



Updating from Windows 10 IoT Enterprise 2016 LTSB to Windows 10 IoT Enterprise 2019 LTSC Release Notes

Introduction

Release Date: May 2020

Topics:

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Dell Wyse 5070 Thin Clients manufactured before October 3, 2019 and Wyse 5470 and Wyse 5470 All-in-One thin clients manufactured before May 5, 2020 are licensed for Windows 10 IoT Enterprise 2016 LTSC only. Wyse 5070 Thin Clients manufactured after October 3, 2019 and Wyse 5470 and Wyse 5470 All-in-One thin clients manufactured before May 5, 2020 are licensed with Windows 10 IoT Enterprise 2019 LTSC even if they are ordered with Windows 10 IoT Enterprise 2016 LTSC. The upgrade kit enables you to update to Windows 10 IoT Enterprise 2019 LTSC.

There are three ways to upgrade Dell Wyse 5070, Wyse 5470, and Wyse 5470 All-in-One thin clients with Windows 10 IoT Enterprise 2016 LTSC to Windows 10 IoT Enterprise 2019 LTSC:

- The Dell Wyse 5070, Wyse 5470, and Wyse 5470 All-in-One thin clients are pre-licensed for Windows 10 IoT Enterprise 2019 LTSC. Download the new operating system image from Dell and install.
- Obtain a license from Microsoft for Windows 10 IoT Enterprise 2019 LTSC and use it with the operating system image that is downloaded from support.dell.com found on the Dell Wyse 5070, Wyse 5470, and Wyse 5470 All-in-One thin clients **Drivers and Downloads** section.
- Purchase the Dell Wyse 5070, Wyse 5470, and Wyse 5470 All-in-One thin clients Windows 10 IoT Enterprise 2016 LTSC to 2019 LTSC upgrade kit—SKU 634-BWPK. Please contact your local sales representative and request the upgrade kit—SKU 634-BWPK.

i **NOTE:** If the license is obtained from Microsoft, download the operating system from support.dell.com and click Drivers and Downloads. Using this method, the purchase of the upgrade kit—SKU 634-BWPK is not necessary, unless Internet access is unavailable.

i **NOTE:** Microsoft designations for operating system releases include Redstone 1 for Windows 10 IoT Enterprise 2016 LTSC and Redstone 5 for Windows 10 IoT Enterprise 2019 LTSC. You may find these designations and product names that are used interchangeably in Dell documentation.

Determining the device upgrade options

1. Go to support.dell.com.
2. Enter the Service Tag of the thin client.
3. Click **Search**.
4. Click **View System Configuration**.
5. Look for component number **34VT1** or **WRKNY**.

- If the component is found, the thin client is prelicensed for the Windows 10 IoT Enterprise 2019 LTSC operating system and the upgrade kit is not required. You can upgrade to Windows 10 IoT Enterprise using the [Upgrading Pre-licensed Dell Wyse 5070, Wyse 5470, and Wyse 5470 All-in-One thin clients](#) procedure.
 - If the component is not found, go to step 6.
6. Look for component number **85JCX** or **9V1R5**.
 - If the component is found, use the upgrade kit (SKU 634-BWPK) to install and license Windows 10 IoT Enterprise 2019 LTSC.
 - If the component is not found, the upgrade kit (SKU 634-BWPK) cannot be used to upgrade the operating system.

Upgrading Pre-licensed Wyse 5070, Wyse 5470, and Wyse 5470 All-in-One thin clients

If it is determined that the Dell Wyse 5070, Wyse 5470, and Wyse 5470 All-in-One thin clients are prelicensed for Windows 10 IoT Enterprise, then download the Windows 10 IoT Enterprise 2019 LTSC image from the [support.dell.com](#).

1. Go to [support.dell.com](#).
2. Enter the **Service Tag**.
3. Click **Drivers & Downloads** tab.
4. Select **Operating System**.
5. Select **Windows 10 64-Bit LTSC 2019**.
Download the **Windows 10 IoT Enterprise 2019 LTSC Unified Build 10.04.x.x.x.x or later versions for Dell Wyse 5070, Wyse 5470, and Wyse 5470 All-in-One thin clients**.

 **NOTE:** You can install the downloaded image to the Dell Wyse 5070, Wyse 5470, and Wyse 5470 All-in-One thin clients by using Wyse Management Suite or by using the Wyse USB imaging tool.

Installing the Upgrade Kit using Product Key from Microsoft

If you want to install the Windows 10 IoT Enterprise 2019 LTSC on your thin client, do the following:

- Download Windows 10 IoT Enterprise 2019 LTSC, see [Downloading Windows 10 IoT Enterprise 2019 LTSC](#).
- Install Windows 10 IoT Enterprise 2019 LTSC, see [Install Windows 10 IoT Enterprise 2019 LTSC](#).

Downloading Windows 10 IoT Enterprise 2019 LTSC

1. Go to [support.dell.com](#).
2. Enter the **Service Tag**.
3. Click **Drivers & Downloads** tab.
4. Select **Operating System**.
5. Select **Windows 10 64-Bit LTSC 2019**.
Download the **Windows 10 IoT Enterprise 2019 LTSC Unified Build 10.04.x.x.x.x or later versions for Dell Wyse 5070, Wyse 5470, and Wyse 5470 All-in-One thin clients**.

Install the downloaded image using Product Key from Microsoft

1. Log in as an administrator.
The default password is **DellCCcVdi**.
2. Disable write filter.
The thin client will reboot.
3. Log in as an administrator.
4. Press **Win+R**.
5. Enter **slui.exe 3**, and click **OK**.

6. Enter the product key.
7. Click **Next**.
8. Click **Close**.
9. Enable write filter.
The thin client reboots.
10. Attach COA label with 25-character Product Key to the Wyse thin client.

Purchasing the Upgrade Kit

Once it is determined that the device is not licensed for Windows 10 IoT Enterprise 2019 LTSC upgrade, purchase the Dell Wyse 5070, Wyse 5470, and Wyse 5470 All-in-One thin clients Windows 10 IoT Enterprise 2016 LTSC to 2019 LTSC upgrade kit (SKU 634-BWPK). The upgrade kit has a USB-based tool that installs Windows 10 IoT Enterprise 2019 LTSC with Wyse thin client tools and enhancements. There is also a COA label that licenses the thin client for the new operating system.

Resources and support

Accessing documents using the product search

1. Go to www.dell.com/support.
2. In the **Enter a Service Tag, Serial Number, Service Request, Model, or Keyword** search box, type the product name. For example, **Wyse 5070, Wyse 5470, or Wyse 5470 All-in-One thin clients or Wyse Windows 10 64-bit**.
A list of matching products is displayed.
3. Select your product and click the search icon or press Enter.
4. Click **Manuals & documents**.

Accessing documents using product selector

You can also access documents by selecting your product.

1. Go to www.dell.com/support.
2. Click **Browse all products**.
3. Click **Thin Clients**.
4. Click the desired category, either **Wyse Hardware** or **Wyse Software**.
5. Click the desired product.
6. Click **Manuals & documents**.

Contacting Dell

Dell provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area. To contact Dell for technical support or customer service issues, see www.dell.com/contactdell.

If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or the product catalog.

Notes, cautions, and warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.