

Migrating zSpace Installations to Windows 10



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1: Introduction

Many zSpace systems are shipped with Windows 8.1 Pro. Student and Teacher zSpace STEM systems are shipped with either Windows 7 Home or Windows 8.1 Pro. For most organizations, there is no requirement to upgrade to the new operating system. Microsoft is offering a free upgrade to Windows 10 for a limited period of time, and some organizations are interested in taking advantage of this offer. If you choose to upgrade your zSpace to Windows 10, follow the steps in this guide.

Note: The zSpace 100 is *not* supported on Windows 10. Therefore, zSpace does not recommend migrating systems that are connected to a zSpace 100.

Caveats / Known Issues

- All zSpace STEM applications are tested and confirmed to work with Windows 10 based on this migration workflow. zSpace cannot confirm the compatibility of any third-party applications. Please check with your application provider before you upgrade.
- The Windows 10 upgrade process removes the specialized AMD Firepro GPU driver provided by zSpace. When the upgrade process is complete, you must install an updated version of the GPU driver. To get the download the driver, sign on to the zSpace support site and navigate to [zSpace recommended hardware and GPU drivers](#). Find the link for the zSpace GPU driver and save the zip file to the **Downloads** folder.
- EDU-Server users must update the EDU-Server AnswerWeb application to version 2.5 or later to use Windows 10. For information about obtaining the required version, read the support article [zSpace Education Server and AnswerWeb Release](#).

Upgrading Windows 7 to 10 on STEM Teacher and Student Stations

Migrating from Windows 7 to Windows 10 on zSpace STEM stations causes the licenses to be lost and the applications to prompt you to re-enter the licenses. This only occurs on zSpace STEM apps: Franklin's Lab, Newton's Park, and Studio. To avoid any issues, zSpace recommends deactivating the licenses prior to migrating, especially for larger installs. You can learn how to deactivate your license by reviewing the article [zSpace License Manager](#).

2: Migrate to Windows 10

Disable Sleep Mode

Before migrating, disable sleep mode to avoid upgrade failures.

For Windows 8.1 complete the following steps:

1. Right-click the **Start** button  (bottom left corner of the taskbar), and choose **Power Options**.
2. Select **Choose when to turn off the display**.
3. For both **Turn off the display** and **Put the computer to sleep**, choose **Never**.
4. Select **Save Changes**.

For Windows 7 complete the following steps:

1. Select the **Start** button  (bottom left corner of the taskbar), and choose **Control Panel**.
2. Select **Power Options > Change when the computer sleeps**.
3. For **Turn off the display**, choose **Never** for both **On battery** and **Plugged in**.
4. For **Put the computer to sleep**, choose **Never** for both **On battery** and **Plugged in**.
5. Select **Save Changes**.

Get the Windows 10 Upgrade

Download the Windows 10 upgrade this website launch page:

www.microsoft.com/en-us/windows/windows-10-upgrade

From the website launch page, select **Upgrade Now**. When the download is complete, select the downloaded file at the bottom left of your Chrome window and choose **Run** to continue with the pre-installation process:

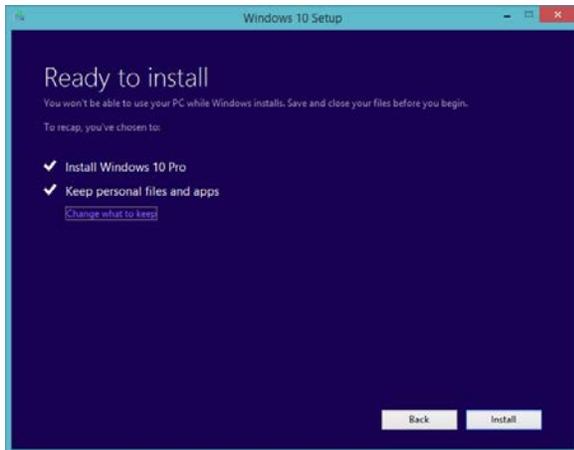
1. Download Windows 10 installation files.
2. Create local installation media.
3. Check your computer to make sure there is an eligible version of Windows to upgrade.
4. Check online for updates to the Windows 10 installation files.
5. Present the licensing terms. You must agree to and accept the terms.
6. Get any updates to Windows 10.
7. Verify that your computer has enough disk space perform the update.

Install the Windows 10 Upgrade

When the Windows 10 upgrade is ready, the system displays the message **Ready to Install**.

Select **Install** to continue.

Important: By default your existing files and applications are preserved. Do not select **Change what to keep**.



