

Microsoft released the Windows 10 operating system to retailers and end users in July 2015. XYZ IT has tested over 150 advisor-facing applications in Windows 10 and Internet Explorer 11 and can provide initial support for this new operating system.

Eligible Operating Systems

XYZ will assist and support the Free Windows 10 upgrade on the following operating systems.

- Windows 7 SP1, Pro
- Window 8.1 Pro

Enterprise and RT versions of Windows are excluded from the free offer and are not supported by XYZ. For more information on Windows 10 Specifications, view this [overview of requirements, editions, and languages available for Windows 10](#).

Known Issues

The XYZ Evaluation Team has identified issues with some XYZ applications in Windows 10. To view a list of the known issues, see the [Windows 10 Position Statement](#).

If you rely heavily on any of these applications to perform your daily duties you may want to remain on your current operating system until these issues are resolved on Windows 10.

Prepping the System

Before you upgrade, you will need to do the following:

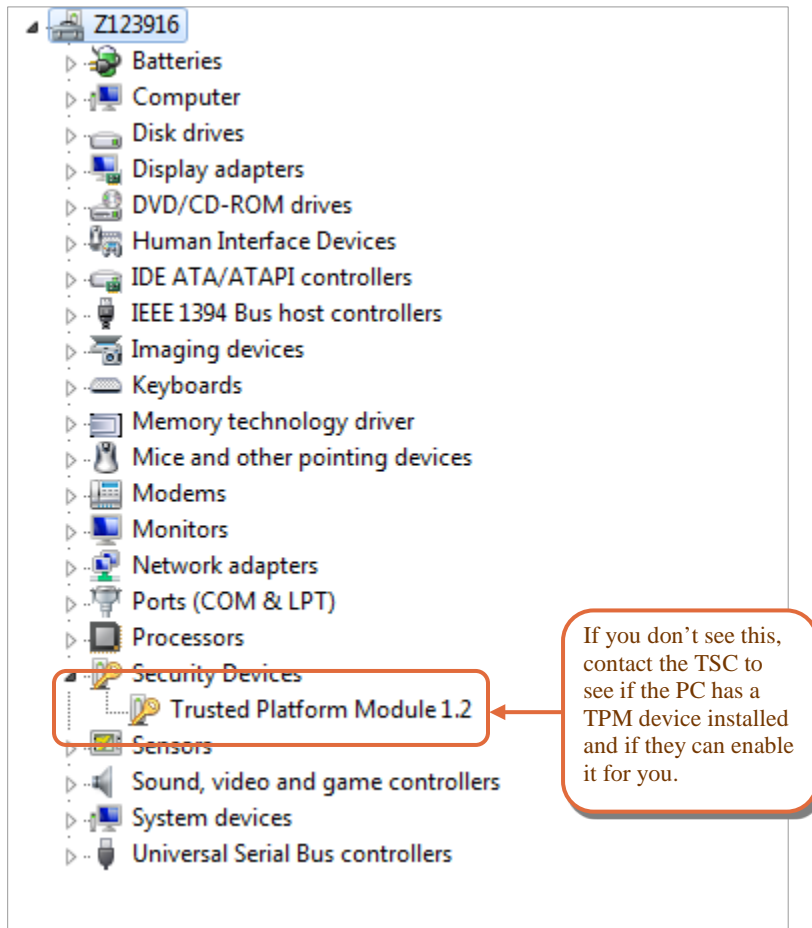
- Back up of your vital files to a network share or external drive
- Install all pending Microsoft Updates.
- Uninstall Sophos Safeguard or any other encryption product.



Caution: Uninstalling Sophos Safeguard or any other encryption product incorrectly can lead to a major software failure. If you need assistance uninstalling an encryption product, contact the Technology Service Center (TSC).

- Verify the PC has a TPM (Trusted Platform Module) device installed by going to **Control Panel > Device Manager** and expanding the **Security Devices** section.

Note: If you don't see "Trusted Platform Module 1.2," contact the TSC to see if you have a TPM device installed and if they can enable it for you.

