

# KellyDown Tips

Periodic tips to help you use KellyDown more effectively

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## KellyDown and Windows Defender™

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**Question:** I am trying to install KellyDown on to my computer but Windows Defender keeps deleting the setup file during the install causing the installer to display an error message.

**Problem:** By default, Windows Defender and other anti-virus applications prevent executable files that have been downloaded from the internet from running on your computer. In order to allow KellyDown to be installed and then run on your computer, you need to exclude the **KellyDown Documents** folder from the list of restricted files or folders.

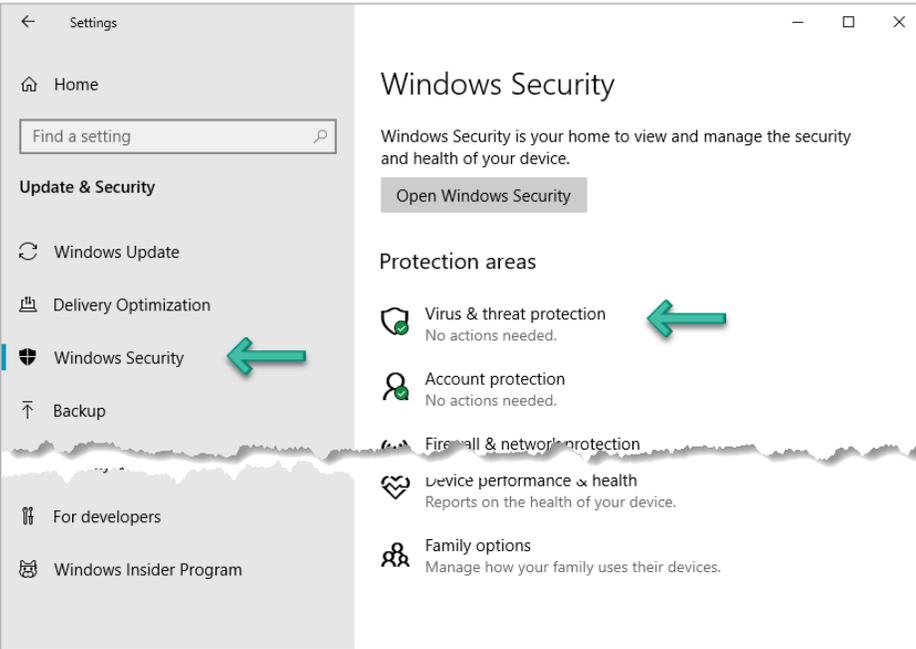
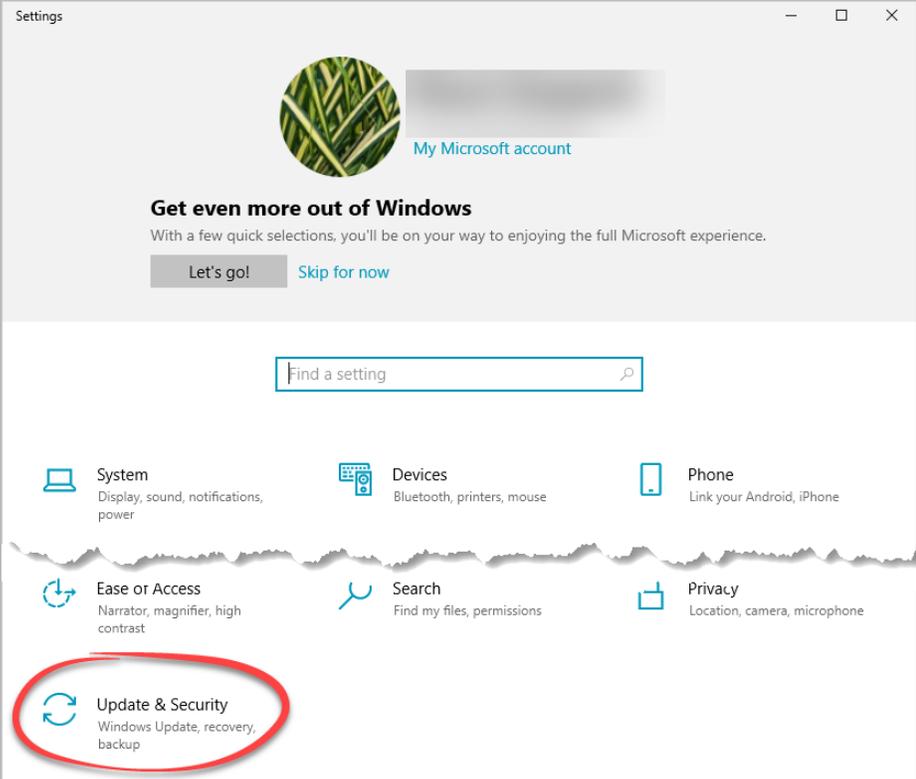
**Solution:** Add the **KellyDown Documents** folder to the list of excluded files and folders. This will allow KellyDown to run and also to download and install new software updates and manuals etc.

