



Knowledge Article

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Product Family: C-More EA9 Software

Number: KB-EA-001

Subject: EA9 Software communications issues with Win 10

Date Issued: March 31, 2021

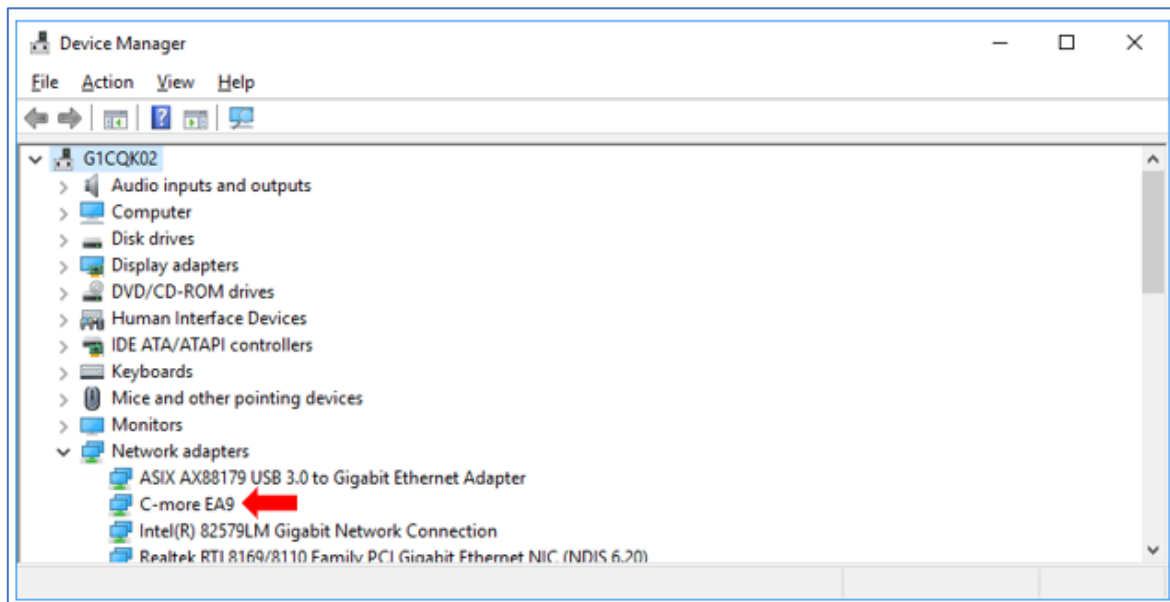
Problem:

Installed C-More EA9 software but cannot connect to the panel using USB or Ethernet.

Answer:

When installing the EA9 software, you need to disable the virus/security/firewall settings on your computer. Those software packages can prevent the C-More software from being installed correctly. The installer must create folders, change Windows Registry Entries, etc., and if the PC is locked down with virus/security/firewall software, the installer cannot do its job correctly, and the installation will not be correct. Make sure those are disabled when installing the EA9 software. If you did not do that originally, that might be an issue.

To test the EA9 software installation, go to Windows Device Manager. Plug in a USB programming cable to the EA9 panel and you should see "C-More EA9" show up under "Network Adapters". If it shows up, then you know that the driver is loaded, your cable is good, and the panel is responding. It should be under "Network Adapters". If it shows up someplace else, then it is not correct.





