

KB73059535: Color Engine Pilot - Fails to start up after Internet Explorer is upgraded to version 10

Summary

Color Engine Pilot fails to start up after Internet Explorer is updated to version 10.

Symptoms

On some Windows systems, the Windows Update service will trigger an update of Internet Explorer to **Internet Explorer 10**. As a consequence, **Color Engine Pilot** will not start up correctly.

A process with the name `kaleidoscope.exe` will be listed in the processes list in Windows Task Manager, but the standard/usual interface of Color Engine Pilot will not appear.

Solution

If Internet Explorer 10 is installed, uninstall it by doing the following:

1. Click the **Start** button.
2. In the search box, type `Programs and Features`.
3. Click **Programs and Features**.
4. Select **View installed updates** in the left pane.
5. Under **Uninstall an update**, scroll down to the **Microsoft Windows** section.
6. Right-click **Internet Explorer 10** and click **Uninstall**.
7. Click **yes**, when the confirmation prompt appears and then follow the instructions on the screen.
8. Click one of the following:
 - a. **Restart now** (to finish the process of uninstalling Internet Explorer 10 and restore the previous version of Internet Explorer)
 - b. **Restart later**.

Internet Explorer 8 or 9 will be available on the system after you have restarted the system.

Article information	
Applies to	Color Engine Pilot 10.1
Created	11-Jun-13
Last revised	11-Jun-13
Author	LDW
CW Number	165948

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Tip

To prevent similar issues, we recommend you to change the **Windows Update** configuration to **Download updates for me, but let me choose when to install**.