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Windows 7

Migration with eOrder

GWP W7
User guide

04.04.2013	Valid for rollout with eOrder
20.06.2013	Adjustments for Client LifeCycle

Checklist

Computer name		Migration date	
Conducted by		HW migration date	

	What do I have to do?	Chapter	Page	☑
	Before migration			
1	I have backed up my personal settings			☐
2	I have saved my Outlook data files (.pst files)			☐
	After migration			
1	I have restored my network connections			☐
2	I have restored my personal settings			☐
3	I have reloaded my personal data			☐
4	I have loaded all necessary Outlook (.pst) archive data	**Fehler! Verweisquelle konnte nicht gefunden werden.**		☐
5	I have set up my signatures in Outlook			☐
6	All necessary programmes are installed			☐
7	I know where/how to order optional software			☐
8	I am available on Lync again, RAS and UDM are o.k.			☐

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Migration with eOrder

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1. What is new in Windows 7?

Windows 7 no longer includes FinePrint; this function is now covered by **MS Office Print Preview**. GWP Backup is no longer included in the Base Kit, since the storage of company data is no longer permitted on the PC. If you must save data, you should work with a copy on the network drive. This way, if the hard disk is defective or the notebook is lost, company data are not lost.

FinePrint and GWP Backup

⇨ Both were included in the Windows XP Base Kit. They are optional in Windows 7 because alternatives exist in Windows 7. Therefore they are NOT automatically installed, though they can be ordered through eOrder if necessary.

2. What do I have to do before the migration?

Information about backup, data restoration and set-up

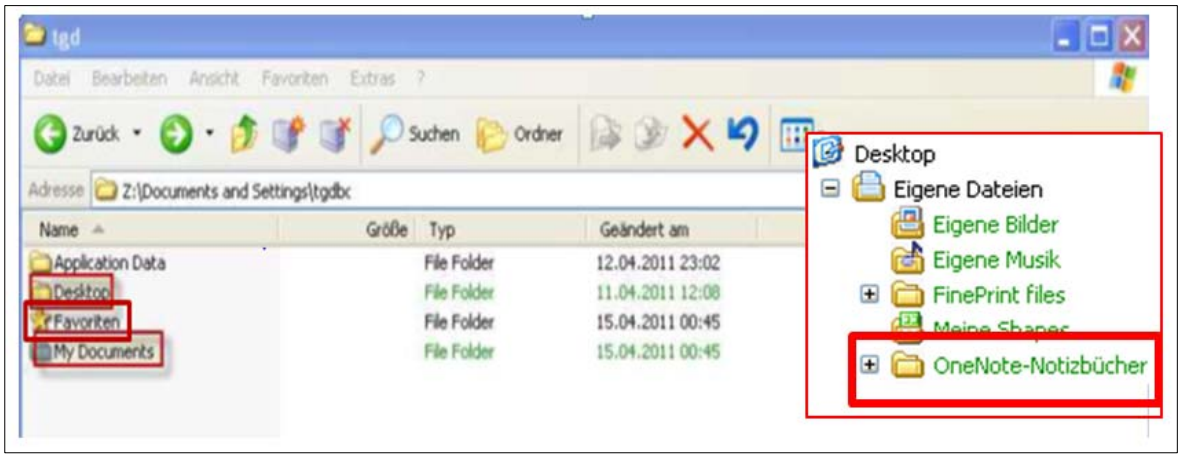
It is important that you save your personal data before changing to Windows 7 / Office 2010. This is comprised of two steps:

2.1 Save personal data — Option 1 (recommended!):
2.2 Save general settings and favourites

2.1 Saving personal data

Please note: You are responsible for saving your own data!
It is recommended that you copy or move personal data saved locally on Drive C:\ or Drive Z:\ to a network drive (e.g., Drive U:\ or a team repository).

Option 1 (recommended!): Save to Drive U:\ or a team repository
In Windows XP personal data are saved under **Z:\Documents and Settings\<own account> ....** by default.



