

## Windows 7 / 8.1 to Windows 10 Migration steps

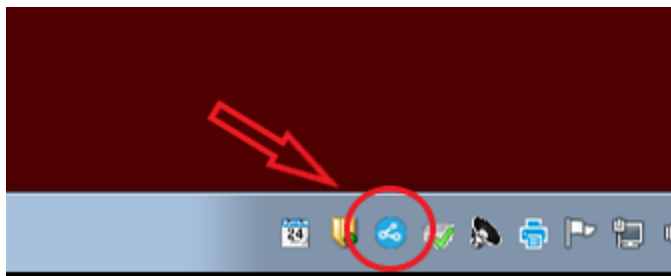
1. If you do not have sufficient space in the C drive to run the migration install you will not see the upgrade option in the ZENworks menu.

A 50 GB minimum space is needed to even run a ZENworks upgrade migration. If you need to free up hard drive space please run the Disk Cleanup utility.

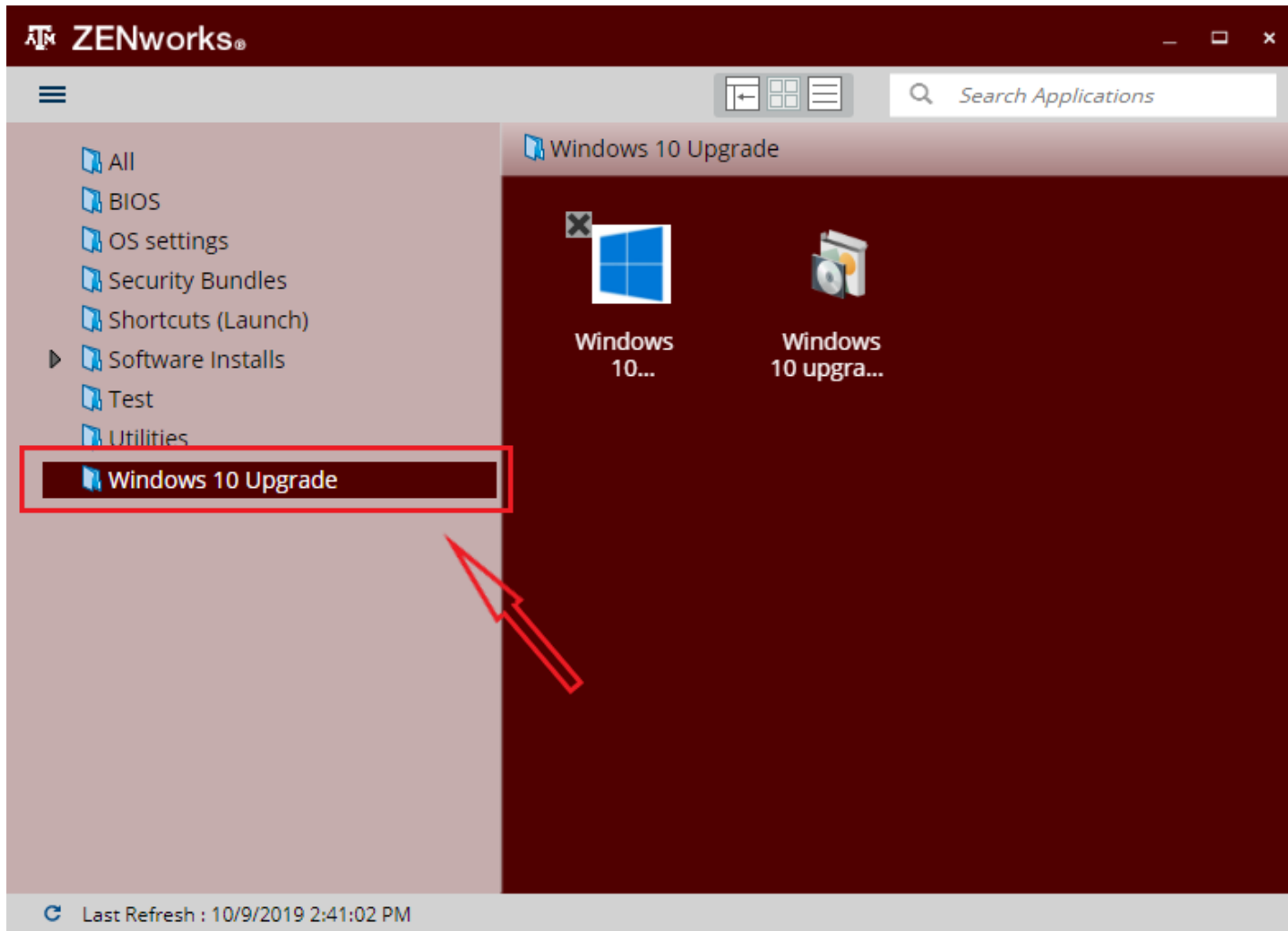
See KB article below for instructions on how to run it.

