

TECHNICAL SERVICES BULLETIN 2019-05a
 Migrating to Microsoft Windows 10
 November 08, 2019

In the interest of helping protect our customers’ systems and provide expeditious technical support, we would like you to know what to expect and how to proceed when upgrading your PC running MBF Bioscience (MBF) software to Microsoft Windows 10. We realize you made significant investments in your system(s); we want to help protect that investment.

Microsoft will end all bug fixes, security releases and support for Windows 7 on January 14, 2020. (*Table 1* outlines Microsoft’s lifecycle) MBF Bioscience will continue to support customers running Windows 7 after January 14. However, IT departments, best practices and MBF Technical Services highly recommends not using Windows 7 beyond that date. There are many advantages to newer operating systems including performance improvements, increased stability and security; all resulting in greater efficiency and reduced interruptions.

Operating System	Latest Update or Service Pack	End of Microsoft Mainstream Support	End of Microsoft Extended Support
Windows 7	Service Pack 1	January 13, 2015	January 14, 2020
Windows 8	Windows 8.1	January 9, 2018	January 10, 2023
Windows 10	N/A	None, if kept updated	None, if kept updated

Table 1. Microsoft Windows lifecycle

What does it mean when Microsoft ends Extended Support? First, we strongly encourage anyone running Windows 7 to upgrade before January 2020. When Microsoft ends Extended Support, they will stop releasing security patches and bug fixes, and stop adding support for new software and hardware. As a result, numerous current and future exploits and vulnerabilities will put systems running Windows 7 at risk. In addition, third party vendors stop making software drivers and applications that are compatible with Windows 7, making compatibility and troubleshooting difficult, with unknown outcomes.

MBF is pleased to help with your migration. We will work with you and/or your IT department to ensure a successful transition. It is critical that you follow the process below to avoid losing data and configuration information.

 **TIP:** You are facing downtime and expenses when upgrading to Windows 10. This is a good time to evaluate and replace your aging PC hardware. If you elect to retain and upgrade your existing PC, please carefully follow one of the processes below. Method 1 is preferred.

CAUTION: If you have an MBF system connected to a Nikon microscope, contact Technical Services before upgrading to Windows 10.

PROCESS: Migrating to Windows 10 – Three methods

Method 1: IN-PLACE (Preferred Method)

1. Determine in advance when your IT department plans to migrate the PC to Windows 10 so you have time to prepare.
2. Determine if the upgrade is an in-place or wipe & replace upgrade.
 - a. If it is an in-place upgrade (Upgraded with data and settings preserved) proceed to Step 3
 - b. If it is a wipe & replace, go to Method 2 below
3. Recommended steps to protect data and licensing in case the upgrade fails.
 - a. Ensure all your valuable data is backed up on a separate external device (flash drive, hard drive, etc.)
 - b. Backup C:\ProgramData\MBF Bioscience\ and all subfolders. (NOTE: Please be cautious. This is not c:\Program Files folder.)
 - c. Locate media and software licensing information (CDs, license codes, etc.) so you can re-install and activate non-MBF software (Microsoft Office, Adobe Photoshop, etc.) if necessary. Caution: Some software may need to be “deactivated” on the PC prior to wiping the drive so that it can be reactivated on the new Operating System.
4. Insert Windows 10 media (DVD, Thumb drive or ISO image) and complete upgrade.
5. After upgrade finishes, run Windows updates until no updates appear.
6. From within MBF software, check system functionality: Stage, camera(s), motorized components).
7. If you encounter problems, contact MBF Technical Services www.mbfbioscience.com/support.

Method 2: WIPE & REPLACE

NOTE: With this option, there is a \$200 fee for MBF to reinstall and configure hardware & software.

1. Determine in advance when your IT department plans to migrate the PC to Windows 10 so you have time to prepare. Please provide MBF Technical Services at least one week notice of a wipe & replace.
2. Determine if the upgrade is an in-place or wipe & replace upgrade:
 - a. If it is an in-place upgrade (Upgraded with data and settings preserved) use Method 1 above.
 - b. If it is a wipe & replace, proceed to Step 3 below.
3. Contact MBF Bioscience and provide them with the serial number of the system to be wiped. 📌 TIP: At a Windows command prompt, type: wmic bios get serialnumber
4. Ensure all your valuable data is backed up on a separate external device (flash drive, hard drive, etc.)
5. Backup C:\ProgramData\MBF Bioscience\ and all subfolders. (NOTE: Please be cautious. This is not c:\Program Files folder.)
6. Locate media and software licensing information (CDs, license codes, etc.) so you can re-install and activate non-MBF software (Microsoft Office, Adobe Photoshop, etc.) if necessary. Caution: Some software may need to be “deactivated” on the PC prior to wiping the drive so that it can be reactivated on the new Operating System.
7. Wipe the drive. We recommend working with your IT department with this step. (You will need installation media, select Custom, delete all partitions until only a single “unallocated space” exists)
8. Install Windows 10
9. After installation completes, run Windows updates until no updates appear.
10. Make sure that you are logged on with an account that has local Administrator privileges.
11. Disable User Account Control. (Press the 🗑️, type UAC, press Enter, move slider all the way down, select OK). Contact MBF Technical Services (www.mbfbioscience.com/support) to configure hardware; install, authorize and configure MBF software; and complete system checks.

Method 3: REPLACE PC WORKSTATION

NOTE: We strongly suggest considering replacing computers every 3-5 years to maximize overall system reliability and operation. Further to this, some aged-out computers may simply not be upgradeable to Windows 10. Please contact sales@mbfbioscience.com for additional details regarding recommended computer configurations for your particular application.

1. Determine in advance when your IT department plans to migrate the PC to Windows 10 so you have time to prepare.
2. Ensure all your valuable data is backed up on a separate external device (flash drive, hard drive, etc.).
3. Locate media and software licensing information (CDs, license codes, etc.) so you can re-install and activate non-MBF software (Microsoft Office, Adobe Photoshop, etc.) if necessary. Caution: Some software may need to be “deactivated” on the PC prior to wiping the drive so that it can be reactivated on the new PC Workstation.
4. Once your new PC workstation has been ordered, MBF technical services will contact you to perform the following functions to ensure a smooth transition:
 - a. Arrange to backup all MBF system configuration files
 - b. Provide a temporary license for your existing PC workstation
5. Upon receipt of your fully tested, preconfigured Windows 10 PC workstation, simply reconnect labeled cables to the corresponding labels on your new PC workstation.
6. From within MBF software, check system functionality: Stage, camera(s), motorized components).
7. In the unlikely event you encounter any problems, contact MBF Technical Services for additional assistance. www.mbfbioscience.com/support.

Additional advantages to PC replacement

- All new MBF Bioscience PCs come with a Dell 3-year next-business-day onsite repair after phone diagnosis warranty. Customers may extend that warranty for additional years (up to 5 years total) here: <http://www.dell.com/support/incidents-online/us/en/4/email/extend-warranty>
- Operational efficiency of MBF software is significantly enhanced when combined with latest high performance PC hardware (e.g. multicore processors, increased RAM, more powerful graphics adapters, etc...).