

Windows 11 Upgrade Guide

What's different in Windows 11?

It has a bit of a different look. The **Start** menu and taskbar are set up a little differently. File Explorer has a new look. Overall, nothing you won't be able to quickly get used to.

If you run into any difficulties, contact the DCH Help Desk at helpdesk@dch.ga.gov.

1. Can I continue working during the upgrade?

Yes. You *can* continue working during the upgrade until it is time to reboot (reboot can be postponed for a maximum of two hours). It is highly recommended to save all work *before* the upgrade starts.

2. How long does the upgrade take?

It should take 30-60 minutes; however, this could vary based on connection speed and network traffic.

3. Is there anything I can do to improve my upgrade experience?

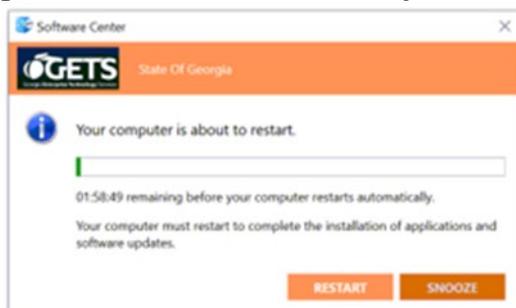
Yes. It is not required but highly recommended to be on a VPN or direct connection to SOG network (*not* the SOG guest network). This will minimize the risk of disruptions to the upgrade.

- While it is possible to upgrade while connected to a home wireless network, we recommend avoiding this, if possible. Any disruption in the connection or a low-bandwidth situation could delay completion of the upgrade. If you must upgrade while at home, we suggest that you use an ethernet cable plugged directly into your router.

Deployment Delivery Method

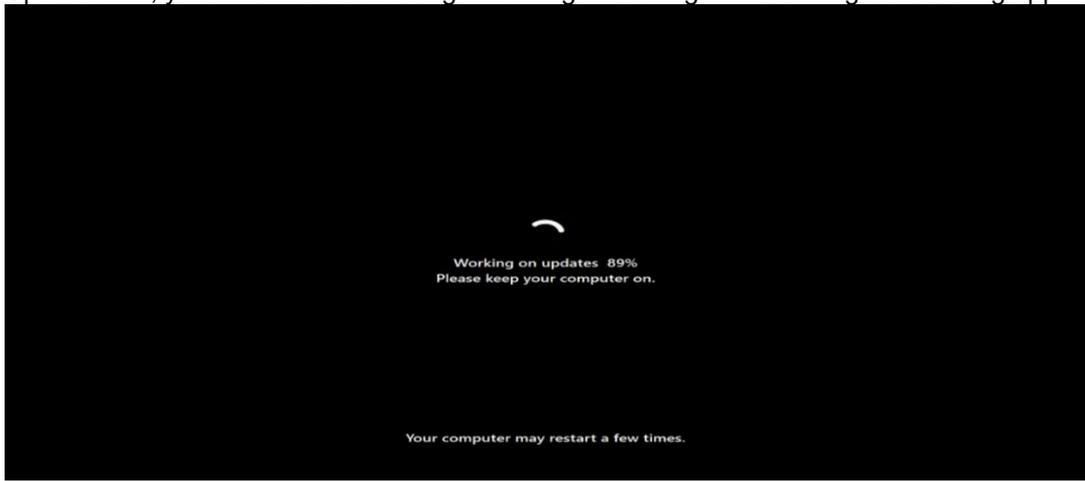
Step 1 - Download complete, restart required.

The download will take place behind-the-scenes. Once it is complete, you will be prompted to restart your system. If the SNOOZE button is pressed, the dialog box will go away, but the two-hour countdown will continue off-screen. During the snooze period, the dialog box will prompt again with a restart countdown every 15 minutes starting at one hour until reboot.

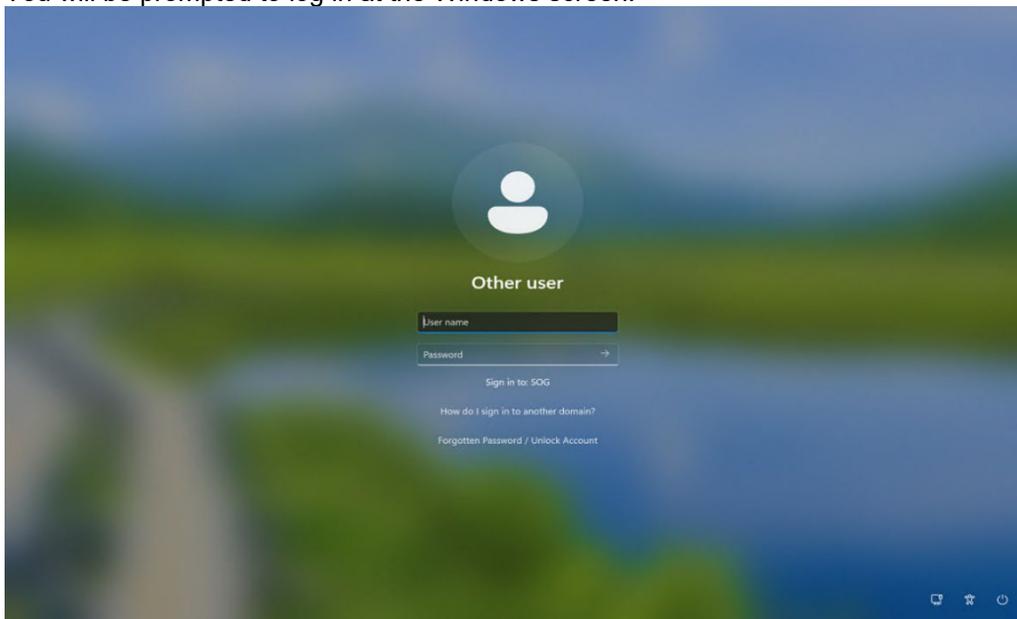


Step 2 – Configuration changes applied on start-up.

