Windows 10 v20H2 upgrade Q&A

This document provides some questions and answers for Council employees on the learning and teaching network to give you some background and help when installing this upgrade.

We upgraded in 2020, why do we need to do this again?

Microsoft now issues updates to Windows twice a year. To maintain a supported and up-to-date system, and to minimise disruption to you, CGI will only be upgrading Windows computers once a year.

What does v20H2 mean?

This is the version number of the upgrade.

Will we still get monthly updates?

Yes, these often contains security patches and fixes so these will still be applied normal.

How long does this upgrade take?

The upgrade time varies depending on your computer and your connection. The upgrade is expected to take around three hours. You also need to allow a further 30 minutes for the computer to reboot when you next switch it on. You won't be able to use your computer during this time. We recommend you start the installation at the end of your working day. However, if this isn't possible, please speak with your line manager about a suitable time for you to be offline. You can still check your emails, calendar and use Microsoft Teams while the upgrade is being carried out by using your Council phone or tablet if you have them, or use your personal device if you wish to.

When do I have to do this by?

You need to carry out the upgrade by the following dates:

- 30 March – all secondary schools
- 7 April – all primary and special schools and all others on the L&T network.

After this date the upgrade will happen automatically the next time you switch your computer on after 4pm, and you'll not be able to use your computer once this starts. Please disconnect any USB devices before carrying out the update.

How do I know if the upgrade has worked?

CGI has provided step by step installation instructions which include a guide on how to check if this has been successful.

Can I go to the office to do this rather than do it from home?

Access to Council buildings is restricted. If you don't have broadband or WiFi or rely on limited data to access the internet remotely please contact the CGI Service Desk on 0800 085 7232 to discuss.

How do I know when I should run the upgrade?

As the upgrade will take several hours to complete, it may be preferable to do this at the end of your working day or on the weekend. However, if this isn't possible please speak with your line manager to discuss a suitable time.

What do I do if my computer fails during the upgrade?

If your computer has been running for longer than 7.5 hours, the screen has frozen or if it's powered off and will not come back on, please call the CGI Service Desk on 0800 085 7232 to discuss. They will guide you through the next steps. This may mean you'll need to bring the laptop into an office for an engineer visit.

What do I do if I have an issue with my computer following the upgrade?

Please call the CGI Service Desk on 0800 085 7232. They'll review the issues and pass you to the relevant team.

My broadband connection is very slow will the upgrade work?

The upgrade should still work it may just be slower. If this is an issue, please refer to your line manager or call the CGI Service Desk on 0800 085 7232 to discuss.

Will I lose any of my work?

If you save all your work before starting you should not lose any of your work. Any work you need to keep should now be stored in OneDrive on your computer or in a shared area, not on your computer itself.

I have changed my default browser to use Google rather than Edge, the upgrade has reset this, can I change this?

Yes, you can change this back.

I have a limit on my broadband capacity per month. Will this be impacted?

This will depend on what your limit is and if you're generally close to it. If this is an issue, please refer to your line manager or call the CGI Service Desk on 0800 085 7232 to discuss.