



# Windows Commercial April 5 Event FAQs

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## Top questions

### **Will the recordings of the keynote and breakout sessions be available for on-demand viewing?**

Yes, all session recordings will be available on-demand from the event webpage (<https://www.microsoft.com/en-us/windows/business/event>) on April 5.

### **Where can I buy a PC with Windows 11?**

PCs with Windows 11 are available from a broad selection of retailers and our partners.

### **How will I know when the upgrade is available for my Windows 10 PC?**

We'll send you a notification once your eligible PC has been tested and validated for the free upgrade. Or you can go to Windows Update and see for yourself. Please note that a significant download is required to complete this upgrade. ISP fees may apply in areas where the internet is metered.

### **What edition of Windows 11 will I get when I upgrade?**

The upgrade to Windows 11 is for the same edition as you have on your Windows 10 device. Windows 11 Pro does not offer Windows 11 Pro in S mode, so you will need to switch out of S mode to upgrade.

### **What is an update vs an upgrade?**

An update is a change within a version of a Windows product. An upgrade is when you change OS versions, for example moving from Windows 10 to Windows 11, or when you upgrade to a higher edition within the same OS version (e.g., Windows 11 Home to Windows 11 Pro).

### **With Windows 10, Microsoft forced me to make significant changes to my IT processes, management approach, and tooling. What will this new version require me to change?**

Windows 11 is based on the same foundation as Windows 10, so it supports the same management tools that you are familiar with today.

### **Will my current Windows 10 applications, devices, and accessories work with Windows 11?**

Yes, most applications, devices, and accessories that worked with Windows 10 are compatible with Windows 11. You can also check with the software, device, or accessory manufacturer to confirm compatibility. Microsoft offers App Assure, a service to help with any software or browser application compatibility issue that you may discover. Learn more at <https://aka.ms/appassure>.

### **Will all my third-party Windows 11 security solutions continue to work across Windows 10 and Windows 11? To support Windows 11, will I have to upgrade those solutions to the latest and greatest before they are supported on Windows 11 and Windows 10?**

Most software and accessories that worked with Windows 10 also work with Windows 11. Check with your software publisher or accessory manufacturer for specific details on your products. Microsoft offers App Assure, a service to help with any software or browser app compatibility issue that you may discover. Learn more at <https://aka.ms/appassure>.

### **What are the benefits and value proposition of Windows 11 for the Enterprise?**

Windows 11 for the enterprise helps increase engagement of each employee by bringing more intelligent, inclusive experiences across every job and workstyle. It balances information access and employee flexibility with addressing an ever-changing threat environment. In addition, it helps IT cut costs and complexity with cloud tools, streamlined devices, and management from anywhere. Windows 11 Enterprise E3 brings continuous value with cloud-powered capabilities available for immediate use upon release and predictable OS-based features updated annually and supported for 36 months.

### **What is the upgrade path from Windows 10 to Windows 11? My company still has some Windows 7 and 8.1 devices. If they meet the hardware floor, can these be upgraded directly to Windows 11?**

Most devices available for purchase today will be upgradeable to Windows 11. You will have the option to upgrade, clean install, or reimage Windows devices that are eligible to move to Windows 11. For Windows 7 and 8.1 devices that meet hardware requirements, you will need to clean install or reimage to go directly to Windows 11. Please view <https://www.microsoft.com/windows/windows-11-specifications> to access the full minimum hardware requirements and specs.

### **What is the activation & provisioning process for my remote users? Is it the same as Windows 10?**

Windows 11 has been built on the same core as Windows 10, so you'll continue with the same experience you're accustomed to.

### **I use Windows Autopilot to provision devices for end users, will Windows Autopilot be available for Windows 11?**

Yes, you can use Windows Autopilot for Windows 11 devices.

### **What does the introduction of Windows 11 mean for the roadmap for Windows 10?**

Windows 10 remains supported through October 14, 2025, as originally announced at its launch. Customers using long-term service releases (LTSC and LTSB) will continue to be supported through those published end of support dates.

## Purchase questions

### When can I buy a PC with Windows 11?

PCs with Windows 11 pre-installed became available on October 5, 2021. They can now be purchased in a variety of retail stores around the globe and through our partners.

### How much will it cost to upgrade?

There is no cost to upgrade for eligible devices to Windows 11<sup>1</sup>. Only Windows 10 PCs that are running the most current version of Windows 10 and meet the minimum hardware specifications will be eligible to upgrade. You can check to see if you have the latest updates by navigating to Windows Update in settings. Please view <https://www.microsoft.com/windows/windows-11-specifications> to access the full minimum hardware requirements and specs.

