How to Use Software Center to Upgrade from Windows 7 to Windows 10
Before you begin

- If you have an encrypted computer, do not upgrade to Windows 10. Contact your IT Support person or call the IT Service Desk at 862-4242.

- Administrative rights are not required to start the upgrade via Software Center
  - They may be required to update application software or resolve issues after the upgrade. Contact your IT Support person or call the IT Service Desk at 603-862-4242.

- Using the upgrade tool via Software Center will not check for incompatibilities prior to the upgrade. If your computer has hardware or software that is incompatible with Windows 10, the upgrade process will fail. However, the process is designed to protect your files and will safely revert to Windows 7. If your Windows 10 upgrade fails, contact your IT Support person, head to the IT Depot in the MUB between 12-4pm daily, or call the IT Service Desk at 603-862-4242.

- Plan for the upgrade to take 2-3 hours. You can leave your computer unattended during this time, but we suggest turning off your monitor for security reasons.

- If upgrading a laptop
  - connect it to a power supply
  - Connect to Ethernet. Disable wireless if necessary, to connect to Ethernet.

- As a precaution, move ALL important data files to Box. Instructions to backup your files are on the Windows 10 Upgrade Knowledge Base article. Do not move programs or shortcuts.
Connect to Software Center

- Click the multi-colored Start button, type ‘Software Center’ and hit the Enter key. If Software Center does not appear, contact your IT Support person or call the IT Service Desk at 603 862 4242
In the left margin, click on ‘Operating Systems’.
Double-click ‘Upgrade to Windows 10’ and follow the prompts
POSSIBLE POST UPGRADE ISSUES

### Microsoft Office indicates the product is unregistered.
- Resolving this issue requires administrative rights to the computer.
- **OPTIONS:**
  1. Upgrade to Office 365
  2. Contact the UNH IT Service Desk or your IT support person.

### Adobe Reader fails to start

![AppContainer Incompatibility in Protected Mode](image-url)
The solution is to use Software Center to uninstall, and reinstall, Adobe Reader.

Click the Windows 10 magnifier, type ‘Software Center’ and hit the Enter key.
Double-click Adobe Acrobat Reader DC
Choose ‘Uninstall’
When the program has been uninstalled, you will have the option to ‘Install’ the Adobe from the same screen.
If You Need Help, or Have Questions

- **Contact your departmental IT support staff**
- **Visit the IT Depot for consulting and upgrade assistance**
  - UNH IT invites you to visit the IT Depot located in the MUB 213A, Monday through Friday, 12:00 – 4:00 PM through December 20 for help. We will provide and review the documentation on how to self-upgrade, or you may choose to drop your computer off and have IT perform the upgrade. We offer loaner laptops on a first-come, first-serve basis.

  - **Need help using Windows 10?**
    - If you are new to Windows 10, UNH offers Linked-In Learning online training to familiarize yourself with this operating system. More information on accessing Linked-In Learning is available at [https://td.unh.edu/TDClient/KB/ArticleDet?ID=455](https://td.unh.edu/TDClient/KB/ArticleDet?ID=455). Once logged in, search for Windows 10 for a list of training courses.

  - **Questions?**
    - Please contact the UNH IT Service Desk at 603-862-4242.