

TECHNICAL SALES DIRECTIVE

Microsoft Windows 11 Release

January 2023

GTI-TSD-096-0123-GB

Distribution Regions: All Regions

Product Relevance: PC and EC

For use by: Consultants, Distributors, Contractors, and End Users.

Overview.

Microsoft are now getting more aggressive in pushing users to upgrade to W11. In our opinion, and many others in software development, W11 is not yet stable enough for critical infrastructure such as business computers.

Windows 10 will continue to be supported by Microsoft and Bailoy until October 2025 and all the time we are able to supply W10 equipment, we see no immediate advantage to migrate to W11 to run your GTI irrigation system.

Upgrading from W10 to W11

Existing Computers and tablets running GTI software.

Unlike the release of W10, it will not be possible for users to automatically download a free copy of the W11 upgrade until the Microsoft update utility has confirmed the computer or tablet hardware is compatible.

We strongly advise users NOT to force an upgrade to W11.

If your computer or tablet is compatible, W11 will automatically download in the background prompting the user to upgrade periodically.

Bailoy Supplied Computers

For the reasons outlined above, our advice is **NOT** to upgrade to W11 until we have confirmed it is compatible with GTI PC software and made any changes that may be required to run without issues.

Any computers upgraded before we have confirmed compatibility, that consequently experience issues, will not be covered by their computer or system support. Therefore, if Bailoy must assist in getting a system back on-line it will be chargeable at our published rates.

GTI-EC software W11 updates.

Bailoy Supplied Tablets from 2023

We can no longer purchase W10 tablets so from 1st January 2023 we will be supplying W11 versions. W11 has been tested on the EC system during 2022 and we are pleased to confirm it has encountered limited issues.

If you have an EC system supplied before January 2023 running W10 which is compatible to receive the W11 upgrade, it can now be upgraded to W11. Before it can be upgraded Bailoy need to update the GTI-EC software

This must be done before upgrading to W11 otherwise the system will not operate.

Customers with GTI System Support

For customers with an active GTI system support agreement, these will be upgraded during the annual open-up* as the upgrade requires a GTI-EC software upgrade.

*Internet access required

Customers without GTI System Support

Unless the system was purchased or the tablet replaced after October 2021, customers without GTI system support will have to purchase a GTI software upgrade before they can upgrade to W11. Call Bailoy or your appointed distributor / supplier for prices.

GTI-PC software W11 updates.

Customers with GTI System Support or Computer Hardware Cover

If you have a GTI System Support agreement or Computer Hardware Cover with Bailoy, active on 5th October 2021, and a GTI software update is subsequently required to work with W11, you will receive this update free of charge as part of your annual support updates.

This update applies to Bailoy, and customer supplied computers.

Customers without a GTI System agreement or Computer Hardware Cover active on 5th October 2021

Those customers who do not have a current GTI System Support agreement or Computer Hardware Cover with Bailoy will have to purchase an update if it is required.