



Windows 10 1909 In-Place (Self-Service) Upgrade

22 December 2020

OIT Server Administration Team



Windows 10 In-Place Upgrade Guide



Summary

The Office of Information Technology is requiring that all Windows 10 laptops, desktops and tablets are upgraded to Microsoft Windows 10 Version 1909 starting Monday January 4th, 2021. Any user with a managed Prince George's County computer (laptop, desktop, or tablet) currently running any version of Windows 10 below version 1909 will be required to run the in-place upgrade directly from Software Center; **no phone call or appointment with OIT is necessary!** The upgrade can be run from any location with internet access such as county offices or at home. VPN connectivity is not required.

The upgrade can take approximately 1-2 hours to complete, and your workstation will not be useable during this time. Your computer may reboot a few times during the upgrade. Please let the upgrade run without interruption and do not shutdown or restart the device during this process. The upgrade can be done at any time during this period, preferably at the end of your workday as the process can take a few hours, so plan accordingly.

If you encounter problems with the upgrade, please open a trouble ticket with the Service Desk by calling 301-883-5322.

Before you Upgrade...

Please keep the following in mind when upgrading your assigned computer to Windows 10:

- **Back up your data first:** While the upgrade is designed to keep your applications and data intact, data loss is always possible, so we strongly recommend backing up your data before you run the upgrade. You can use any backup method you prefer, but OIT recommends backing your data up to the cloud using the OneDrive in your Office 365 account. OIT cannot restore any data lost in the upgrade process.
- **The upgrade can be run locally on the County network or over the Internet:** Your computer will need to be physically connected (via ethernet cable) to the Prince George's County network or connected to the internet via wireless or ethernet at home to complete the upgrade.
- **Give it time:** The full upgrade process usually takes between **1-2 hours**, during which you won't be able to use your computer. Please ensure there's adequate time for the upgrade to finish, and don't shut off the computer or disconnect it from the network while the upgrade is running. We recommend kicking it off before you leave work for the day. Your upgrade will continue to run and will be ready for you first thing in the morning with minimal interruption to your workday.
- **Availability:** The upgrade will be available between Monday January 4th, 2021 and Friday February 26th, 2021. It can be done any day during this period, preferably at the end of your workday as the process takes a few hours.



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Agencies	1909 Upgrade Availability Date
BLC, BOE, CCOP, CLK, CVC, DFS, DHCD, DOE, DPIE, DPWT, DSS, EDC, EPG, LAW, OCR, OCS, OCT, OEA, OHRM, OHS, OIT, OPB, RA, SC	January 4, 2021
CCL, CCT, CEX, DOC, FD, FIN, HLT, HRC, MDC, OMB, PD, SAO, SHF	January 18, 2021

- **Don't delay:** Devices are required to be upgraded ASAP in order to continue to receive critical security patches and feature updates in the future.
- **Shared Devices:** Departmental computers that aren't assigned to a specific user—such as front desk, adjunct, or other shared-use computers—can be upgraded, as well, but please keep in mind that multiple users may need to back up their data before the upgrade process is started. Please consult with your coworkers before upgrading these devices!

Minimum Requirement to Start Windows 10 In-Place Upgrade

- Eligible User Desktops, Laptops or Tablets must be running Windows 10 version 1903 or lower.
- User Desktops, Laptops or Tablets must be connected to the Prince George's County Network using ethernet cable or remotely over the internet using ethernet or wireless. Ethernet is preferred.



- User Desktops, Laptops or Tablets A/C Power must be physically connected to a Power Outlet (if computer is on battery, the upgrade will not run).





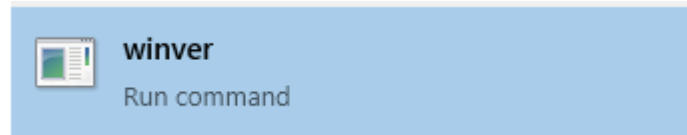
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How to Upgrade

The Windows 10 upgrade is available from Software Center on all managed computers running Windows 10 1903 or lower (**Windows 7 devices are not eligible**).

- 1) First check to see if your Windows 10 operating System is eligible:
 - a. From the start menu click the search icon and type **winver** and press enter. When you see the Run command option as shown below, click on it.



