

Upgrading to Windows 10

Version 1.0

INTRODUCTION

Microsoft has recently started to put an icon in the System Tray of Windows computers offering users of Windows 7 and Windows 8.1 to register for a free upgrade to their next operating system Windows 10. While we at POS Solutions do not want anyone to miss out on a free operating system, we do want to offer some advice to help clear the confusion that has been caused.

WHO GETS THE FREE UPDATE

The update is available to anyone who has a copy of Windows 7 or Windows 8.1. You must make sure you have installed any Windows updates that are currently available. The only exceptions to this are those people who have a Corporate or a Pirate copy of Windows. This should not apply to any of our customers.

WHAT IF I DO NOT SEE THE ICON

The icon will not appear if your computer falls in one of the following categories:

- You have a Corporate copy of Windows
- You have a Pirate copy of Windows
- Windows 10 does not have all the drivers for your hardware. This may be the case for older computers and many laptops
- You are connected to a domain. This may be the case for customers who had a third party install their hardware and they installed a separate "SBS" server.

On the 29th of July 2015, Microsoft will enable the icon on computers that are not compatible and they do not have drivers for. You should take caution with these as some of your hardware may not work correctly afterwards. For example Windows 10 does not have display drivers for my 10 year old laptop so the screen resolution has gone down from 1400x900 in Windows 7 to 1024x768 in Windows 10.

WHAT DOES REGISTERING MEAN

At this stage, registering simply notifies Microsoft that you want to install Windows 10 when it becomes available on the 29th of July. Prior to then Microsoft update will most likely install some additional files on your computer that it needs for to upgrade you from Windows 7 to Windows 10.

From the 29th of July 2015 you will be able to upgrade to Windows 10 via Windows Update.

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HOW IS THE UPDATE DONE?

The Windows 10 update will be done via Windows Update, just like all the other updates for Windows. However it is important to note that this is NOT a normal Windows update that will make a minor change to your system that you will hardly notice. This is a FULL re-installation of Windows.

Your Windows 7/8.1 will be removed and replaced by Windows 10. All your programs, settings, desktop, folders etc will still be there, but your computer will now be running Windows 10.

As this is a full upgrade of your operating system, Windows 10 will not be installed automatically at 3AM or when you shut down your computer like other Windows updates. You will be required to go into Windows Update to manually install it.

WHEN WILL WINDOWS 10 BE RELEASED

The official release date for Windows 10 is the 29th of July 2015. This is when the final version of Windows 10 will be available and Microsoft will start offering the update via Windows Update to those people who have registered.

You may have heard others say that they already have Windows 10. This is true in a way. Microsoft has available a “Technical Preview” or a beta version of Windows 10 available for testing. They do not recommend anyone uses this on any computer they may need as this version may contain unknown issues. That is the whole point of releasing a beta version – to get people to test it and find all the issues before it starts being used properly.

DO I HAVE TO UPDATE IMMEDIATELY

You will have 12 months from the 29th of July 2015 to upgrade any computers from Windows 7/8.1 to Windows 10. After that you will have to pay for Windows 10.

You will also have to pay for Windows 10 on any new computer you get, but this is probably included in the cost of the new computer anyway, just like Windows 7 or 8 would have been.

Seeing how you have 12 months, you have plenty of time to plan when you will upgrade each of your computers.

You may even want to wait for a month or two to see if there are any major issues with Windows 10 before upgrading.

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WHAT IS WINDOWS 10 LIKE

Like any new version of Windows there will be changes to the way it works.

The best way I can describe Windows 10 is that it is a combination of Windows 7 and Windows 8.1.

There is the single screen and desktop of Windows 7, with the Start Button of Windows 8.1. When you click the Start Button, a Windows 8.1 like Start Menu comes up similar to how the Windows 7 Program Files menu comes up.

There is also some buttons and applications that are different.

WHAT PROBLEMS AM I LIKELY TO HAVE

Upgrading to a new version of Windows can bring issues of its own. While we have tested PosBrowser on Windows 10 and tested an upgrade from Windows 7 to Windows 10 and found things to work, there is always issues that may arise.

For example, our Preview version changed the date format from Day-Month-Year (Australian Format) to Month-Day-Year (US-Format). We hope this is fixed in the final release.

Other applications you use may or may not work under Windows 10. POS Solutions is not responsible for them and cannot vouch for any third party application.

HOW SHOULD I UPGRADE

Upgrading to Windows 10 will probably take several hours to complete.

The update is also nearly 2GB in size. Something you may want to consider if you are paying higher prices for your data traffic (i.e. on a mobile plan).

You should plan to do one computer at a time and only when you do not need the computer for an extended period of time.

Ideally you should start with one of your home computers or a least used register or back office computer and get yourself familiar with Windows 10 and the new interface.

You should only move on to the next computer when you are comfortable with the use of Windows 10 and have ironed out any issues on each computer.

You should do your POS Browser server LAST.

Remember you have 12 months to upgrade all of your computers to Windows 10 so there is no hurry.

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I HAVE PROBLEMS WITH WINDOWS 10 OR I DO NOT LIKE IT

Windows 10 has a built in option “Rollback to Previous Operating System”.
To find this option:

- Click on the Start Button
- Click Settings
- Click Update & Security
- Click Recovery
- Select “Go back to a previous version of Windows”

If you find that your programs are no longer working or there are no Windows 10 drivers for your hardware you should use this option.

If you upgraded to Windows 10 and do not like the change from Windows 7 you can also select this option.

We would recommend you only use this within a short period of updating your system to Windows 10. Definitely do not use it after you have started to install any new programs and have been using Windows 10 for a while. Doing so is likely to erase all your new programs and you will need to re-install them in your old operating system.

The longer it is between the installation of Windows 10 and the use of the Rollback function, the more issues there are likely to be after you rollback.

OBTAINING HELP

Offering users of Windows 7 and Windows 8.1 a free upgrade to Windows 10 is a major undertaking by Microsoft.

It is very unclear what amount of end user support if any Microsoft will be providing as part of this process.

POS Solutions software support covers PosBrowser and the running of PosBrowser. It does not cover Windows, upgrades of Windows, obtaining and installing drivers for Windows 10 or attempting to get third party applications running after an upgrade to Windows 10.

Any hardware we have sold in the past was sold with a corresponding version of Windows with all the drivers for that version installed and it was intended that the Operating System installed would be used for the life of the computer.

POS Solutions is concerned with the operation of PosBrowser and that it is functioning correctly. If we are called upon to fix any system that is no longer working after an upgrade to Windows 10 we will do what we can to get PosBrowser running again and this may include rolling back to your previous operating system.

If you are not confident of doing the upgrade yourself or you have issues after upgrading and wish to keep Windows 10, we suggest you contact an experienced computer consultant.