

APTB 08/16

SUBJECT: Windows® 10 Scan Tool Incompatibility

June 30, 2016

The FZ-G1 Toughpad® and CF-19 Toughbook® supplied by Alliant Power in the diagnostic tool kits are equipped with Windows 7 Professional and all diagnostic software installed on these units are equipped to run on this platform. Windows has now released Windows 10 and when using the FZ-G1 Toughpad or the CF-19 Toughbook you may be prompted to upgrade to the latest version of Windows 10.



FZ-G1 Toughpad



CF-19 Toughbook

**DO NOT upgrade from
Windows 7 Professional
to Windows 10**

If Windows 10 is installed, your scan tool function will be altered and will not work. This will render your scan tool unusable until Windows 10 is uninstalled and Windows 7 is reinstalled.



Windows 10 **cannot** automatically install on your device; it has to be manually allowed by the user. In the event that this has happened, you should contact Alliant Power Technical Support; we can assist you in getting this problem resolved. You will be unable to use your tool until this is corrected. Your unit will need to be sent in, wiped clean, and reloaded. It will take some time before this will be completed and any information that was saved on your unit will be lost. It is not the fault of the tool; user intervention is required to allow the operating system to upgrade from Windows 7 Professional to Windows 10.



Technical Bulletin