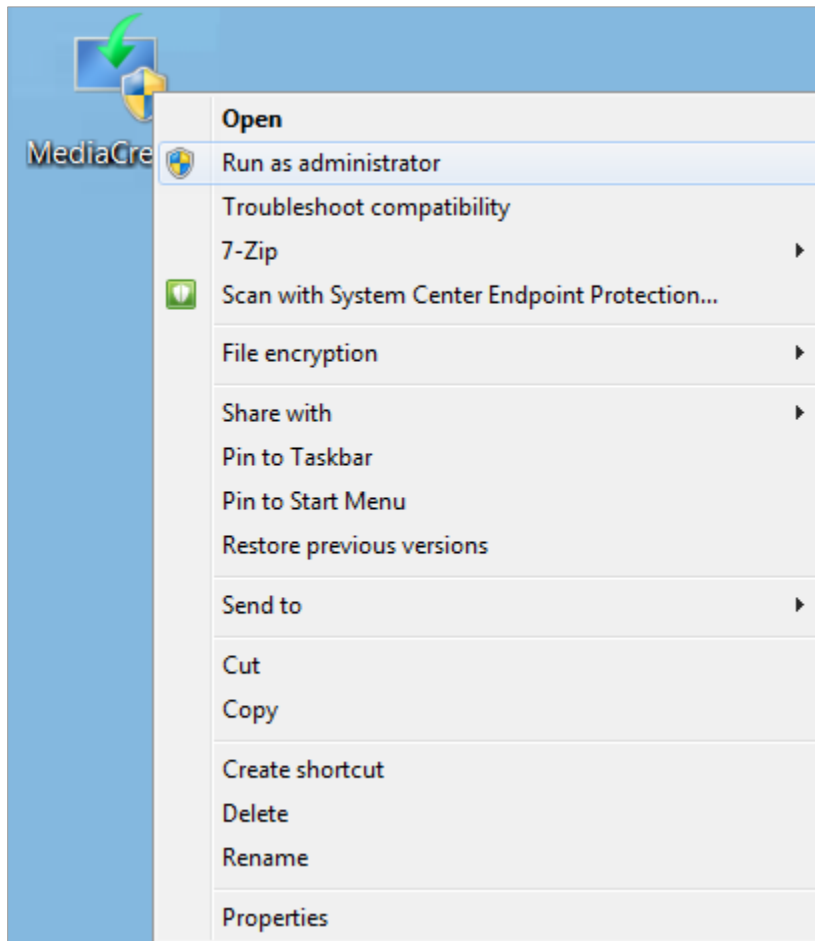


- Download the [Microsoft Media Creation Tool](#) (64 bit). Save it to your Desktop.

Performing the Upgrade

To upgrade to Windows 10:

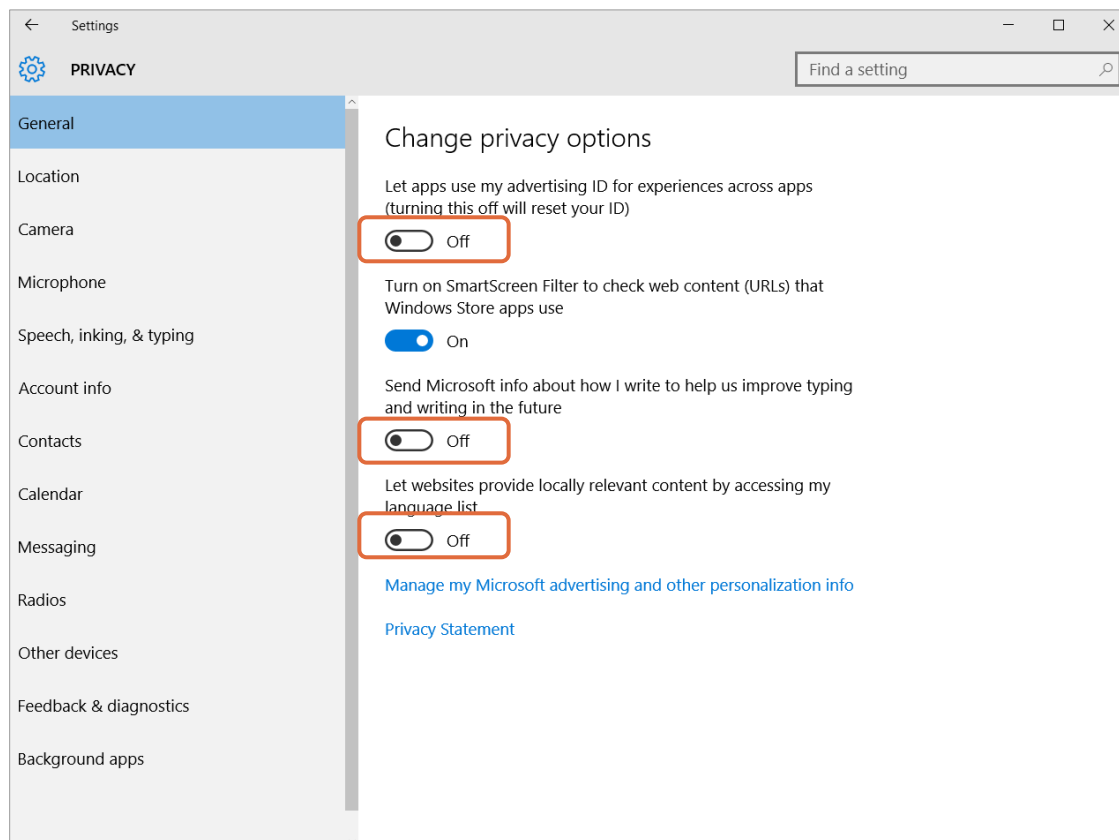
1. Right click the **Media Creation Tool** Icon and select **Run as Administrator**.