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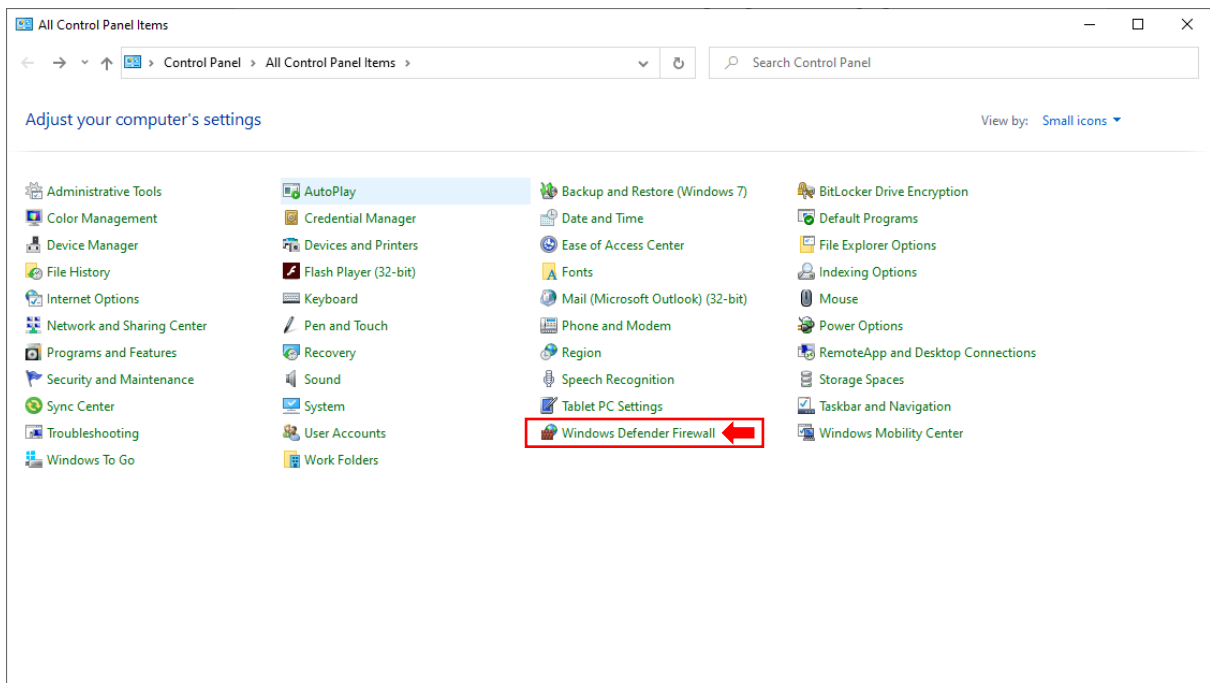
If it does not show up in "Network Adapters", then you might have to reinstall the software, or at least the USB driver. The latest software and driver downloads can be found at <https://www.automationdirect.com/support/software-downloads>. Even if you ultimately want to use the ethernet connection, using the USB connection will test the software/driver installation.

The next step is to check and see if Windows is blocking the communications. The Windows Defender Firewall settings is for **both** USB and Ethernet communications. There are two methods for changing the Defender Firewall settings. Method 1 should work, but if it does not, you will need to use Method 2.

Note: You might need your IT department to change these settings, depending on your Windows security settings.

Method 1: Windows Defender Firewall (Non-Advanced Settings)

