



Windows 10 – No Icon Fix

If you don't see the *Get Windows 10* app (the small Windows icon in your system tray), it might be because:

1. Your device isn't up-to-date with at least Windows 7 SP1 or Windows 8.1 Update
2. Windows Update is turned off or is not set to receive updates automatically
3. You've blocked or uninstalled the necessary Windows Update functionality.
4. Your device is not running genuine Windows
5. Your device is running Windows 7 Enterprise, Windows 8/8.1 Enterprise, or Windows RT/RT 8.1, which are excluded from this reservation offer.
6. Your device is managed as part of a school or business network. (Check with your IT administrator.)
7. PCs that we determine cannot run Windows 10 will not see the *Get Windows 10* app before July 29th. After July 29th, we'll enable the icon in the system tray. This is to help ensure that you can easily check your PC's compatibility if you choose.

Running Windows Update and installing any available updates will fix the first 3 issues. If you don't think any of these conditions apply to you, and you're still not seeing the icon, you can also try running the solution below, which will verify your device meets all the prerequisites and then turn on the *Get Windows 10* app:

1. Open **Notepad**
2. Copy the following text and paste it into Notepad:

```
REG QUERY "HKLM\SOFTWARE\Microsoft\Windows
NT\CurrentVersion\AppCompatFlags\UpgradeExperienceIndicators" /v UpgEx | findstr
UpgEx
if "%errorlevel%" == "0" GOTO RunGWX
reg add "HKLM\SOFTWARE\Microsoft\Windows
NT\CurrentVersion\AppCompatFlags\Appraiser" /v UtcOnetimeSend /t REG_DWORD /d
1 /f
schtasks /run /TN "\Microsoft\Windows\Application Experience\Microsoft Compatibility
Appraiser"
:CompatCheckRunning
schtasks /query /TN "\Microsoft\Windows\Application Experience\Microsoft
Compatibility Appraiser"
schtasks /query /TN "\Microsoft\Windows\Application Experience\Microsoft
Compatibility Appraiser" | findstr Ready
if NOT "%errorlevel%" == "0" ping localhost > nul &goto :CompatCheckRunning
:RunGWX
```

```
schtasks /run /TN "\\Microsoft\Windows\Setup\gwx\refreshgwxconfig"
```

1. Click **File**, and then **Save As**
2. In the **File name** box, change the file name to **ReserveWin10.cmd**
3. Then click the dropdown next to **Save as type**, and select **All files (*.*)**
4. Select the folder you would like to save the file to. For this example, let's choose to save the file to the **C:/Temp** folder. Then click **Save**.
5. Open an elevated command prompt. (From the Start screen or Start menu, type **Command Prompt** in the search box, and then in the list of results, right-click **Command Prompt**, and select **Run as administrator**.)
6. Finally, run the file from the location you saved to in Step 6. In this example, you would type the following in the Command Prompt window and hit Enter:
C:/Temp/ReserveWin10.cmd

The Microsoft Compatibility Appraiser can take 10 – 30 minutes to run, during which the script will continuously provide status reports that it is running. Please be patient.

If the script is **failing** in an infinite loop, then you don't have the necessary prerequisite Windows Updates. Besides requiring Windows 7 SP1 or Windows 8.1 Update, you must also have installed:

For Windows 7 SP1:

KB3035583

KB2952664

For Windows 8.1 Update:

KB3035583

KB2976978