

Windows 10 IoT Core Services FAQ

What is Windows 10 IoT Core Services?

It is a service that helps Microsoft partners monetize their solutions by creating a business model that provides ongoing long-term value. IoT devices are often in service for many years, so device support costs are important considerations that are either included in the initial purchase cost or paid over time through a service contract. Windows 10 IoT Core Services provides Microsoft partners with the ability to distribute maintenance costs over the life of the device while also giving them tools to streamline and reduce maintenance overhead. It provides tools to:

- > Keep devices stable and secure with 10 years of OS security and reliability updates
- > Take control of updates to Windows OS, device drivers, and OEM-specific applications and files
- > Help ensure the safety of your network and devices with cloud-based Device Health Attestation

Windows 10 IoT Core is free today. Does this mean that I need to pay for this OS going forward?

The Semi-Annual Channel (SAC) release of Windows 10 IoT Core will remain royalty free. The SAC update and support policies are described [here](#). Windows 10 IoT Core Services is a paid offering that provides 10 years of support, an update mechanism which allows you to control OS, app updates to your devices and includes a security offering.

Is there support of the free version of Windows 10 IoT Core?

Windows 10 IoT Core is free to use on the Semi-Annual Servicing Channel (SAC). In this servicing channel, feature updates are available as soon as Microsoft releases them, typically twice per year. Each feature update release will be supported and updated for 18 months from the time of its release. Windows 10 IoT Core Services can be used, but is not required to be used, with devices running a SAC release of Windows 10 IoT Core. Devices running a SAC release can be configured to defer feature updates for up to 30 days before being automatically updated to the next available feature update.

How is Windows 10 IoT Core Services acquired?

Windows 10 IoT Core Services requires an Azure subscription. It can be purchased through Azure (EA, Web Direct, CSP) or through an OEM royalty channel. The OEM channel is a 10-year pre-paid subscription while the CSP and Azure channel are pay as you go subscriptions and can be extended beyond 10 years. The Azure subscription price is \$0.30/Device/Month. Pricing for the OEM and CSP channels is available to participants in these programs.

How can OEM partners get Windows 10 IoT Core Services?

OEM partners can get Windows 10 IoT Core Services through their OEM agreements (CLA) with Microsoft and Arrow as the distributor. Contact Arrow at mseembedded@arrow.com.

Are you also introducing a subscription for Windows 10 IoT Enterprise?

There are currently no changes to Windows 10 IoT Enterprise.

Where can I learn more about this?

- > Details are available at [Windows 10 IoT Core Services](#).
- > You can also read this Microsoft blogpost at [Microsoft announces the public preview of Windows 10 IoT Core Services](#).
- > You can also locate videos and blogs from the Arrow Electronics website at [The differentiation in innovation](#).

Is connectivity required for device updates?

Yes. Internet connectivity is required for device updates.

Can I use LTSC in an unconnected device scenario?

Yes, LTSC can be used on disconnected devices for the 10-year support period of the operating system.

Will Microsoft offer differentiated pricing for disconnected devices running LTSC?

No, the pricing is the same regardless of whether devices are connected or disconnected. The benefits provided with Windows 10 IoT Core Services, including access to LTSC releases, are only sold together as a single product - they are not available for purchase separately.

What is the difference between Device Update Center (DUC) and Windows Server Update Services (WSUS)?

They both control updates, but

- > DUC creates and publishes Windows 10 IoT Core updates. It is hosted in the cloud thus requiring internet connectivity. DUC allows you to update the OS, drivers, and apps. It provides the ability to define flight rings and flight updates to those rings.
- > WSUS enables information technology administrators to deploy the latest updates for Windows 10 IoT Enterprise (and other Windows editions). It is locally hosted, so no internet connectivity is required. WSUS only allows management of OS updates.

Will the LTSC release for IoT Core follow the same cadence as the LTSC release for IoT Enterprise?

Yes.

If I have devices on the SAC release of IoT Core today, can I move them to IoT Core Services with LTSC?

Yes, you will be able to upgrade devices running previous SAC releases to the LTSC release with IoT Core Services.

Will there be a volume-based curve on pricing?

Not at this time. Microsoft is evaluating volume-based pricing options.

Do all builds get 10 years of support?

Only LTSC builds get 10 years of support from the date of release.

How is the 10 years of support implemented?

Let's start with a device running a Windows 10 IoT Core SAC release. When a new SAC is released, it will automatically be updated to it. For a device running an LTSC release covered by Windows 10 IoT Core Services, all updates are controlled by the Device Update Center. This means that the new SAC release would not be installed. DUC would be used to keep the device up to date with the latest security fixes.

When does the 10-year pre-paid OEM service start?

For Windows 10 IoT Core Services, the clock starts on date of SKU purchase. For OS updates (support), the clock starts on date of release of the operating system and ends after 10 years. See Services Support Lifecycle for more information.

Can DUC still be used for OEM apps and file updates after the 10-year support window for the operating system expires?

Yes, DUC can be used for updates of OEM apps and files for the 10-year duration of the Core Services entitlement. The Core Services entitlement begins on the date the service license is purchased.

If I launch a device 2 to 3 years after the LTSC release (but before the next LTSC release), how long will these devices be supported for?

The support for LTSC releases is 10 years from its release and doesn't change when a device is released. If a 10-year subscription is purchased, the service will remain available, but the device would have to be updated to a supported release after the end of support of the release it was originally shipped with. The Device Update Center can manage the updating of the operating system.

Additional FAQs can be accessed [here](#).

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Online

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