

Windows 10 Upgrade Guide

Affected Model: Models in Windows 10 upgrade list

Notification:

Windows 10 Upgrade Offer is valid for qualified and genuine Windows 7 and Windows 8.1 notebooks. Some hardware/software requirements apply and feature availability may vary by device and market. (Find out MSI recommended [Windows 10 upgrade list](#).)

- If a notebook has the driver link on the Windows 10 upgrade list, you can find all Windows 10 driver/application.
- If you don't see the driver link for your notebook, 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 [B. Windows Update & Driver Update](#) for instructions.)
- For notebook which is not listed in the Windows 10 upgrade list. Please aware the [Windows 10 upgrade list](#) only includes recommended MSI notebooks. 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.

A. Windows 10 Upgrade

- Before the upgrade process starts, back up all your personal files and programs.
- Upgrade is only allowed to perform on a qualified and genuine Windows 7 and Windows 8.1 notebooks.
- Keep the AC adapter plugged during the whole update process.

See the table below for the appropriate Windows 10 upgrade path for your notebook. Due to the high demand for Windows 10, if you have reserved a Windows 10 upgrade with the Get Windows 10 app before, it's suggested to run the upgrade after receiving the notification from the Get Windows 10 app.

OS and Upgrade Path	[Upgrade Path ONE] Get Windows 10 app	[Upgrade Path TWO] ISO File or USB Media
Windows 7	X ^{*1}	O
Windows 7 SP1	O	O
Windows 8/8.1	X ^{*1}	O
Windows 8.1 + Windows 8.1 Upgrade	O	O

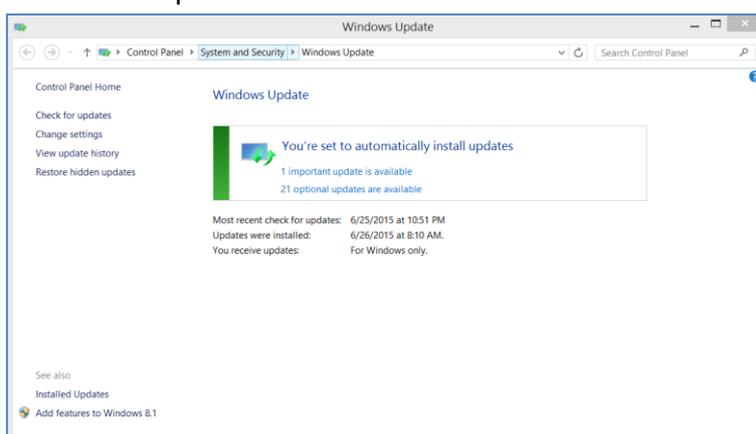
**1: Run Windows Update to upgrade your system from Windows 7, Windows 8/8.1 to Windows 7 SP1 and Windows 8.1 Upgrade version before getting your Windows 10.*

Visit Microsoft Windows 10 Upgrade Page for more upgrade [FAQs](#).

[Upgrade Path ONE: Get Windows 10 app(Reserve free Windows 10 Upgrade)]

NOTE: This upgrade path will Keep all personal files, apps and Windows settings after the upgrade, but in order to have a more stable system, we suggest to **uninstall all drivers & the Anti-Virus software** before running your upgrade. (To uninstall Norton Anti-Virus software, [download](#) the Norton Removal tool.)

1. In Windows Update, make sure you have below hotfix installed on your system.
 - KB3065988 (for Windows 8.1 system)
 - KB3065987 (for Windows 7 SP1 system)
- *Windows Update:
 - i. Right click on Windows icon which located at the lower left corner and click "Control Panel".
 - ii. Click "System and Security".
 - iii. Click "Windows Update".
2. In the left pane of Control Panel, click "Check for updates" and "Install updates" till your Windows is up to date.

