



# Windows 10 Upgrade Instructions

Upgrading your MSD® instrument to Windows 10 and Methodical Mind™ Software requires replacing the computer connected to your MSD instrument with a new computer. Our service team will perform the upgrade, or provide instructions for a self-upgrade. Prior to upgrade, our service team will prepare the new computer with configuration information that is specific for your instrument.

This document provides instructions for gathering the necessary instrument-specific information and transmitting that information to our service team. MSD Instrument Service requires this information to complete the upgrade.

1. MSD Instrument Service will use instrument-specific settings from your current computer to preconfigure your new Windows 10 computer. Click the following link to download the [Configuration Information Extraction Tool](#) (BackupWBConfig.zip).
2. Copy the *BackupWBConfig.zip* file to the computer connected to the MSD instrument that will be upgraded.
3. Extract the contents of this zip file as follows: Right-click the zip file, select **Extract All...**, click the **Extract** button.
4. Browse to the folder where the files were extracted. Double-click on the *BackupWBConfig.exe* file to run the tool and create a configuration information file (C:\Wb config\config.zip). A message will be displayed when the tool has finished creating the file.

**Note:** *If you receive an error when running the tool, run the tool with elevated privileges. Running the tool with elevated privileges, such as logging into Windows as a local administrator, may require assistance from your IT department. If any problems persist, contact MSD Instrument Service.*

5. E-mail the configuration information file (config.zip) to [instrumentservice@mesoscale.com](mailto:instrumentservice@mesoscale.com). Include the instrument serial number in the email. The instrument serial number can be found on the black label on the back of the instrument.
6. The new Windows 10 computer has software with new network requirements. Please confirm with your IT department that the network requirements have been met prior to the upgrade: [Instrument Site Requirements](#).

If you have any questions about the upgrade process, please contact MSD Instrument Service using the contact information below.

## MSD Instrument Service

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