UNM HSC Windows 11 In-Place Upgrade (April 2024)

Effective October 14th, 2025, Windows 10 will reach its End-of-Life (EOL) status and will no longer be supported. After this date, Windows 10 will cease to receive any feature or security updates. To maintain the security of all devices, HSC IT has implemented a procedure for updating your device to Windows 11.
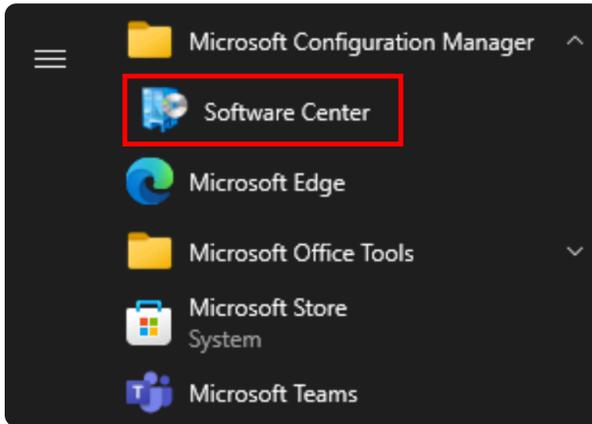
> ⚠ **IMPORTANT**
>
> ENSURE THAT YOU HAVE BACKED UP ALL LOCALLY STORED DATA ON YOUR DEVICE TO A HSC SHARED DRIVE, OR YOUR HSC PROVIDED ONEDRIVE BEFORE PROCEEDING WITH THE IN-PLACE UPGRADE.

Pre-requisites:

- **Processor** - 1GHz or faster with 2 or more cores on a compatible 64-bit processor.
- **RAM** - 4GB Minimum
- **Storage** - 15GB of free space on your hard drive.
- Your device has been imaged with the **UNM HSC Common Image**.
- Your device is currently on **Windows 10 22H2 (10.0.19045 or greater)**.[1]
- Your device supports **Trusted Platform Module 2.0 (TMP 2.0)**.
- Your device is connected to the **HSC internal network via Ethernet**.
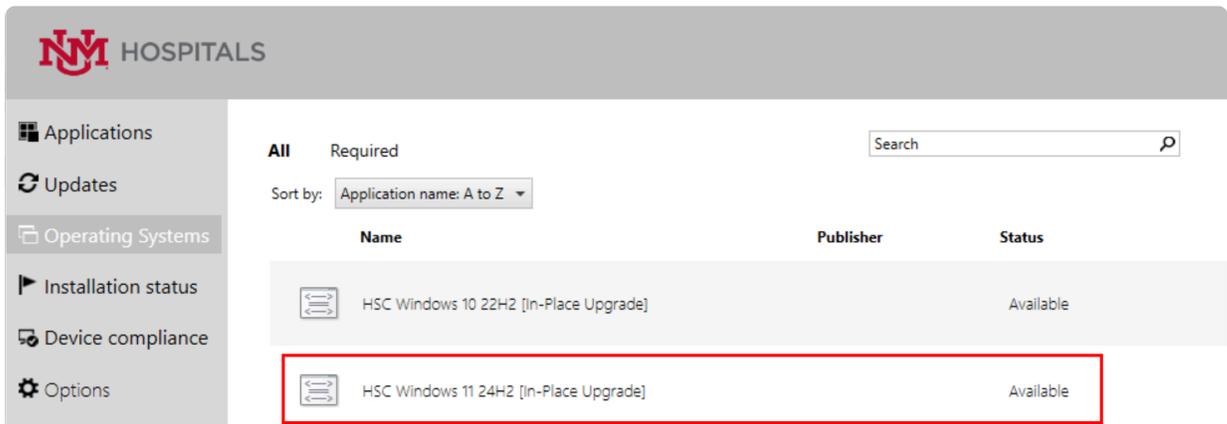
Process:

- Navigate to **Software Center** on the **Start Menu**.

- On the left sidebar, select **Operating Systems**
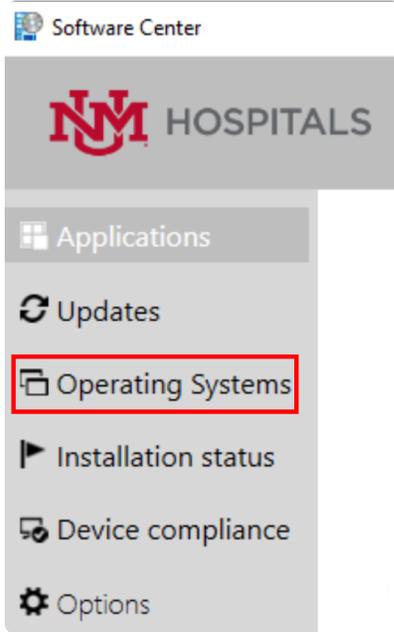
- Select **HSC Windows 11 24H2 [In-Place Upgrade]** from the displayed options.