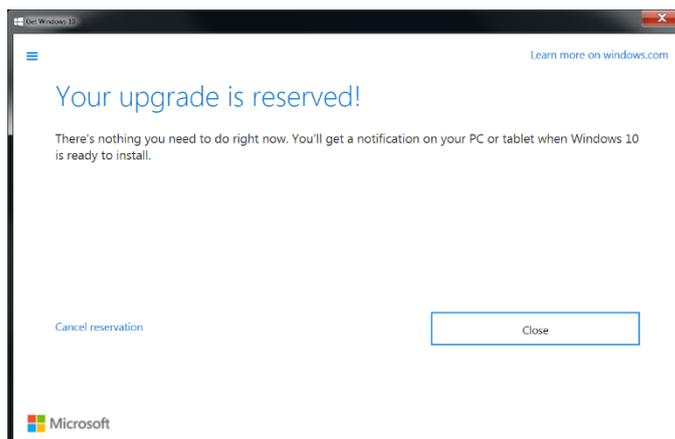


3. Click on the Windows icon located at the right end of the task bar.
[*Q: Why don't I have the Get Windows 10 app?](#)

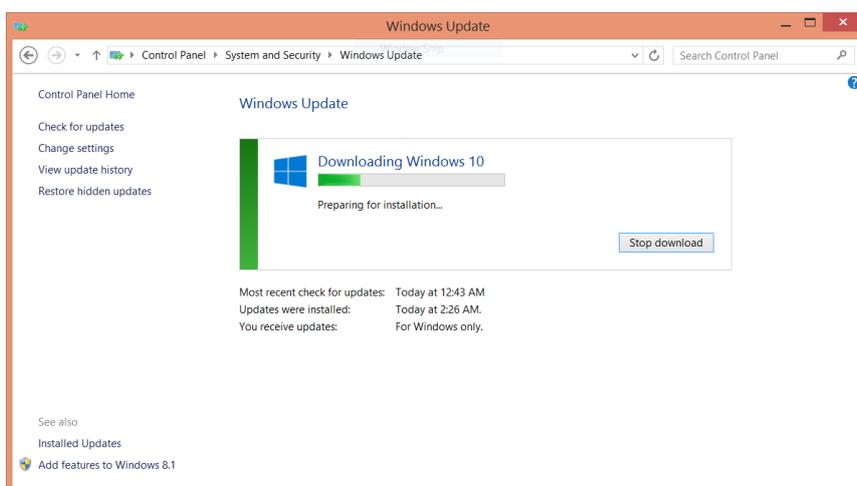


4. Click "Reserve your free upgrade" and you're in the queue for the Windows 10 upgrade.

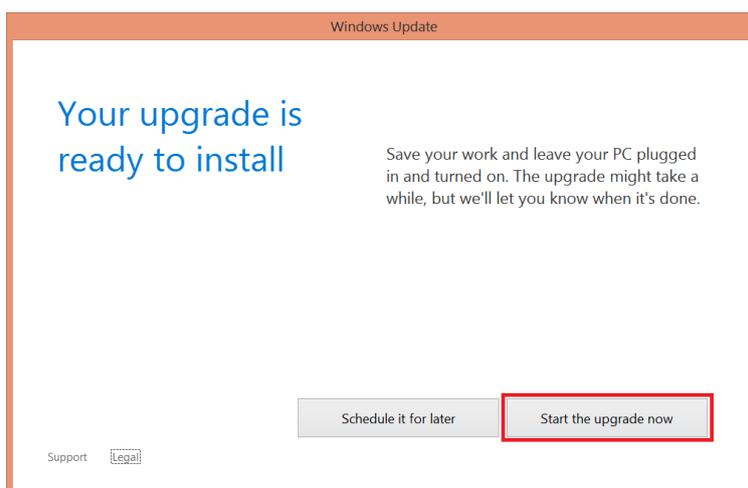




**Due to the high demand for Windows 10, Microsoft is using a phased rollout to get everyone upgraded. It's suggested to start the upgrade after receiving a notification from the Get Windows 10 app, or follow the [\[Upgrade Path TWO\]](#) to manually upgrade your Windows system to Windows 10.*



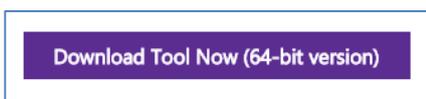
5. Click “Start the upgrade now” to restart the system and begin the upgrade process.