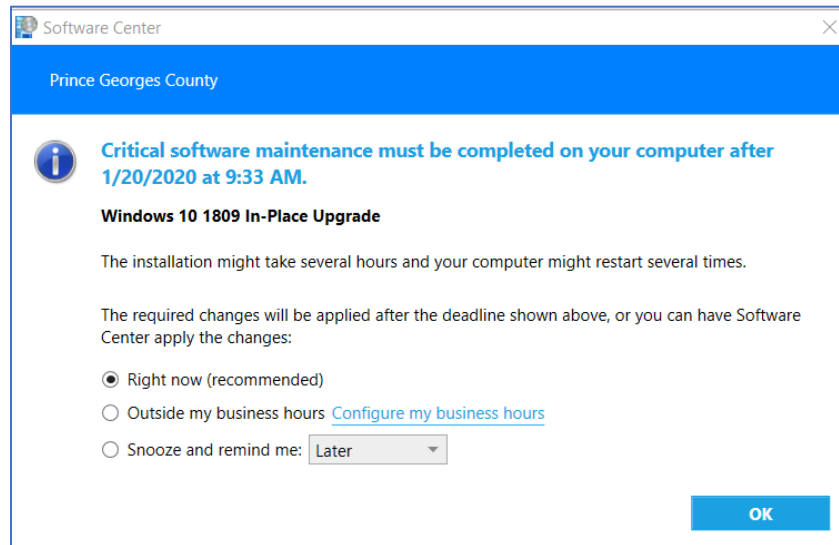
- b. If your Windows 10 version is listed as **1903 or lower** your device is eligible to be updated. See the figure below for the yellow highlight of where to find the version.



- 2) If your device is eligible to be upgraded, you can complete the Windows In-Place Upgrade using the following methods:
 - a. **Upgrade Notification:** You will receive a notification (like the example shown below) from Software Center informing you that Critical software maintenance must be completed on your computer by a deadline date.



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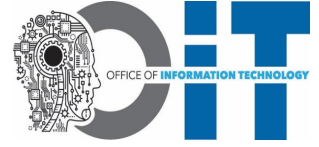
You will have 3 options available to you:

- Right now (**Install will start immediately**).
- Outside my business hours (**This will let you configure and schedule the install outside your business hours**).
- Snooze and remind me later (**You can postpone the install to a later time**).

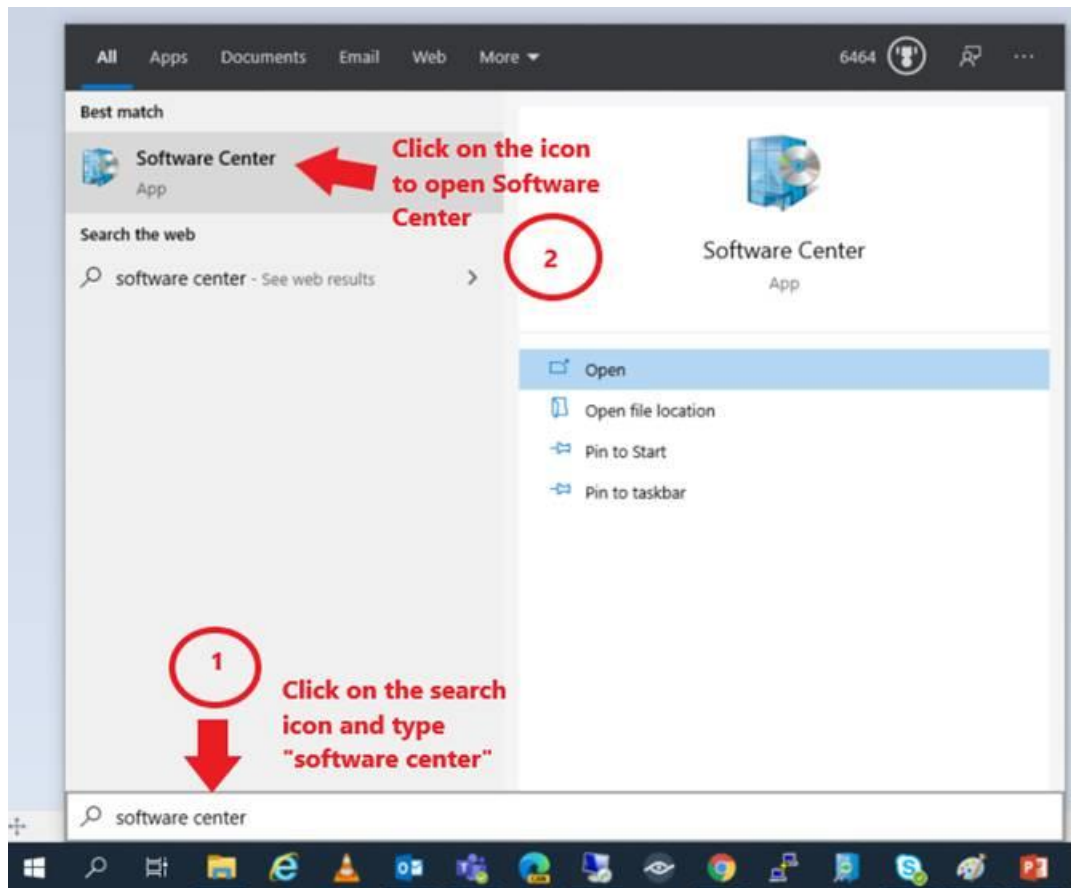
You will have the ability to postpone the upgrade until the Installation deadline in the upgrade notification. If your machine is not upgraded by the deadline date, it will automatically start the upgrade process during the afterhours maintenance window.



