



# Moving to Windows 10

## Avoiding common issues

# Introduction

The aim of this document is to help give you the best possible start when moving to Windows 10 on your network.

The document is mainly focussed on CC4 (Community Connect 4) networks, however many of the items are relevant to vanilla networks too.

RM recommends that customers follow through the steps below and tick off each of them before bulk rebuilding to Windows 10.

Remember that Windows 7 and Windows Server 2008R2 will reach their end of life in January 2020. Please see [NWS6692419](#) & [NWS6693517](#).

**Note:** At the time of writing (ready for summer 2019) the current CC4 supported version of Windows 10 is Build 1809 (i.e. the October 2018 update).

## RM summer work

**Note:** If you have booked RM summer work – such as a CoP (Connect on Prem – CC4 on Server 2016) upgrade – and you have sufficient time after the upgrade to work through this article, then we recommend that you get the upgrade work completed first.



# Section 1 – Preparation

This section covers the steps you should take before you start building any Windows 10 computers.

Headline	Why should I do this?	What should I do?
Default apps being reset	When you log on to a Windows 10 computer, Windows may occasionally reset the default apps (e.g. Adobe Reader for PDF, Chrome for browsing) back to Edge.	<p>RM are working with Microsoft on this issue as there is a confirmed 'bug' in builds 1709 and 1809.</p> <p>Our most up-to-date advice is published in <a href="#">TEC4120188</a>.</p> <p>This article also has links to the Adobe Reader and Google Chrome default XML files that you can download and use to help mitigate this issue.</p>
Shortcut delivery	In Windows 10 the Start menu behaves differently and does not allow duplicates to be added.	<p>CC4 customers should review their existing Program Sets prior to the move to Windows 10. Firstly, to remove any obsolete shortcuts and secondly to ensure that there are no duplicates.</p> <p>For more information see <a href="#">TEC5060711</a>.</p>
Black screen issues when roaming	Roaming profiles are coming to the end of their life and Microsoft had to patch an issue recently when the same profile was incompatible between Windows 10 versions 1809 and 1709.	<p>RM recommends that customers look to migrate to UEV (User Experience Virtualisation) for their users.</p> <p>Please see <a href="#">TEC6603014</a>.</p> <p>If you are staying on roaming profiles, then you will need to install <b>CC4UPD218</b>.</p> <p>Please see <a href="#">DWN6797783</a>.</p>

I want to remove some of the default Windows 10 Store Apps	To prevent your users from accessing certain tiles (e.g. Xbox, Film & TV)	RM have provided a package to do this for CC4 clients. Please refer to <a href="#">TEC6179052</a> for full details.
CC4 Updates	Ensure that your network is up to date before you start to migrate.	<p>Please see <a href="#">TEC1255704</a> for a list of recent releases.</p> <p>For example, we recommend <a href="#">CC4UPD215</a> as this allows the RMMC to show the 'friendly name' for the Windows 10 builds on your network.</p> <p>There is also the <b>CC4 Rollup 2018</b> (<a href="#">DWN6500743</a>) that we recommend if you have fallen behind with updates.</p>
TEC articles	Some relevant TEC articles that we recommend you review along with the key messages here.	<p><a href="#">TEC6860166</a> - DFS Namespace Service fails to start, potentially leading to RM Service Host stability issues.</p> <p><a href="#">TEC6859058</a> - Windows 10 1809 Taskbar Location issue.</p>
Default package assignments	This is a housekeeping step for CC4 customers to ensure that obsolete packages are cleaned from locations prior to any rebuilds.	The process is described in <a href="#">TEC6656659</a> together with a list of some packages that can be removed (as these are Windows 7 only packages).
Printers following users	We have seen issues on Windows 10 computers using roaming profiles. Printers mapped at previous locations may 'follow' the user to other computers.	UEV is the fix for this issue.
RM Tutor	Older versions of RM Tutor are not compatible with Windows 10 and may cause issues (including BSODs).	<p>Please check the version of RM Tutor that you are using – release 6.1 v3 is the only one that we support on Windows 10.</p> <p>Please see <a href="#">TEC5938071</a> to check which version you are running and upgrade accordingly.</p>

Anti-virus solution	An up-to-date anti-virus solution is essential when moving to Windows 10.	RM recommends Trend Micro. Your sales contact will be able to help you with the transition.
3rd party applications	You need to review the other applications that you use today on Windows 7 and source appropriate versions that will work on Windows 10.	Application compatibility can cause speed issues, BSOD and other negative effects on your computers.
16-bit apps	These are not compatible with Windows 10 so you will need to source alternatives if these are still in use.	
Activation	<p>When moving to Windows 10 you will need to provide an activation key from your OVS-ES subscription.</p> <p>This key will need to be input into the Windows 10 Build Template in the RMMC.</p>	<p>You will also need to self-manage the number of activations and refresh of these with Microsoft.</p> <p>Please see <a href="#">TEC3774800</a>.</p>
Customised Start menus	Microsoft have stated that this is not compatible with roaming profiles.	
WSUS health check	This ensures that the latest security patches are available and installed to your Windows 10 computers.	<p>RM have provided a 'WSUS health check tool' for CC4 customers to use. Note that this is only applicable to 2012R2 and 2016 customers.</p> <p>Please see <a href="#">DWN6339320</a>.</p>
Known issues	We keep an article updated with a list of known issues on Windows 10 v1809.	Please see <a href="#">TEC6705516</a> .

## Section 2 – Building and testing

This section covers the rebuild and testing activities. We recommend that you rebuild one of each type of device (that are compatible with Windows 10) and do some thorough testing (as a pupil, teacher, etc.) before any mass rebuilds are attempted. Do not rush to rebuild the entire network as due diligence at this point is essential.

This will give you confidence that:

- a) Your estate of computers will successfully rebuild to Windows 10 and you have the correct drivers available.
- b) Your computers will perform at an acceptable level for normal classroom use.

### Windows 10 minimum specification

Based on our findings, your devices should at least be at the following minimum specification:

- 64-bit compatible
- 4GB of RAM
- 120GB drive (HDD or SSD)
- Supported, 1GHz (or higher) CPU (Central Processing Unit)
  - Intel CPUs need to be 3rd Generation (i.e. Core i3) or newer
  - AMD CPUs need to be A4 APU series or newer
- 1Gpbs wired or 802.11n (5GHz) wireless network connection

It is often the CPU that causes the main blockage here as that is not a simple device to swap within the computer. Thus, it may be false economy to replace the RAM/HDD if the CPU will not be compatible.

**Note:** You should also check that you have the BIOS password for your devices (e.g. for UEFI boot) and to check that they are TPM enabled should you need to use Bitlocker for encryption.

For more information see - [Considerations when upgrading a device to run Windows 10](#)

### Drivers

You may need to source and install the latest drivers for your devices (if they are compatible with Windows 10) and they are not RM Recommends. The RM Recommends product range ensures that you have validated driver packs available to install that are Windows 10 compatible - please refer to [TEC4987985](#) for a list of these devices.

## Section 3 – Rollout

This section covers the mass rebuilds of the computers to Windows 10, so please ensure that you have completed sections 1 & 2 before you proceed.

You should be confident that your estate of devices is compatible with Windows 10, that you have the correct drivers available and that test builds and usage have been completed.

If you have done all of the above, then you can proceed to rebuild your estate. As usual we recommend that you rebuild in phases (e.g. one or two rooms at a time).



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