**Important:** Microsoft recently introduced a new security mode for Windows 10 and Windows 11 Home editions named **S Mode**, which prevents any applications from being installed onto the computer unless they have been downloaded from the Microsoft Windows online store. Please see the end of this document for instructions on how to switch **S-Mode** off so KellyDown may be installed onto Windows 11 Home computers.

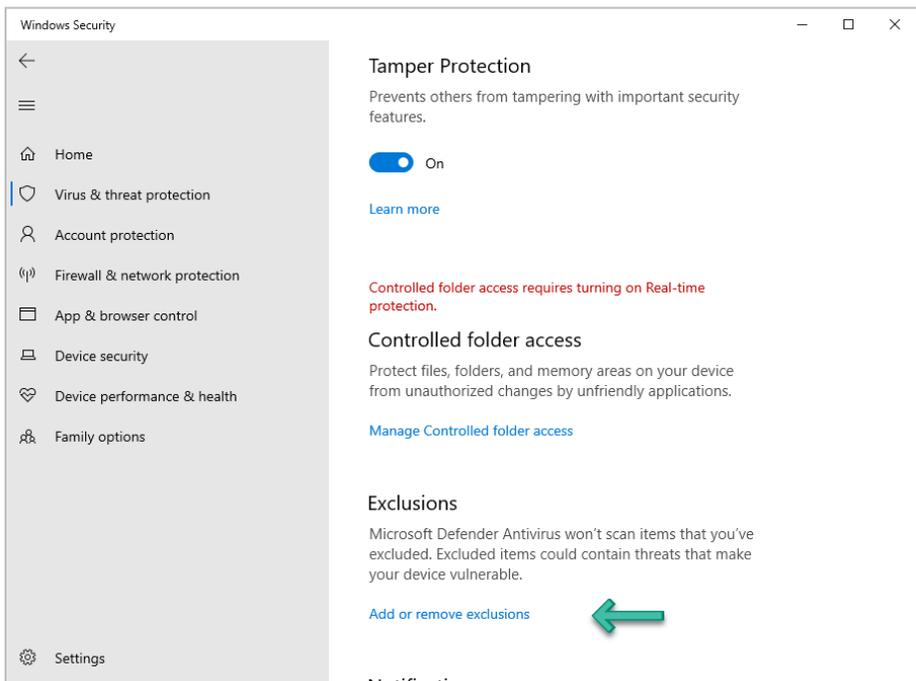
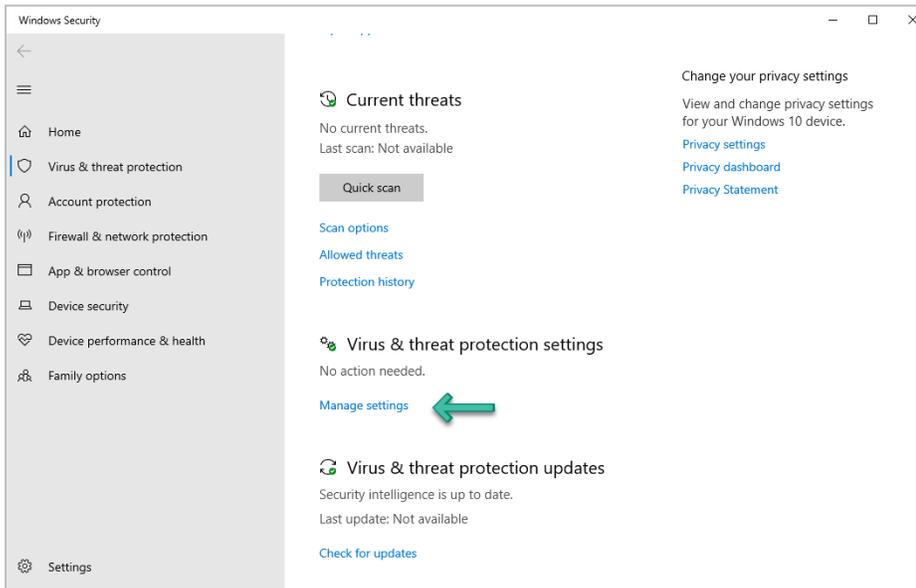
**Tip:** many computers come with an evaluation copy of McAfee virus security preinstalled. If you have no intention of using McAfee, we recommend you uninstall it and use the default **Windows Defender** instead, which is arguably as good as other anti-virus solutions, especially on Windows 11. Once you uninstall McAfee, you can continue to follow the instructions shown below to exclude the KellyDown Documents folder from scanning and also reconfigure your computer so KellyDown is running outside of OneDrive folder. If you do intend to use McAfee virus security, please see specific instructions later in this document.

