

Technical Support Article

Article Number - 00012-2010

Date - 10th Aug 2010

Article applies to - **WL50, WL400 and WL500 Wifi Adaptors**

ISSUE: **Kaspersky Anti-Virus stops Wifi adaptors working correctly**

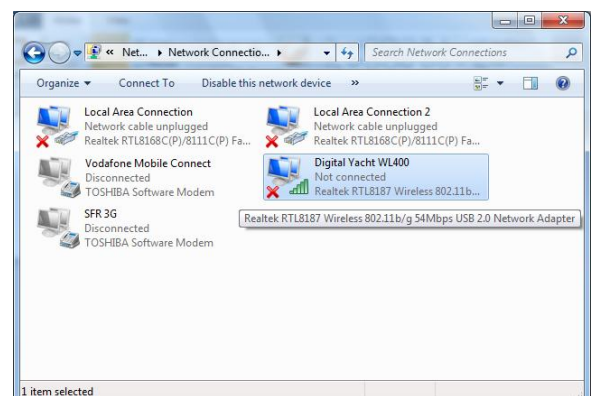
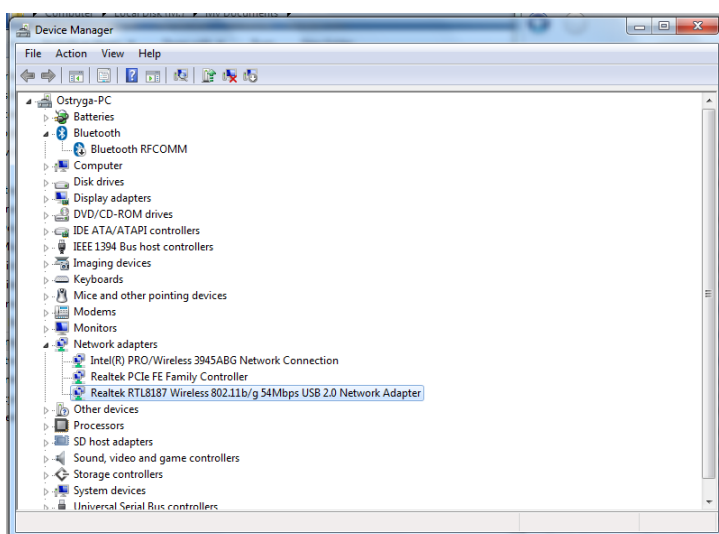
If after installing a Digital Yacht Wifi Adaptor, you find that the drivers appear to be installed correctly, the adaptor is listed in the Network Connections BUT you still cannot see the Adaptor or any of the available wireless networks in the Windows Connection Manager, then you may have a problem with your anti-virus software inhibiting your newly installed wireless adaptor from being enabled correctly.

This fault has been conclusively traced to the “Kaspersky NDIS 6 Filter” which can cause problems with quite a large number of makes of Wireless Adaptors. On laptops, it does not block the original internal adaptor but subsequently installed adaptors are disabled. So far other anti-virus software has not been found to cause this problem, but if you have Kaspersky AV software installed, then you should carefully follow this technical note to fix the problem.

If you do not have Kaspersky AV software but you are seeing similar fault symptoms please contact support@digityacht.co.uk

SYMPTOMS:

The Wireless Adaptor appears to be installed OK in Device Manager and is displayed in the Network Connections window – see images below;

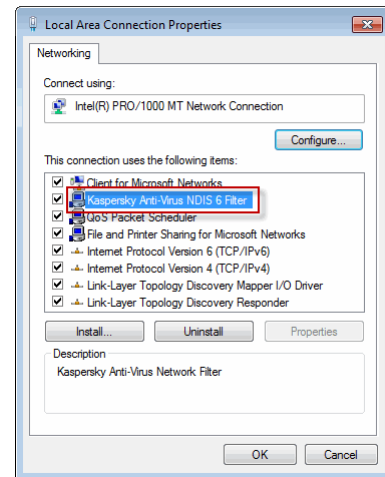
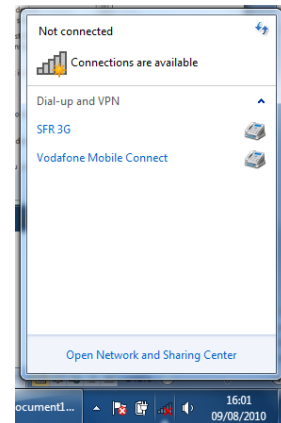


However, when you click on the Wireless Connections Icon in the lower right hand corner of the desktop, the WL400 is not listed as an enabled adaptor and none of the surrounding wireless networks are listed – see the image on the next page.

The reason that the Wireless Adaptor is not shown, is that the Kaspersky NDIS 6 Filter has filtered it out of the available wireless adaptors. In order to get the wireless adaptor to work properly, we will need to disable (but not uninstall) the Kaspersky NDIS 6 Filter, as shown in the procedure below.

Once completed, the Digital Yacht Wireless Adaptor should work perfectly and appear in the Wireless Connections Manager.

- 1) Go to Network Connections and right click on your computers main network adaptor and select properties
- 2) You should see a window like the one opposite
- 3) Click on the tick box next to the Kaspersky NDIS 6 Filter entry. Do not uninstall this feature simply disable it by un-ticking the tick box
- 4) Repeat this for any other network adaptors listed
- 5) Once all adaptors have had the Kaspersky NDIS 6 Filter turned off, reboot your computer
- 6) Your Digital Yacht Wireless Adaptor should now work correctly



Kaspersky are apparently aware of this problem but so far have not released a fix. Some end users have uninstalled Kaspersky and then reinstalled it after installing a new network adaptor and this apparently works OK but Digital Yacht cannot confirm that this is the case.