

# Third Party Application Interference

Third party applications that require an “always on” connection such as an anti-virus live update program can cause a conflict. Programs that provide constant updates to applications that sit in your System Tray (lower right corner of the Windows desktop) and other such applications that require an “always on” connection, can block the SatDirect Plus client broadcast as they search for an active connection. The best way to resolve this conflict is to remove these items from your startup menu or to disable them.

**Note:** Some Anti-virus software use live update programs to update their software. These programs search for an active Internet connection to link back to the vendor’s website, so that the software can be updated constantly. Live update programs use port 4321, which is the same port used by SatDirect Plus. In order for SatDirect Plus to make and maintain a solid connection, the live update program must be disabled. This does not mean that it can not be used, what it does mean, is that it must be run manually once the end-user has established a connection to the Internet.