

Unable to open UmViewer software after installed.

UmViewer Version:	1.080 or later
Driver Version:	CP210 11.1.0.53 or later

Question: Double Click on UmViewer but no response

Answer: If driver is installed and microscope device is found, but PC still not able to turn on UmViewer software. There are 3 possibilities caused fail to open UmViewer software.

- Anti-Virus software
- Firewall
- PC higher restriction managed by MIS engineer.

You may temporarily close (a) Anti-Virus software and (b) Firewall, and add UmViewer into Safe List.

If your PC is managed by (c) MIS engineer, please ask MIS engineer to allow UmViewer software access to this user.

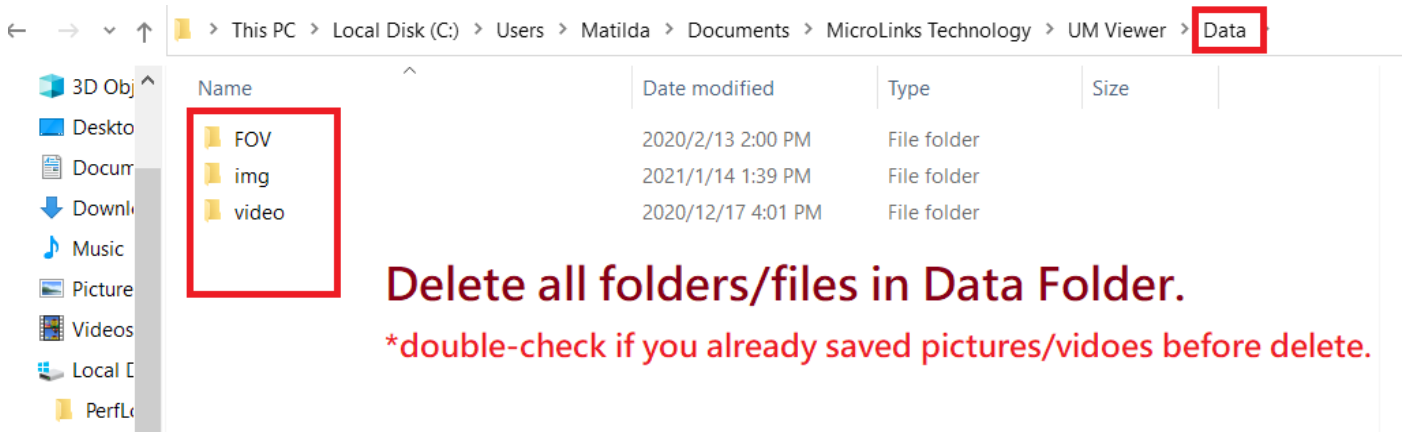
Question: I was able to use UmViewer but no response this time.

Answer: If you ever operated UmViewer, suddenly unable to open UmViewer again. Or during operating, an Error caution message jumped out, close the Error message but UmViewer never open again.

This might cause by error data was created.

Please "Delete" the Data Folder under MicroLinks Technology manually. Before you delete the folders, please copy the photos/video file firstly.