1. Open Windows Control Panel and select "Windows Defender Firewall"



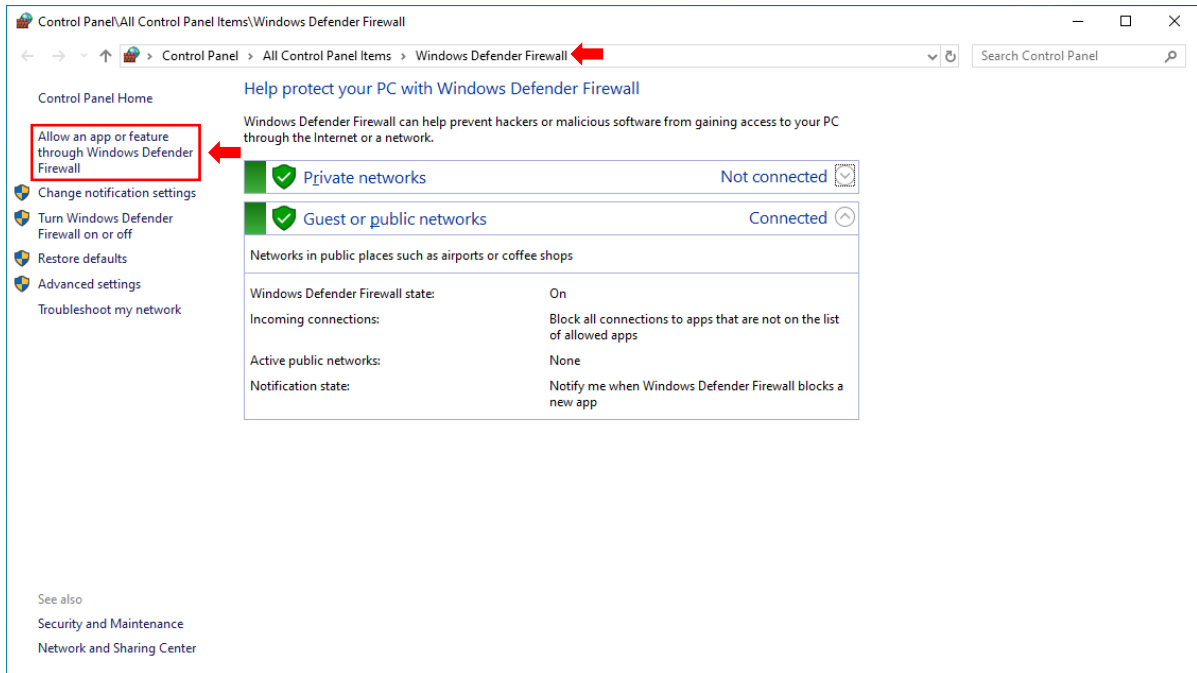
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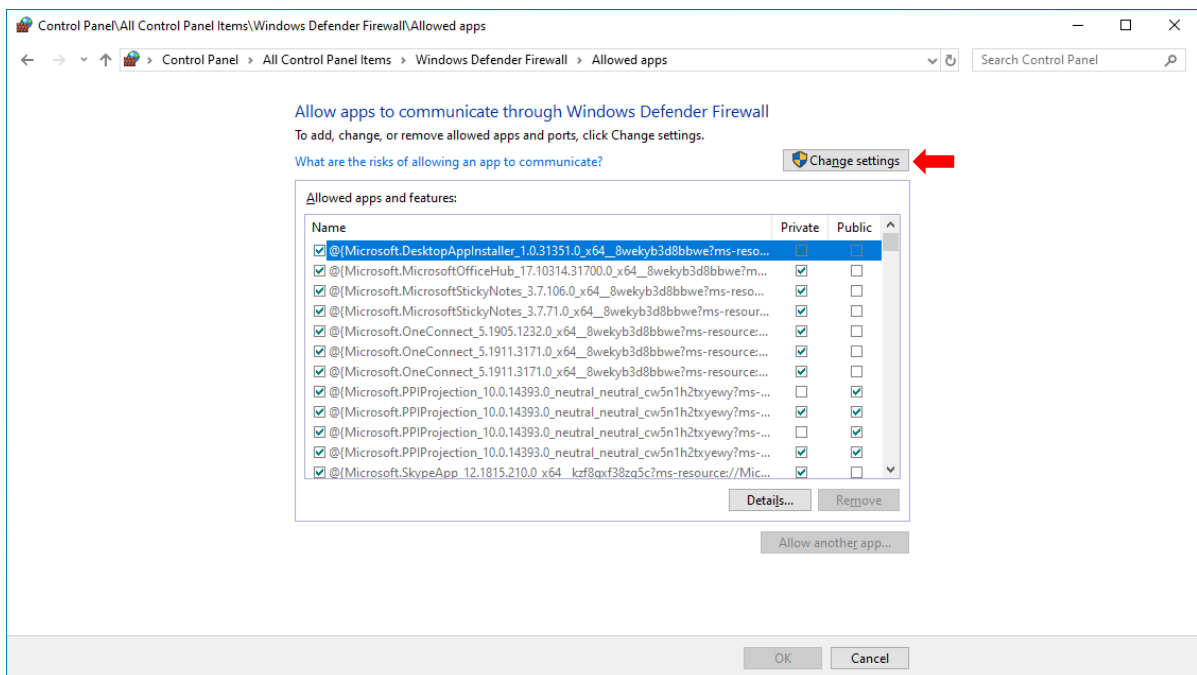
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2. Select "Allow an app or feature..."



