

Windows 11 – FAQ

Why are my devices not already running Windows 11?

Convene IT value device reliability and security over new features and aesthetic updates. When a new operating system is launched there are often bugs which need to be ironed out with regular updates to get it to this reliable and secure stage. Since Windows 11 was launched 2 years ago the Feature Updates and Monthly Quality updates Microsoft have provided are now at a stage where Convene believe the transition to Windows 11 is viable for our customers, with established security improvements over Windows 10.

Why can't I do this myself?

As your IT Support Company, Convene IT manage the distribution of Operating System upgrades. This is to ensure device compatibility, software assurance and prevent unnecessary downtime due to automated upgrades. Administrative rights may be needed to complete the upgrade of applications, device drivers and the Operating System itself, which as standard, Convene manage on your behalf.

Why is this not covered under Support?

A full system upgrade falls outside of support. We recommend the upgrade be undertaken by Convene IT.

Do I need to upgrade? What happens if I don't?

Yes, and in good time before the Windows 10 End of Support date (October 2025). After this date, Windows 10 will no longer receive security updates, non-security updates, bug fixes, technical support, or online technical content updates which could leave the PC and your network at risk. Windows 10 devices will be open to malicious exploits after the End of Support date and therefore Convene IT will also be unable to fully support those running this operating system after this date - offering only 'best effort' support where we can. We recommend we work together on an upgrade schedule to manage this transition.

Why is hardware needed when it's just software?

We want your users to have the best experience with the upgrade to Windows 11 and be able to operate as normal - be this with a new device with it pre-installed or a hardware upgrade to extend the life of your existing device.

A replacement device will offer even more of a performance boost, as it's designed for Windows 11, with a newer generation processor and includes a new warranty - this is our recommended solution where it's viable for your organisation.

What happens if Windows 11 doesn't work for me?

Devices can be rolled back to Windows 10 within 10 days of the upgrade's completion with the risks associated of remaining on Windows 10 after this time Windows 11 will be the only option for that device. If compatibility issues arise following the upgrade, software may need to be upgraded further or a replacement device, running Windows 11, purchased.