Upgrading Software

**Keep up to date**Users feel that they need to upgrade their software as it means that they are up to date with their software, which means that their software will function properly, they will have more benefits to their software (for example updated features) and will overall be happy with the end-result. Also being up to date means that they do not have to worry about being behind on their software, as they would have the latest features they can choose to benefit in them by using them well and wouldn’t have to worry about upgrading again (obviously till the next upgrade).

**Functionality**By upgrading one’s software, this can enable functionality, for example by upgrading from Windows Vista to 8 will mean that a user is now able to use recent antivirus, latest web browsers and other compatible software such as the latest games specially developed for Windows 8 or higher. By upgrading software users are able to use brand new features and facilities that would not be available on older versions.

**Increased performance**Whilst upgrading software, some new software that are upgraded provide increased performance, meaning that once it is upgraded, the system will be faster and not have any drawback such as freezing, or running slowly once opened. For example, by upgrading software like Google Chrome, users will notice that after the upgrade, its performance will be increased as the browser has improved by being speedier and even more efficient than it was before the upgrade.

**New features**If a user were to upgrade their operating system from Windows 7 to Windows 8 and the user has old software for their phone installed onto their PC, for example Blackberry phones have ‘Desktop software’ specially for their phones, to be able to manage them on PCs. As the user would have a Windows 8 PC, this would require the Desktop software to upgrade their software version to a version that is compatible to Windows 8 (as the user would only have had the once installed for Windows 7).

**Security**There comes a time when security software (antivirus) will need upgrading as their old versions may not function anymore, resulting in a required upgrade to install new features, changes, procedures and protection specially for your computer. By upgrading the antivirus software it means that the user is willing to continue to protect their computer from threats that are trying to damage their system, therefore this is a good reason why users tend to upgrade their software.

Risks

**The new upgrade may not be compatible**Whilst a software upgrade is taking place users will have to make sure that they are completely sure about having their software upgraded as it may come with the risk of having some files not compatible with the recent upgrade. For example when upgrading an operating system in this case if the user is upgrading from windows XP to Windows 8, if a user has an installed CD of a game they enjoy playing on their windows XP, once the software has upgraded to Windows 8, as the CD is old, it will not be compatible win the newer version of Windows as it was specially made to be played on Windows XP.

**Viruses**A virus can occur during and after the process of upgrading software. For example whilst installing and upgrading software a virus may appear and attack the system, corrupting files and stealing data from your computer. This can then lead to errors and freezing of the software and even system, making it harder to access yet use the software and even other files on the computer.

**Corrupted files**During upgrades, it may not be known to users that as the upgrade is taking place, during the process it can be corrupting files along the way, for example upgrading a software like Adobe Flash Professional CS5 to CS6 may corrupt its old CS5 files as they may not be compatible with the new upgraded version, causing problems for users as their files are corrupted, it may mean that it is impossible to retrieve as the files as hey would have been badly effected by the software upgrade that caused the files to corrupt.

**Loss of useful features**After upgrades what seems to be noticed is the fact that when upgrade software, some features that were well favoured by users disappear and are no longer available to use. For example upgrading the operating system from windows 7 to windows 8 meant that useful features such as the start button and classic start menu was removed, certain themes such as the ‘Aero glass’ theme aren’t available in windows 8 anymore as well as well liked games being removed such as Chess Titans, and Solitaire. By having these type of features removed, it makes users regret the fact that they have upgraded their software, missing the older version.

**Loss of service**Whilst in the process of upgrading software, in this case antivirus software such as Norton, it may take up to hours to upgrade depending on how fast or slow a users’ computer performance is, therefore it will slow down and may even shut down other applications and programs, slowing down their services as the software upgrades. For example, in a workplace software upgrades may affect other users on the network as it may interfere and interrupt the network causing the service to be down temporarily as the software upgrades (this would include not being able to use the internet and having programs not function well in the process of upgrade). Therefore to avoid this, upgrades should be down outside of work hours to prevent loss of service.