

Antivirus Updates

Antivirus security software may block internet connection. This could occur after automatic virus updates. ComSpan strongly encourages all customers to use and update antivirus software. In the event you lose internet connectivity it may be needed to temporarily disable the antivirus software to determine if the software is blocking your internet connectivity

All antivirus security software is different but generally you can disable antivirus software by right clicking on the antivirus icon and uncheck "Enable Auto-Protect" The exact phrasing to disable software may vary between manufacture of software.



Once anti-virus software is disabled you may attempt verification of your internet connectivity. If internet connectivity is restored it is recommended you contact your antivirus support for assistance. If internet connectivity is not restored contact ComSpan Customer Support at 541-329-0229

It is strongly recommended that you enable your antivirus software immediately after testing internet connectivity.