# Excluding a folder in Windows Defender

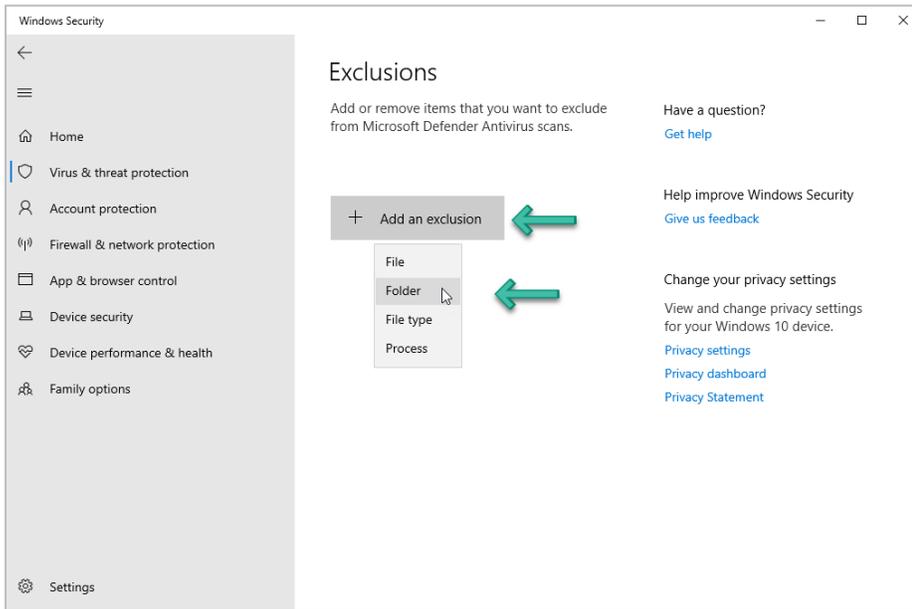
1. Go to **Start, Settings, Update & Security, Windows Security, Virus & threat protection.**



## 2. Select **Manage settings** and then under **Exclusions**, select **Add or remove exclusions**



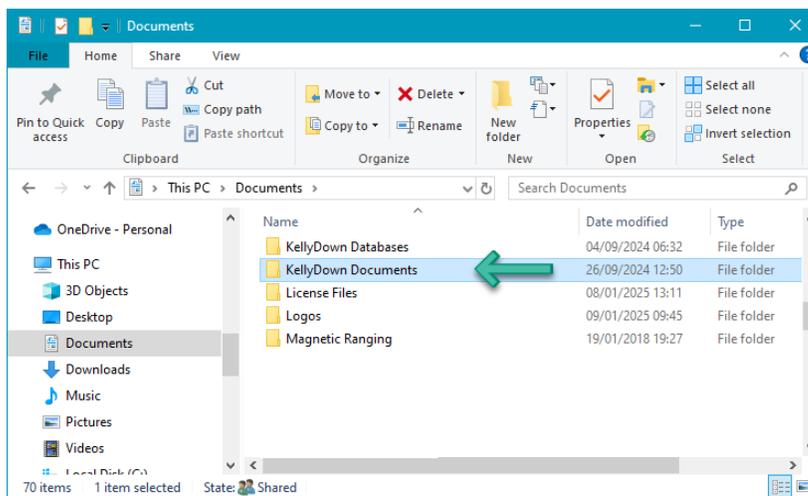
3. Click on **Add an exclusion** and select **Folder** from the drop-down menu.