3. Next, select "Change Settings" button



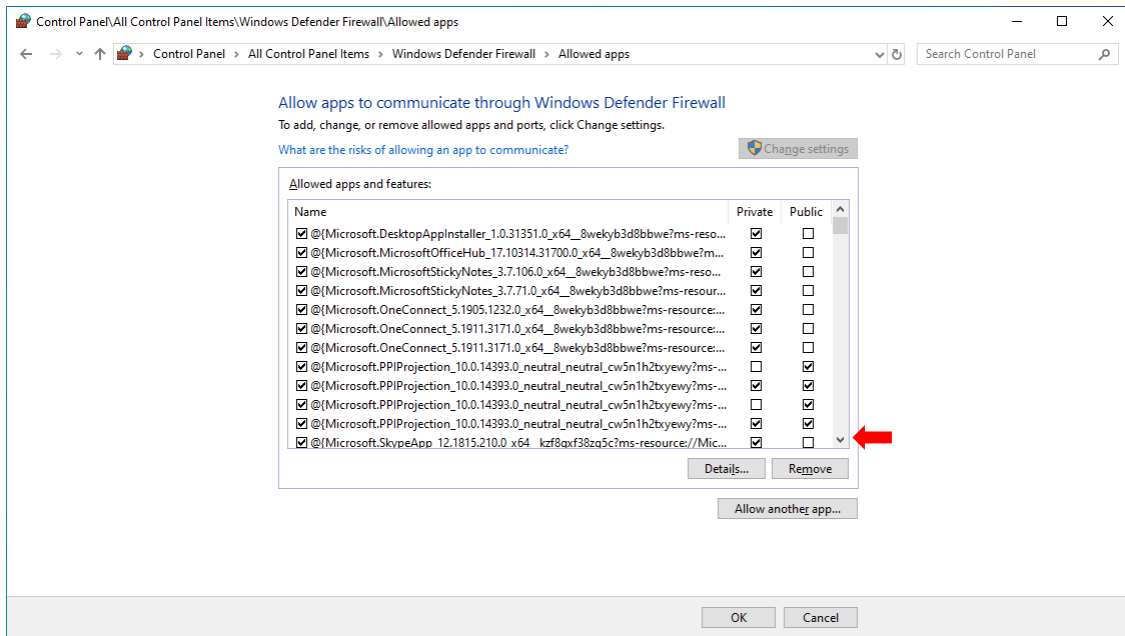
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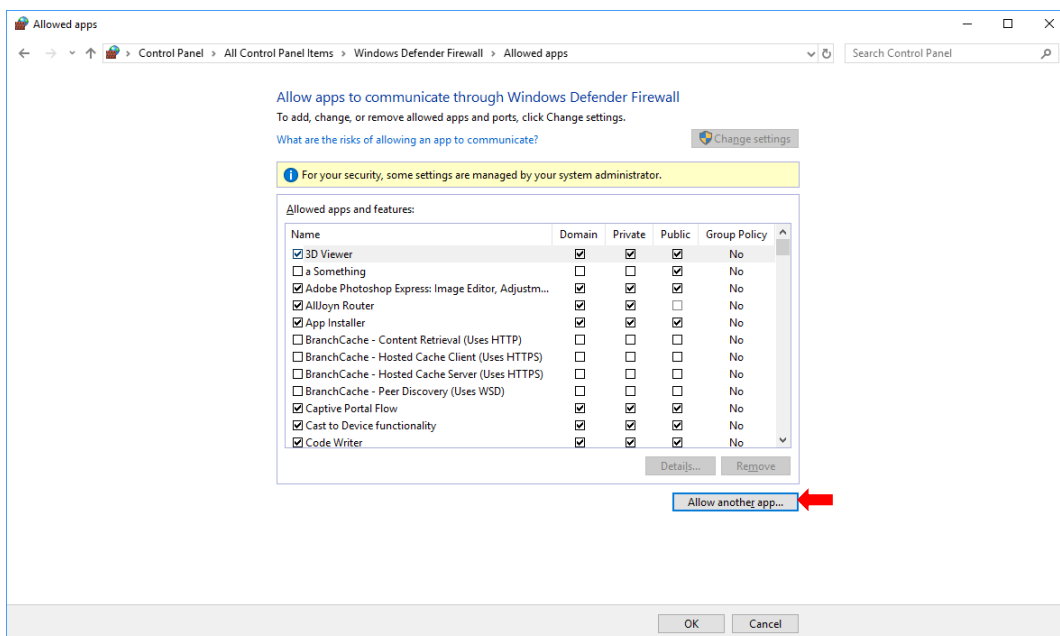
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4. Scroll down the list and look for "C-More Programming Software Application". If the C-More selection is *not* there, you will need to add it. If the C-More selection is there, jump to Step 9.



