**Identifying Common Installation Problems**

As most of you are aware, installations sometimes do get errors. You might encounter some of the following installation errors:

**Media Errors** Media errors are caused by defective or damaged DVDs. To check the disc, put it into another computer and see if you can read it. Also check your disc for scratches or dirt—it may just need to be cleaned.

**Insufficient Disk Space** Windows 10 needs at least 16 GB for the 32-bit OS and 20 GB for the 64-bit OS to execute properly. If the Setup program cannot verify that this space exists, the program will not let you continue.

**Not Enough Memory** Make sure your computer has the minimum amount of

memory required by Windows 10 (1 GB for 32-bit or 2 GB for 64-bit). Having insufficient memory may cause the installation to fail or blue-screen errors to occur after installation.

**Not Enough Processing Power** Make sure your computer has the minimum processing power required by Windows 10 (1 GHz or faster processor or SoC). Having insufficient processing power may cause the installation to fail or blue-screen errors to occur after installation.

**Hardware That Is Not on the HCL** If your hardware is not listed on the HCL, Windows 10 may not recognize the hardware or the device may not work properly.

**Hardware with No Driver Support** Windows 10 will not recognize hardware without driver support.

**Hardware That Is Not Configured Properly** If your hardware is Plug and Play (PnP) compatible, Windows 10 should configure it automatically. If your hardware is not Plug and Play compatible, you will need to manually configure the hardware per the manufacturer’s instructions.

**Incorrect Product Key** Without a valid product key, the installation will not go past the Product Key screen. Make sure you have not typed in an incorrect key (check your Windows 10 installation folder or your computer case for this key).

**Failure to Access TCP/IP Network Resources** If you install Windows 10 with typical settings, the computer is configured as a DHCP client. If there is no DHCP server to provide IP configuration information, the client will still generate an autoconfigured IP address but be unable to access network resources through TCP/IP if the other network clients are using DHCP addresses.

**Installing Nonsupported Hard Drives** If your computer is using a hard disk that does not have a driver included on the Windows 10 media, you will receive an error message stating

**Troubleshooting with Installation Log Files**

When you install Windows 10, the Setup program creates several log files. You can view

these logs to check for any problems during the installation process. Two log files are

particularly useful for troubleshooting:

■■ The action log includes all of the actions that were performed during the setup process

and a description of each action. These actions are listed in chronological order. The

action log is stored as \Windows\setupact.log.

■■ The error log includes any errors that occurred during the installation. For each error,

there is a description and an indication of the severity of the error. This error log is

stored as \Windows\setuperr.log.

In Exercise 1.3, you will view the Windows 10 Setup logs to determine whether there

were any problems with your Windows 10 installation.