  - See below if you do not see any operating systems listed on this page.²

> ⚠ **BACKUP YOUR DATA**
>
> ENSURE THAT YOU HAVE BACKED UP ALL LOCALLY STORED DATA ON YOUR DEVICE TO A HSC SHARED DRIVE, OR YOUR HSC PROVIDED ONEDRIVE.

- Click the **Install** button.

Operating Systems > Operating system details

HSC Windows 11 24H2 [In-Place Upgrade]

➡ Install

!!! TMP 2.0 MUST BE ENABLED ON YOUR DEVICE. !!!
!!! BACK UP YOUR DATA ON YOUR LOCAL MACHINE BEFORE UPGRADING. !!!

HSC Windows 11 (v24H2) In-Place Upgrade Task Sequence for Windows 10 22H2.

Status: Available
Date published: 11/19/2024

Restart required: Yes
Download size: Less than 1 MB
Estimated time: 0 minutes
Total components: 1

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- A final message will be displayed to provide one more change to backup your data. This message also outlines the pre-requisite requirements.

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!!! IMPORTANT !!!

PLEASE ENSURE THAT YOU HAVE BACKED-UP ALL LOCALLY STORED DATA THAT YOU WOULD LIKE TO RETAIN BEFORE RUNNING THIS UPGRADE.

If your device does not meet one or more of the following requirements, you will receive a "Task Sequence Error". Click on the "Inspect" button for more details and contact your Departmental IT personnel or the HSC IT Service Desk for further assistance.

HSC IT Service Desk – (505) 272-1694

Your device must meet the following requirements:
- **Supports TPM 2.0 and it is Enabled.**
- **Current OS must be Windows 10 22H2 (10.0.19045) or greater.**
- **Plugged-in to network via Ethernet.**
- **15GB of free space available.**

NOTE: A Windows 10 to Windows 11 upgrade will reset your Start Menu and Taskbar to default configuration. Click "Cancel" now if you would like to back-up locally stored data or make note of personalized Start menu or Taskbar configurations.
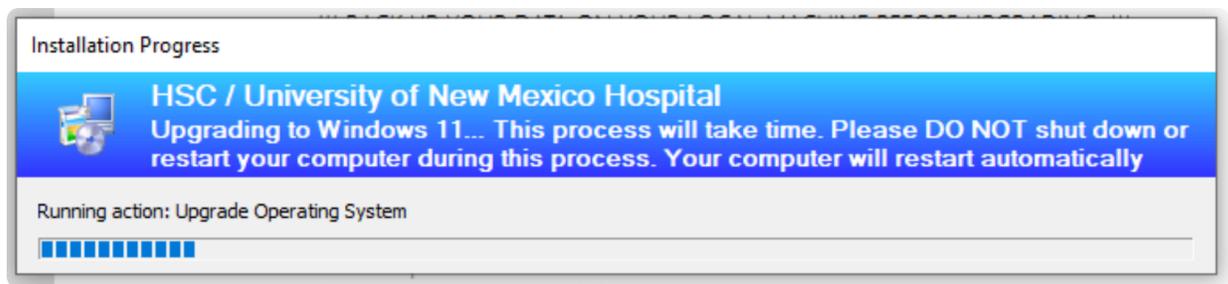
Install   Cancel

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- An upgrade **Readiness Check** will occur on your device. If your device does not meet any of the pre-requisites listed above, an error message will be displayed. This error message will provide you information on what caused the installation to stop.

    Installation Progress

    HSC / University of New Mexico Hospital
    Upgrading to Windows 11... This process will take time. Please DO NOT shut down or restart your computer during this process. Your computer will restart automatically

