

# BankLens

## Troubleshooting Guide

If BankLens does not open on your system, follow these steps

### Step 1: Check if antivirus blocked it

Open Windows Security > Virus & threat protection > Protection history.  
Look for any entry mentioning 'BankLens' and click 'Allow'.

### Step 2: Unblock the downloaded file

Right-click BankLens\_Setup.exe > Properties.  
At the bottom, check if there is an 'Unblock' checkbox > Tick it > Apply > OK.  
Try running again.

### Step 3: Add exclusion in Windows Defender

Open Windows Security > Virus & threat protection > Manage settings.  
Scroll to 'Exclusions' > Add exclusion > File > Select BankLens\_Setup.exe.  
Also add exclusion for folder: %LOCALAPPDATA%\Temp\

### Step 4: If using Quick Heal / Kaspersky / Norton

Open your antivirus dashboard > Settings > Exclusions or Trusted Applications.  
Add BankLens\_Setup.exe to the trusted list.

### Step 5: Run as Administrator

Right-click BankLens\_Setup.exe > 'Run as administrator'

### Step 6: Check temp folder space

Press Win+R > Type %LOCALAPPDATA%\Temp\ > Enter.  
Ensure at least 1 GB free space on the drive.

### Step 7: If nothing works

Contact support: +91 70155 91070 or [info@nabsai.com](mailto:info@nabsai.com)  
Share your Windows version (Win+R > type winver > screenshot) and antivirus name.

## System Requirements

- Windows 10 or 11 (64-bit only)
- 4 GB RAM minimum
- 1 GB free disk space
- Internet required only for license activation (analysis runs 100% offline)