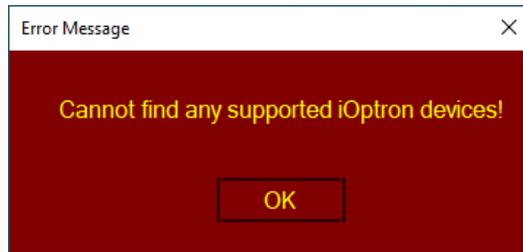


Commander 7.0.0.0 Does Not Launch or Can't Find Any Mount

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

1. iOptron Commander installed, but won't launch when click on it;
2. iOptron Commander launched by can't find any supporting mount even with the correct firmware and Commander version.



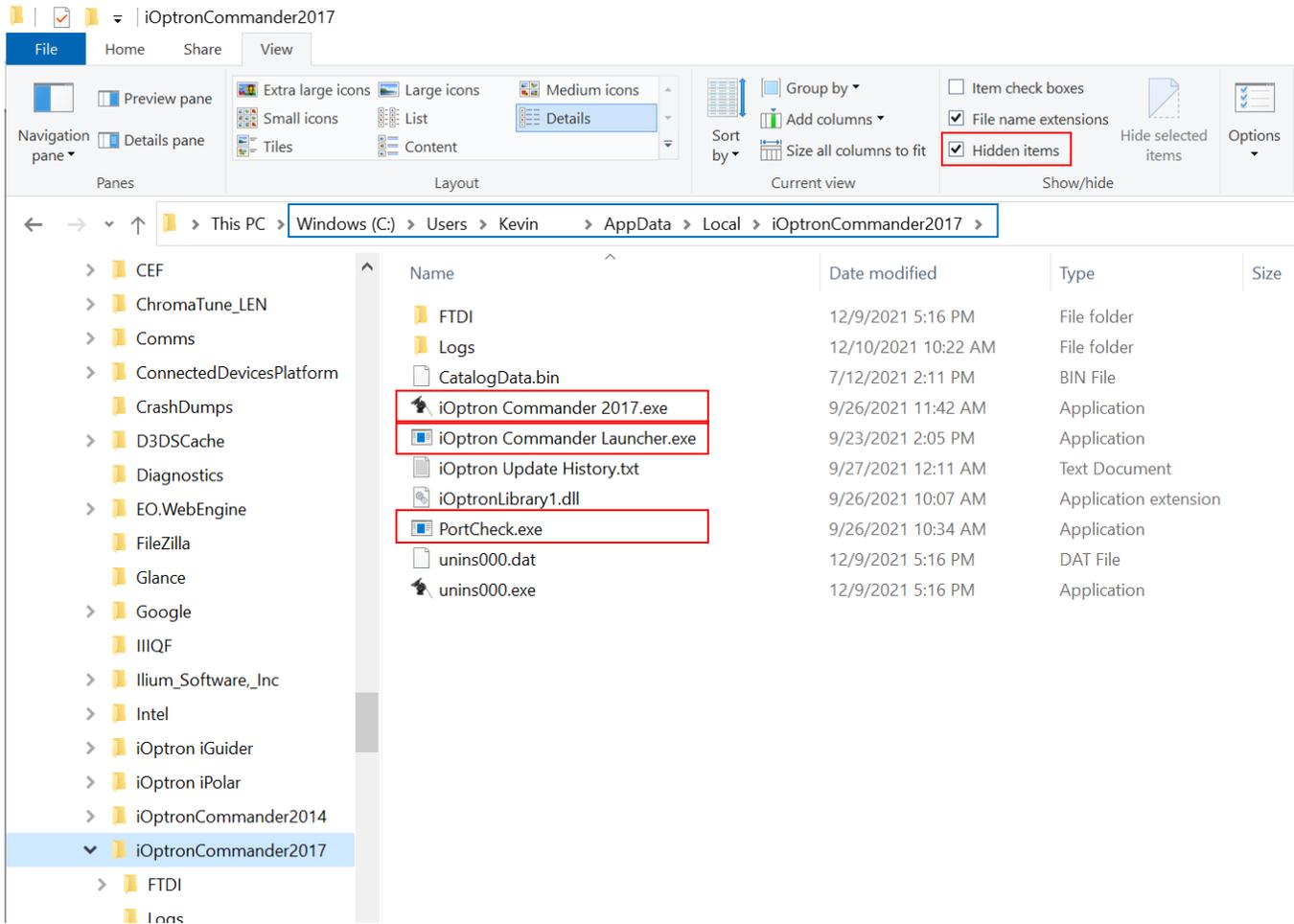
Please check the followings:

1. Check if Windows .NET (dotNET) Framework 4.8 or later installed. Please also activate .Net framework 3.5. You can run this **Environment Check** file: <https://www.ioptron.com/v/ASCOM/EnvironmentCheck.exe>
2. 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.
3. Please disable any COM port that related to Bluetooth.
4. To check if the USB hub is working, you may plug a mouse into the USB2.0/3.0 port under the dovetail saddle while the mount is connected to a computer.
5. Try a different/short/better USB cable.
6. Add the Commander File Fold and 3 exe 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:

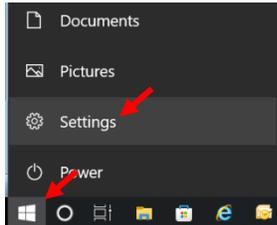
Windows (C:)\Users\Your Account\AppData\Local\iOptronCommander2017. There are 3 excitable files which might be blocked by Windows Security.



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

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

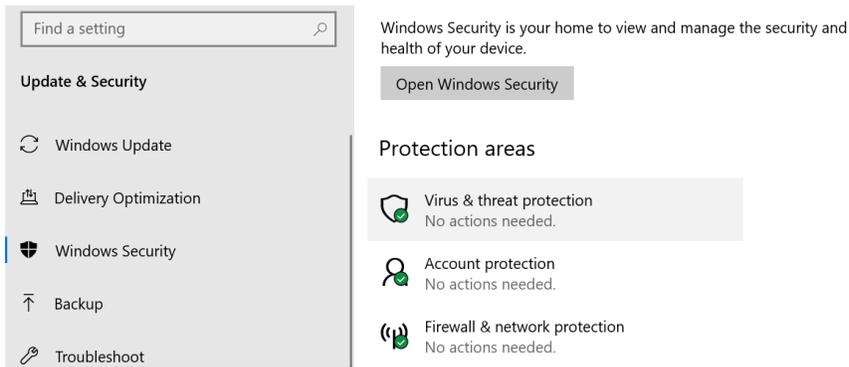
1. Click on the Window logo and select **Settings**



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

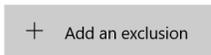
Microsoft Defender Antivirus won't scan items that you've excluded.
Excluded items could contain threats that make your device vulnerable.

[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.