During the installation phase, your computer restarts several times. This is normal. Once the installation process is complete, the system prompts you to configure the personalization and settings options.

Welcome to Windows 10!

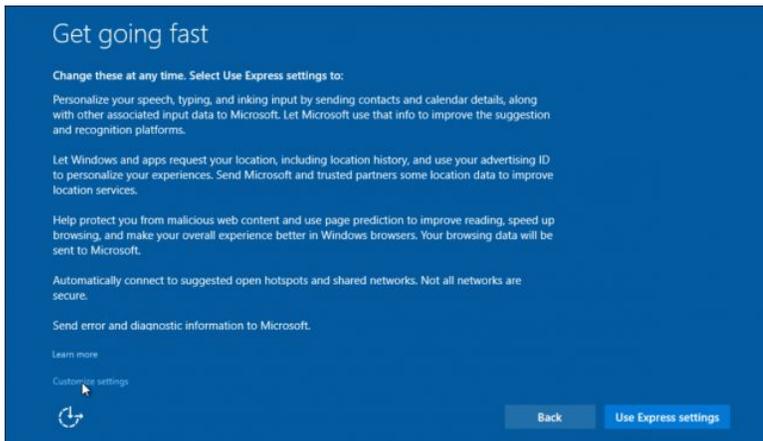
Select **Next** to begin the Windows 10 Personalization Phase.



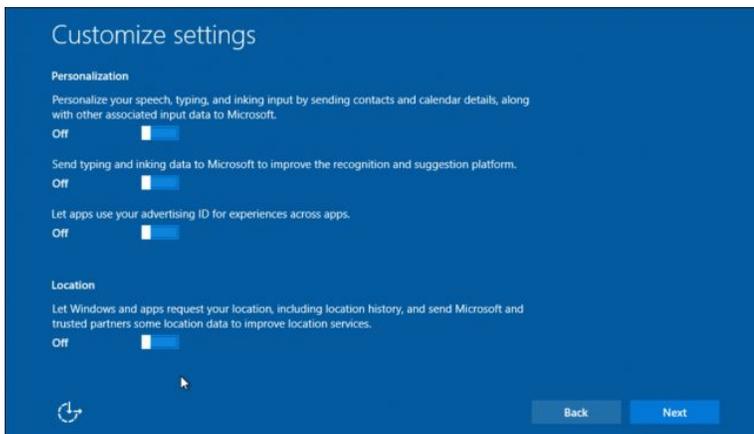
Windows 10 Settings – Express or Custom?

1. Select **Customize settings**.

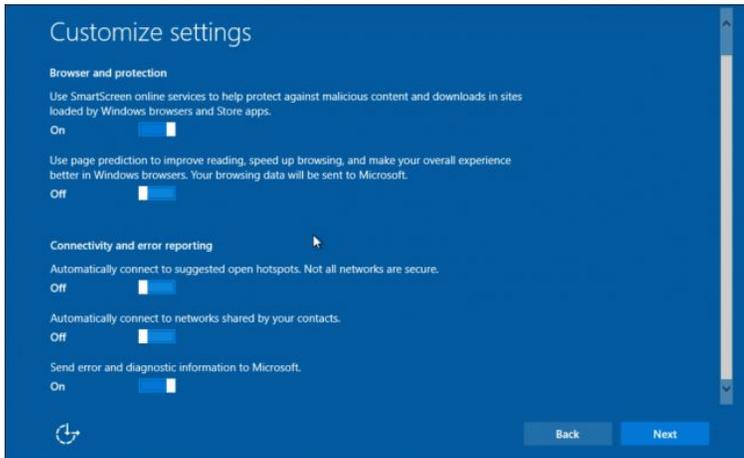
Important: Do not use the **Express settings** because they cause problems when running zSpace applications.



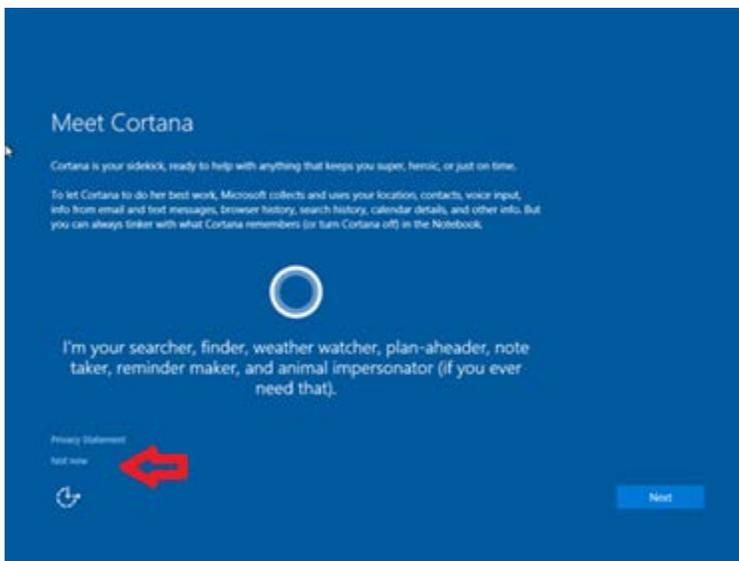
2. Under **Personalization** and **Location** turn all options **OFF** then select **Next**.