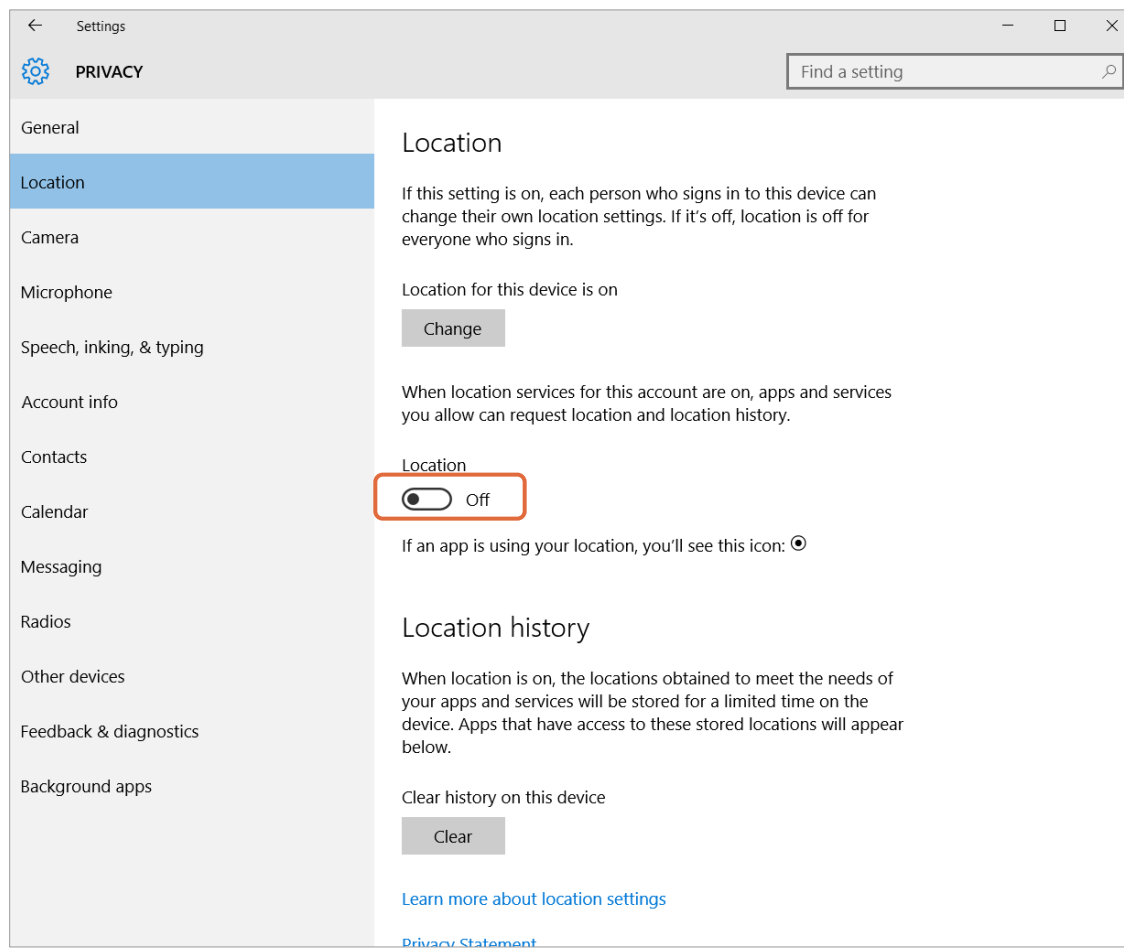
This is an automated process. The PC will reboot a few times. Expect it to take 30-40 minutes.



