

# GSD. General - How to Check Windows Version

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'https://fmcnadev.service-now.com/api/now/table/sys\_user/acaf843397d74958f7e3bb8fe153afe3',

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General Information:

Possible symptoms/errors:

User wants to know how to Check your Windows Version

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Introduction:

Fresenius employees use mostly a notebooks with a Windows 7 or Windows 10 installation. Windows 10 is the most used and recommended version. In case user is not sure which version is installed, advise them to follow the steps below.

Option 1:

NOTE: Applicable for all employees who use a notebook which has been setup in Bad Homburg or Oberursel.

Advise user to click Start > type ip in the search file then press Enter.

2. On the ip.exe window, user must click the Extend button to view more information. They will be able to see the Operating System and Service Pack version they have.

Option 2:

NOTE: Applicable for all employees.

Depending on the type of windows user is using, follow the steps below. For Windows 10:

Option A:

Advise user to click on the Start buttonUser must click on the gear icon.

- They must click on System.- Inform them click on About.

User should see the system information in this format.

Option B:

Advise user to right click on the Start button. User must click System.

- Inform user to click About.

User should see the system information in this format.

Option C:

Advise user to click Start then type This PC. User must right click on This PC then select Properties. On the next window, User will be able to see the "Windows version" and "System type" of their computer.

Assignment Group:

N/A

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A