5. Select "Allow another app" button



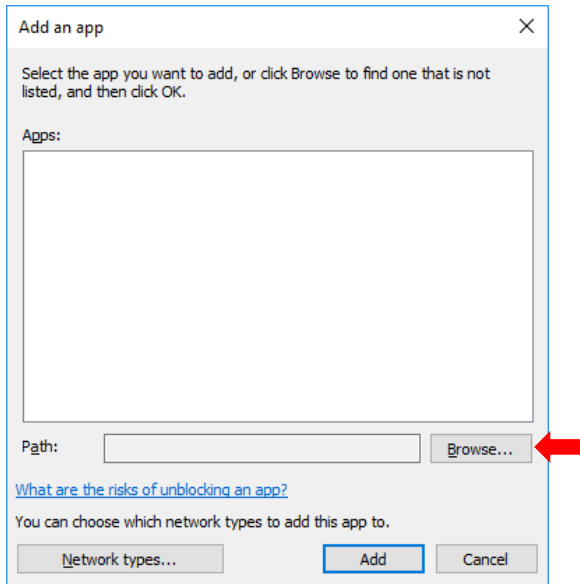
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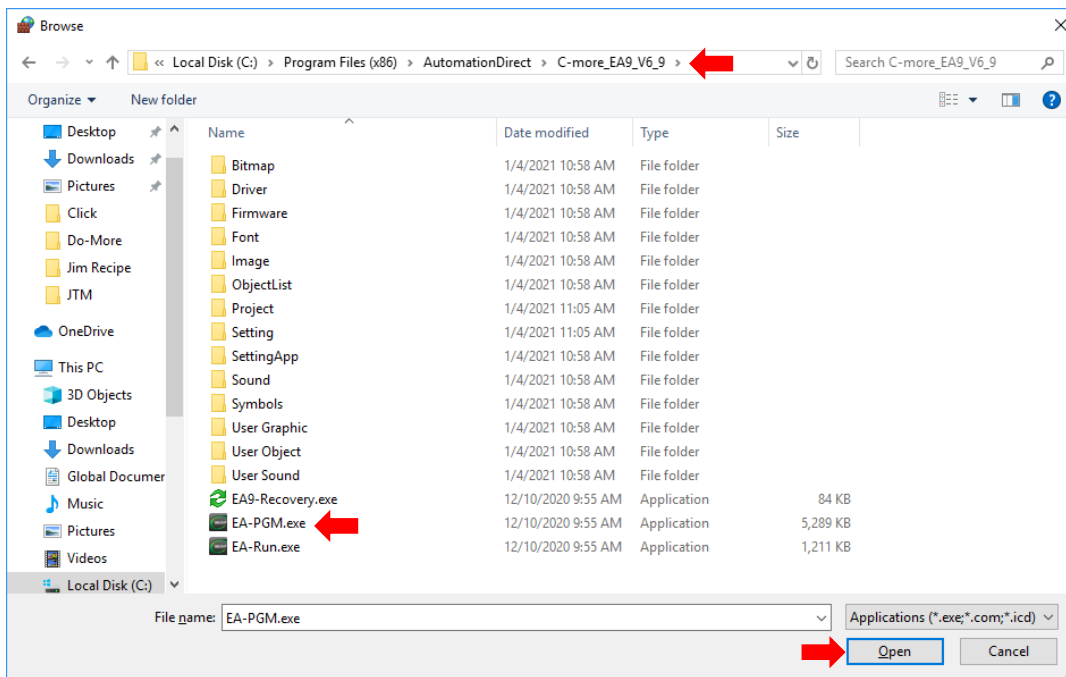
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6. Select "Browse"