2. When the upgrade is complete, log in as you normally would.
3. Go to **Start > Settings > Privacy**, and configure the following settings:
 - On the General tab, turn off the **Let Apps use my advertising ID for experiences across apps**, **Send Microsoft info about how I write to help us improve typing and writing in the future**, and the **Let websites provide locally relevant content by accessing my language list** options.

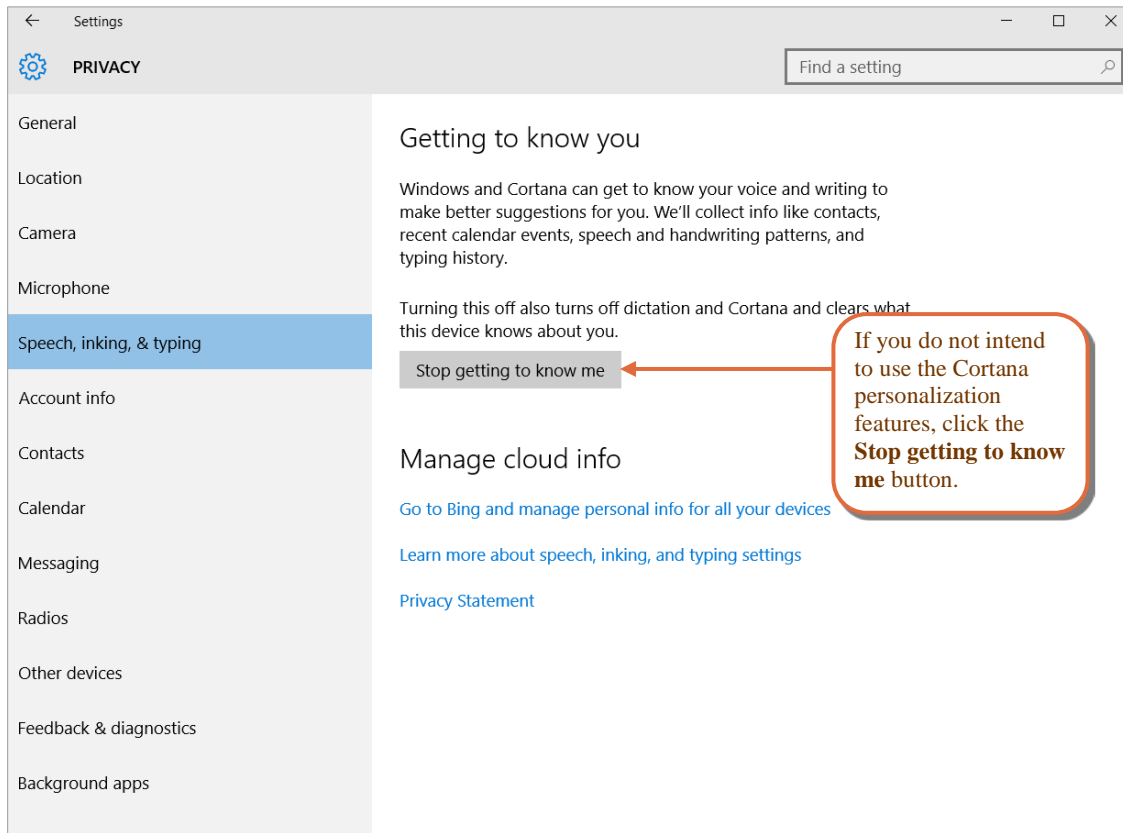


- On the Location tab, if you are not using location aware apps, we suggest turning off the **Location** option.

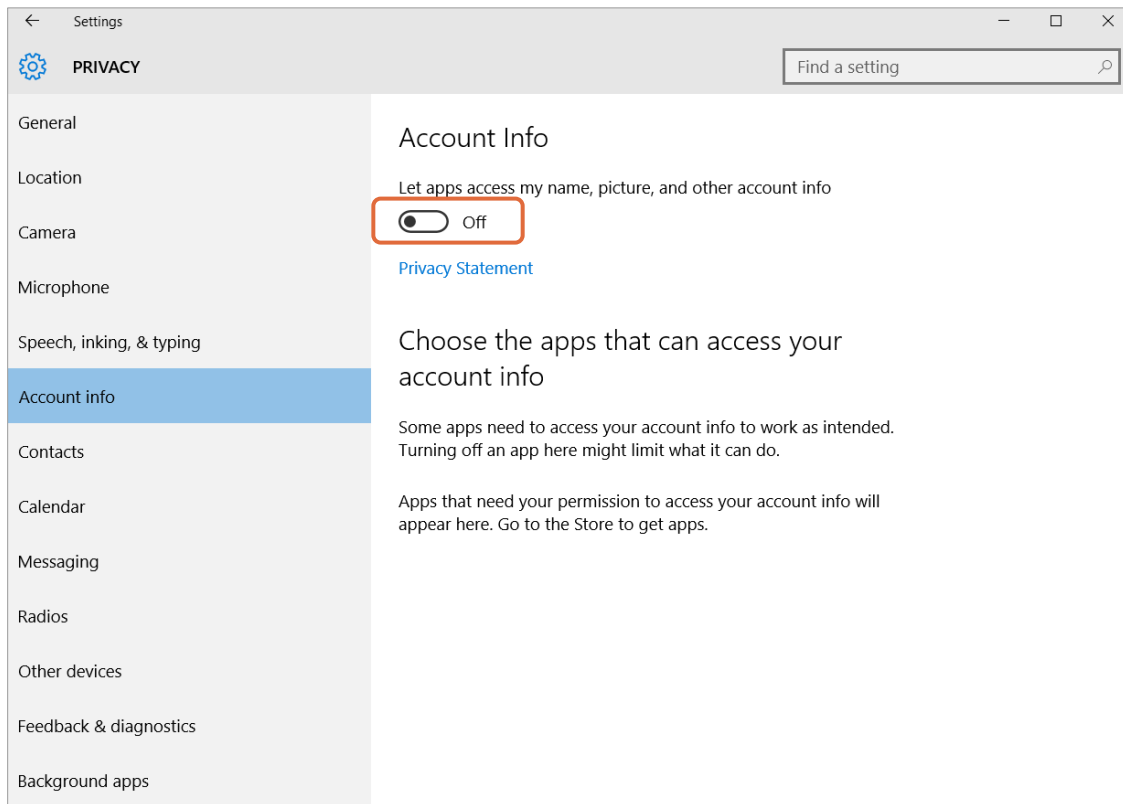


Note: If you are not using location aware applications and want to remove location history, you can do so from this location as well.

