

FAQ No. 01776**Windows 10 activation**

Affected Model: All

Q: Why can't Windows 10 be activated successfully?

A: If you upgraded to Windows 10 for free from Windows 7 Service Pack 1 or Windows 8.1 Update, you could try to activate by the following steps.

Click Start button icon > Settings > Update & security > Activation > Click Activate

If the problem remains or you see error 0xC004F061 when you try to activate Windows 10, it means one of the following:

1. You tried upgrade to Windows 10 from an illegal or non-activated Windows system
2. You formatted or replaced your hard drive and perform a clean install by media (<https://www.microsoft.com/en-us/software-download/windows10>)

Note:

When installing by media, you must first choose to install as an upgrade from an activated version of Windows 8.1 update or Windows 7 Service Pack 1.

If you wish to perform a clean install, you must upgrade first, after which you can go back and install again using the media and choose to do a clean install.

Performing a clean install with media prior to upgrading to Windows 10 is not supported and may have activation issues, and you will be asked to enter a product key which should match the version of Windows 7/8/8.1, please refer to the [Microsoft Upgrade Editions table](#).

To solve the problem, please restore to your previous version of Windows, and then re-upgrade to Windows 10.

[\[FAQ\] How to use Windows 10 recovery function?](#)

[\[FAQ\] How can I upgrade my Windows to Window 10?](#)

For more information about Windows 10 activation errors, please visit [Microsoft website](#).