    Running action: Check Readiness for Upgrade
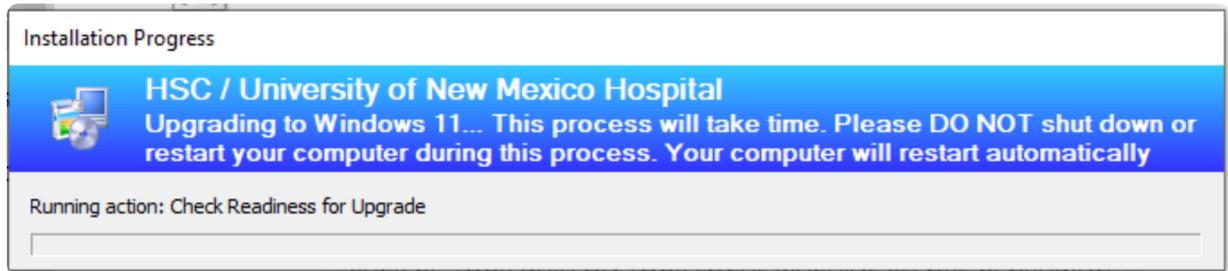
  - If your device fails the **Readiness Check**, please see below.[3]

- If your device passes the **Readiness Check**, it will begin the upgrade. The upgrade can take anywhere from 30 mins to ~1 hour depending on the specification of your hardware.
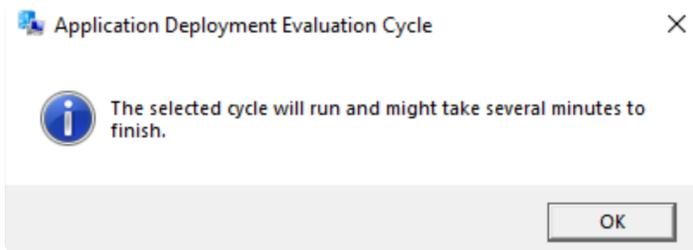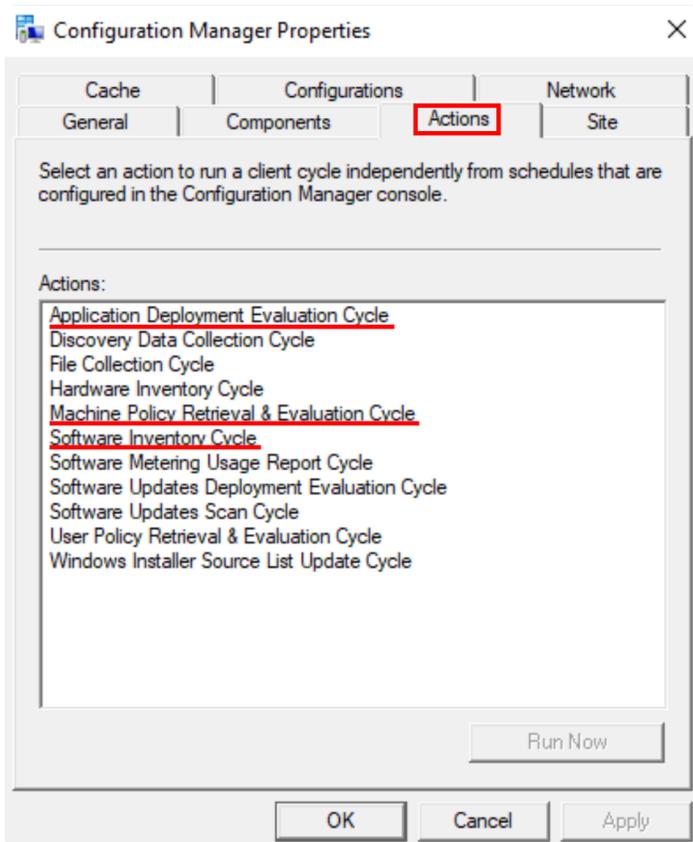
    Installation Progress

    HSC / University of New Mexico Hospital
    Upgrading to Windows 11... This process will take time. Please DO NOT shut down or restart your computer during this process. Your computer will restart automatically

    Running action: Upgrade Operating System

⚠️ **DO NOT RESTART YOUR DEVICE**

Your device will restart multiple times during this process. **DO NOT** shut down or restart your computer during this process.

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[1] If your device is not current on **Windows 10 22H2 (10.0.19045)**, you will need to upgrade to 22H2. If your device is currently between version 2004 and 22H2, the **HSC Windows 10 22H2 [In-Place Upgrade]** will appear as an option in the Operating Systems list. Select this option when upgrading to upgrade your device to 22H2.

² If you do not see any of the In-Place Upgrades listed in Software Center, please follow the steps below to update the contents of Software Center.