7. Navigate to your C-More installation folder, under "C:\Program Files(x86)\AutomationDirect\C-More_EA9_V6_?" (Yours may be slightly different if you have previous V6 installations). Select "EA-PGM.exe" file. Then click "Open".



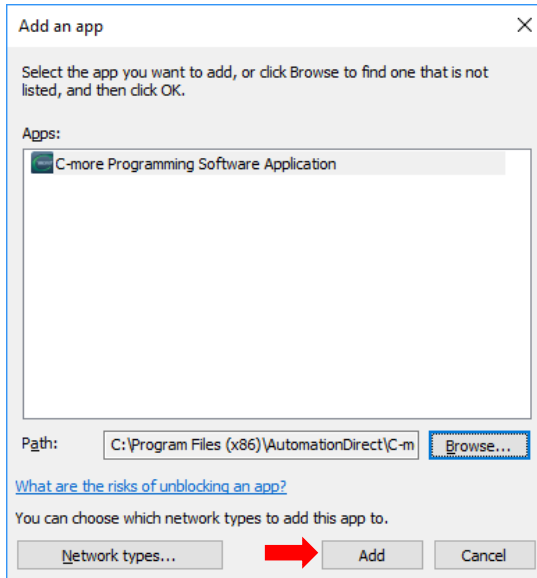
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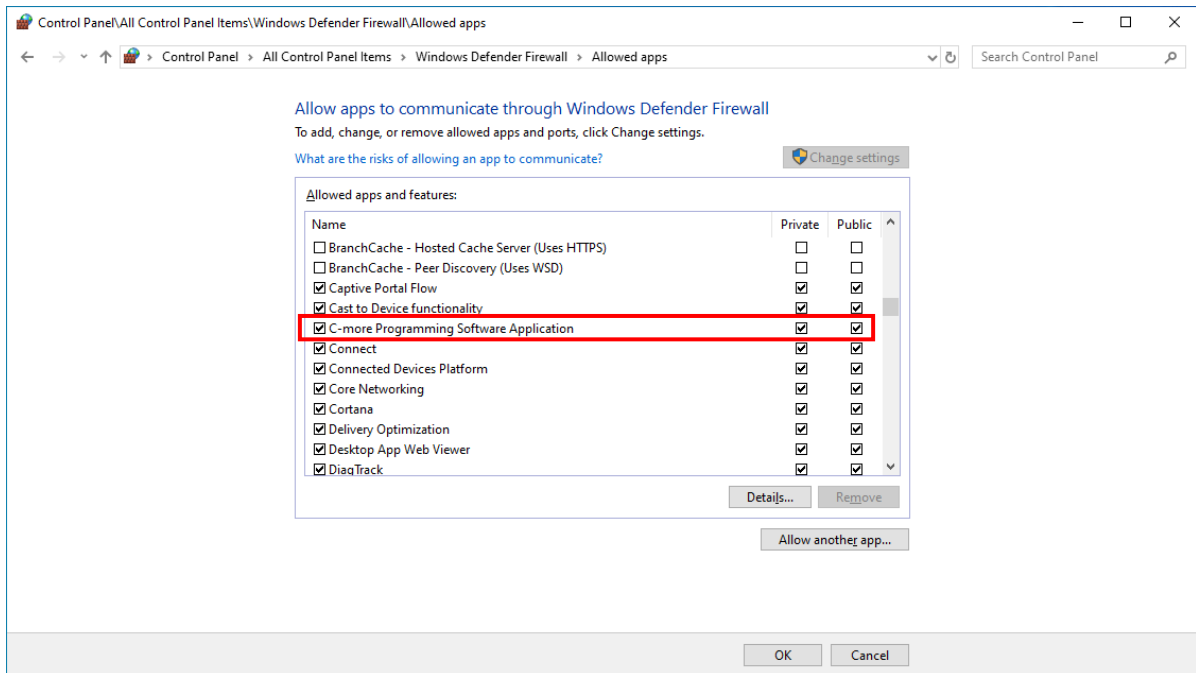
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- You should now have "C-More Programming Software Application" showing. Click the "Add" button.