3. Turn off all options under **Browser protection** and **Connectivity and error reporting**, then select **Next**.



4. Select the **Not now** option in the lower left corner of the **Meet Cortana** screen.



Note: Because the zSpace configuration does not use a Microsoft account you cannot use Cortana with zSpace.

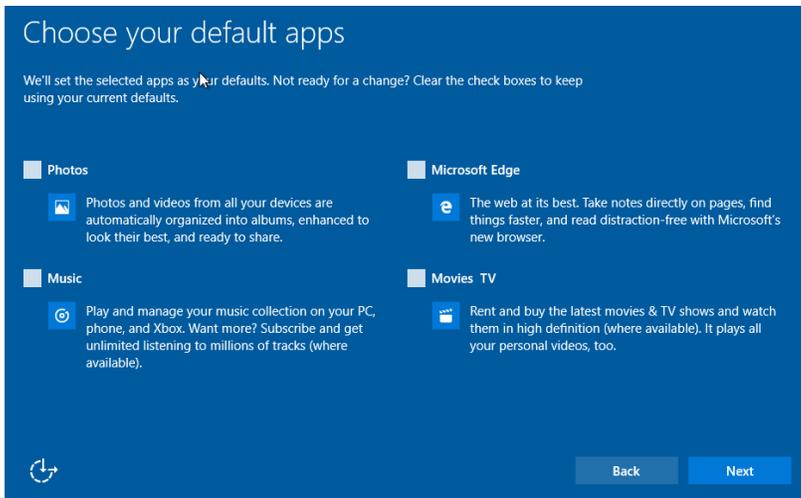
5. Select the **Let me choose my default apps** option and select **Next**.



6. Clear the following checkboxes:

- **Photos**
- **Music**
- **Microsoft Edge**
- **Movies TV**

Then select **Next**.



The zSpace system is now upgraded to Windows 10.

Install Updated zSpace GPU Drivers

The Windows 10 upgrade process removes the specialized zSpace GPU driver and installs the standard Windows 10 driver. This driver is not optimized for zSpace systems. Use the following steps to install the Windows 10 zSpace GPU driver.

1. Sign on to the zSpace support site and navigate to [zSpace recommended hardware and GPU drivers](#). Find the link for your system's zSpace GPU driver and download the zip file. Wait for the download to complete before continuing to the next step.
2. Open the **Downloads** folder. Find the driver you just downloaded and unzip the contents to a new folder. Open the folder and double-click **setup.exe**.
3. The system displays a **Windows Security** dialog box. Make sure **Always trust software from "Advanced Micro Devices, Inc."** is checked and select **Install** to continue.
4. Once the driver installation is complete, select **Finish**.
5. **AMD Catalyst Install Manager** prompts you that a system reboot is required and ask if you **would like to reboot now?** Select **Yes** to continue.
6. After rebooting, the AMD registration page automatically opens in a web browser. Close the browser window.

The zSpace GPU driver is now installed.

Optional – Delete Old Windows Install Files (C:\windows.old)

When the Windows 10 upgrade is complete, follow these steps to remove the Windows 8.1 installation (renamed **windows.old** on the **C:** drive):

Note: If you choose not to delete the files manually, Windows automatically deletes archived files one month after the upgrade is complete.

Remember: Once you remove these files you cannot restore the previous version of the operating system.

1. From Windows search field, enter **Cleanup** and select **Disk Cleanup**.
2. Choose **C: Drive** and select **OK**.
3. Select **Clean up system files**.
4. Choose the **C: Drive** again and select **OK** to continue.

- When the **Disk Cleanup for Windows** dialog box opens, choose the **Previous Windows installation(s)** checkbox.



- Select **OK**.
- When the warning appears indicating the previous version cannot be restored, select **Yes** to continue.

When a success message appears, cleanup is complete.