



zSpace 300 Windows 10 Migration Guide



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The zSpace 300 is shipped with Windows 8.1 Pro and, for many organizations, there is no requirement or need to upgrade the operating system. However 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 300 to Windows 10, use the steps in this guide to complete the upgrade.

Known issues

- While 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 3rd 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 will need to uninstall the current GPU driver and reinstall the zSpace specialized driver. To get 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 your Downloads folder.
- EDU-Server users must update the The EDU-Server AnswerWeb application version 2.5.0 to use Windows 10. For information about obtaining the required version read the following support article: *[zSpace Education Server and AnswerWeb Release](#)*.

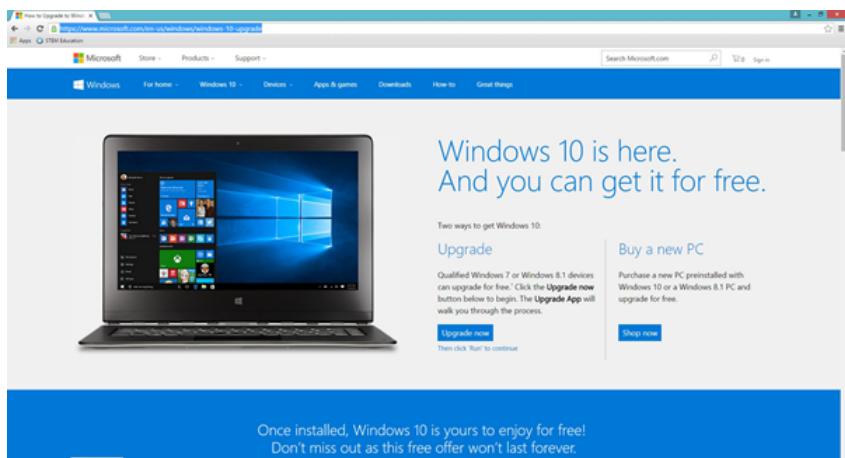
Disable Sleep Mode

Before you upgrade use the following steps to disable sleep mode:

1. Right-click the **Windows Start Menu**  button (in the lower left corner of the taskbar), and select **Power Options**.
2. Select the **Change Plan Settings**, and select **Turn off the display**.
3. Select **Never** from the dropdown menu options.
4. Repeat these steps for the **Put the computer to sleep** option.
5. Select **Save Changes**.

Get the Windows 10 Upgrade

Windows 10 upgrade can be found on this website launch page: www.microsoft.com/en-us/windows/windows-10-upgrade



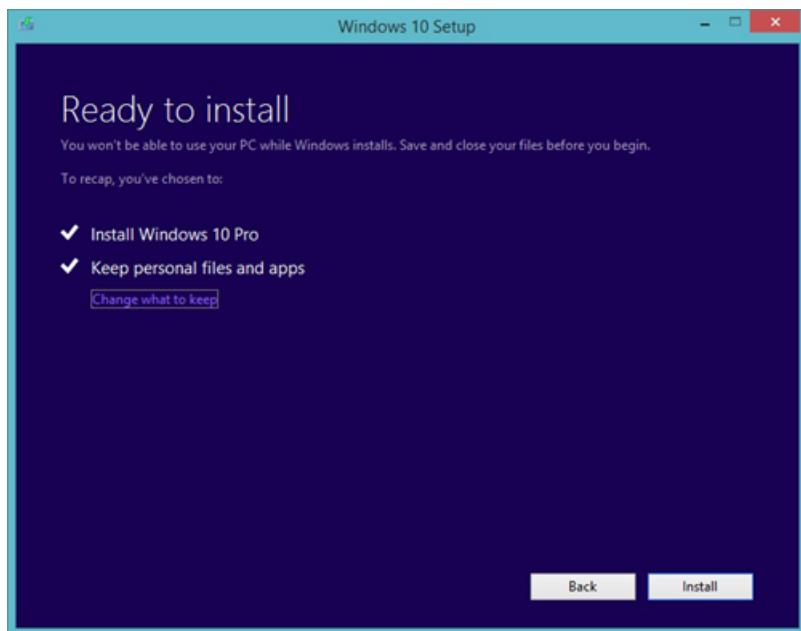
From the website launch page, click the **Upgrade Now** button and, once the download is complete, click on the downloaded file on the bottom left of your Chrome window and click Run to continue with the following pre-installation processes (the installation wizard will step you through these tasks):

1. Extract the downloaded installation files.
2. Create the local installation media.
3. Check the PC to make sure there is an eligible version of Windows to upgrade.
4. Check online for updates to the Windows 10 installation files.
5. Agree to and accept the presented licensing terms.
6. Get any updates to Windows 10.
7. Verify there is enough space on the PC to perform the update.

