

## **Question: Is now the time I should upgrade my computer to Windows 10?**

***From Erickson IT  
October 14, 2015:***

- Erickson's IT Dept. feels it is best to let Microsoft work out some of the issues they experience when rolling out a new operating system. Point in case, there is a major service pack update that was scheduled to come out in October but Microsoft has now pushed back to November release at the earliest.
- Step 1 in troubleshooting any device issues in Windows 10 after an upgrade is remove and reinstall the affected driver/device/associated program. Windows 10 does not always upgrade drivers from Windows 7/8/8.1 cleanly. In several cases it may just not be able to find a compatible driver. It will use a generic driver in these cases which may not have all of the functionality a user is used to. If a printer connection, wireless adapter, etc. isn't working on our network after upgrading to Windows 10, remove and reinstall it. If possible get the latest Windows 10 driver for the printer or device from the manufacturer. In cases where the internal wireless adapter doesn't function on our network after upgrading to W10, call and request ERCS appt to install one of the USB wireless adapters Riderwood Connect uses.
- Both of our USB wireless adapters have been tested on Windows 10. The Linksys AC1200 worked by just plugging it in. Windows 10 installed native drivers that allowed it to work instantly. The Netgear AC6200 has beta Windows 10 drivers available, and they seem to work pretty well so far. Windows 10 also has stock drivers that work for it.
- Anti-virus software should be uninstalled before upgrading an existing PC to Windows 10. There have been reports from users on different forums reporting unpredictable behavior from the A/V software after the upgrade ranging from preventing Internet access to a complete lock-up of the OS. The A/V clients with built-in firewalls seem to be the culprits in most of these cases. Personal firewall software also falls under this warning.
- If upgrading to Windows 10 using the 'Get Windows 10' app in the system tray, the Wi-Fi connection must be redone (reconnect using the username and password, and had to accept the certificate again).
- If rolling back to previous version using 'Roll back to previous version of Windows' feature, the Wi-Fi connection must be redone (reconnect using the username and password, and had to accept the certificate again).