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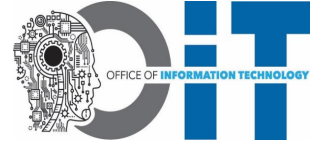


- b. **Self-Service Installation:** Simply open **Software Center** from the Start menu and click the Operating Systems tab on the left. Next click the install button under the Windows 10 1909 In-Place Upgrade, and then click "Install" (see screenshots below).





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Software Center

Prince Georges County

- Applications
- Updates
- Operating Systems 1**
- Installation status
- Device compliance
- Options

Operating Systems > Operating system details

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Windows 10 1909 In-Place Upgrade

Install

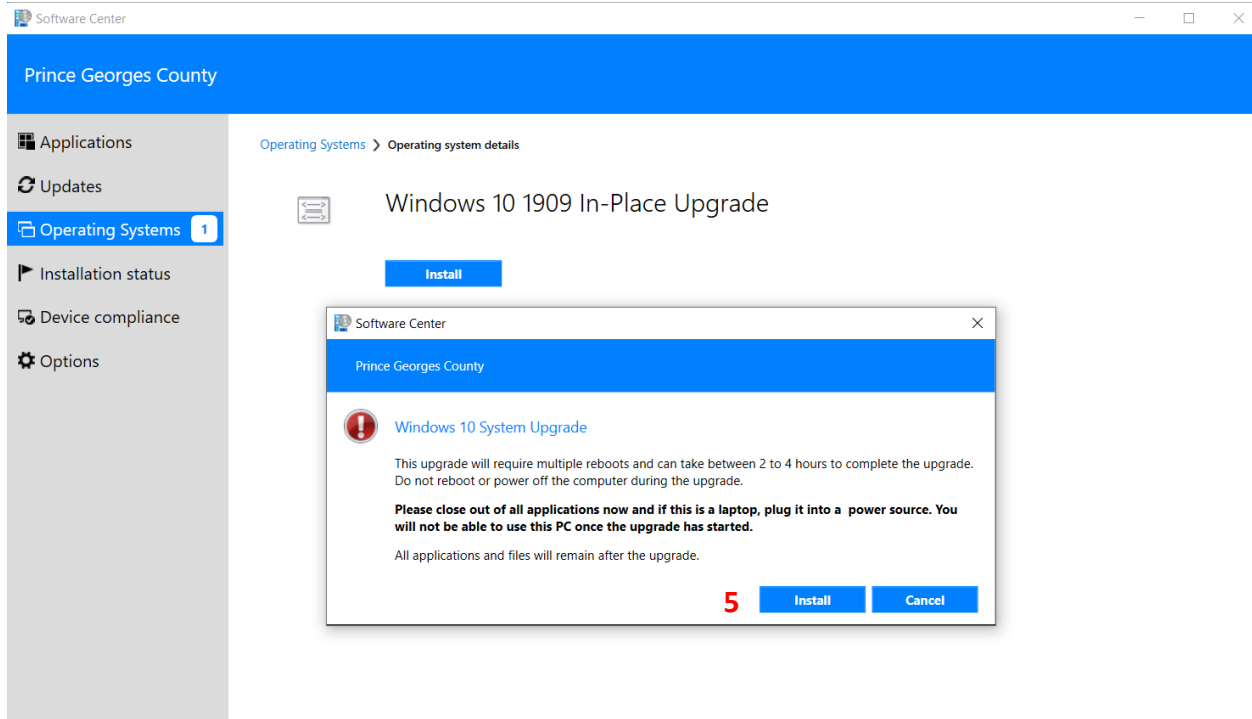
4

Running this will upgrade your machine to Windows 10 1909, preserving your applications and files.

Status: Available
Date published: 11/30/2020
Restart required: Yes
Download size: 6000 MB
Estimated time: 240 minutes
Total components: 1



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This upgrade will take approximately 1-2 hours to complete. Please do not restart or unplug your computer during this process.

Please contact the OIT Service Desk if you have questions or encounter any issues (such as, any error messages) with the Windows 10 In-Place upgrade.

OIT-SERVICE DESK

FOR FURTHER ASSISTANCE, PLEASE CALL
THE SERVICE DESK AT (301) 883-5322 OR
BY EMAIL AT SERVICEDESK@CO.PG.MD.US