

# General Information

## Windows 10: Envio V3 Isn't Working after the Upgrade. Why?

If you are using Windows 10, EnvioAg has installed correctly but needs one more thing from Microsoft to work correctly. Ask your IT department to install .NET 3.5 Full version onto your workstation. Once this is installed, your EnvioAg software should load up and be ready to go.

<http://www.microsoft.com/en-us/download/details.aspx?id=25150>

### Install Instructions

1. **Important:** Make sure you have the latest service pack and critical updates for the version of Windows on the computer. To look for recent updates, visit Windows Update.
1. Click the **Download** button on this page to start the download
1. To save the download to your computer for installation at a later time, click **Save**.
1. To cancel the installation, click **Cancel**.

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### IMPORTANT:

After installing the .NET Framework 3.5 SP1 update you should immediately install the update

[KB959209](#)

to address a set of known application compatibility issues.

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