

Windows 10 has updated to a version not compatible with MassCore.

If Windows 10 has updated to a new version, and this version is not compatible with your actual MassCore - RTX64 runtime :

Note : this does not apply to incompatible Windows Security-Quality Updates, but to Feature-version update, e.g. Windows 10 1703 Spring Creator updated to 1709 Fall Creator.

In that case [please refer to this page](#).

First check that there is a MassCore (RTX64 Runtime) version compatible with your updated Windows :

- Your current Windows version can be found in Windows Settings > System > About > Windows Specifications
- Your current MassCore - RTX64 version can be found in Windows Control Panel > RTX64 Control Panel
- Consult the [Operating System compatibility chart on this page](#)

There is no MassCore version compatible with your updated Windows

You will have to revert to your previous Windows version.

For a limited time after upgrading, you'll be able to go back to your previous version of Windows by selecting the *Start* button, then select *Settings* > *Update & Security* > *Recovery* and then selecting *Get started* under *Go back to the previous version of Windows 10*.

This will keep your personal files, but it'll remove apps and drivers installed after the upgrade, as well as any changes you made to settings.

In most cases, you'll have 10 days to go back.

There is a compatible MassCore version with your updated Windows

Go in *Windows Control Panel* > *Programs & Features*, then uninstall your current Pyramix / Ovation version and reboot your computer.

Once rebooted, uninstall the Interval Zero RTX64 X.X Runtime. If you have several Interval Zero RTX entries, please uninstall all of them before rebooting.

After the computer restart, you can now install the updated Pyramix / Ovation version, and proceed to MT Security Settings to install the updated MassCore Runtime.