

Doctors Technology Office (DTO): Technical Bulletin

Windows 10 Upgrade/ Update Workflow Impact

DTO TB - #16-003	Recommended Action re: Manually control the upgrades/ updates and leave your computers on so off hour processes may occur.
<p>Brief Description (Non-Technical):</p> <p>A number of clinics may have experienced significant impact to their daily workflow during office hours when their computers began upgrading/ updating to the latest Windows 10 Anniversary Edition a few weeks ago. To reduce impact, Microsoft is staggering the upgrade/update over the next three to four months. In other words, prepare for these events over the next few months.</p> <p>Potential Impact:</p> <p>These upgrade/updates, depending on your version, can begin any time – including business hours – which cause significant impact to your daily workflow. For a <u>single computer</u>, the Windows upgrade/ updates alone can take about <u>one hour to download</u> and about <u>one hour to install</u>. There may also be additional time needed for subsequent reconfigurations. During the download and installation, the computer will be busy with background processes – affecting other programs, network performance and workflow; even other computers may be affected. In addition, the upgraded computer will begin checking other computers on your network to assist with their upgrade/update taking up additional computer resources in the background.</p> <p>Solution:</p> <ul style="list-style-type: none"> • Delay/defer the updates by modifying the option from the Windows 10 setting app. The following windows technical blog site provides additional details. • Download the upgrade/update installation image for offline installation. • Leave your computers on overnight and turn off any option that would put your computer to sleep, so these changes can occur. <ul style="list-style-type: none"> ○ Consider controlling other software updates such as Adobe, Java and Antivirus. ○ Consider impact of portable devices, such as laptops and phones, as they may update as soon as they are connected to the network. <p>Background:</p> <p>If you have upgraded to windows 10 (v 1511) in the past year, or if you connect your iPhone to your network, the following applies to your clinic.</p> <p>Microsoft has modified their upgrade/update policies for Windows 10 users which caused performance impact to daily workflow. On August 2, 2016, Microsoft released the second major update to Windows 10. Over 3 Gig of data, <i>not including updates</i>, are being PUSHED to clinics to UPGRADE computers to the Anniversary Update (V1607).</p>	

For clinics currently running windows 10 home edition, all system and security updates along with windows 10 upgrades will start automatically when it becomes available to you. Although you can schedule when the installation and any accompanying restarts up to six days in the future, there is no way to block updates any longer. Plus, you cannot schedule the download.

In addition, DTO noticed that on September 12, 2016 Apple also began to push their 3.2Gig major security patch.

Details and Additional Information (Technical):

Control The Upgrade/Update Process – as best you can:

(The automatic upgrade is being delivered in stages over the next four months.)

Delay/defer the updates by modifying the option from the Windows 10 setting app.

(This option is available only to Windows 10 Educational, Pro and Enterprise.)

- Use the Windows Key + I keyboard shortcut to open the Settings app. Open Update & security, navigate through Windows Update, and get into the “Advanced” options. Make sure to enable the Defer upgrades option.
- Use group policy editor (gpedit) on Windows 10 pro editions to defer upgrades and updates. Go to Computer Configuration > Administrative Templates > Windows Components > Windows Update. Inside Windows Update find and double-click the Defer Upgrades and Updates setting.
- Wireless users can defer indefinitely by making their wireless connection a metered connection. Open your Start menu and select Settings to launch it. Click or tap the “Network & Internet” icon, select “Wi-Fi,” and select “Advanced options” at the bottom of the list of nearby Wi-Fi networks. Activate the “Set as metered connection” option here. This however just affects the current Wi-Fi network you’re connected to.

Do a manual update of all computers before or after business hours

- Proactively get the Windows 10 Upgrade Assistant by visiting the Windows 10 Download page and clinic Update Now to start the process.
- Use Windows Update Delivery Optimization (WUDO). Windows Update Delivery Optimization lets you get Windows updates and Windows Store apps from sources in addition to Microsoft. This can help you get updates and apps more quickly if you have a limited or unreliable Internet connection. And if you own more than one PC, it can reduce the amount of Internet bandwidth needed to keep all of your PCs up-to-date. Go to Start windows logo, then Settings > Update & security > Windows Update, and then select Advanced options. On the Advanced options page, select Choose how updates are delivered, and then use the toggle to turn Delivery Optimization off. When turned off, you'll still get updates and apps from Windows Update and from the Windows Store. Select PCs on my local network.
- If you have a large number of computers, download the installation image and create an install disk to perform the upgrade.

Keep computers on overnight and *turn off any option that would put your computer to sleep.*

- Microsoft will determine the best time to download and upgrade your computers based on idle time.
- Consider scheduling other software updates such as Adobe, Java and Antivirus.
- Consider the impact of portable devices, such as laptops and phones, as they may update as soon as they are connected to the network.

Note:

Security updates and new features are included in cumulative updates. If you restore Windows 10 from media, even using an older ISO file, you will only need to install the most recent cumulative update to get fully up to date.

Clinics are encouraged to contact their local IT to mitigate these impacts during business hours.
Doctors Technology Office, 604-638-5841, dtotechsupport@doctorsofbc.ca