

Updating Windows 10 version 1909 From Home

In order to connect to the campus network, [University policy](#) requires all computers to have a supported operating system and all updates, patches and fixes on installed software applications to protect against known vulnerabilities. Automated updates should be enabled whenever possible. For those running Windows machines, Microsoft releases periodic Windows 10 version updates. The most recent update, version 1909, must be installed by November 10, 2020. If you are using a University-owned computer, and are not following ITS guidelines for [updating Windows from home](#), it's important to make sure Windows 10 version 1909 is installed in advance of the deadline.

Follow the steps below to make sure your computer is updated to Windows version 1909.

1. First, find out which version of Windows 10 you are running. If you are already on version 1909, no further action is needed.

Check the installed version of Windows

To find out which version of Windows your device is running, follow these steps:

Method 1

- a. Press the **Windows logo**  key + R
- b. Type **winner** in the **Open** box
- c. Select **OK**
- d. The version will be displayed:

Method 2

- a. Select the **Start**  button
- b. Select **Settings** 
- c. Select **System** 
- d. Select **About** 

version will be displayed:



dition	Windows 10 Enterprise
ision	1909
alled on	12/4/2019
build	18363.1082

2. If you are running Windows 10 version **1709** or **1903**, follow these instructions to update to version 1909.

 Windows 10 versions **1803** and **1809** are still supported, so are not yet included in this process.

If you are **supported by CAS Computing**, see their instructions: [Upgrading Windows 10 to version 1909](#)

Updating Windows 10 to Version 1909 from Home

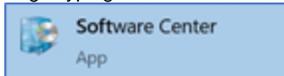
 These instructions apply to University-managed computers. For personal computers, please see [Updating Windows and macOS on Personally-owned Equipment](#).

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- This may take over an hour to complete, so ITS recommends starting the process at the end of your workday.
 - Make sure you are connected to [GlobalProtect VPN](#) *throughout the entire update*.
 - As with any update, be sure your files are backed up before installing the Windows 10 version 1909 update

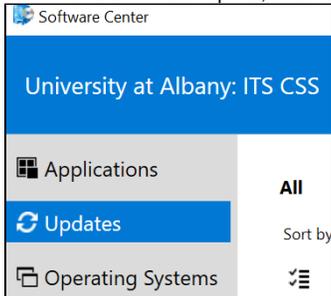
- a. Select the **Start** button



- b. Begin typing "**Software Center**" and left click on the App when it appears.



- c. Once Software Center opens, click on the **Updates** tab.



- d. Left click the update that you wish to install:



Once connected to the VPN, it could take some time for the update to appear in the Software Center. Please be patient if you don't see the update option immediately.

- **ITS - Enablement - Feature Update to Windows 10 1909**
- **ITS - Feature Update to Windows 10 1909**
- **Feature Update to Windows 10 version 1909**



The actual name of the update may be longer, but will start with one of these options.

- e. Click the **Install** button on the following screen.



- f. Once the installation is done, please restart your computer to complete the process.

3. Confirm the update is complete.

- A **Restart** prompt will appear on the bottom right of the screen when version 1909 has been delivered to your computer. Restart your machine to finalize installation.
- Repeat **Step 1** to confirm you are now running Windows 10 version 1909

If you have any questions or need assistance, please contact the ITS Service Desk (askit@albany.edu or (518) 442-3700) or your [Technology Coordinator](#).