4. Locate and select the folder that KellyDown uses to download and install updates, which by default is...

**C:\Users\Owner\Documents\KellyDown Documents**

5. Click on the **Select Folder** button.

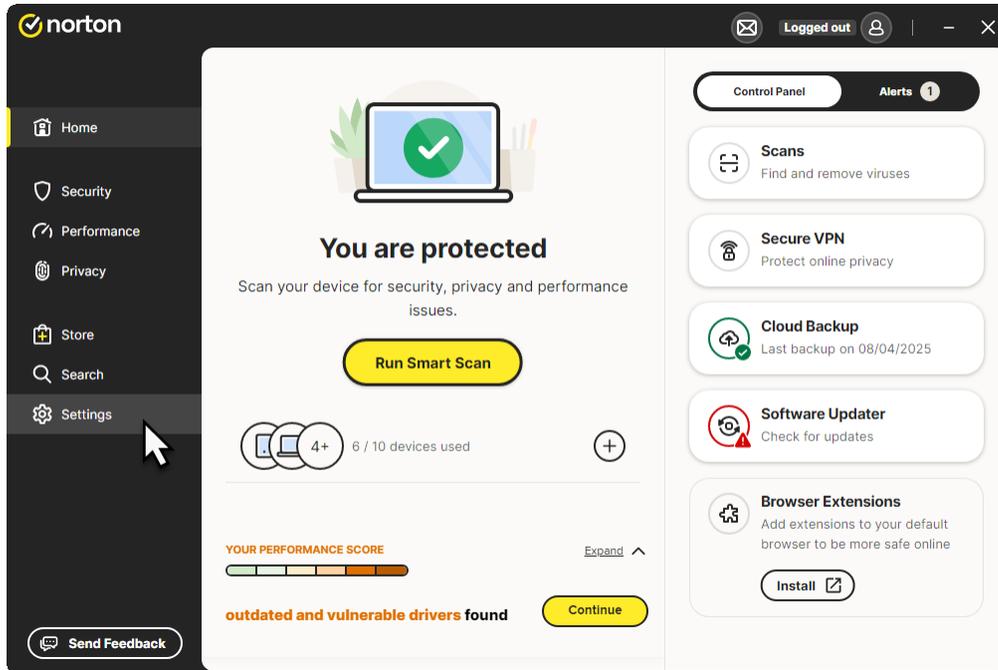


6. You should then be able to download, install and run KellyDown without any issues.