<sup>1</sup>Internet access required and ISP fees may apply.

### What are the major differences between Windows 11 and Windows 10? Why should I upgrade?

Windows 10 launched six years ago. Since then, there has been a lot of hardware innovation. With Windows 11 every detail has been considered. It has the power and security you crave in a redesigned and refreshed look. Plus, it comes with new tools, sounds, and apps.

### What are the benefits of Windows 11 over Windows 10?

Windows 11 offers new productivity features and functionality designed to meet the challenges of the hybrid world, with a completely refreshed look and feel that helps you get more done with less stress. Learn more about what's new with Windows 11 Pro at <https://aka.ms/next-for-windows> and Windows 11 Enterprise at <https://aka.ms/Windows/web001>.

## Requirement questions

### What are the minimum hardware requirements for Windows 11?

Please note that certain features require certain hardware. You can view <https://www.microsoft.com/windows/windows-11-specifications> to access the full minimum hardware requirements and specs.

### Why is there a hardware floor for Windows 11 and how do I manage the future if my PC refresh cycle is 5 years?

Windows 11 is best experienced on new, modern hardware. If your devices do not meet the eligibility requirements, Windows 10 will continue to be supported through October 14, 2025.

## The hardware floor to run Windows 11 is published. What about the minimum disk requirements to host the OS and to support subsequent feature and quality updates?

The minimum storage drive requirement is 64GB for Windows 11. Ongoing requirements for feature and quality updates will vary but are generally expected to be similar to what we see today for Windows 10.

## What if my device is not upgradeable to Windows 11? Can I stay on Windows 10?

Yes, you can continue to use your PC with Windows 10. Windows 10 will continue to get monthly Quality Updates for Windows 10. Microsoft has committed to supporting Windows 10 through October 14, 2025 (<https://docs.microsoft.com/en-us/lifecycle/products/windows-10-home-and-pro>). .

## Upgrade questions

### Will my current Windows 10 applications, software, or programs work with Windows 11? Will the App Assure program support Windows 11?

Yes, Microsoft is committed to ensuring your applications work on the latest versions of our software, and Windows 11 was built with compatibility in mind. Our promise states that apps that worked on Windows 7/8.1/10 also work on Windows 11. If you have App Assure, Microsoft will help you fix them at no cost.

App Assure is a service that helps customers resolve application issues that they may experience when deploying the latest version of our software.

App Assure is available at no additional cost for eligible customers with 150+ seats. For more information on eligibility requirements, please navigate to <https://docs.microsoft.com/en-us/fasttrack/eligibility>.

Visit the [App Assure page](#) and sign in to submit your request for assistance for a dedicated App Assure Manager. If you experience any issues submitting a request for assistance, please contact [ACHELP@microsoft.com](mailto:ACHELP@microsoft.com), and one of our team members will assist you.

### Can I get Windows 11 on my existing Windows 10 PC?

If your Windows 10 PC meets the minimum specifications for Windows 11, you should be able to upgrade. We've made it simple for you to see for yourself. Download the PC Health Check App <https://aka.ms/GetPCHealthCheckApp> to see if your PC meets the minimum specifications. Certain features of Windows 11 require specific hardware beyond the "minimum" system requirements. Please view <https://www.microsoft.com/windows/windows-11-specifications> to access the full minimum hardware requirements and specs.

### How will I know when the upgrade is available for my Windows 10 PC?

We'll send you a notification once your eligible PC has been tested and validated for the free upgrade. Or you can go to Windows Update and see for yourself. Please note that a significant download is required to complete this upgrade. ISP fees may apply in areas where the internet is metered.

### How will I know if my PC qualifies for the upgrade?

To see if your PC is eligible, download the PC Health Check app at <https://aka.ms/GetPCHealthCheckApp>. Once the upgrade rollout has started, you can check the status of your device by navigating to Windows Update in settings.

### Can I move back to Windows 10 after I upgrade my Windows 10 PC if I don't like Windows 11?

Yes, once you have upgraded to Windows 11, you have 10 days to utilize the rollback function to move back to Windows 10 while keeping files and data that you brought along with you. After that 10-day period, you will need to back up your data and do a "clean install" to move back to Windows 10.

### Can I upgrade if I am running in S mode?

We do not offer Windows 11 Pro in S mode, so you will need to switch out of S mode to upgrade.