** Path: [Local Disk>User>Document>MicroLinks>UmViewer>Data](#)

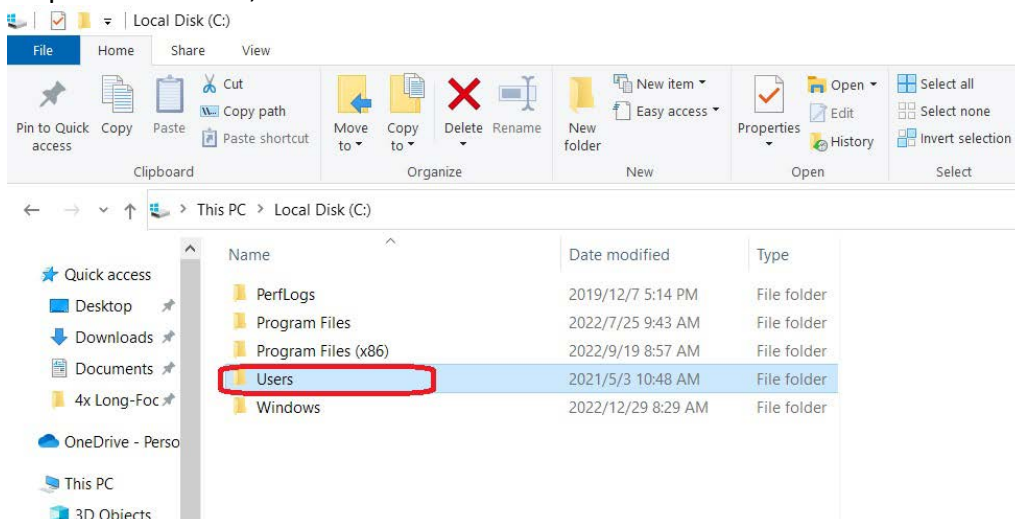


Name	Date modified	Type	Size
FOV	2020/2/13 2:00 PM	File folder	
img	2021/1/14 1:39 PM	File folder	
video	2020/12/17 4:01 PM	File folder	

Delete all folders/files in Data Folder.
**double-check if you already saved pictures/videos before delete.*

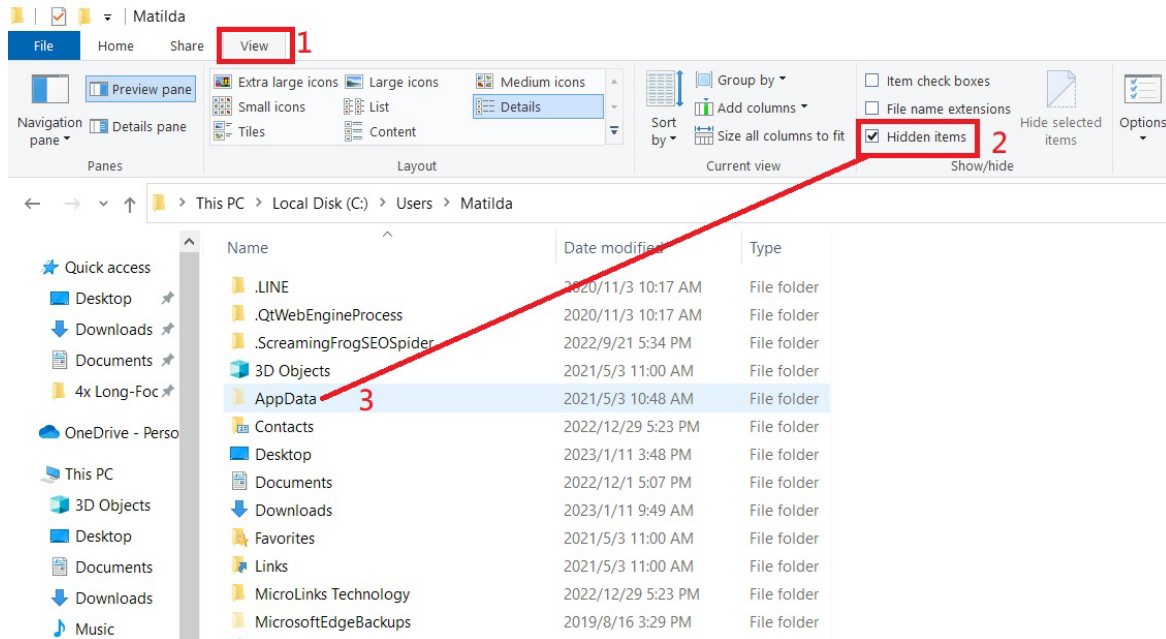
***If you do not find Umviewer Folder, Please setup in your Local Disk (C:).**

Steps: Go to Disk C, find out user account which installed UmViewer software.



Name	Date modified	Type
PerfLogs	2019/12/7 5:14 PM	File folder
Program Files	2022/7/25 9:43 AM	File folder
Program Files (x86)	2022/9/19 8:57 AM	File folder
Users	2021/5/3 10:48 AM	File folder
Windows	2022/12/29 8:29 AM	File folder

Select Tab **“1. View”**> Choose **“2. Clicked Hidden Items”** > **“3. See AppData”**.



Enter **AppData** folder> Enter **Roaming** > Enter **“MicroLinks Technology”** > Enter **“UmViewer”** >Backup the image, video data > **Delete folder**.