You should backup the folders **'Desktop'**, **'Favourites'**, and **'My Documents'**.

Please note: Data that are backed up to Drive U:\ or the team repository are automatically decrypted.

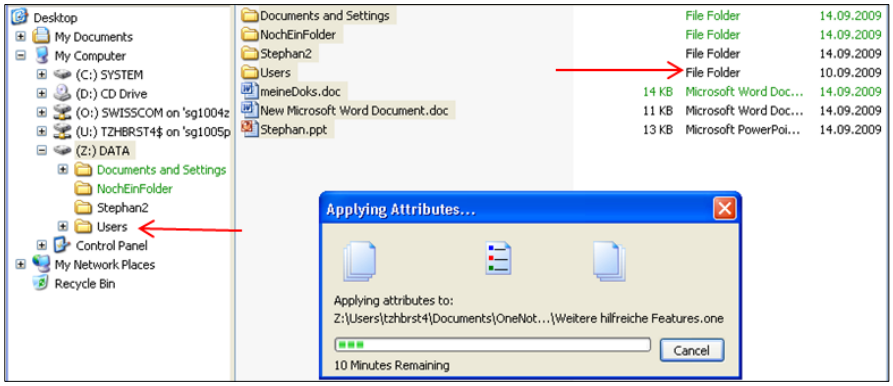
Option 2 (advanced users only): Backing up on an external hard disk or USB stick
Ensure that the data backups that you would like to create on an external hard disk or USB stick are first decrypted in Windows XP.

Below are instructions on how to decrypt saved files that were encrypted with Microsoft's Encrypted File System (EFS).
Note: This process can take as long as several hours!
Once you have completed steps 1-3, check all folders and important files to see if they are still encrypted. You can recognise this by colour: in the Explorer, files and folders indicated in **'green' are EFS encrypted**. If you find encrypted files, repeat the decryption process.

Important! In Windows 7 it is **not possible** to restore EFS-encrypted data. These will be irrevocably lost.

Decrypting data

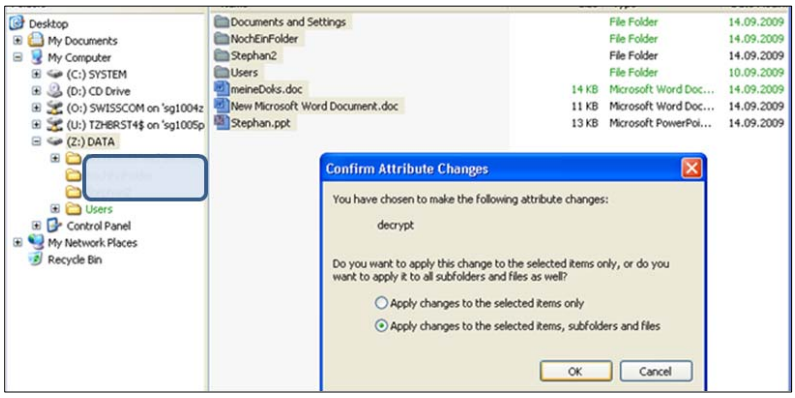
Step 1: Select data



Select all files and folders on the drive (e.g., Z:\) and right-click to bring up the context menu. Then choose 'Decrypt'.

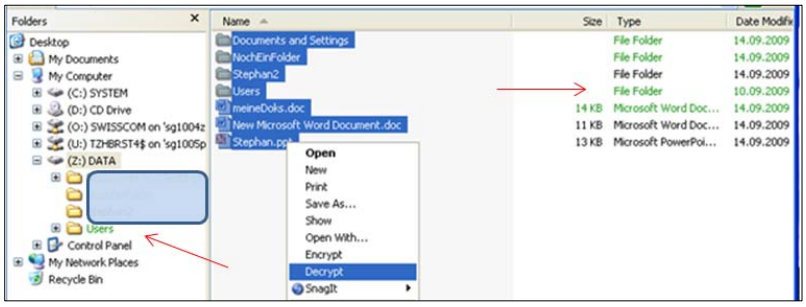
Step 2: Begin decryption

When asked 'Apply Changes to the selected items, subfolders and folder', click 'OK'.