6. Windows 10 upgrade process continues [HERE](#).

[Upgrade Path TWO: Using ISO file or USB Media]

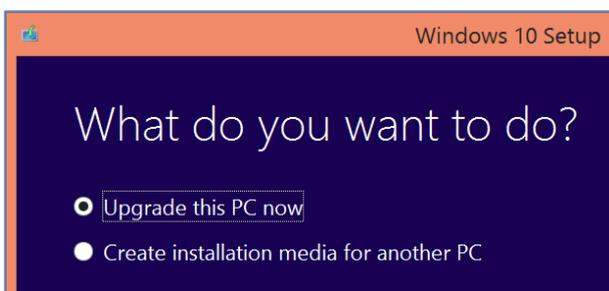
1. Download 64-bit version of “Windows 10 upgrade download tool” from [Microsoft](#) website.



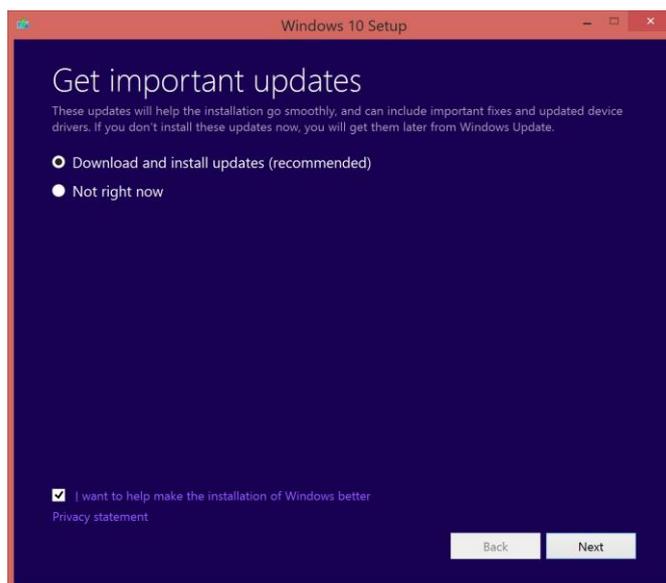
2. Double click on the “MediaCreationToolx64.exe”



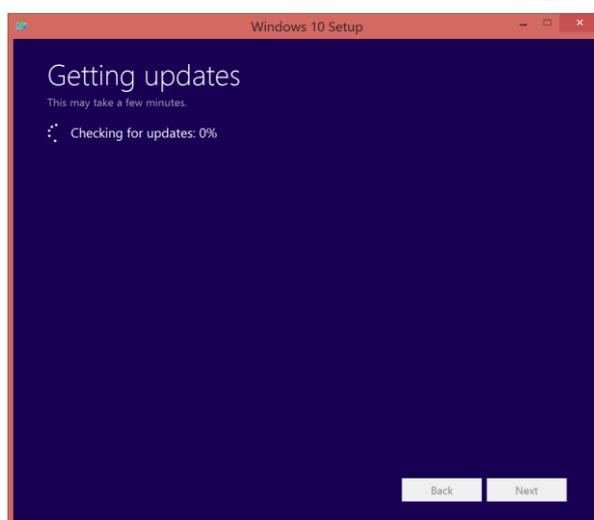
3. Choose “Upgrade this PC now” and click “Next”.



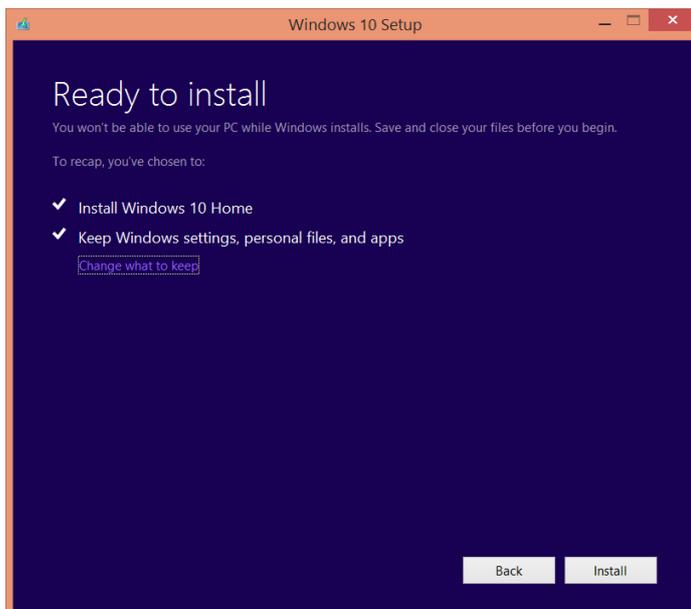
4. Select “Download and install updates”, then click “Next” to continue.



