

Updating Your Windows 10 Version

This article applies to computers already running Windows 10. If your computer has a Windows 7, these steps will not update your computer to Windows 10



Review Each Step

IMPORTANT: Click each item below to expand instructions for completing that step

Before updating your Windows 10 Version, you should take some time to prepare your computer. You do not need to be connected to Carleton's network to upgrade. You can do the prep and upgrade from any location with a network connection. Set aside time to work through this list. Failing to do so could cause the upgrade to fail, rendering your computer unusable. ***You do not need to do these steps all at once, but you should keep track of what you have done so that you don't miss steps.***

Windows 10 (1903) was released in May, 2019.

Desktop Systems staff have completed basic testing of upgrading from Windows 10 (1809) to Windows 10 (1903). The following items have been tested post upgrade:

- All supported Apple, Dell, Lenovo, and Surface hardware
 - Display mirroring
 - Sound drivers
 - Wifi
- Logging in as an existing user on the computer
- Logging in as an existing user with no network connection
- Logging in as a new user on the computer
- Installing Printers
- GlobalProtect (installed before upgrade)
- Eduroam
- K1000 User Self Service
- Turning BitLocker on and off

These features are working as expected in our testing.

Identifying your Windows 10 Version

Click the Start Menu and type winver

This will list details about Windows. If it says Microsoft Windows 1903, please move on to the After You Update section of this page

Preparing for the Upgrade

Before updating your Windows 10 computer to the latest version, you should take some time to prepare your computer. You do not need to be connected to Carleton's network to upgrade. You can do the prep and upgrade from any location with a network connection. Set aside time to work through this list. Failing to do so could cause the upgrade to fail, rendering your computer unusable. ***You do not need to do these steps all at once, but you should keep track of what you have done so that you don't miss steps.***

Do you have a printer, scanner, or other peripheral in your office or at home? Please refer to the vendor website for compatibility information. Disconnect any printers, scanners, cameras, smart cards, or USB drives that are plugged directly into your computer.

Don't forget to do this!

You'll need 20 GB of free space to upgrade.

1. To check your free disk space, click on the Folder icon on your task bar to open a Windows Explorer window.
 - a. Click This PC in the left hand column
 - b. Under the Devices and drives section, you should see your Windows 10 (C:) drive with the free space listed.
2. If you don't have enough free space, use the Settings app to delete temporary and other unnecessary files.
 - a. Click on the Start Menu and click the cog-wheel icon to open Settings.
 - b. Click System
 - c. Click Storage in the left-hand column
 - d. Click Free up Space now
 - e. Select the items to be removed and click Remove Files
3. Alternatively, you can connect an empty USB flash drive with at least 8GB of storage space that Windows 10 will detect and use as temporary storage to perform the upgrade.

Update Windows 10

This process may take about an hour, depending on your network connection and how many outstanding updates are available. If you have a laptop, make sure your computer is plugged in to the power adapter during the upgrade.

Before updating to Windows 10 (1903), apply any outstanding updates:

[Windows 10 Update Process](#)

You may have received Windows 10 (1903) via Windows Update.

Click the Start Menu and type winver

This will list details about Windows. If it says Microsoft Windows 1903, please move on to the After You Update section of this page.

If your computer is still running Windows 10 (1809) or earlier after applying Windows update, please run the Windows 10 Update Assistant:

1. Visit <https://www.microsoft.com/en-us/software-download/Windows10>
2. In the section titled "Windows 10 May 2019 Update now available", click Update Now
3. The Windows 10 Update Assistant will download to your downloads folder. Double-click this file to install
 - a. You'll be prompted for a username and password, enter .admin as the username and your admin password
 - b. If you don't know your admin password, contact the Help Desk to have it reset
4. When the Windows 10 Update Assistant launches, click Update Now
5. It will run a compatibility check. If your computer is listed as not compatible, please send the information in the window to the Help Desk.
6. You can continue to work while the assistant is running

After You Update

Verify Your Patching Schedule

You must be connected to the wired campus network or the VPN for this step.

Check your status:

1. Log in to K1000.carleton.edu in your web browser.
2. Click on My Devices in the left pane.
3. Click on your computer (typically your username followed by the 5-digit CCID on your computer)
4. Scroll down to the Activities section, click on Labels.
5. Look for a label beginning with the words **PatchSelf**.
If you don't see a PatchSelf label, you should subscribe to a patch schedule (see below).
6. If instead, you see a message that the K1000 does not have information for your computer, check back in a few days.

Subscribe to a Patching Schedule (if needed)

You must be connected to the wired campus network or the VPN for this step. While still signed in to k1000.carleton.edu:

1. Click the **Downloads** tab on the left
2. In the **Search** field, type **Patch** and click Search, or scroll down the page until you see the entries beginning with **Patch Schedule**:
3. Click on the desired Patch Schedule. (If the Patch Schedule you want does not appear in the list, contact the ITS HelpDesk x5999.)
4. Read the Installation Instructions and click Install Now
 - a. Note: If you have a VM, multiple Operating Systems, or multiple computers, you'll need to repeat this process from each VM/OS /computer

See [All About K1000 \(KBOX\) Patch Management](#) for descriptions of the available patch schedules.

Run Lenovo System Update

[Lenovo and Lenovo Dock Updates](#)

Run Dell System Detect

[Updating Dell Drivers and BIOS](#)

Test Your Apps and Peripherals

Launch your applications and try printing and scanning to make sure everything works as expected.