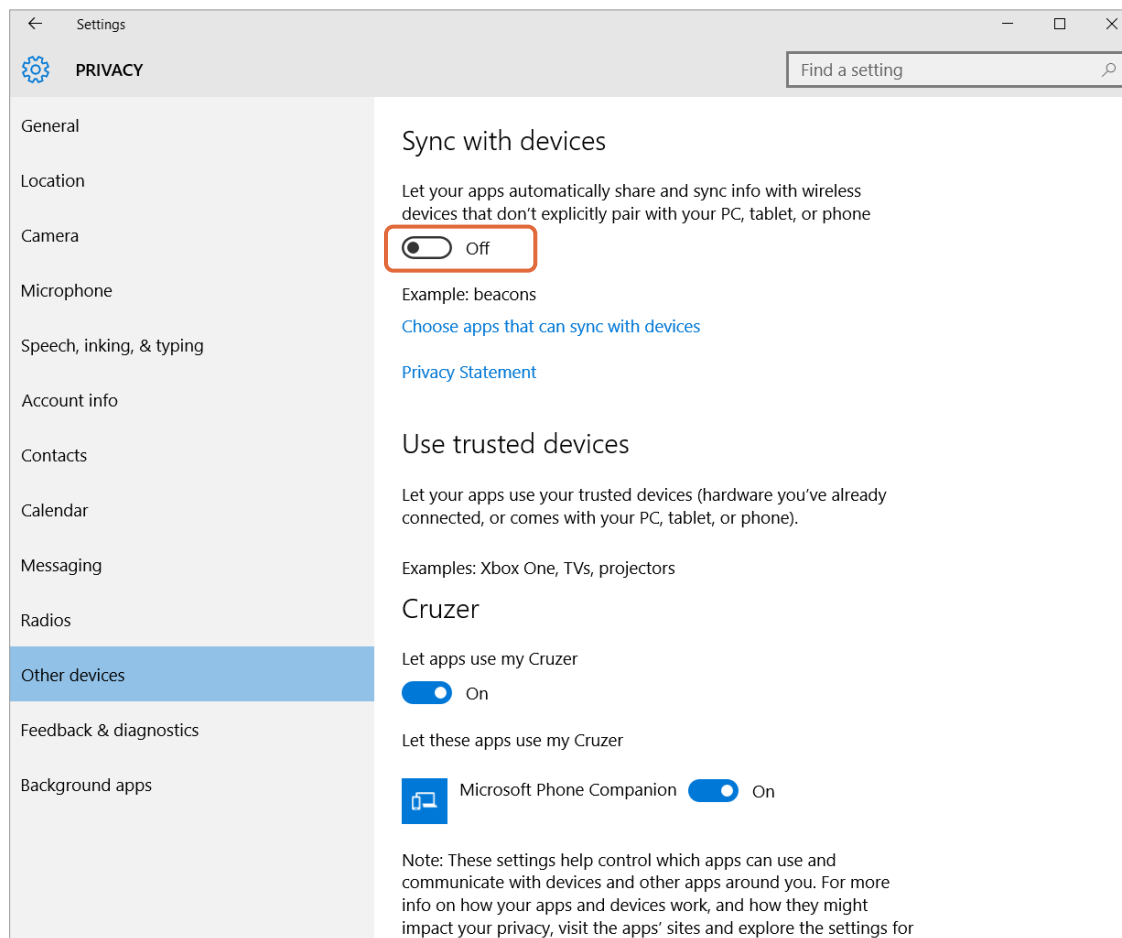
- On the Speech, inking, & typing tab, turn off the “getting to know you” option if you do not intend to use the Cortana personalization features.



