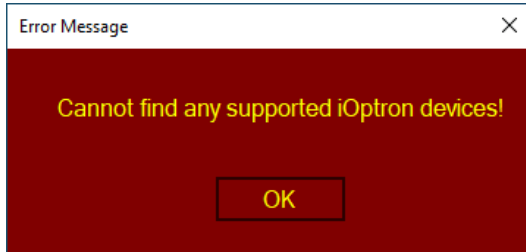# Commander 7.0.0.0 Does Not Launch or Can't Find Any Mount

If you experience one of the following issues after install iOptron Commander, most likely your computer Windows Defender or antivirus software is identified the installation file contains a virus or blocking one of the components.

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.
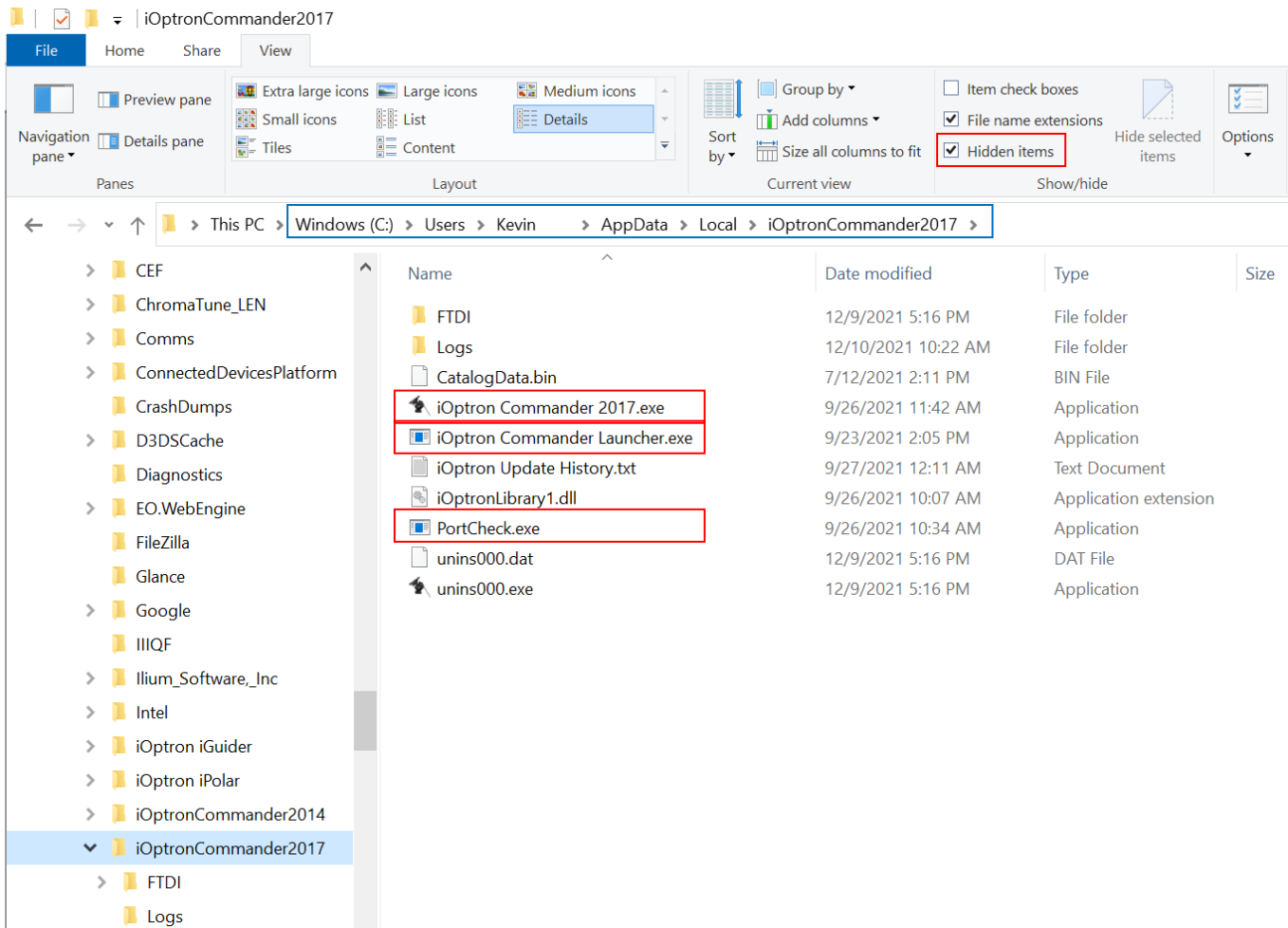

Please try to add the Commander File Fold and/or 3 exe files into the Exclusions/Whit List/Exception of the AntiVirus software. Here we use **Windows Defender** as an example.

Where is the Commander Located?

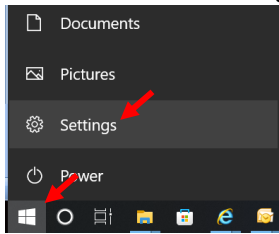After install Commander, there is a folder called iOptronCommander2017 under Local:

Windows (C:)\Users\(Your Account)\AppDate\Local\iOptronCommander2017. There are 3 excitable files which might be blocked by Windows Security.
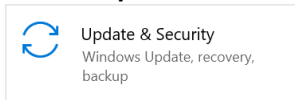
Click on Windows (C☺ and keep click on the folder until iOptronCommander2017. If you can't see AppData folder, it is hidden. Check the box before **Hidden items** to display it.

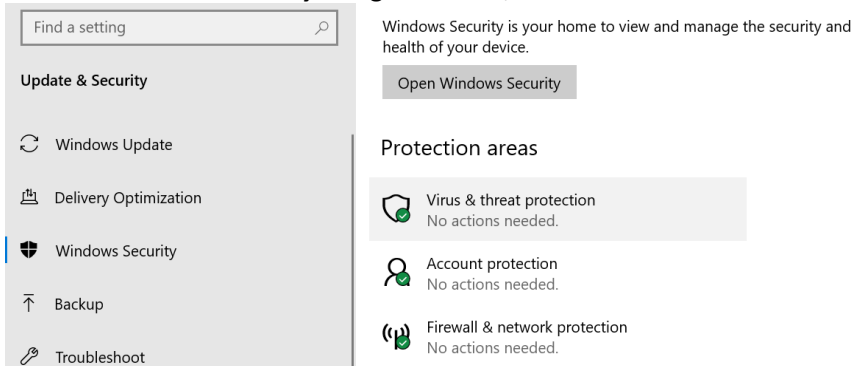**How to Add a Folder or Files into Windows Defender Exclusion List?**

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*

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

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

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