Windows 10 Upgrade

When the Windows 10 upgrade application presents the **Ready to Install**, click **Install** to continue.

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



Windows 10 Personalization

During the installation phase, the PC restarts several times, this is normal. Once the installation process is complete, you are prompted to configure the personalization and settings options.

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

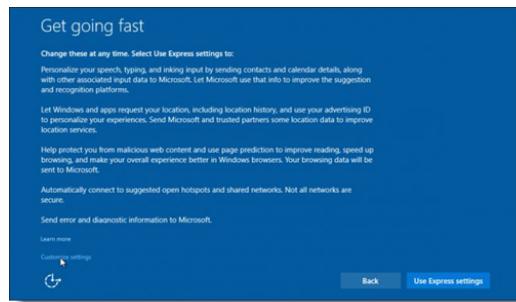


Configure Windows 10 Settings

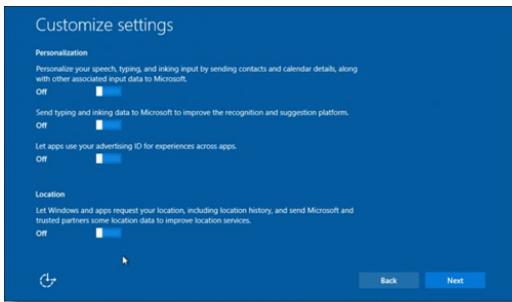
Use the following steps to configure your customized Windows 10 settings:

1. Click **Customize settings**:

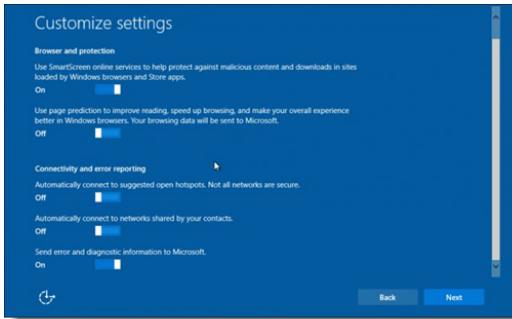
Important: zSpace does not recommend using the Express settings as they have a negative impact on the usability of zSpace applications.



