

# Windows 10 FAQ

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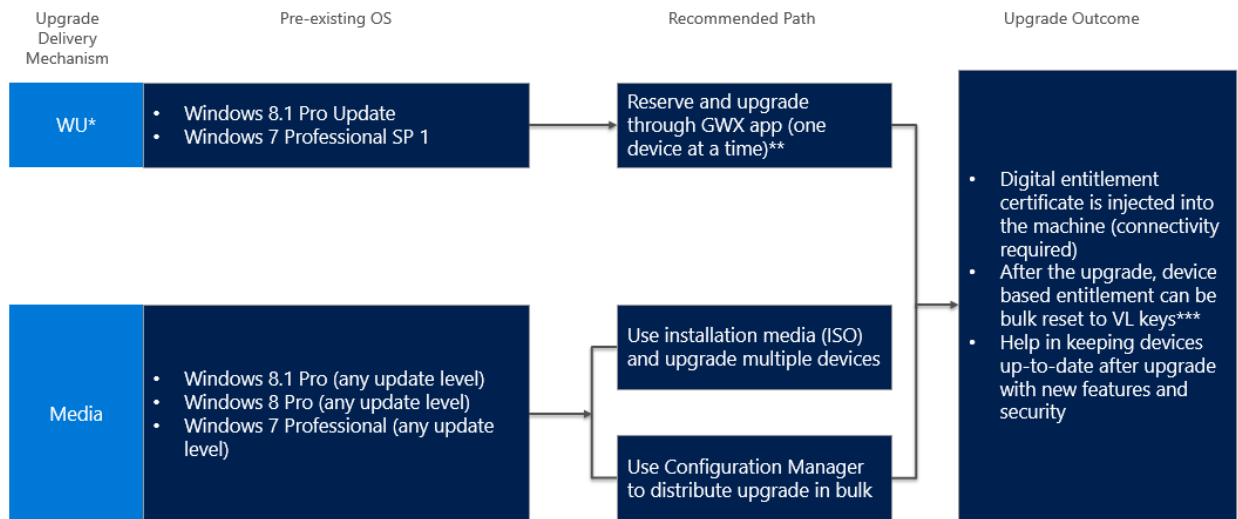
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## Windows 10 desktop editions

Edition	Audience	Benefits	Availability
<b>Windows 10 Home</b>	Consumers and BYOD	<ul style="list-style-type: none"> <li>Familiar and personal experience</li> <li>All-new browser great for doing things online</li> <li>New ways to get organized and be productive</li> <li>Up-to-date with latest security and features</li> </ul>	OEM Retail/ESD Free upgrade <sup>1</sup>
<b>Windows 10 Pro</b>	Small, lower mid-size businesses	<ul style="list-style-type: none"> <li>Management of devices and apps</li> <li>Support for remote and mobile scenarios</li> <li>Cloud technologies for organizations</li> <li>Update quality confidence with broad market validation</li> </ul>	OEM Retail/ESD <b>VL</b> Free upgrade <sup>1</sup>
<b>Windows 10 Enterprise</b>	Mid-size and large enterprises	<ul style="list-style-type: none"> <li>Advanced security</li> <li>Extensive device and app management</li> <li>Full flexibility of OS deployment &amp; update control<sup>2</sup></li> <li>Microsoft Desktop Optimization Pack (MDOP)<sup>2</sup></li> </ul>	<b>VL</b>
<b>Windows 10 Education</b>	Educational institutions, students, teachers, and administrators	<ul style="list-style-type: none"> <li>All the features of Windows 10 Enterprise</li> <li>Simplified upgrade and deployment from Windows 10 Home</li> </ul>	<b>VL</b>

1. For Windows 7/8.1 devices for one year after the Windows 10 launch, delivered through Windows Update  
 2. Requires Software Assurance

## Windows 10 Pro Upgrade paths for Businesses



\* Upgrade not available through WSUS

\*\* Reservations ahead of time not required to receive free upgrade after RTW. Upgrade available for qualified Windows 7 and Windows 8.1 devices for a limited time.