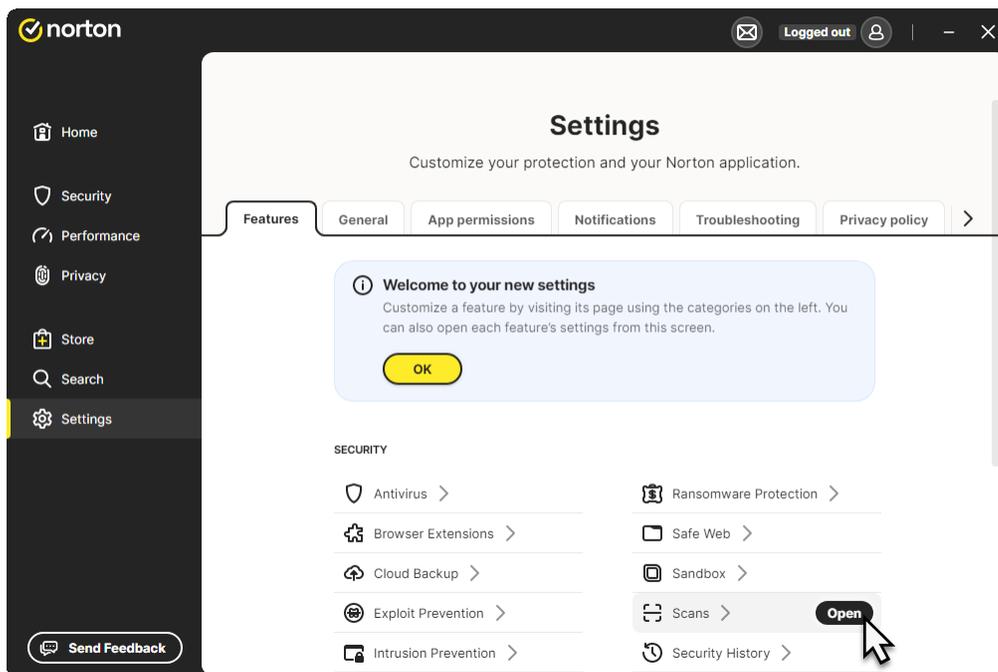
# Excluding a folder in Norton 360

To add exclusions to Norton 360, follow these steps:

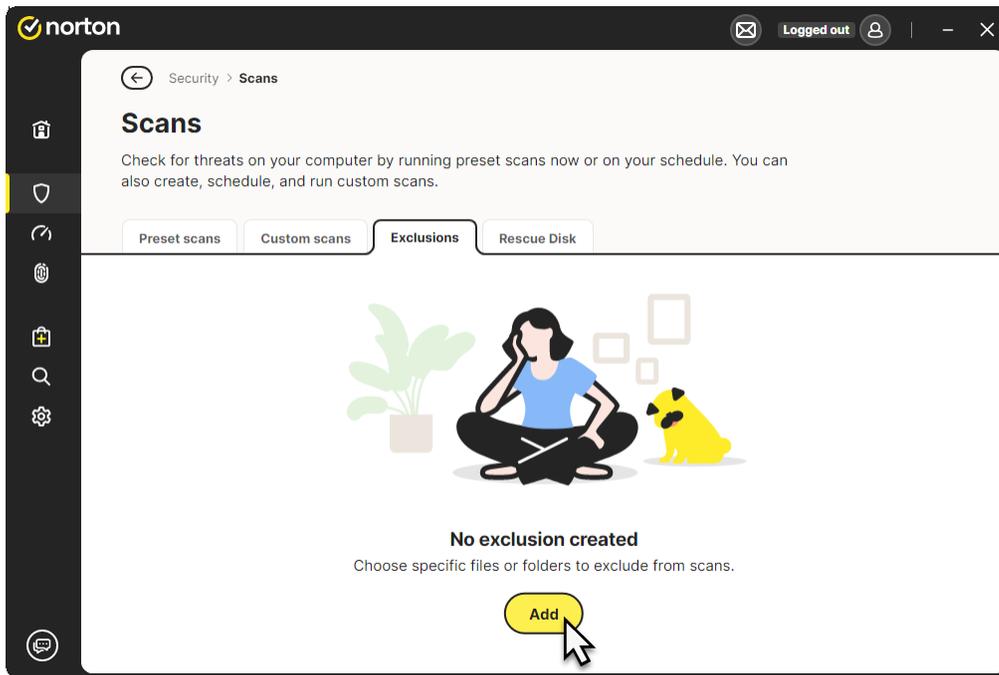
1. Open Norton 360 and click on the **Settings** link in the main window.



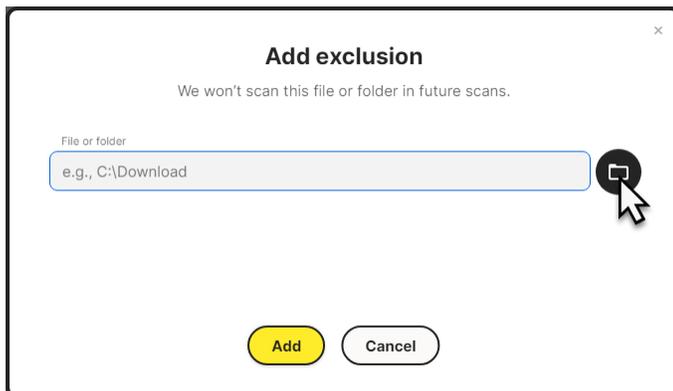
2. In Settings select **Scans** and click on **Open**.