5. Read the Microsoft software license carefully and then click “Accept” to accept the license.

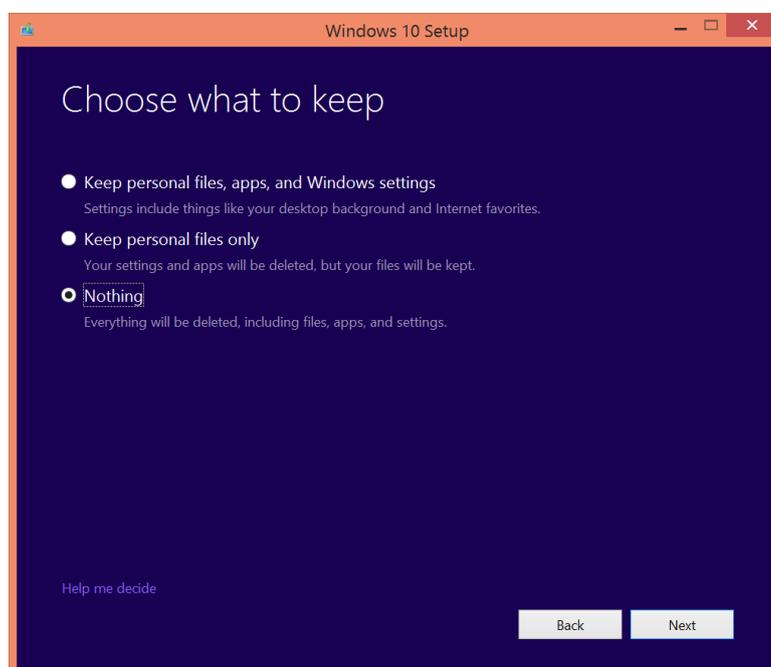


6. Click “Change what to keep” to select different options of what to keep before the upgrade process starts.



7. You can choose what you preferred to keep before the upgrade. Here we suggest to choose “Keep personal files, apps and Windows settings” for your upgrade, but to have a more stable system, **uninstall all drivers & the Anti-Virus software** before running your upgrade and click “Next” to continue.

** To uninstall Norton Anti-Virus software, [download the Norton Removal tool](#).*



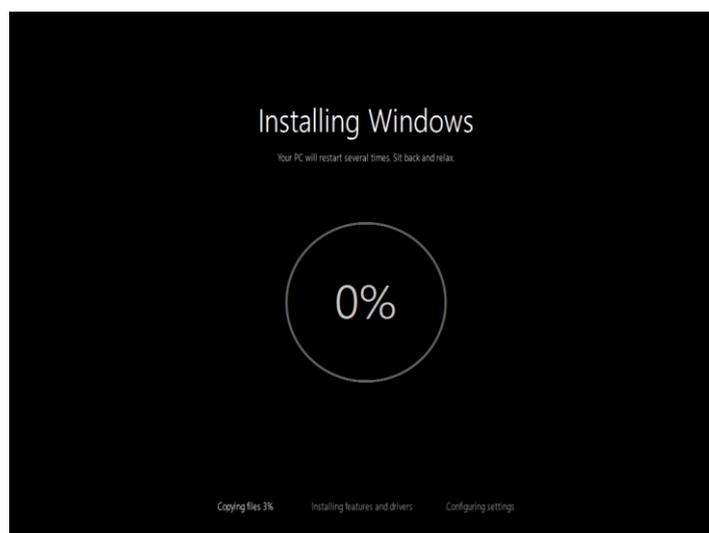
- **Keep personal files, apps and Windows settings:**
Keeps settings includes your desktop background, internet favorite, any files that are saved in your User folder (for example Documents and Desktop folders) and apps which will work after the upgrade.

- **Keep personal files only:**
Keeps only settings that are saved in your User folder (for example Documents and Desktop folders), apps and the Windows settings will be deleted.
 - **Nothing:**
This deletes everything including all apps, your personal files and Windows settings from the current system.
8. The installation starts running, continues [HERE](#) for Windows 10 upgrade process.