Step 3: Decryption process

Wait until the process is complete. This can take anywhere from a few minutes up to two hours depending on file volume.



Please note: If you have saved personal data in other places, e.g., on Drive C:\ or elsewhere on Drive Z:\, you have to back these up too. Data that are stored on the network (e.g., on Drive O:\ or U:\) are saved automatically.

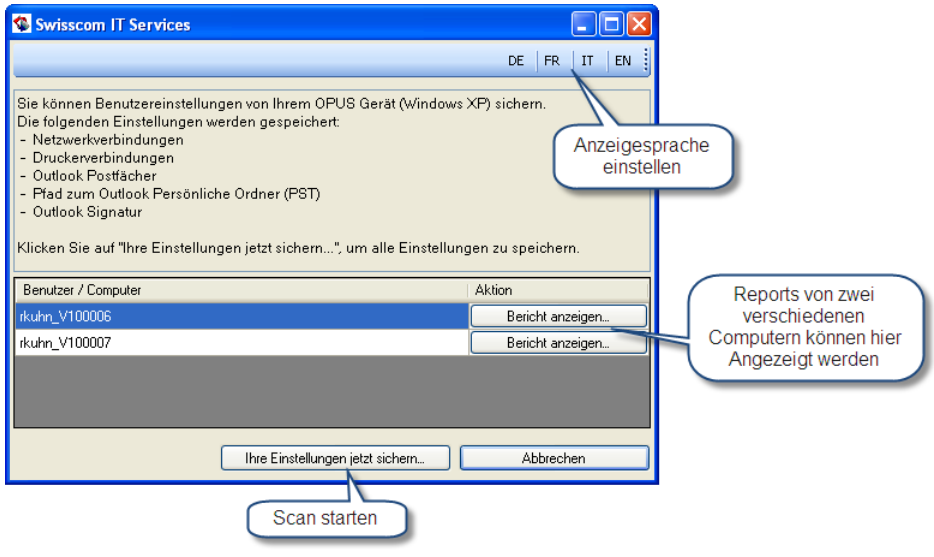
2.2 Save local settings

The program USMTScan automatically saves information about the following settings:

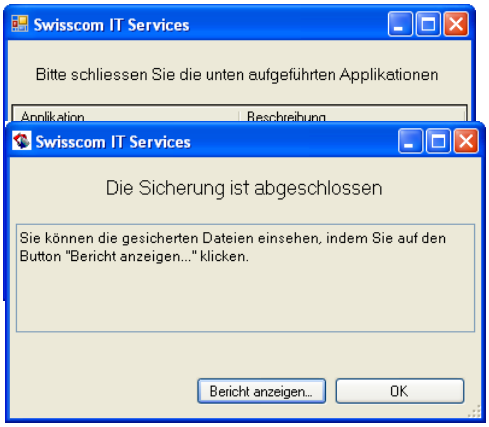
- connected network drives in Windows Explorer
- connected network printers
- connected group mailboxes
- archive location for connected Outlook archives
- personal signatures

How to use USMTScan

Click this link **Program for saving local settings**. Then double-click on 'Execute' and follow the instructions in the program. When USMTScan.exe starts, the following window is shown:



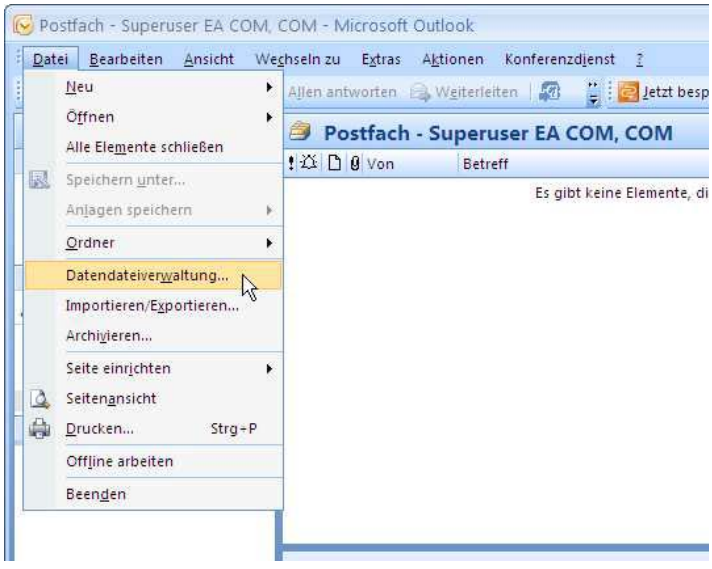
The display language can be selected in the upper right. The display is changed at run-time. The computers that have been scanned are shown in the lower part and you can display the report file from each one. The button 'Save your settings now...' starts with the scan.
If any programs that appear on the list of programs to close are open, a notice appears. The list can be edited in USMTScan.exe.config.



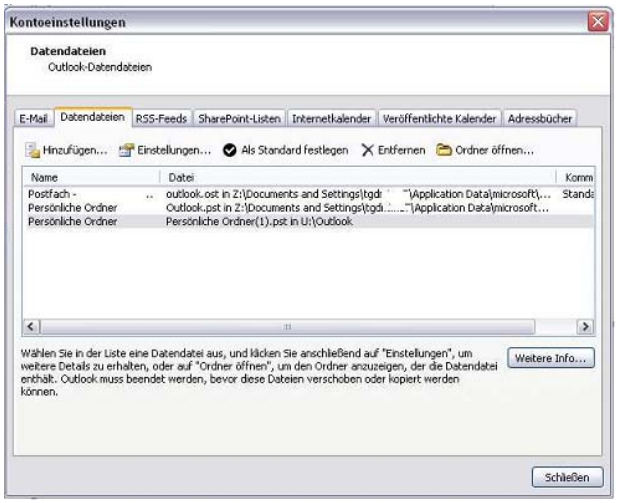
When the scan is complete, a notice appears. Clicking 'Show report...' opens the report file in Notepad.

2.3 Saving Outlook archive data (.PST)

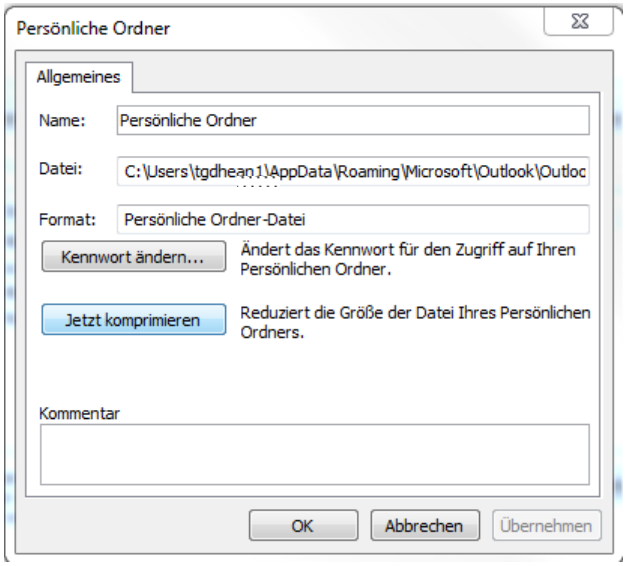
The pathway for archive files can be viewed as follows:
In Outlook: > 'File' > 'Data file administration...'



> Double-click on 'Personal folder' in the window that opens



You can read or note the pathway to the PST file in the 'File' field.



