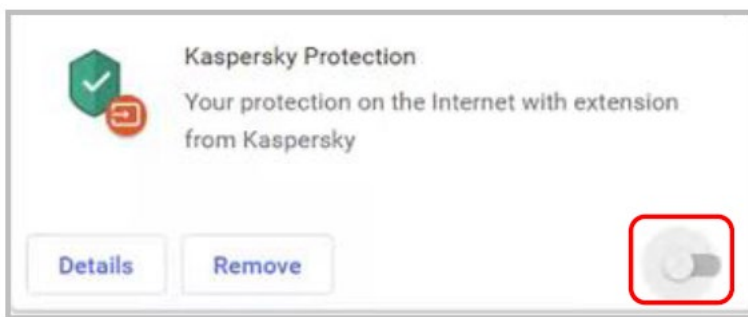
7. Uncheck the box “Monitor all network ports for applications that are vulnerable to network attacks”.



8. Relaunch the browser.

## Kaspersky Protection Browser Extension

When Kaspersky Labs is installed, there is a web extension that automatically installs called Kaspersky Protection. Kaspersky Protection is an additional security feature that works in tandem with the Kaspersky web filter. When the Kaspersky Protection add-on is enabled the SCM service for Commercial Remote Deposit is unable to load. This add-on is a non-essential security feature that does not do anything the web filter for Kaspersky does not already take care of. Disabling this add-on is the recommended course of action.



### To Disable this extension in Chrome

1. Navigate to `chrome://extensions/`
2. Click on the button in the bottom right corner so it is no longer highlighted blue.

### To Disable the extension in Microsoft Edge

1. Navigate to `edge://extensions/`
2. Click on the button in the bottom right corner so it is no longer highlighted blue.

### To Disable the extension in Firefox

1. Navigate to `about: addons`
2. Click the disable button.