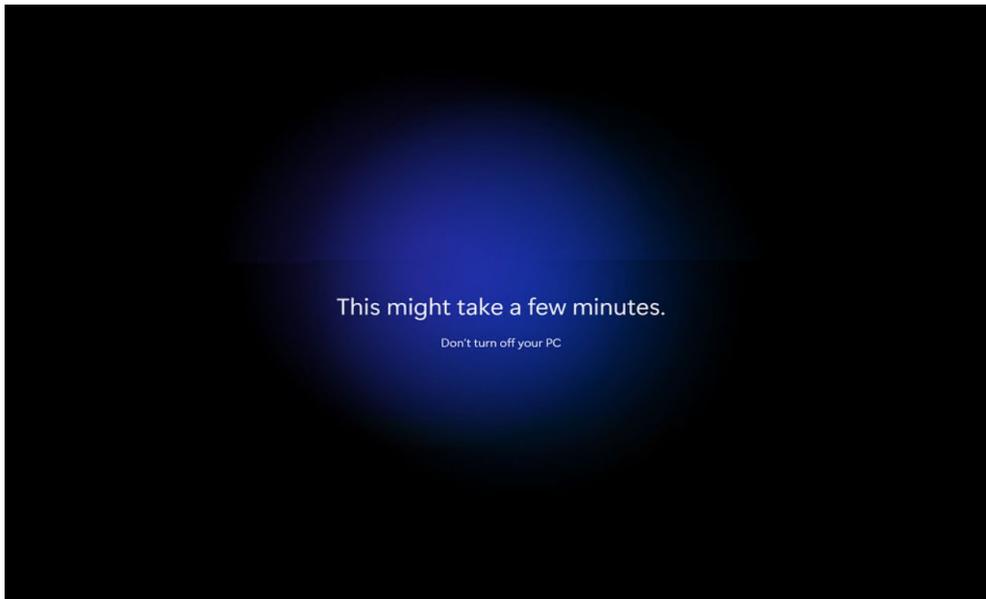
Upon restart, you will see the following indicating the configuration changes are being applied.



You will be prompted to log in at the Windows screen.



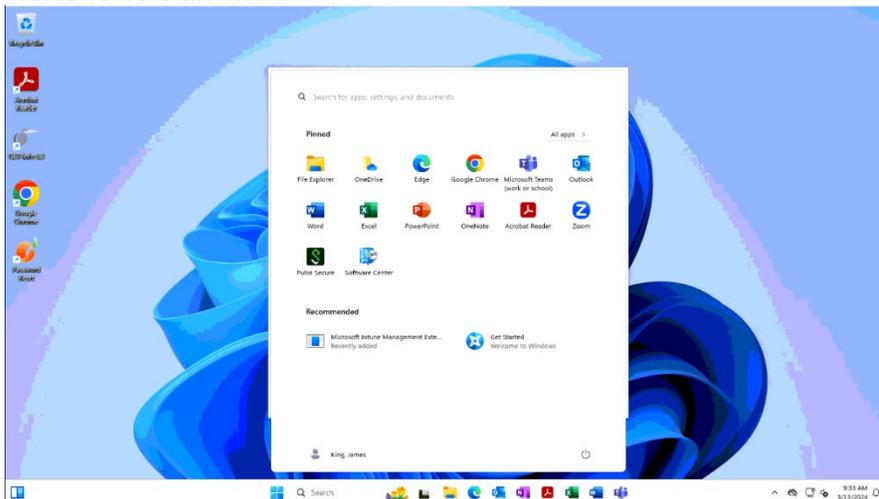
After you log in, there will be a brief delay as the configuration changes are finalized.



Step 3 – Upgrade complete

Once the configuration changes are complete, the desktop returns to Windows 11 and the upgrade is complete.

Windows 11 Start menu



Troubleshoot/Issues

Users should open an incident ticket with the DCH Help Desk if there are problems that prevent them from working. Otherwise, see below for common issues and resolutions.

Snipping Tool – For some, the Snipping Tool on Win10 was pinned in the system tray and after the upgrade to Win11 it was gone. On Win11 the application is found via a Windows search. This experience may vary per user (i.e., if the user had customized their system tray on Win10 or not).

Microsoft Teams Profile Pictures - During testing a user noted after upgrade the profile pictures in Microsoft Teams were not present. Should any user report this, it is not an issue with the Windows 11 upgrade; the user will need to update their Microsoft Teams application.

Start button is in the middle (not an issue but some users may not like this)

- Go to following URL to change start button position: <https://www.zdnet.com/article/windows-11-how-to-move-the-start-button-back-to-where-it-belongs/>
- Once the user pins more items to task bar the start button moves over automatically.

Windows 11 upgrade not received

- Check to make sure all latest updates are installed, and they do not have any pending updates in Software Center.
- Reboot (multiple reboots may be required)
- If on your home network, check settings to make sure that the download is not blocked.
- Do not use guest wireless in office-use network connection if available.

Received message that Windows needs to be activated

- This does not affect the user's ability to work. Our automated tooling should correct this within 24 hours (user will need to reboot their machine).
- If not corrected within the 24-hour period contact the help desk.