

Realist Technical Support



Realist and Kaspersky Internet Security

Symptoms: Some users with Kaspersky Internet Security attempt to load Realist but application stalls at 15%

Cause: Kaspersky has blocked required files from Installing

Solution:

1. Right click on the Kaspersky system tray icon



2. Click Settings
3. Select Web Antivirus
4. click the Settings button
5. click the Trusted URL's tab
6. Add the following url's to the 'do not scan' list

*.realist.com

Occasionally you may need to conduct the above steps plus clear cache files in IE.