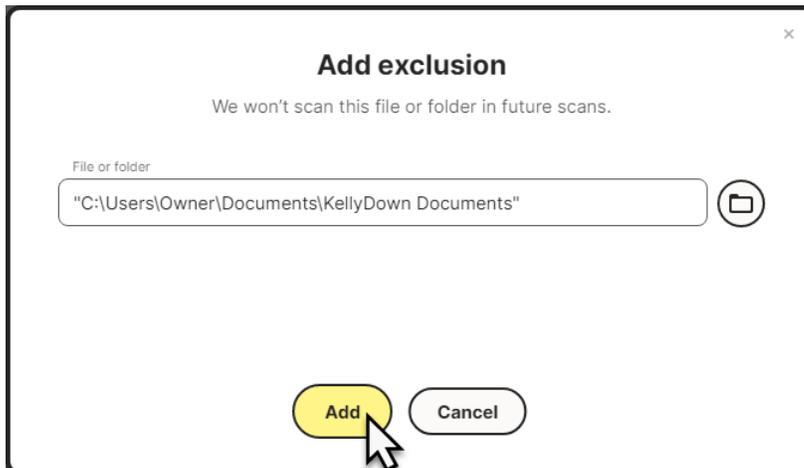
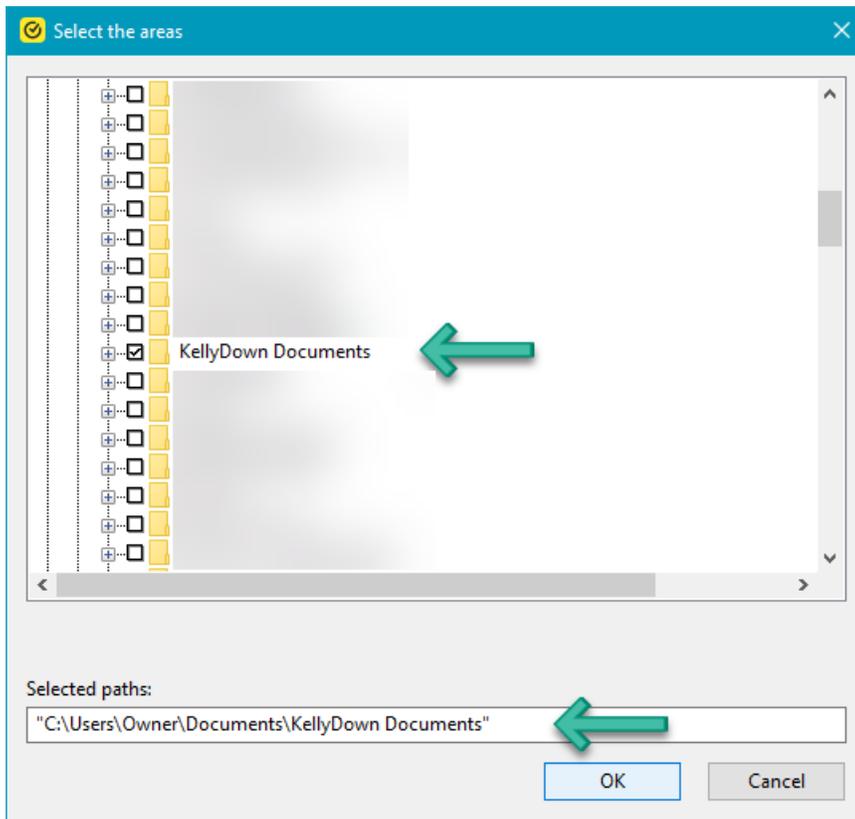


