

## Forum: [Hack Forums](#)

Thread: [Issues with device](#)

**Pentester™** - June 18, 2017, 1:36 pm

Just got a customer coming in for an OS Install on their device, We backed up their data but we are having trouble with being able to put them back on Windows 10, If we reset the PC we won't be able to recover the Windows 10 product key, The computer was a free upgrade from Windows 7, How would I go about saving the product key

**datguy.dev** - June 18, 2017, 9:13 pm

If you could explain what state the computer is in and what access you have. Does it boot or not?

If not, [boot into hirensbootcd, load mini xp, which has Produkey.](#)

I'd suggest cloning the drive if your uncertain. That way you can always try again if something unexpected occurs.

**Leroy Jethro Gibbs** - June 18, 2017, 9:17 pm

Also, another suggestion would be to do the Windows 7 Install again then activate with DAZ and use the accessibility upgrade.

<https://www.microsoft.com/en-us/accessibility/windows10upgrade>

Can't provide a link to the activator. I believe the name is fine though. If not, staff can remove the name and leave the rest.

After activating with DAZ you can go to the accessibility upgrade and get Windows 10 free again.

**SethCodes** - June 19, 2017, 4:15 am

Don't be a saint, get a cracker lol

**zakh01** - June 24, 2017, 11:55 pm

i want the solution too cause I am curiously

**Leroy Jethro Gibbs** - June 25, 2017, 2:02 am

(Jun 18, 2017 01:36 PM)Pentester™ Wrote: [\[CITE\]](#) Just got a customer coming in for an OS Install on their device, We backed up their data but we are having trouble with being able to put them back on Windows 10, If we reset the PC we won't be able to recover the Windows 10 product key, The computer was a free upgrade from Windows 7, How would I go about saving the product key

Another thing I wanted to point out is that the key from the free upgrade will not work. Its set specifically to that copy of 10. Re-installing will make it show invalid.