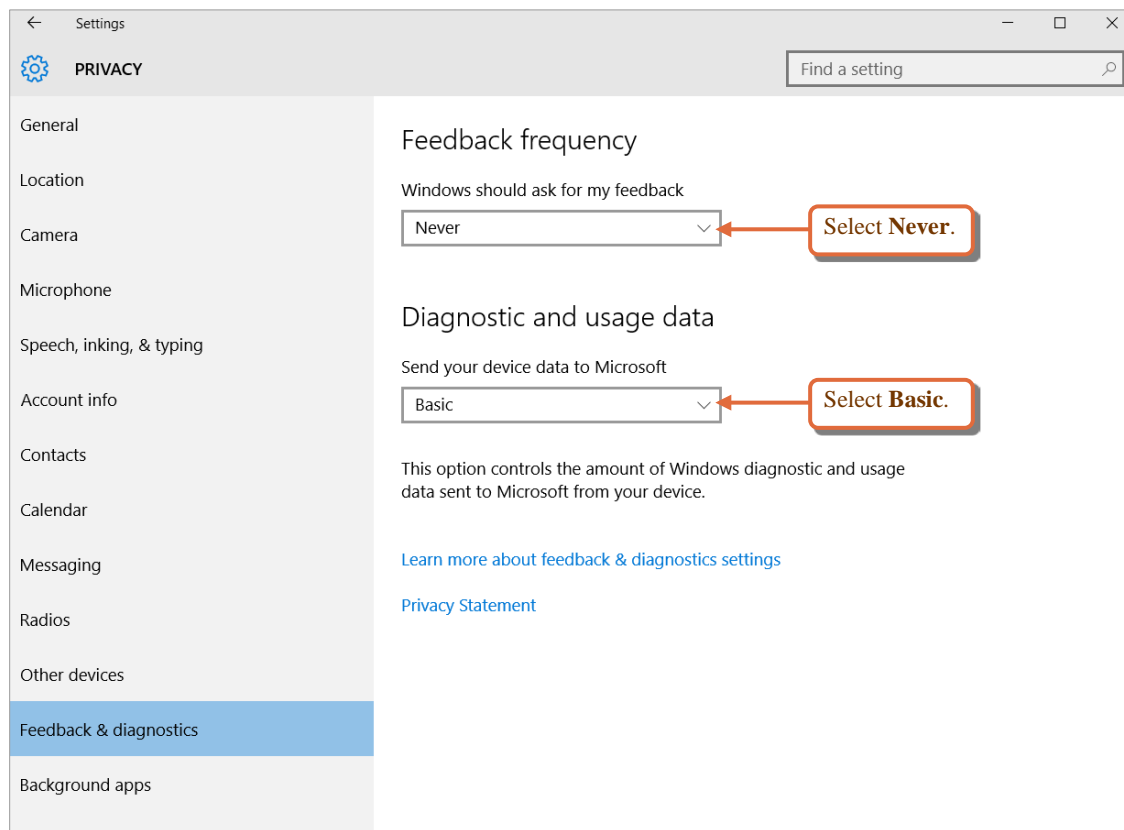
- On the Account info tab, turn off the **let apps access my name, picture, and other account info** option.



- On the Other Devices tab, turn off the **Let your apps automatically share and sync info with wireless devices that don't explicitly pair with your PC, table or phone** option.



- On the Feedback & Diagnostics tab:
 - In the Windows should ask for my feedback drop-down box, select **Never**.
 - In the Send your device data to Microsoft drop-down box, select **Basic**.



4. Go to **Start > All Apps > Windows System > Control Panel > Systems and Security**, and verify that Windows Defender and Windows Firewall are enabled.

Encryption

- All PCs containing XYZ Business Data are required to have encryption enabled. XYZS branches have the freedom to use their choice of encryption products as long as they meet [XYZ Encryption Requirements](#).
- Windows 10 Pro has Microsoft Bitlocker available for encryption. XYZS branches are responsible for storing their own encryption keys. Losing an Encryption key may prevent you from accessing your business data.
 - Keys can be saved locally at the branch on a network share or external storage device.
 - Keys can also be uploaded to the Microsoft Cloud via your Microsoft Account. The Microsoft Cloud provides protection against local device failures and data loss. In order to save your keys to the Microsoft site you'll need to create and login to the PC with a Microsoft Account. This account will need local admin privileges for encryption to start.

Note: Follow these steps to [Enable Bitlocker Encryption](#). Contact the TSC for Assistance enabling the TPM chip if needed.