<https://helpdesk.cvm.tamu.edu/service/servicedesk/selfhelp/kba/450>

2. Now open ZENworks by left clicking the ZENworks icon on the task bar.



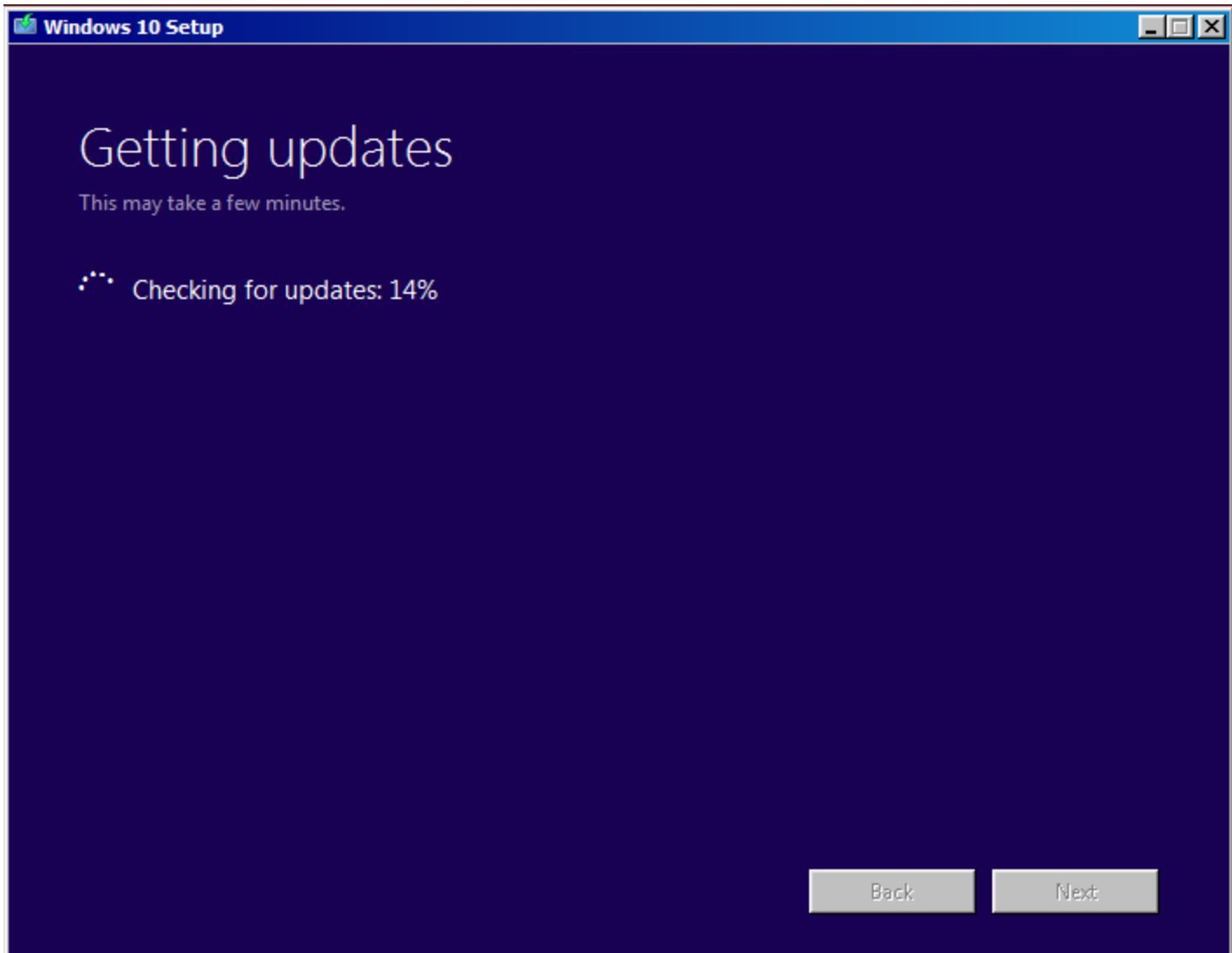
3. In the upper left corner you will see the Windows 10 Upgrade option, click on it and the icons will appear on the right. If the Upgrade option is not present in the left panel follow step 4 below.