- Open **Control Panel** and select **Configuration Manager**
- The **Configuration Manager Properties** window will open. Click on the **Action** tab.
    - For the following actions in the list, click on the name of the action (e.g. *Application Deployment Evaluation Cycle*) and then click **Run**. You will get a message letting you know that it may take a few minutes to update. This process may take up to 20-30 mins.
    - Run the following Actions from the list:
        - **Application Deployment Evaluation Cycle**
        - **Machine Policy Retrieval & Evaluation Cycle**
        - **Software Inventory Cycle**

    - Configuration Manager Properties ✕

        | Cache | Configurations | Network |
        | General | Components | Actions | Site |

        Select an action to run a client cycle independently from schedules that are configured in the Configuration Manager console.

        Actions:

        Application Deployment Evaluation Cycle
        Discovery Data Collection Cycle
        File Collection Cycle
        Hardware Inventory Cycle
        Machine Policy Retrieval & Evaluation Cycle
        Software Inventory Cycle
        Software Metering Usage Report Cycle
        Software Updates Deployment Evaluation Cycle
        Software Updates Scan Cycle
        User Policy Retrieval & Evaluation Cycle
        Windows Installer Source List Update Cycle

        Run Now

        OK   Cancel   Apply

    - Application Deployment Evaluation Cycle ✕

        ⓘ The selected cycle will run and might take several minutes to finish.

        OK

[3] If your device does not meet one or more of the requirements to upgrade to Windows 11, you will receive a **Task Sequence Error** such shown below. Please select the **Inspect** button and take note of what requirement your device failed. Please contact your Departmental IT personnel or the HSC IT Service Desk for further assistance regarding the error.
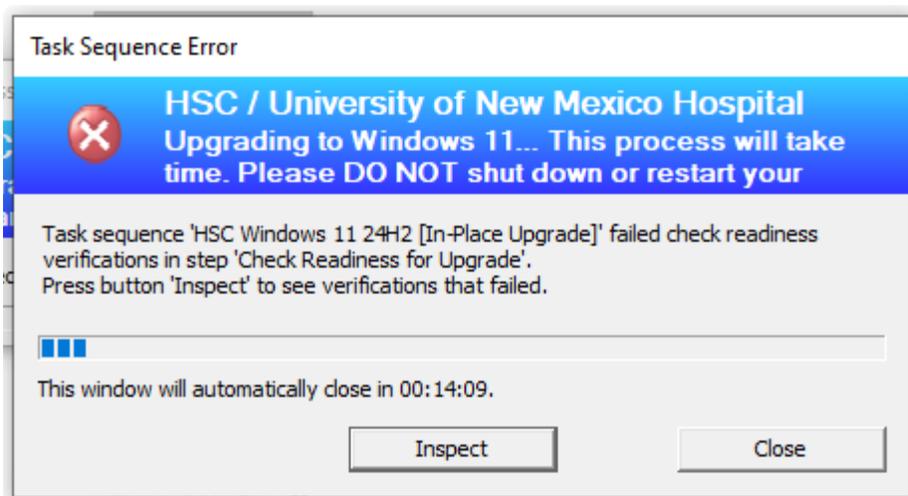
- Task Sequence Error message indicating that the device has failed the Readiness Check for Operating System upgrade.
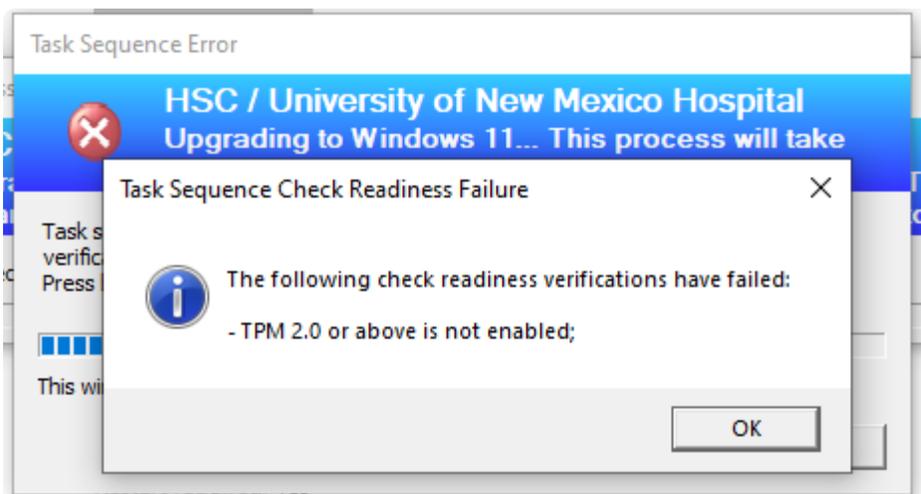
- The message above depicts what portion of the Readiness Check has failed. Take note of this message and contact your Departmental IT personnel or HSC IT.