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

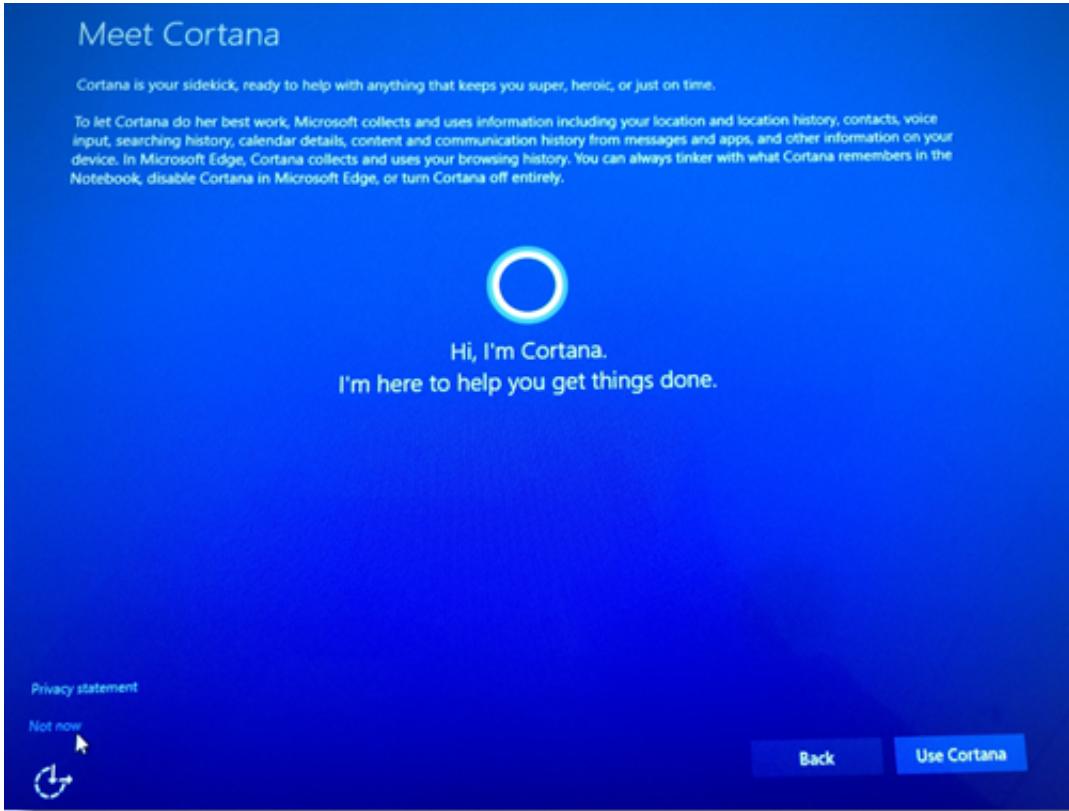


3. Turn off all options under **Browser protection** and **Connectivity and error reporting**, and click **Next**.

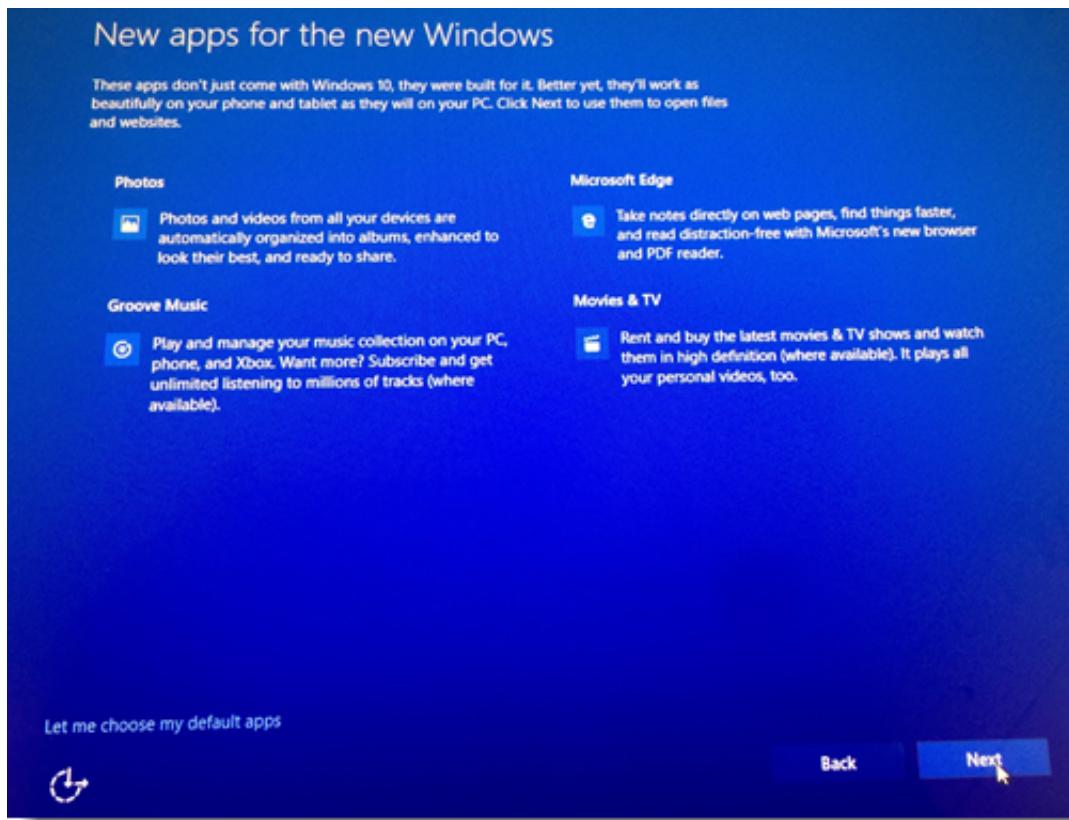


4. Click the **Not now** option, in the lower left corner of the **Meet Cortana** screen.

Note: Because the zSpace configuration does not use a Microsoft account it cannot be used with zSpace.