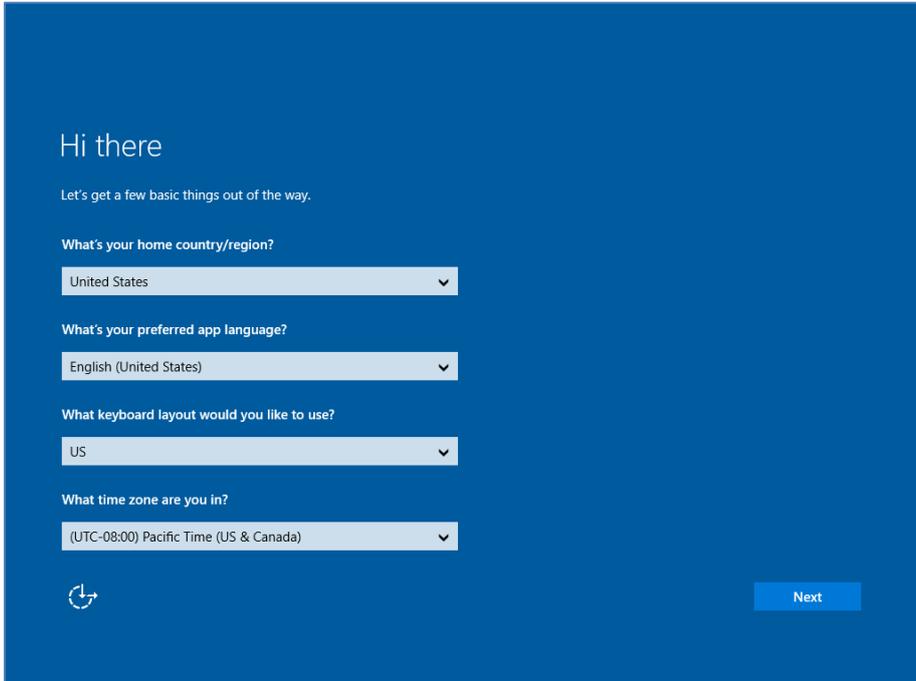
[Start Windows 10 Installation]

1. Installing Windows 10.



2. Choose your country, preferred system language, keyboard layout and your time zone. Click “Next” to continue the setup.

*(*You only needs to set up your user account if you choose not to keep the Windows settings. Otherwise continue with your original user account and settins.)*



Hi there

Let's get a few basic things out of the way.

What's your home country/region?

United States

What's your preferred app language?

English (United States)

What keyboard layout would you like to use?

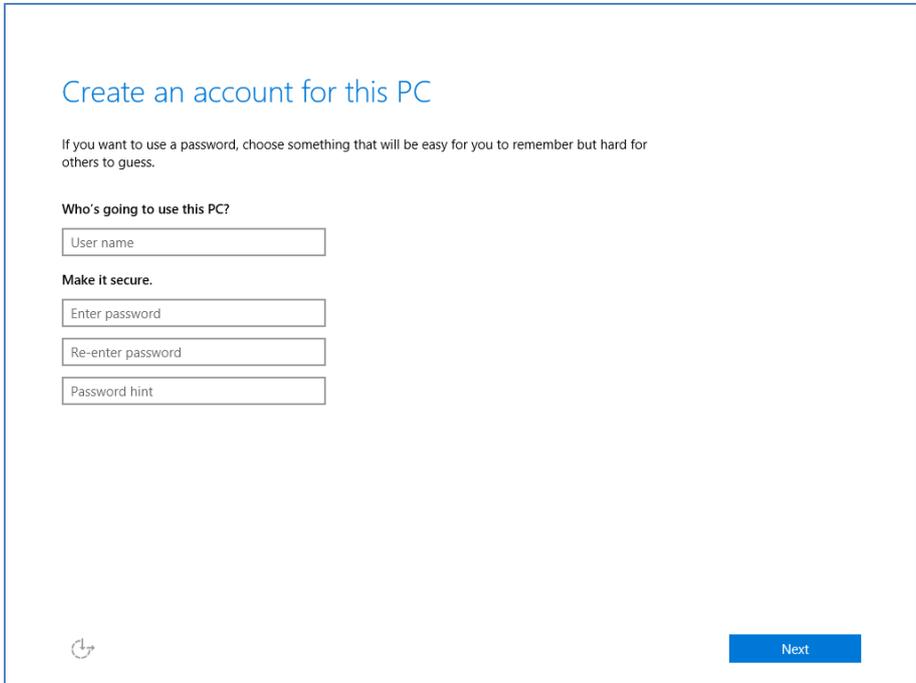
US

What time zone are you in?

