

# GSD. Bad Homburg – Windows - What to Know about Windows 10 Upgrade Process

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General Information:

Possible symptoms/errors:

User wants to know about Windows 10 Upgrade Process

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

This article gives some tips and helps to support the Windows 10 Upgrade process which was created by global client management. The process on the clients has different phases. In each phase, some other problems can occur and also the troubleshooting is different.

If you want to support the Upgrade process, it's important to know where the log files from the different phases are stored and how you can analyze and handle errors, also things like stopping a planned Upgrade, etc.

Upgrade start:

There are two different ways to start a Windows 10 Upgrade. The automatic process which shows user dialog and gives the user a chance to plan the Upgrade, or the direct start if the Upgrade should be run "now".

Normal automatic way:

The automatic process with the TSLaunch Tool creates some Scheduled Tasks which control the checks and the start of the Upgrade. Depending on the check results and the status of the clients, the start time can be moved to the future or the next day, its dynamic and can take a while. Normally it's no problem the dialog pops up again after some time.

If the dialog pops up the first time the user has 14 days left to schedule or run an Upgrade (319 came from my screenshot in debug mode (smile)). If the user minimizes the dialog, the Task moves to the Taskbar and a balloon tip pops up from time to time. If the user clicks "Upgrade now" the Upgrade starts after 15 seconds. In this time the user can click cancel to stop the Upgrade. If the user schedules the update to another time, the client must be powered on and connected to Fresenius (LAN/WLAN/VPN)

at this time, otherwise the planned Upgrade will not run and the user will get this dialog again after a while (see more info below).

#### Manual way:

If you are in front of the client and want to start the Upgrade as soon as possible, just start the normal Windows 10 Upgrade Task Sequence (not the Launcher) from the Software Center.

If the launcher was running before and the Scheduled Task was already created, it's not a problem, after the Upgrade finishes the TSLaunch will recognize the Upgrade and delete the Scheduled Task automatically.

#### Scheduling the Upgrade:

If the user wants to schedule the Upgrade he can choose a date/time in the time range of the days left time.

The client must be ON and connected to the Fresenius network at the configured time, otherwise Upgrade will not start after the client gets online again. In this case the dialog popup again and the user can plan a new time.

If the client is on at the configured time, the Upgrade starts and reboots the machine, so all open programs or unsaved work should be closed.

#### Upgrade Windows never pop up:

If the user will not get this Upgrade message after some time his client is in the rollout wave and the Task Sequences are available in the Software Center, you can check log files for the precheck Tasks. There are two places where you can check for logfiles.

TSLaunch Log: The Launcher Tools direct logfiles are located under C:\Temp. Here you can see if some prechecks are failed. Windows Upgrade Check: If the Windows Upgrade checks failed in the Launcher Task Sequence, the logfiles will be copied to the share \\pfncasap001\logs\$\Windows\_Upgrade\_1909\_Errors

#### Windows Upgrade run:

If all prechecks are passed and the user has started the Upgrade (manual or Scheduled), the main Upgrade Task Sequence will run. In this TS again some tests will be run, e.g. Power Adapter is connected, Windows Version is correct and supported, etc. There are some messages if some point is not correct. See the detailed technical documentation for this.

Just before the Upgrade starts and the machine does a reboot the last message box comes up with a 10 minute timer to give the user the chance to save his work. This time will continue automatically after 10 minutes or if the user clicks an OK. After that, the Upgrade starts.

#### Upgrade background:

If the Upgrade was starting, a full-screen background will be activated, no more actions are now possible for the user, the client will then reboot the machine to Upgrade a clean environment.

#### Upgrade background debug mode:

The complete Upgrade with all steps will be run with this active background, also after reboots, the user cannot log on windows. For support purposes, the background has a debug mode. To active the debug mode, click on the upper left corner with the right mouse button. A password window will be visible.

Enter the correct password (if you don't know the password, ask the colleagues from client management, for the global Upgrade the bios password is set as debug password)

After entering the password, you get a support console where you can also open CMD, CMTrace, etc.

If there are the SMS Task Sequence variables visible, the Task sequence is still running.

In the case of error, the background will be removed automatically after 15-20 minutes. If you want to remove the background directly by your own, open a cmd and run the following command:

Upgrade 1809: `msiexec.exe /X {59860B97-1CA6-4984-ACC0-096CAEBB3D1D} /qn`

Upgrade 1909: `msiexec.exe /X {9BDF586B-BD89-4B10-A122-3BC9F65947BA} /qn`

Upgrade complete or failed message

In case of a successful or failed Upgrade, a message box will be displayed on the logon screen a few seconds after the Upgrade (if the background is removed)

Upgrade successfully:

Upgrade failed:

Upgrade errors:

In the case of upgrading errors, the logfiles will also be copied to the share  
\\pfncasap001\logs\$\Windows\_Upgrade\_1909\_Errors

NOTE: If a device has Upgrade errors and copied logfiles, this logfiles will be removed again if the Upgrade is successful after one of the next tries.

Check Upgrade after logon:

To check the new version open SYSTEM Panel.

Problems: IE Favorites are missing after update

During the first logon "after" the Windows 10 update, the post setup will remove the IE Favorites. This is by design and integrated in the Microsoft update, so we cannot prevent this. To backup the Favorites, the Task Sequence creates a local backup from the users favorites in C:\Users\xxx\Favorites\_Backup. The Task Sequence creates a scheduled task, which restore the backup after the first logon and after the removal of the original favorites. In some cases, this restore does not work. So, if the favorites are missing, the user can restore them from the backup folder in his user profile.

Assignment Group:

Ext\_WW\_Physical-Workplace\_SLS\_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A