

# Technical Bulletin

## Restoring AutoPilot® and AutoLoad plus after Upgrading to Windows 10

### Scope

This document defines steps to restore AutoPilot® and AutoLoad Plus to proper operation after upgrading to Windows 10.

### *Restoring AutoPilot to proper operation*

#### Symptom

After upgrading to Windows 10, double-clicking the desktop AutoPilot icon does not cause the program to start. A windows error message is displayed.

#### Corrective procedure

To restore AutoPilot Plus to proper operation, follow the steps below.

- 1) Right click the desktop AutoPilot icon and select “delete”.
- 2) Locate the folder C:\Program Files (x86)\Burk Technology\AutoPilot.
- 3) Select and right click the file AutoPilot.exe.
- 4) Select Create shortcut to place a new shortcut on the desktop.

### *Restoring AutoLoad Plus to proper operation*

#### Symptom

After upgrading to Windows 10, double-clicking the desktop AutoLoad Plus icon does not cause the program to start. A windows error message is displayed.

#### Corrective procedure

To restore AutoLoad Plus to proper operation, follow the steps below.

- 1) In windows 10, select Start>Settings>System>Apps & features.
- 2) Highlight AutoLoad Plus 3 and select “Uninstall”.
- 3) Locate the folder C:\ProgramData\Burk Technology\AutoLoad Plus. \*
- 4) Rename this folder to “AutoLoad Plus Windows 7” or another recognizable name.
- 5) Visit the Burk Technology download site at [www.burk.com/downloads](http://www.burk.com/downloads) .
- 6) Select the download page for AutoLoad Plus.
- 7) Download and run the most current version of AutoLoad Plus. This will install the software properly on your Windows 10 computer.

Note: \*If the Program Data folder is not visible in your Windows Explorer view, select the VIEW>Options> View and select “Show Hidden Files, folders and drives”. The Program Data folder is typically hidden by default. AutoLoad Plus folder under C:\ProgramData\Burk Technology is not renamed or removed the new installation will not operate properly.

For further information or for assistance regarding this Technical Bulletin, please contact Burk technical support at 978-486-3711 or by email at [support@burk.com](mailto:support@burk.com).