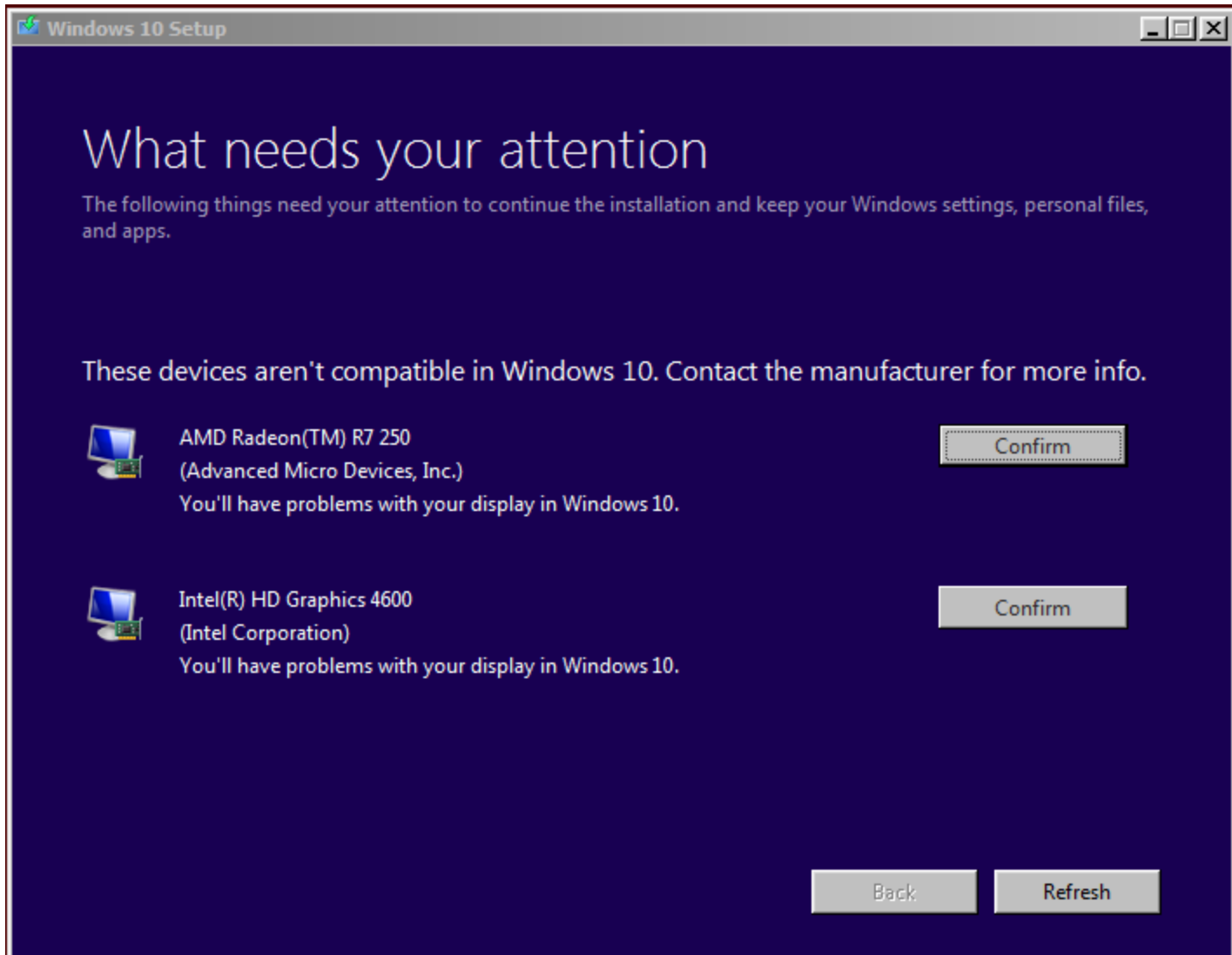
4. Click on the package and the migration will begin. Depending on the speed of the processor and the bandwidth in your location the process can be anywhere from 30 minutes to 1 hour to complete. During this process save your work as the computer may restart several times while you are working.



5. You will now see the update window for Windows 10 pop up.




6. During this process you may get a pop up for an incompatible video card. Go ahead and click confirm as they will be updated once the install is complete.



7. The install will now begin and the pc will inform you that it will restart several times during this process.

# Installing Windows 10

Your PC will restart several times. This might take a while.

 6% complete

Cancel

8. The next prompt will advise you to not turn off the computer during the update.



Working on updates  
20% complete  
Don't turn off your computer

9. Once the migration is complete you will have the new Windows 10 logon screen.

If for any reason your migration fails and reverts back to Windows 7 or Windows 8.1 please contact the CVM Helpdesk for further assistance by using the CVM Asset Tag Utility to create a ticket. See article below.

<https://helpdesk.cvm.tamu.edu/servicedesk/selfhelp/kba/55>

If you have any issues with this knowledge base or article contact the CVM help Desk at 979 862 4554 or write to us: [helpdesk@cvm.tamu.edu](mailto:helpdesk@cvm.tamu.edu)