Windows 10 Upgrades

Microsoft Windows 10 is the newest version of Microsoft's operating system.

Workflows is now officially supported on Windows 10 with the latest Symphony upgrade to 3.5.1, so new staff computers will be ordered with Windows 10, unless the library requests Windows 7 or 8.1.

Dell driver support and testing for Windows 10 on the computer models we have purchased in the past is limited to the **Optiplex 9010 and 9020 desktops**, and the **Latitude E5xxx and E6xxx laptops.**

This is not to say that other models will not work fine with Windows 10, but NCLS will not upgrade, or support an upgrade to Windows 10 on those older models.

Windows 7 will be fully supported by Microsoft and NCLS until January 14, 2020, and Windows 8.1 will be fully supported until January 10, 2023.   This gives libraries a little less than 4 years to replace unsupported computers running Windows 7.

If you have a staff computer or computers that are the supported models, they can be upgraded to Windows 10 at any time (with the possible exception of WAT and OSW where upgrading may cause issues with the existing Windows domain, and may need to be part of a larger network upgrade project).

This can be accomplished in a few different ways:

1. NCLS performs upgrades remotely using Bomgar.

    a. We will install the Bomgar Jump Client on each staff computer to be upgraded. This will give us access to the computer without library staff intervention.

    b. We will send you Windows 10 Upgrade flash drives to put in the computers so we don't have to wait for the download.

    c. Staff files should be backed up to a personal flash drive or some other external device before we start the upgrade.

2. Library staff performs the upgrade.

    a. We will provide the Windows 10 Upgrade flash drives upon request.

    b. Documentation will be provided for completing the initial setup of Windows 10 for maximum privacy and security.

    c. Please let NCLS know in advance when you plan to upgrade in case you run into trouble.

d. The upgrade could take an hour or more, so allow yourself plenty of time. Again, make sure you have copied your files to an external drive in case something goes wrong.   The most common issue with the upgrade is that older devices like printers, scanners, etc. may not work – they may need an updated driver, or may not work at all.   Windows 10 compatibility should be verified with the vendor or check with us before beginning the upgrade.

3. The computer is sent to NCLS in the delivery, we upgrade it and send it back.

4. For larger libraries with several staff computers to upgrade, NCLS may come on-site and do the upgrades.

Public Computers:

We will perform upgrades to public computers **that are the supported models listed above**.