\*\*\* with VL reimaging rights

### How do I deploy the free Windows 10 upgrade?

- Through Windows Update
  - The simplest option is to connect each device to Windows Update, and upgrade to Windows 10 through that in-place upgrade experience.
- Free Upgrade Retail ISO (download available through Microsoft)

**OEM CUSTOMERS** - Customers whose Windows 7 and 8/8.1 licenses are under OEM can only reimagine their OEM licensed devices with the Windows 10 Volume Licensing ISO after doing the free upgrade via one of the steps above.

**VOLUME LICENSING (VL) CUSTOMERS** - Customers whose Windows 7 and 8/8.1 licenses are under volume licensing can only reimagine their VL licensed devices with the Windows 10 Volume Licensing ISO after doing the free upgrade via one of the steps above.

Neither OEM nor VL customers automatically have access to the VL ISO and product keys. For access to it, it will require a purchase of quantity 1 Windows 10 Pro Upgrade license under a volume licensing program.

Per MS – Customers have to deploy the Free Upgrade using the **retail media** provided/or through Windows Update **first**. They may not use Volume Licensing (VL) media to deploy the free upgrade.

This is actually a two-step process.

- They get their new machines with Windows 8.1 Pro-either wait for the upgrade via Windows Update or use the ISO provided with the free upgrade (this is retail media not VL media)

2. Once the upgrade is installed, they may then reimage using Windows 10 VL media and keys.

**Note that the free upgrade media is intended to be used to initiate the upgrade process from within a currently-activated Windows OS, not as bootable media, as the upgrade process validates the currently running OS to ensure that it is eligible to be upgraded. The Windows 10 Pro license created for the device during the free upgrade is a Retail license that is tied to the device (even if the customer's Windows 7/8 license is under volume licensing). The license will continue to work for reinstalling Windows 10 after the free upgrade period ends - on the same device only. The license created is not a Volume License and will not be in VLSC. The customer will need to contact Customer Support if they have questions.**

If customers want their Windows 10 licenses to be volume licenses, they will have to buy Windows 10 Upgrade licenses under volume licensing programs for each device.

[What is my proof of ownership/base license for my Windows 10 free upgrade if I get audited?](#)

It will be your proof of ownership for your Windows 7 and 8 licenses.

But please note that The Windows 10 Pro license created for the device during the free upgrade is a Retail license that is tied to the device (even if the customer's Windows 7/8 license is under volume licensing). The license will continue to work for reinstalling Windows 10 after the free upgrade period ends - on the same device only. The license created is not a Volume License and will not be in VLSC. The customer will need to contact Customer Support if they have questions.

If customers want their Windows 10 licenses to be volume licenses, they will have to buy Windows 10 Upgrade licenses under volume licensing programs for each device.

[How long do I have to get the free upgrade?](#)

Customers must upgrade within a year of the Windows 10 release to get the free upgrade – so a year from July 29th, 2015. Customers who upgrade after that date must buy the Windows 10 Professional upgrade license separately.

[Do I only own the Windows 10 free upgrade license for a year?](#)

No, any devices upgraded for free by 7/29/2016 will have Windows 10 for the life of that device.

[How can I get Windows 10 Enterprise?](#)

Customers must have active Software Assurance on July 29th, 2015 on their Windows 8 Enterprise licenses to have rights to Windows 10 Enterprise. The Windows 10 Enterprise install file and product key will be on your VLSC.

I read that Microsoft will now push out updates with Windows 10 at any time. That is not workable for my organization, what are my options?

To delay updates for up to 8 months, for your Update Deployment Option, you must use Current Branch for Business which is included in Windows 10 Professional or Enterprise editions. If Enterprise edition, it must be active with SA.

To delay updates for up to 5 years, for your Update Deployment Option, you must use Long Term Servicing Branch, which is included in Windows 10 Enterprise edition. If Enterprise edition, it must be active with SA.

For customers want to delay Windows 10 Automatic Updates by:

8 months – they should get Windows 10 Professional or Enterprise edition. If Enterprise edition, SA must be kept current  
5 years – they should get Windows 10 Enterprise edition and SA must be kept current