

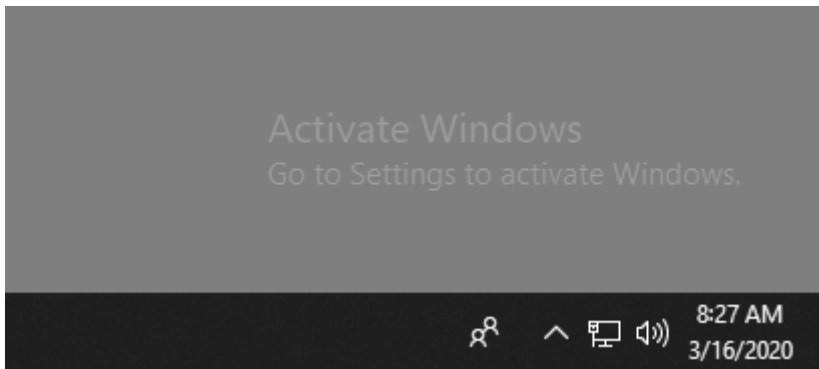
# Advantech AE Technical Share Document

<b>Date</b>	2020 / 04/27	<b>Release Note</b>	<input type="checkbox"/> Internal <input checked="" type="checkbox"/> External
<b>Category</b>	<input checked="" type="checkbox"/> FAQ <input type="checkbox"/> SOP	<b>Related OS</b>	Embedded Windows 10
<b>Abstract</b>	The license of embedded Windows 10 IoT cannot be activated by Microsoft		
<b>Keyword</b>	Activation, Windows 10, License		
<b>Related Product</b>	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.



## Activation

**Windows**

Edition Windows 10 Enterprise LTSC

Activation Windows is not activated

Product ID 00424-80200-00000-AAOEM

Product Key XXXXX-XXXXX-XXXXX-XXXXX-F9D8M

We can't activate Windows on this device because you don't have a valid digital license or product key. If you think you do have a valid license or key, select Troubleshoot below. Error code: 0xC004C003

If you're having problems with activation, select Troubleshoot to try and fix the problem.

[Troubleshoot](#)

**Activate Windows now**

Running a non-genuine copy of Windows can put you at greater risk for viruses and other security threats.

To get genuine Windows, enter a different product key. If you don't have one, contact your system administrator.

[Change product key](#)

**Where's my product key?**

Depending on how you got Windows, activation will use a digital license or a product key.

[Get more info about activation](#)

Correct	Incorrect
<p><b>Windows</b></p> <p>版本 Windows 10 企業版 LTSC</p> <p>啟用 Windows 已啟用</p> <p>產品識別碼 00424-80200-00845-AAOEM</p> <p>產品金鑰 XXXXX-XXXXX-XXXXX-XXXXX-<b>JB7WM</b></p> <p><b>更新產品金鑰</b></p> <p>若要在此裝置上使用其他產品金鑰，請選取 [變更產品金鑰]。</p> <p> <a href="#">變更產品金鑰</a></p>	<p><b>Windows</b></p> <p>版本 Windows 10 企業版 LTSC</p> <p>啟用 Windows 未啟用</p> <p>產品識別碼 00424-80200-00000-AAOEM</p> <p>產品金鑰 XXXXX-XXXXX-XXXXX-XXXXX-<b>F9D8M</b></p> <p style="color: red;">我們無法在此裝置上啟用 Windows，因為您不具有有效的數位授權或產品金鑰。如果您認為您擁有有效的授權或金鑰，請選取下方的「疑難排解」。錯誤碼: 0xC004C003</p> <p style="color: red;">若您有啟用問題，請選取 [疑難排解] 以嘗試並修正問題。</p> <p> <a href="#">疑難排解</a></p>

■ **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>

## February 25, 2020—KB4537818 (OS Build 17763.1075)

Applies to: Windows 10, version 1809, all editions, Windows Server version 1809, Windows Server 2019, all editions

---

Release Date:	February 25, 2020
Version:	OS Build 17763.1075

**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>