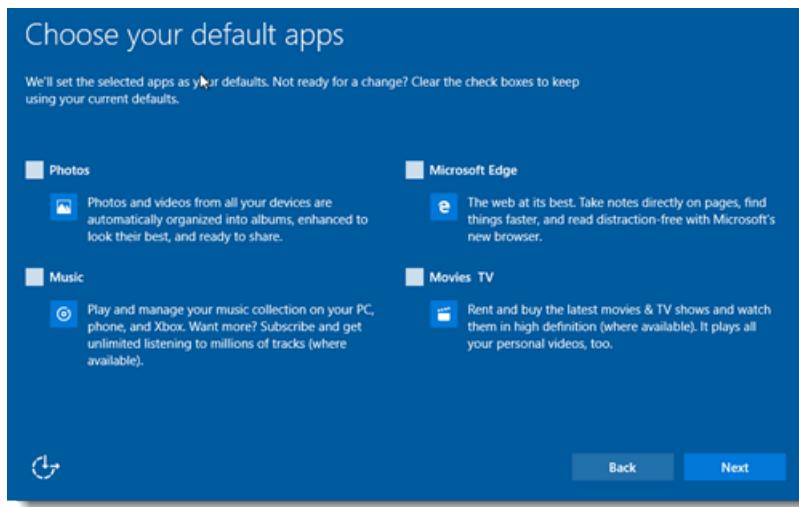


5. Select the **Let me choose my default apps** option and click **Next**.



6. Deselect the following checkboxes and click Next:

- Photos
- Music
- Microsoft Edge



The zSpace system is now upgraded to Windows 10.

Re-install zSpace AMD FirePro 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 the zSpace system. Use the following steps to uninstall the Windows 10 driver and reinstall the zSpace GPU driver:

1. 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 download the zip file.
2. Go to your **downloads** folder and locate the GPU driver .zip file you just downloaded and unzip it to a folder. Remember where this is, we will come back to it in just a bit.
3. Right-click the **Windows Start Menu**  button (in the lower left corner of the screen) and select **Programs and Features**.
4. You will see at the top of the list two AMD driver entries - **AMD Catalyst Control Center** and **AMD Catalyst Install Manager**. We will uninstall the **AMD Catalyst Install Manager only!** DO NOT UNINSTALL THE AMD CATALYST CONTROL CENTER!
5. Select **AMD Catalyst Install Manager** and click **Change**.
6. On the first page, click **Next** to continue.
7. Select **Express Uninstall ALL AMD Software** and click **Next** to continue.
8. Select **All Versions** to remove all driver remnants from the PC.
9. The existing driver is automatically removed. Please wait, after a short delay you are prompted to remove the **Catalyst Install Manager**. Click the **Remove** button.
10. After the uninstall is completed, click **Finish**.
11. Right-click the **Windows Start Menu**  button (in the lower left corner of the screen) and select **Shut down or sign out**. Hoover over and click **Restart** to reboot the PC and ensure the prior driver has been completely removed.
12. Once rebooted, go back to your **Downloads** folder and open the folder you created with the zSpace GPU driver in it. Double-click **setup.exe** to install the **zSpace GPU drivers**.
13. Select the Express installation option.
14. When the **Windows Security** dialog box opens, select **Make sure Always trust software from “Advanced Micro Devices, Inc.”** and click **Install** to continue.
15. When the driver installation is complete, click **Finish**.
16. When the **AMD Catalyst Install Manager** dialog appears indicating that a system reboot is required, click **Yes**, click yes to reboot the PC. to proceed.
17. After rebooting, the Chrome browser will automatically open the AMD registration page. Simply close the browser.

The zSpace GPU driver is now installed.

Optional - Deleting Old Windows Install Files (C:\windows.old)

When the Windows 10 is completed, use the following steps to remove the Windows 8.1 installation (renamed windows.old on your C:\ drive):

Note: If you choose not to delete the files manually, Windows automatically deletes the archived files one month after the upgrade is completed. Once you remove these files you cannot restore the previous version of the operating system.

1. Click in the **Windows** search field, type **Cleanup**, and click **Disk Cleanup**.
2. Select **C: Drive** and click **OK**.
3. Click the **Clean up system files** button.
4. Select **C: Drive** again and click **OK** to continue.
5. When the **Disk Cleanup for Windows** dialog opens click to activate the **Previous Windows installation(s)** checkbox.



6. Click **OK**.
7. When the warning appears indicating the previous version cannot be restored, click **Yes** to proceed.

