

Downgrade Rights

Understanding downgrade rights from Windows® 7 to Windows® Vista or Windows® XP.



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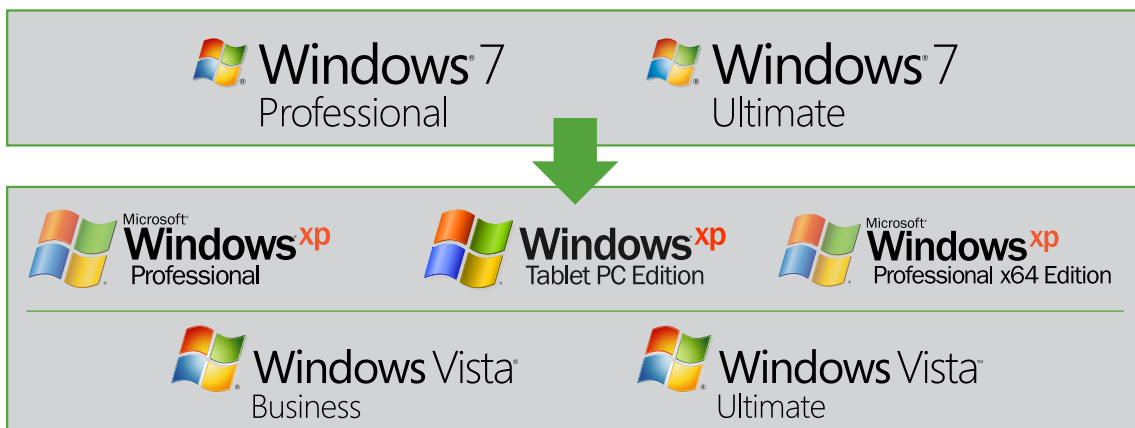
Windows 7 is designed to improve the performance of your PC, so it's faster, more secure, and more reliable. PCs with Windows 7 simply work the way you want them to, including compatibility features that make working with applications, devices, and peripherals easier.

If customers need a previous version of Windows, they can exercise downgrade rights. This end user right, documented in the License Terms, allow your customers to acquire the most recent version of Microsoft® software but continue to run a previous version until they are ready to upgrade.



OEM Versions Eligible for Downgrade

Windows 7 Professional and Windows 7 Ultimate are the only Windows 7 SKUs that include downgrade rights. End-users may choose to downgrade from Windows 7 Professional or Ultimate to the following:





Downgrade Rights Process

The step-by-step process for exercising downgrade rights is as follows:

Step 1

The end user purchases a new PC with Windows 7 Professional or Windows 7 Ultimate.

Step 2

The end user accepts the End User License Terms, which include downgrade rights.

Step 3

The end user obtains and installs Windows XP Professional, Windows XP Professional x64 Edition, Windows XP Tablet PC Edition, Windows Vista Business, or Windows Vista Ultimate, or asks the PC supplier to install the software using genuine software media.*

Step 4

The end user or PC supplier activates the downgraded system by calling a toll-free number and requesting a new Windows activation code.

Step 5

Once Windows XP or Windows Vista Professional is activated, the PC is ready for use.

* **Note:** The downgraded software may require product activation once installed on the Windows 7-based PC. This may require contacting Microsoft Customer Support via a toll-free phone number (displayed during the process) and following the instructions to receive an activation code to perform the downgrade.



Frequently Asked Questions

Q. Who can install the downgrade software or reinstall the original software?

A. A system builder (when authorized by the end user), or the end user can install the software. Because downgrade rights are an end user right granted in the product License Terms, the end user must first be able to accept the terms associated with the software. So, the original software must be installed first before the downgrade software is installed. The downgrade media can come from a prior legally licensed version from the OEM/system builder or Retail channels. Additionally an end user, who is licensed separately through Microsoft Volume Licensing programs, may provide their Volume Licensing media and key to their System Builder to use to facilitate the downgrade on only their systems.

Q. Can end users return to Windows 7 Professional or Windows 7 Ultimate software after they downgrade?

A. Yes. End users who downgrade may reinstall the original software when they are ready to migrate. For example, an end user who downgrades to Windows XP Professional may later return to Windows Vista Professional provided the end user deletes the Windows XP Professional software from the PC.

Q. What about product activation? When a previously licensed version of Windows XP Professional is used for the downgrade, won't activation fail on the new PC?

A. When an end user is using their downgrade rights offered under the product license agreement in Windows 7 Professional and Windows 7 Ultimate versions and they use both Windows XP media and a product key that was previously activated, they will be unable to activate on-line over the Internet, due to the hardware configuration change. In these cases the end user will be prompted to call the Activation Support Line and explain their circumstances to the customer service representative. Once it is determined that the end user has a valid Windows 7 Professional or Windows 7 Ultimate license, the customer service representative will help them activate their software.

Q. How do end users reinstall the original software after downgrading to a previous allowed downgrade version?

A. End users must use the original OEM system builder media that was included with the PC for reinstallation. The downgrade software must be deleted from the hard drive before the original software is reinstalled.