### What will the customer experience be during upgrade?

The upgrade experience will be similar to a feature update in Windows 10. You will download the software while being able to continue to use your device<sup>1</sup>. Once the update is downloaded and ready to install, you will be guided through the installation process through a series of screens and prompts. There will be at least one restart.

<sup>1</sup>Internet access required and ISP fees may apply.

### What will happen to the files during upgrade?

By default, all your files and data will transfer. However, Microsoft recommends backing up your files before installation.

### Are customers able to download the upgrade 'on demand'? Will there be ways that customers can find the upgrade prior to Intelligent rollout?

Yes, we have options similar to those available today for updates to Windows 10: Upgrade Assistant (similar to Update Assistant) and the Media Creation Tool. We recommend, however, customers wait until they are notified through Windows Update that the upgrade is ready for their device. There *may be* temporary blocks in some instances based on individual PC hardware configuration necessary to support Windows 11.

### What devices and programs are compatible?

Most software and accessories that worked with Windows 10 also work with Windows 11. Check with your software publisher or accessory manufacturer for specific details on your products.

### **Does the Windows 11 OS work better on new devices?**

Windows 11 has been optimized for devices shipping with Windows 11. It is also compatible with Windows 10 devices that meet the minimum hardware specifications. Please view <https://www.microsoft.com/windows/windows-11-specifications> to access the full minimum hardware requirements and specs.

### **What is the upgrade process like?**

Customers will be offered the option to upgrade through Windows Update, similar to how Windows 10 feature updates are offered today. Please note that a significant download is required to complete the upgrade<sup>1</sup>. For IT-managed devices, users should check with their IT organization for details on their rollout plan.

<sup>1</sup>Internet access required and ISP fees may apply.

### **Will I have to sign back into all my applications if I upgrade?**

No, generally, you will not have to sign back into your applications after upgrading.

### **Are there any geographical restrictions for Windows 11 deployments?**

There are no new geographical restrictions for Windows 11, compared to those for Windows 10. The guidelines related to exporting Microsoft Products can be found at <http://www.microsoft.com/en-us/exporting>.

### **Will all my third-party Windows 11 security solutions continue to work across Windows 10 and Windows 11? To support Windows 11, will I have to upgrade those solutions to the latest and greatest before they are supported on Windows 11 and Windows 10?**

Most software and accessories that worked with Windows 10 also work with Windows 11. Check with your software publisher or accessory manufacturer for specific details on your products.

### **Will features on demand (FODs) and language packs (LPs) be installed and updated like Windows 10?**

Yes, however, language packs and features on demand will ship as a different ISO.

### **Will Known Issue Rollback (KIR) function on Windows 11?**

Yes, the Known Issue Rollback will function on Windows 11.

### **What's going to happen with kiosk mode?**

Windows 11 is committed to support all of the commercial scenarios that we supported in Windows 10, which includes kiosk mode. In the initial Windows 11 release, we are supporting single app kiosk mode. In the future, we plan to support multi-app kiosk mode.

### **If I'm upgrading from Windows 10 to Windows 11, can I change editions at that time (e.g., from Home or Education to Pro)?**

If you have Windows 10 Pro, you'll upgrade to Windows 11 Pro. You can then step up to Windows 11 Enterprise. If you have Windows 10 Home, you'll upgrade to Windows 11 Home. You can then step up to Windows 11 Pro.

## **Management questions**

### **Who do I contact if I have issues in upgrading to Windows 11 or general support questions?**

Please visit [support.microsoft.com](https://support.microsoft.com) if you need assistance. Organizations with an eligible subscription can connect with FastTrack (visit <https://aka.ms/FastTrack> to learn more) to help them plan for and deploy Windows 11.

### **How does Windows 11 impact my current deployment of Windows 10?**

Windows 11 and Windows 10 can be deployed, managed, and serviced in the same way, as both versions of Windows use the same deployment, management, and servicing tools. In terms of deployment, you can consider Windows 11 and Windows 10 as two different releases of the same OS.

### **Can I run both Windows 11 and Windows 10 in parallel? If so, do I use the same process and tools to manage both?**

Yes, Windows 11 is based on the same foundation as Windows 10, so they can coexist and use the same processes and tools to manage them.

### **Given the new normal of the hybrid workforce and my strategy for my remote users, how will Windows 11 impact their ability to continue business as usual? Any changes in VPN connectivity, remote management, update compliance, and security tools?**

Windows 11 is built on the trusted Windows 10 core, so your experience will feel familiar, even as you enjoy the new productivity features.