3. Select the **Exclusions** tab and click on the **Add** button.

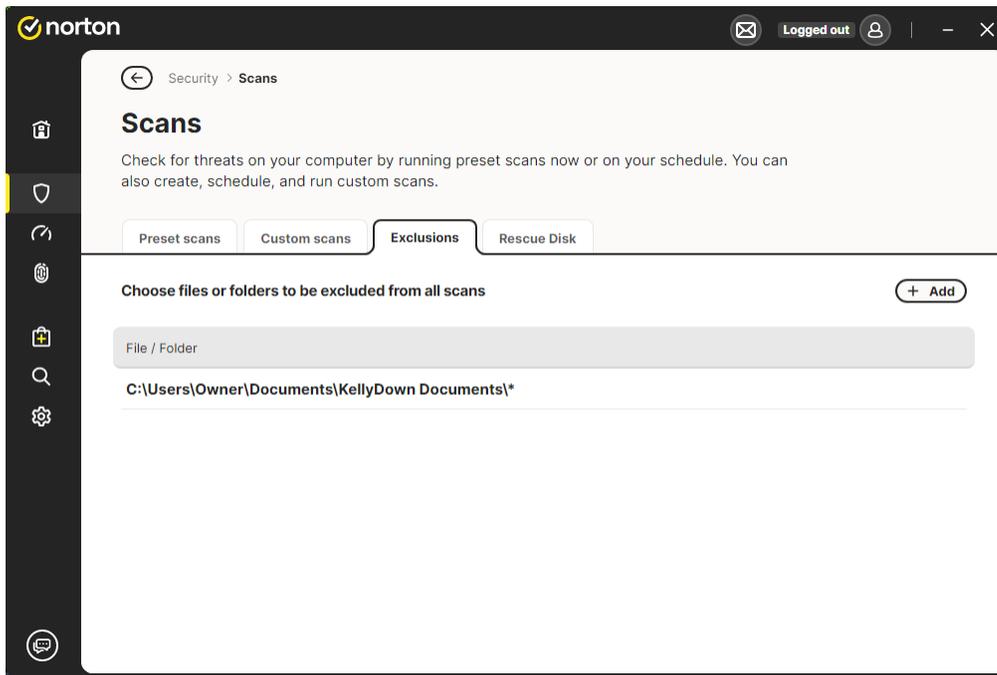


4. Click on the **Folder** button, locate the **KellyDown Documents** folder on your computer and click on the **Add** button.





5. Once the **KellyDown Documents** folder has been added, close Norton 360.



## Excluding a folder in McAfee

To add exclusions to McAfee, follow these steps:

1. Open your McAfee security software.
2. Click on **Real-Time Scanning**.
3. Under **Excluded Files**, click **Add file** and browse to select the file or folder you want to exclude from scanning.
4. Alternatively, you can add exceptions to the McAfee Firewall by going to Settings > Firewall > Internet Connections for Programs > Add.
5. This will prevent McAfee from scanning the specified files or folders.
6. To exclude an item from your scheduled scan, click Scheduled Scan, open the Excluded Files and Folders drawer, and click Add Folder.

# Microsoft Windows S Mode

1. Windows 11 in S mode is designed for security and performance, exclusively running apps from the Microsoft Store. If you want to install an app (such as KellyDown) that isn't available in the Microsoft Store, you'll need to switch out of S mode.
2. Switching out of S mode is one-way. If you make the switch, you won't be able to go back to Windows 10 or Windows 11 in S mode.
3. To switch off Windows S Mode, follow these steps:-
  - a. On your PC running Windows 11 in S mode, open **Settings, System, Activation**.
  - b. In the **Switch to Windows 11 Pro** section, select **Go to the Store**. (If you also see an "**Upgrade your edition of Windows**" section, be careful not to click the "*Go to the Store*" link that appears there.)
  - c. On the **Switch out of S mode** (or similar) page that appears in the Microsoft Store, click on the **Get** button. After you see a confirmation message on the page, you'll be able to install apps from outside of the Microsoft Store.

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If you have a question you would like answered in KellyDown Tips, reply to this email with your question.  
If you would like anything added to KellyDown to make it more useful or user friendly, reply to this email with your requests.  
You can download the latest version of KellyDown from [www.kellydown.ca](http://www.kellydown.ca)  
If you would like to be removed from this email distribution list, reply with "Unsubscribe" in the subject line.

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