

Windows 10 Upgrade Information & Troubleshooting Guide

Windows 10 Upgrade Notification

Check the <u>Windows 10 upgrade list</u> to know if your MSI tablet supports Windows 10.

- If a notebook has the download link (¹) on the Windows 10 upgrade list, you can find all Windows 10 driver/application from the tablet download page.
- If you don't see the driver link for your tablet, you can still upgrade to Windows 10 and use the Windows 8.1 driver/application from your notebook download page or use the Windows 10 built in driver/driver installed by Windows Update. (See <u>B. Windows Update</u> <u>& Driver Update</u> in <u>Windows 10 upgrade guide</u> for instructions.)
- For tablet which is NOT listed in the Windows 10 upgrade list. Please aware the Windows 10 upgrade list only includes recommended MSI tablet. You still can upgrade if a notebook passed "Get Windows 10 app", but there might be potential compatibility issues regardless of whether or not the device meets the minimum system specification for Windows 10.

Before Upgrade to Windows 10

What you need to know before running Windows 10 upgrade: (FAQ/Video Tutorial) and make sure that your tablet has met the <u>upgrade system requirements</u>.

It's suggested to create a system recovery media with Microsoft Windows 8.1 recovery tool just in case, if you don't like Windows 10 or prefers your original system better, you can always use this recovery media to restore the system back to your original system.

- Back up all your important personal files and applications before the upgrade.
- Uninstall all drivers and the Anti-Virus software before your upgrade.
 - (To uninstall your Norton Anti-Virus software, please <u>download</u> the removal tool.)

Proceed Upgrade

To get the step by step upgrade guide, please refer to the Upgrade Instruction.

• To know what does the installation error means and how to fix it, click <u>HERE</u>.

• If you see the message of "Windows needs more space", click <u>HERE</u> to fix the problem.

After Upgrade to Windows 10

Connect to the internet and run Windows Update after the upgrade process. If you have any problems after the upgrade, please refer to the <u>Troubleshooting Guide</u> for more useful guidance.

• If you have encountered a Windows activation problem, please click <u>HERE</u> for help.



Go Back to Original Windows

F3 recovery function may not work after upgrade due to the different structure of Windows 10 system partition (FAQ).

Use the Windows recovery function to return to your original system. (FAQ/Video Tutorial)

Troubleshooting Guide

After upgrading to Windows 10, some software or hardware functions of your tablet might stop working properly. On most occasions, your original installed driver/application should be compatible in Windows 10. Follow the troubleshooting steps below to help solving problems.

Windows System Feature Problem

Some Windows 10 system feature or Windows 10 bundled application cannot work properly (Including App¹ suddenly quit after launch, long application loading time when accessing through the Start Menu, or garbled message shows up on the screen... etc.), Microsoft has released some <u>hotfixes</u> to solve these problems through running Windows Update (<u>FAQ</u>). *App¹: Microsoft Edge, Weather, Photos, Store, OneNote App...etc.

Hardware Device Problem

The driver incompatibility might cause some devices stop working or show unknown devices in the device manager after upgrade. <u>Re-install the driver</u> to solve the problem.

Even though Windows 10 always keeps your system up to date with the generic driver, the generic driver installed by Windows Update might cause issues with your tablet. You need to <u>uninstall and hide the driver update from Windows Update</u> and then install the MSI Windows 8 driver.

If you still encountered problems after upgrade to Windows 10, please visit MSI website for more <u>General Windows 10 FAQs</u> and <u>Windows 10 Upgrade FAQs</u>.