How do I resolve “Could not find file [...].png” errors in PingPlotter?

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Question

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Solution

Windows Defender has a feature called **Controlled folder access**. When enabled, it can block apps from saving or editing files in certain user folders, including Pictures, Documents, and Favorites.

To allow PingPlotter to save images in protected folders:

1. Open **Windows Security** and select **Virus & threat protection**.
2. Under **Ransomware protection**, select **Manage ransomware protection**.
3. Select **Allow an app through Controlled folder access**. Approve the administrator prompt if one appears.
4. Click **Add an allowed app**, then select **Recently blocked apps**. Select PingPlotter from the list. If it isn’t listed, select **Browse all apps** and locate the PingPlotter executable.

Alternatively, save the image to a folder that isn’t protected by Controlled folder access, such as your Desktop or Downloads folder.

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