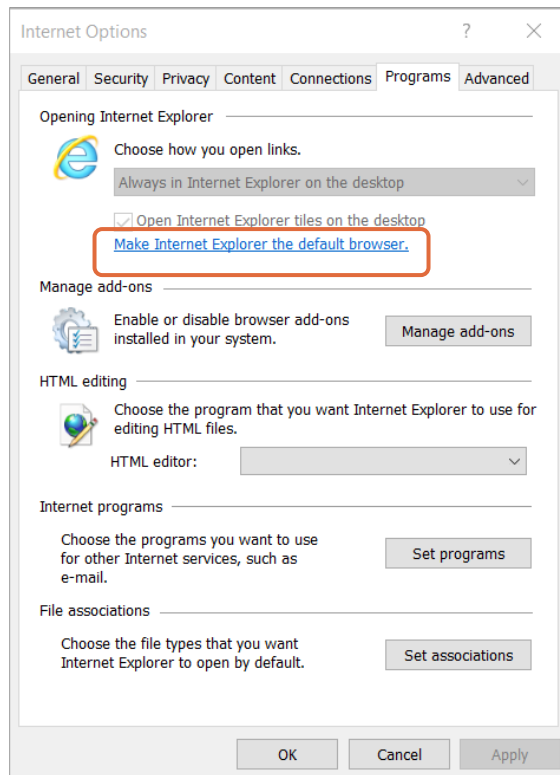
Making Internet Explorer Your Default Browser

When you first upgrade to Windows 10, Microsoft Edge will be the default browser. XYZ applications have not been tested in the new Microsoft Edge browser, so we recommend making Internet Explorer your default browser.

To make Internet Explorer your default browser:

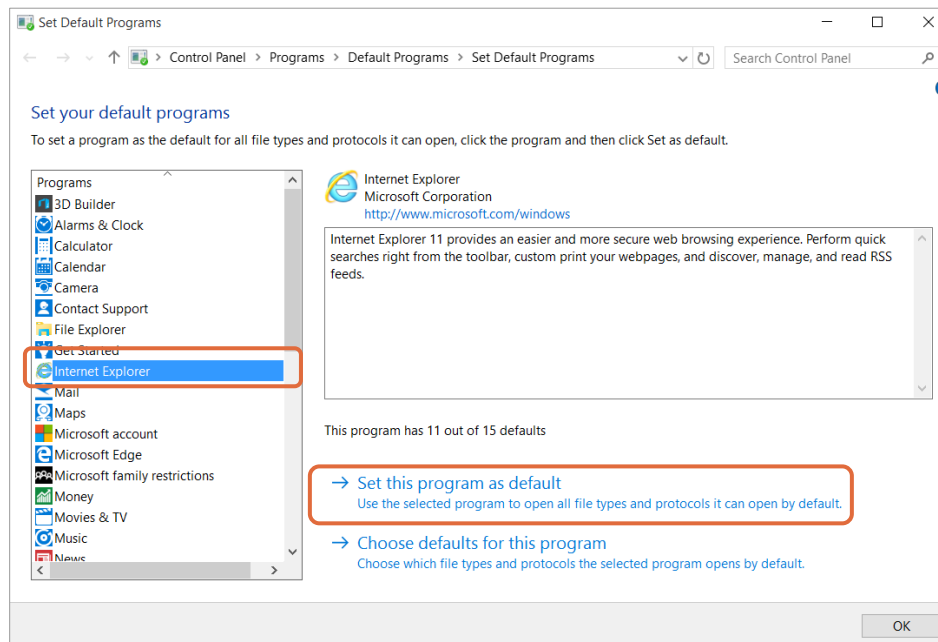
1. In the Search field, enter **Internet Explorer**.
2. In the search results, right-click Internet Explorer and select **Pin to Start**.
3. Right-click Internet Explorer again and select **Pin to taskbar**.

4. Open Internet Explorer.
5. Click the **Tools** icon, and select **Internet Options**.
6. Click the **Programs** tab, and then click the **Make Internet Explorer the default browser** link.



The Set Default Programs screen appears.

7. Select **Internet Explorer** from the left panel.
8. Click **Set this program as default**.



9. Click **OK**.

Getting Help

If you need any additional assistance with the upgrade, contact the Technology Service Center at (123) 456-7899 or search XYZnet for **TSC**.