

## Doctors Technology Office (DTO): Technical Bulletin

### Win10 Creators Update - What You Can Do

<b>DTO TB - #17-002</b>	<b>Objective: (Updated)</b> To provide options on how to have better control over the latest Win10 update to reduce significant impact to clinics' daily operations.
<p><b>Brief Description (Non-Technical):</b></p> <p>Windows 10 updates will once again impact clinics in the Fall/Winter quarter). The impact will be most noticeable first thing in the morning. Be aware that computers on a wireless network possess unique challenges during downloads and updates.</p> <p><b>Potential Impact:</b></p> <p>These updates can begin any time and have negative impacts, especially during business hours. On a <u>single computer</u>, these semi-annual updates can take over <u>one hour to download</u> and over <u>one hour to install</u>. Additional time may also be needed for subsequent reconfigurations.</p> <p>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. The upgraded computer may begin checking other computers on your network to assist with their update while consuming additional computer resources in the background. At best, a patient file will take an extra few seconds to load, an appointment will take a bit longer to save as well as certain search or print jobs will require more time to complete. At worst, the computer or a network connection may be totally unresponsive for hours.</p> <p><b>Solutions to reduce impact:</b></p> <p>Control the update process of each computer in your clinic by delaying the upgrade process for all your computers. This will allow you to control which computer to upgrade by turning the update feature on a few at a time.</p> <p>Since only Windows 10 Professional or Enterprise versions will have the ability/option, to delay the upgrade, consider doing the following:</p> <ul style="list-style-type: none"> <li>• Leave your computers on overnight - *** turn off HIBERNATION or SLEEP features ***             <ul style="list-style-type: none"> <li>○ Off load required updates to non-business hours as much as possible.                 <ul style="list-style-type: none"> <li>▪ Software applications such as Java, Acrobat, and Anti-virus can also update during non-business hours.</li> </ul> </li> </ul> </li> <li>• Update laptops at home before connecting them into your office network first thing in the morning.</li> </ul>	

- Manual Update. (Will only work for licensed Windows 10 computers, not older versions.)
  - Plan at minimum an hour depending on your available Internet bandwidth and the speed of your computer.
  - Visit the following link- <https://www.microsoft.com/en-us/software-download/windows10>. From here, download a small program called the windows update assistant. Simply run the assistant and it will guide you through the process.

### Background:

Microsoft announced changes to their update policy and a major update will be coming soon.

"The Semi - Annual Channel is a twice-per-year feature update release targeting March and September, and 18-month servicing timelines for each release." In other words, the second of the release, version 1703, is now being rolled out. An earlier version began in July, but there was a delay.

The update, also known as Windows Creators, is estimated to be around 3.6 GB, very large and time consuming. If not turned off, or you do not have that option, this update will be PUSHED to clinics computers and begin updating automatically when it becomes available to you.

### Details and Additional Information (Technical):

Only Windows 10 Professional or Enterprise versions will have the option to delay the upgrade to Windows Creator by up to an additional 180 days beginning July 27, 2017. Since choosing the maximum will defer the update until late January 2018, this will allow you better control of the resources impacted in your clinic.

To be clear:

- Windows 10 Home users will not have the option to delay these updates.
- Windows 10 Pro and Home users cannot disable automatic updates, easily.

### Steps to modify the update: (Win 10 ver. 1607):

- Open the Local Group Policy Editor (gpedit.msc)
  - (right clicking on the Windows button and selecting run, enter gpedit.msc)
- Navigate to Computer Configuration —<Administrative Templates>—<Windows Components>—<Windows Update>—<Defer Windows Updates>.
- Open the policy Select When feature updates are received and set it to Enabled.
- Then use the controls to choose your preferred branch and set a deferral period of up to 180 days.

### How to address the windows update over a wireless network issue – at your clinic.

A wireless update can potentially cripple your computer –during the update process. Turn on metering for your OFFICE wireless network to better control bandwidth utilization and more.

Setting your Wi-Fi to metered is site specific and network specific. *You MUST turn it on for any/all access points to avoid large download updates.* Priority security updates will still download as they become available.

- <Windows Key>—<Settings> – <Network and Internet> – <Wi-fi >– <Show available networks>– <Connected Icon> / <Metered (set to 'ON')>
  - Turning it on for your office wireless network connection does NOT mean you have turned it on for your wireless home connection.
  - With metering on, you can control WHEN and WHAT you want to download.

Doctors Technology Office, 604-638-5841, [dtotechsupport@doctorsofbc.ca](mailto:dtotechsupport@doctorsofbc.ca)

## Appendix

Two important terms and definitions:

- "Semi-Annual Channel. These are the twice-per-year feature update releases, targeting March and September, designed for the broad population of general-purpose PCs used throughout organizations. Each of these releases will be serviced for 18 months from the date of release. (The Semi-Annual Channel replaces the Current Branch [CB] and Current Branch for Business [CBB] concepts.)"
- "Long-Term Servicing Channel. These are less frequent releases, expected every 2-3 years (with the next one expected in 2019), designed for special-purpose PCs such as those used in point-of-sale systems or controlling factory or medical equipment. Each of these releases will be serviced for 10 years from the date of release. (The Long-Term Servicing Channel replaces the Long-Term Servicing Branch [LTSB].)"