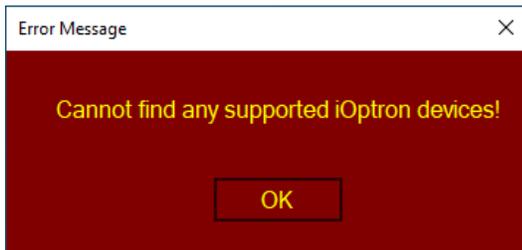


iOptron Commander Does Not Launch or Can't Find Any Mount

If you experience one of the following issues after install iOptron Commander,

1. iOptron Commander installed, but won't launch when click on it; **or**
2. iOptron Commander launched by can't find any supporting mount.



Please check the followings:

1. If the mount firmware version matches the Commander requirement.
2. If ASCOM Platform needs be upgraded.
3. If Windows .NET (dotNET) Framework 4.8 or later is installed. Please also activate .Net framework 3.5. You can run this **Environment Check** file: <https://www.ioptron.com/v/ASCOM/EnvironmentCheck.exe>.
4. Check the COM port in device manager. The COM port assigned to the mount should be disappeared if you unplug the USB cable from the computer. All other USB port is irrelevant to the mount.
5. Please disable any COM port that related to Bluetooth.
6. Check your computer USB port power management.
7. Plug a mouse into the USB2.0/3.0 port under the dovetail saddle, if there is one. Check if the port is working while the mount is connected to a computer.
8. Try a different/short/better USB cable.
9. Add the Commander File Fold and .exe and .dll files into the Exclusions/Whit List/Exception of the Windows Defender and/or AntiVirus software, if installed. Here we use **Windows Defender** as an example.

Where is the Commander Located?

After install Commander, there is a folder called iOptronCommander2017 under Local:

Windows (C:)\Users*(Your Account)*\AppDate\Local\iOptronCommander2017.

Click on Windows (C:\ and keep clicking on the folder until iOptronCommander2017. If you can't see AppData folder, it is hidden. Check the box before **Hidden items** to display it.

There are 4 files for Commander 7 and 8, and 2 files for Commander 9 that might be blocked by Windows Security.

For Commander 7 and 8:

Windows File Explorer interface showing the contents of the `iOptronCommander2017` folder. The ribbon is set to 'View' with 'Hidden items' checked. The following table lists the files and folders visible in the main pane:

Name	Date modified	Type	Size
FTDI	12/9/2021 5:16 PM	File folder	
Logs	12/10/2021 10:22 AM	File folder	
CatalogData.bin	7/12/2021 2:11 PM	BIN File	
iOptron Commander 2017.exe	9/26/2021 11:42 AM	Application	
iOptron Commander Launcher.exe	9/23/2021 2:05 PM	Application	
iOptron Update History.txt	9/27/2021 12:11 AM	Text Document	
iOptronLibrary1.dll	9/26/2021 10:07 AM	Application extension	
PortCheck.exe	9/26/2021 10:34 AM	Application	
unins000.dat	12/9/2021 5:16 PM	DAT File	
unins000.exe	12/9/2021 5:16 PM	Application	

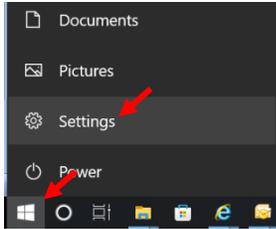
For Commander 9:

Windows File Explorer interface showing the contents of the `iOptronCommander2017` folder. The ribbon is set to 'View' with 'Hidden items' checked. The following table lists the files and folders visible in the main pane:

Name	Date modified	Type	Size
FTDI	1/30/2023 5:00 PM	File folder	
Logs	1/30/2023 5:15 PM	File folder	
PL23XX	1/30/2023 5:00 PM	File folder	
Resources	1/30/2023 5:00 PM	File folder	
CatalogData.bin	7/12/2021 2:11 PM	BIN File	
iOptron Commander 2017.exe	1/30/2023 2:27 PM	Application	
iOptron Update History.txt	1/30/2023 2:30 PM	Text Document	
PortCheck.exe	1/30/2023 1:56 PM	Application	
unins006.dat	1/30/2023 5:00 PM	DAT File	
unins006.exe	1/30/2023 5:00 PM	Application	

How to Add a Folder or Files into Windows Defender Exclusion List?

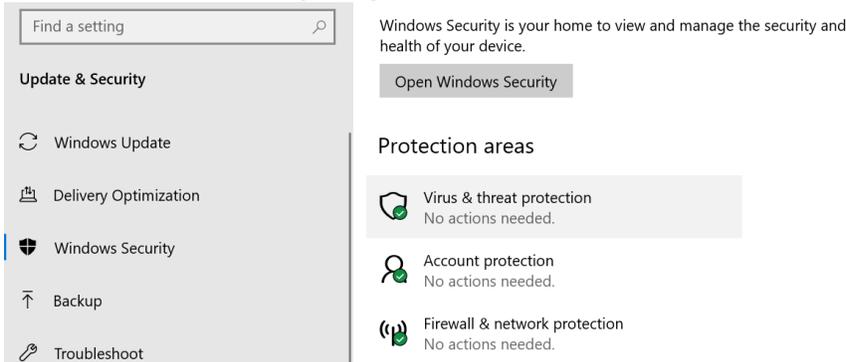
1. Click on the Window logo and select **Settings**



2. Click on **Update & Security**



3. Click on **Windows Security** in right column, then click on **Virus & threat protection**



4. Click on **Manage settings** under **Virus & threat protection**

 Virus & threat protection settings

No action needed.

[Manage settings](#)

5. Move down to click on **Add or remove exclusions** under **Exclusions**

Exclusions

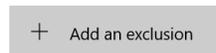
Microsoft Defender Antivirus won't scan items that you've excluded. Excluded items could contain threats that make your device vulnerable.

[Add or remove exclusions](#)

6. Now use **Add an exclusion** to add a folder or a file

Exclusions

Add or remove items that you want to exclude from Microsoft Defender Antivirus scans.



7. Reinstall iOptron Commander. You may try installing it using Administrator.