- Select the check box for the C-More application, "Private", and "Public" selections.



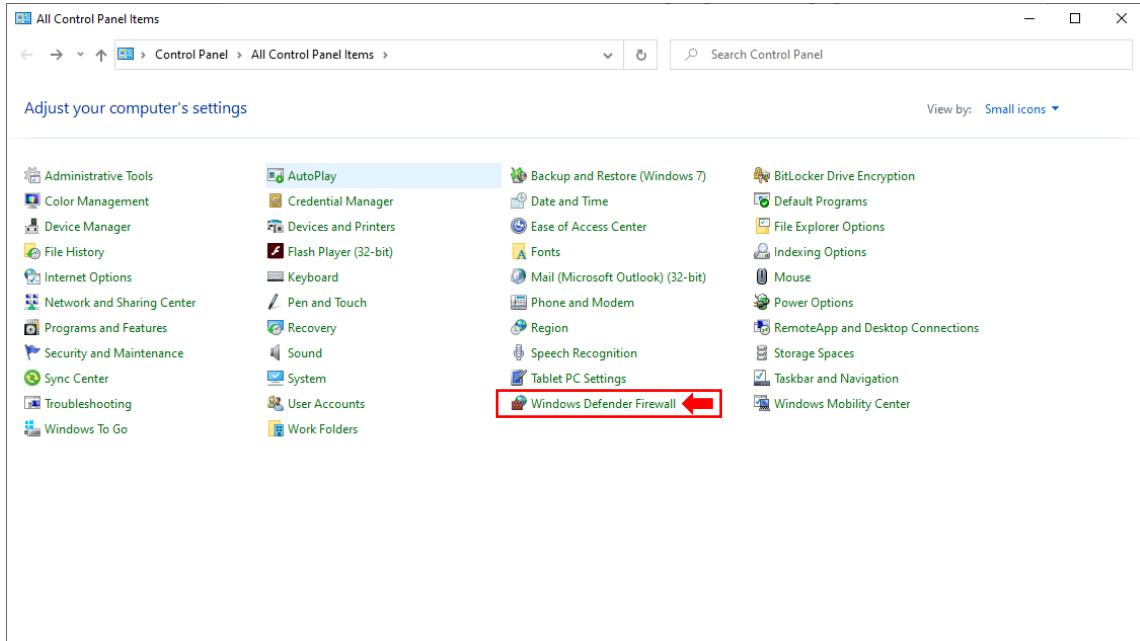


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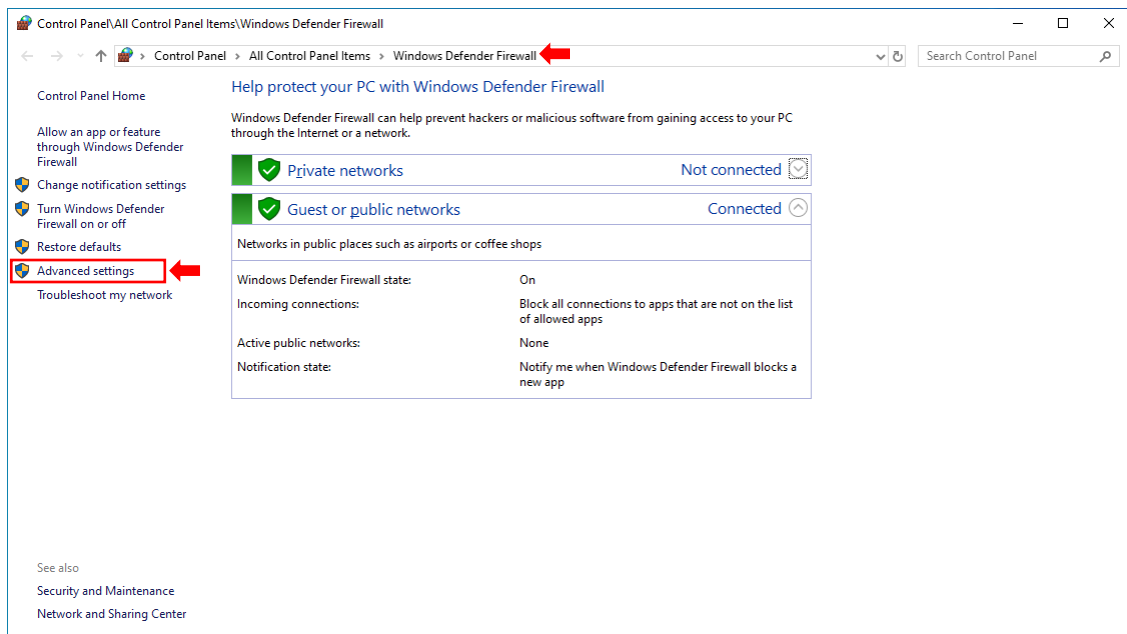
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Method 2: Windows Defender Firewall (Advanced Settings)

1. Open Windows Control Panel and select "Windows Defender Firewall"



2. Select "Advanced settings"



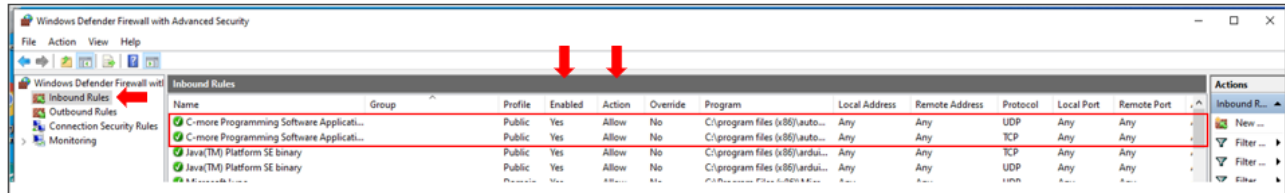
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3. Select "Inbound Rules" and make sure that "C-More Programming Software" shows up on the list and there is a "Yes" under "Enabled" and "Action" is "Allowed".



If C-More is not on the list, you will need to add a new rule. Again, you might need your IT department to change the settings, depending on your Windows security settings.

The Windows Defender Firewall settings is for **both** USB and Ethernet communications. Once the Windows Defender settings are enabled, you should be able to use the USB or Ethernet connection to the C-More EA9 panel.

If the Window's Defender settings do not work in your instance, you will need to contact your local IT professional. There could be other virus/security/firewall software packages running on your PC that can cause the C-More EA9 software to not be able to communicate with the panel.