(UTC-08:00) Pacific Time (US & Canada)

Next

3. Create the new user account in Windows 10 by entering the User name and the log in password. (Password is optional) Click “Next” to continue the setup.



Create an account for this PC

If you want to use a password, choose something that will be easy for you to remember but hard for others to guess.

Who's going to use this PC?

User name

Make it secure.

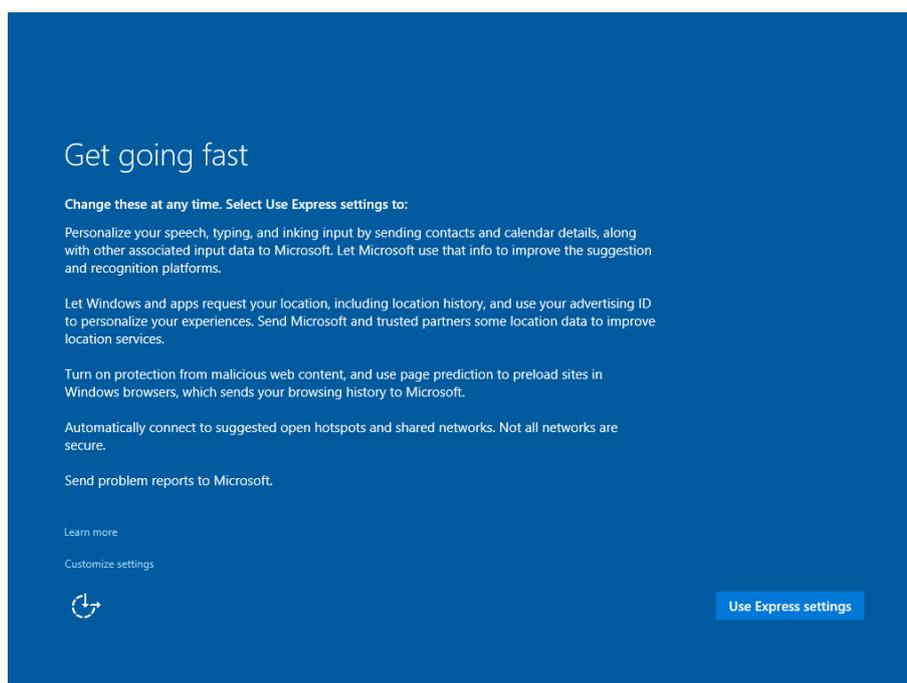
Enter password

Re-enter password

Password hint

Next

4. Click “Use Express settings” and start the setup.



5. Windows 10 is setting up.
6. Congradulation, the Windows 10 upgrade has completed.



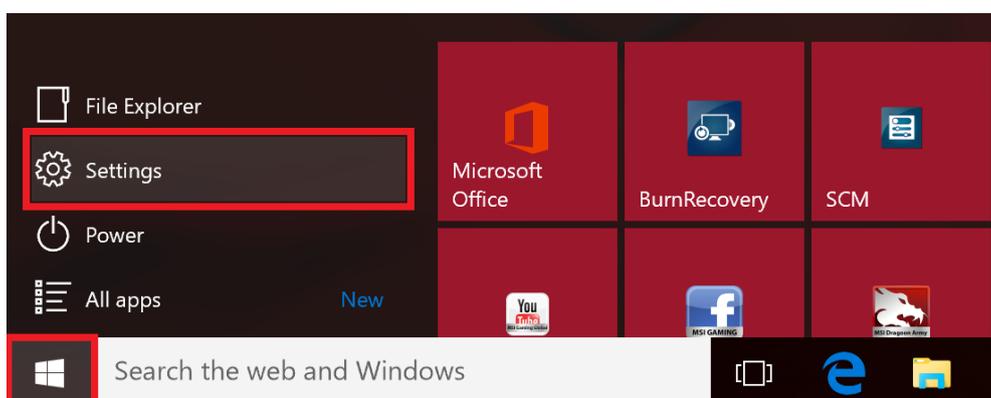
B. Windows Update & Driver Update

In order to have a more stable Windows 10 system, it's suggested to run the Windows Update after the upgrade.

