ADVANTECH
Enabling an Intelligent Planet

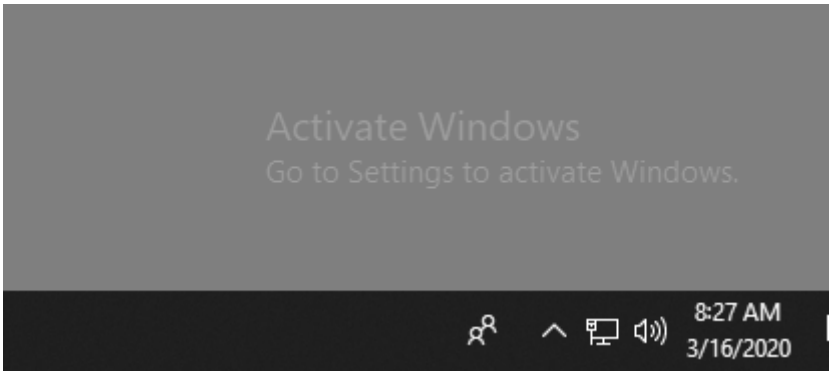
Advantech AE Technical Share Document

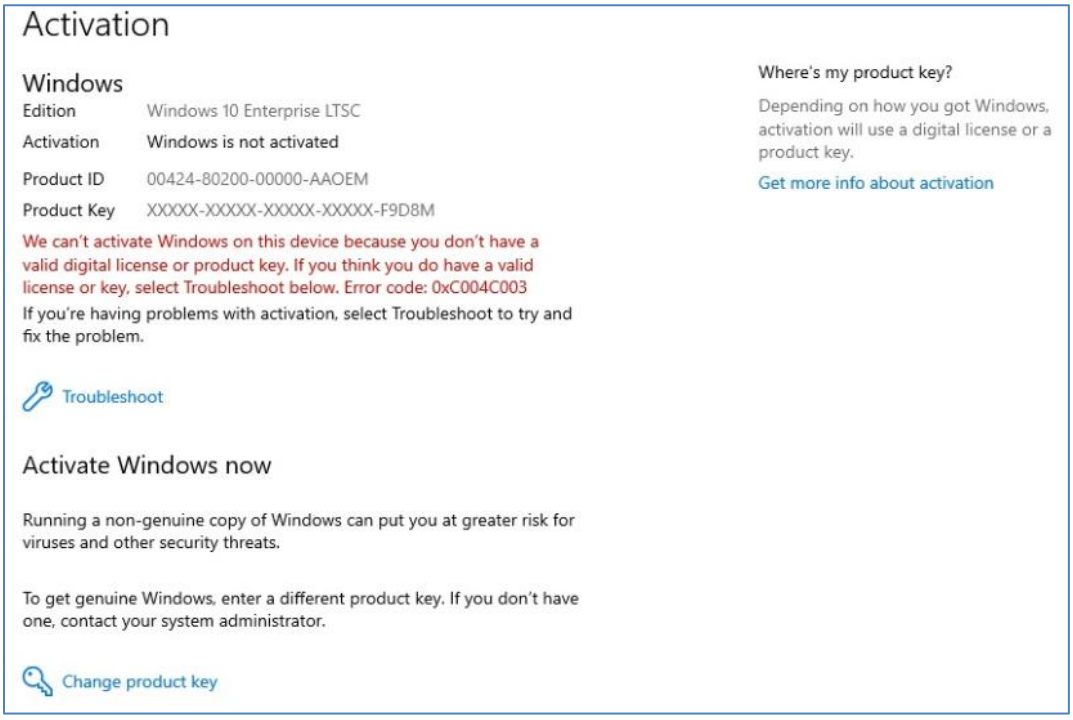
Date	2020 / 04/27	**Release Note**	□ Internal ■ External
Category	■FAQ □SOP	**Related OS**	Embedded Windows 10
Abstract	The license of embedded Windows 10 IoT cannot be activated by Microsoft		
Keyword	Activation, Windows 10, License		
Related Product	All ASG products		

■ **Problem Description:**

According to our investigation, if the user have the following use cases, the pre-installed product key will be automatically replaced and activation will fail.

1. If the user has not activated the OS for a period of time, the product key will be replaced when the network is connected for the first time.
2. If the user presses the "Troubleshoot" icon before activating the OS, product key will be replaced and the activation will fail.



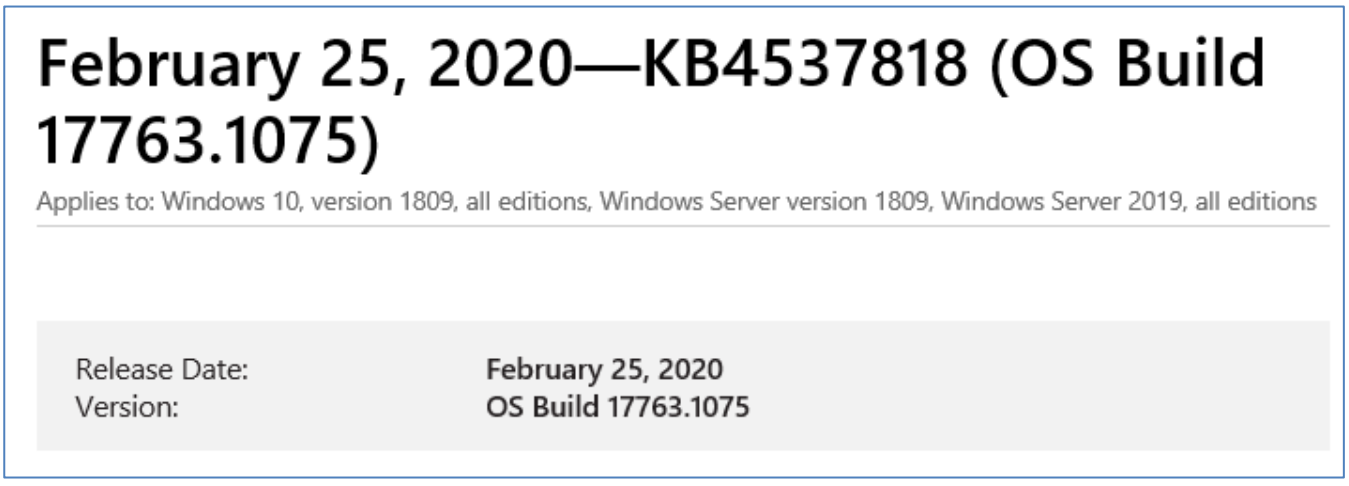


- **Brief Solution:**

  Microsoft has released 2 patches in February 25 to fix the issue.

  If the problem has already occurred, installing these patches will not solve the problem. The patches needs to be installed before the issue occurs. If the problem has occurred, please reinstall the OS, and then install two patches to prevent the problem from recurring.

  KB4537818 download
  http://catalog.update.microsoft.com/v7/site/Search.aspx?q=KB4537818
  KB4523204 download
  http://catalog.update.microsoft.com/v7/site/Search.aspx?q=KB4523204

  For Advantech Embedded images, we have included the above fixes starting with V6.05.

- **Reference:** https://support.microsoft.com/en-us/help/4537818/windows-10-update-kb4537818