### **As an IT Pro, can I manage or remove certain new features in Windows 11 that I may not want in my install base or to expose to my users?**

Similar to previous versions of Windows, IT can control certain policies that effectively manage or remove certain features. Windows 11 has been built on the same core as Windows 10, therefore, it offers the same experience you're accustomed to on Windows 10. We have IT pro documentation at <https://aka.ms/windowsdocs> We also have IT Pro deployment labs available for you to download at <https://aka.ms/windows11labkit>.



### **My users need training after we install a new version of Windows. How can Microsoft help?**

Microsoft created *Windows 11 Onboarding Kit* just for this purpose. Download the Windows 11 Onboarding Kit to help you prepare, educate and support people in your organization before, during and after deploying Windows 11. This kit contains templates and documents that will help you communicate with the people in your organization. The content can be customized and adapted to your needs. It is available at <https://aka.ms/Windows/OnboardingKit>.

### **Can my users experience Windows 11 before we upgrade their device, so they are prepared?**

Yes, Microsoft created a guided simulation of Windows 11 for enterprise users. You and your employees can access the simulation at <https://aka.ms/GetToKnowWindows11>. It is a short 10-minute simulation to ground them in what to expect. The simulation is also available in the Windows 11 Onboarding kit available at <https://aka.ms/Windows/OnboardingKit>.

### **Will existing identity solutions continue to work as they do with Windows 10, for example AAD, Hybrid, MSA, etc.?**

Windows 11 has been built on the same core as Windows 10, therefore, it offers the same experience you're accustomed to on Windows 10.

### **Will there still be a combined LCU and SSU package capability?**

Yes, Windows 11 will continue to support one cumulative package where we deploy all LCUs and SSUs (if applicable) together as a single package to Windows Server Update Service (WSUS) and Catalog and have them orchestrated on the device. This capability is also the default for those updating from Windows Update.

### **Will Delivery Optimization handle it and if so, in exactly the same way?**

Yes, Delivery Optimization will support Windows 11, as we do today with Windows 10.

### **Will I be able to manage my Windows 11 environment with Microsoft Endpoint Manager (MEM) in the same way as I do with Windows 10, or will there be changes?**

Yes, Microsoft Endpoint manager (Intune) and Endpoint Manager Configuration Manager works with Windows 11 in the same way it does with Windows 10. Simply sync the new Windows 11 Product category.

In Intune, you need to leverage target version, if you have not already, to upgrade from Windows 10 to Windows 11. While feature update deferrals are great for moving you to newer versions of your current product (e.g. Windows 10, version 20H2 to 21H1) they are not able to move you between two different products. You will continue to be able to manage quality updates for Windows 10 and Windows 11 the same way you do today.

## Accessory questions

### Will Windows 11 work with my accessories?

Most software and accessories that worked with Windows 10 also work with Windows 11. Check with your software publisher or accessory manufacturer for specific details on your products.

## Licensing questions

### Will I get Windows 11 as part of my Microsoft 365 license?

Microsoft 365 licenses that include Windows licenses will allow you to run Windows 11 on supported devices.

### Where can I find the end user license agreements (EULAs) for Windows 11?

The EULAs for Windows 11 can be found here: [Microsoft License Terms](#).

### How can I accept the end user license agreements (EULAs) for Windows 11 on behalf of the devices within my organization?

If the organization is using Windows Update for Business (WUfB), the EULA is automatically accepted when IT admins use the Target Version policy to offer Windows 11. If the organization is using Windows Server Update Services (WSUS), the EULA needs to be accepted through the WSUS console (or ConfigMgr UI if the organization is using that) before Windows 11 can be approved for deployment.

### Will enterprise customers be able to upgrade from Windows 10 to Windows 11 for free?

Yes, Enterprise customers who have a volume licensing agreement with Software Assurance or a Windows Enterprise E3 Subscription and meet the minimum hardware requirements will be able to upgrade existing devices to Windows 11. They can also run Windows 10 and Windows 11 devices side by side and use the same volume licensing and subscription benefits they have today.

## Experience questions

### Is there a tutorial for how to use the new OS? Where can I find out more?

Learning modules are available to help you plan, prepare, and deploy Windows 11 in your ecosystem. Please check out [Stay current with Windows devices and Microsoft 365 Apps - Learn | Microsoft Docs](#) for more information.

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