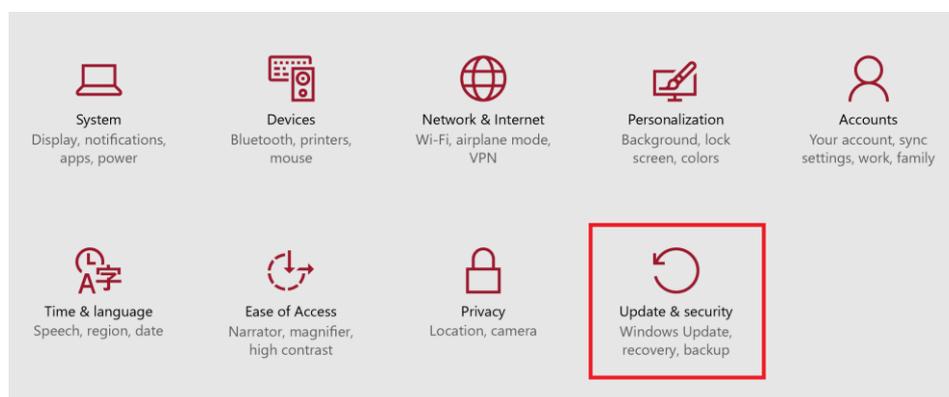
On most occasions, your original installed driver/application should be compatible in Windows 10; However, if the pre-installed version on the system is not the latest version, it may have the compatibility problem. Please check the [FAQ](#) to re-install the problem application.

If you have faced any problems, refer to the [Troubleshooting Guide](#) for more guidance.

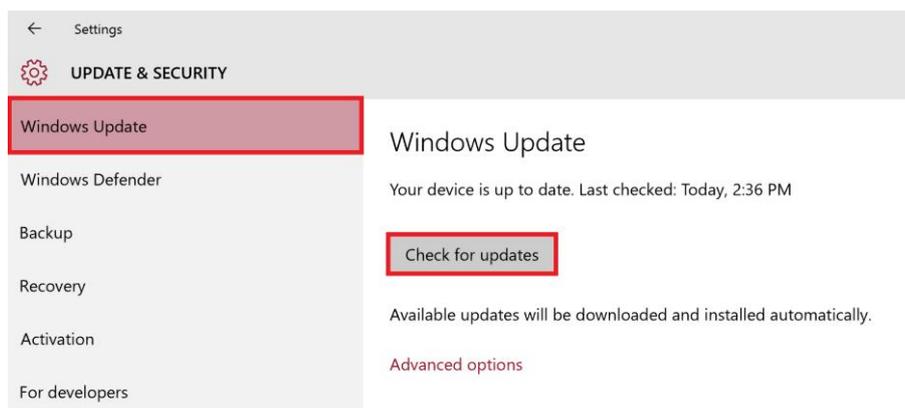
1. Connect your notebook to the internet.
2. Click on Windows icon located at the bottom left corner and select Settings.



3. Click "Update & Security" and select Windows Update tab.



4. Click the "Check for Updates" button to start the windows updates automatically.



5. Repeat “Step 4” above step till your windows is up to date.
(*Note: It’s suggested to keep your internet connection active all the time since Windows Update will regularly search for the available updates automatically.)
6. Visit MSI website to download the latest driver from the notebook download page.

*Windows Update will not only help installing the Windows hotfix but also the generic driver for your devices. If the Windows generic driver has caused some function stop working or you would like to use MSI released driver, please refer to the [FAQ: “How to Hide or Show Windows Updates?”](#).

If you still encountered problems after upgrade to Windows 10, please visit MSI website for more [General Windows 10 FAQs](#) and [Windows 10 Upgrade FAQs](#).