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Thread: [Problems with upgrading a laptop from Windows 7 Ultimate to Windows 10](#)

retramsnahtehtffats - December 17, 2016, 8:35 am

I'm trying to upgrade Windows 7 Ultimate to Windows 10 on an Acer laptop. This is a laptop of a friend of mine. He's a huge fan of Apple (The company).

I'm trying to install Windows 10 with the official software of Microsoft.

Quick notes:

- When I choose to use a USB drive as an installer of Windows 10, it shows to choose platforms from: Windows 10 Home Language

Windows 10 N

Nothing else. What version should I choose? There should be Windows 10 Ultimate, no?

- The Windows (7) version is not activated. He has the product key missing. His Windows has expired. This is why I chose to use a USB drive as an installer of W10, as the software allows it.

Now the issue is, when to choose the USB drive, it shows "Couldn't find an USB drive."

Quick notes regarding the issue:

- The USB drive has about 64 GBs
- The USB drive has dual plugging-in-for-the-ports things. And I think this is the problem. One is for a normal computer port, and the other one fits a port for an iPhone. And the laptop is Acer (Funny enough, my friend tried covering the logo of Acer with the logo of Apple)
- Tried plugging in and out the USB drive, still couldn't recognize the USB.

Is the problem in correlation with the USB-iPhone the actual issue?

webdev77 - December 17, 2016, 9:15 am

There are only two versions of Windows 10 for consumers. Regular Windows 10, and Windows 10 Pro. First you must have a valid Windows 7 installation if you want to upgrade or you need a valid key for Windows 10 and will need to do a clean installation. Any other issues are irrelevant until you have a valid product key.

retramsnahtehtffats - December 17, 2016, 9:41 am

(Dec 17, 2016 10:15 AM)webdev77 Wrote: [\[CITE\]](#) There are only two versions of Windows 10 for consumers. Regular Windows 10, and Windows 10 Pro. First you must have a valid Windows 7 installation if you want to upgrade or you need a valid key for Windows 10 and will need to do a clean installation. Any other issues are irrelevant until you have a valid product key.

It is a valid, legal (non-cracked) Windows 7 installation.

webdev77 - December 17, 2016, 12:56 pm

(Dec 17, 2016 10:41 AM)retramsnahtehtffats Wrote: [\[CITE\]](#) It is a valid, legal (non-cracked) Windows 7 installation.

(Dec 17, 2016 09:35 AM)retramsnahtehtffats Wrote: [\[CITE\]](#) - The Windows (7) version is not activated. He has the product key missing. His Windows has expired. This is why I chose to use a USB drive as an installer of W10, as the software allows it.

This is your problem. It has to be activated.

retramsnahtehtffats - December 18, 2016, 12:44 am

(Dec 17, 2016 01:56 PM)webdev77 Wrote: [\[CITE\]](#) This is your problem. It has to be activated.

Ohh, I get it. Although you didn't clarify, you still gave me a very plausible idea. Thank you for that.

werhuman - *January 19, 2017, 6:19 pm*

It might still be possible to install windows 10. I had a similar issue with another Acer laptop. If the software (Original Windows 7 installation) was the OEM version. Then Windows 10 can have issues. There should be an option at one point to install without product key or I don;t Have a Product key or some such. Choose this and you will probably be confronted with the choice of Upgrading keeping all programs and files, or an option, that although it is not worded so, does a clean install. It might even reformat the Harddrive first. (if this is a 1TB or larger expect the process to take a LOOOONG time). After installation 10 does a trick to activate by creating a product key of sorts. BUT BEWARE it will tie in the Motherboard model, maker etc as part of that key. I ended up having to do the latter as the Upgrade option coughed up with an error that said some files were corrupted. But I finally got the install and the Laptop Owner had installation files for the programs he uses, the other files were unimportant anyway, mostly out of date documents he already had back ups of on an external drive. Why do Microsoft complicate matters that should be simple. It puts people off and drives them to other platforms.