The personal folder can only be saved from this location. Before you do this, close Outlook and LYNC first (because Outlook will otherwise lock the PST file and prevent it from being copied).
Please note: If the pathway leads to a network drive, this data does not need to be saved.

IMPORTANT — After migration: Microsoft officially does not support running an archive file on a network drive (due to problems with synchronization center, among other reasons), that means that PST files should be saved locally on the PC (e.g., on the Drive Z:\).

Finishing data backup

3. After migration

Note: After migration, local drives are encrypted with Bitlocker. This could take several hours depending on data volume. During this time, performance is limited and the space on Drive C:\ is reduced. It is, however, still possible to work on the PC during this time.

3.1 Set-up

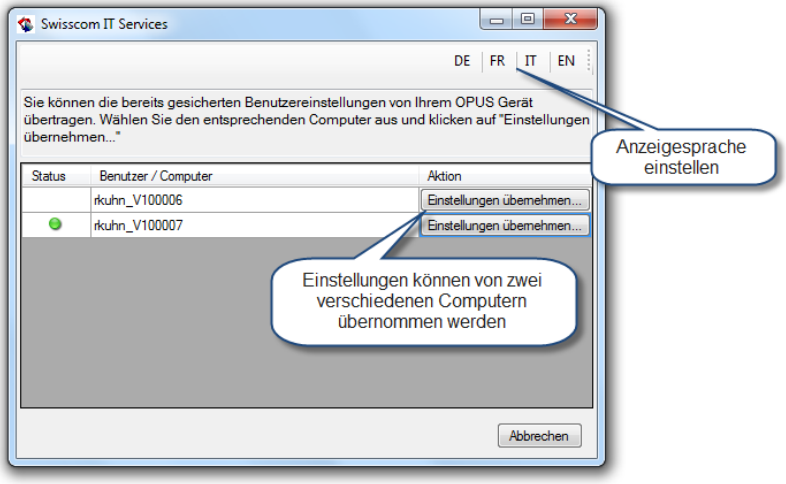
On the new device with Windows 7:

1. network connections are restored
2. additional mailboxes are restored
3. the electronic signature (Outlook) is newly created

Please note: Automatic name recognition (for instance, if you begin writing the recipient's name in the address line of an e-mail, one or several suggested full addresses appear) will be empty at first, but will fill up with use.

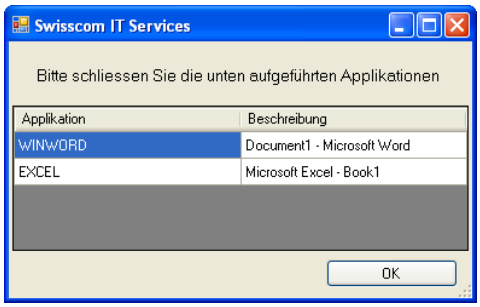
3.2 Loading general settings

The program USMTLoad reconnects the network drives and includes information about various settings.
Click this link: program for restoring saved settings. Then double-click on 'Execute' and follow the instructions in the program.
When USMTLoad.exe starts, the following window is shown:

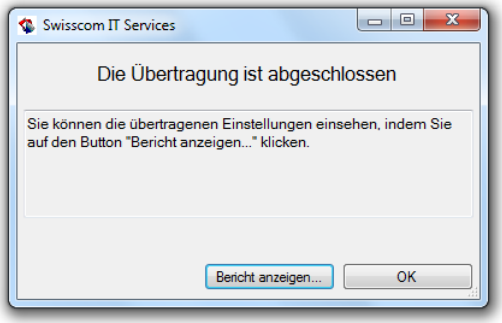


The display language can be selected in the upper right. The display is changed at run-time. The computers that have been scanned are shown in the lower part and you can restore the data collected for each of them. Use the button 'Accept Settings...' to begin this process.

If other programs are still open while executing this program, they are shown in the following window and must be closed.



When the transfer is complete, a notice appears.

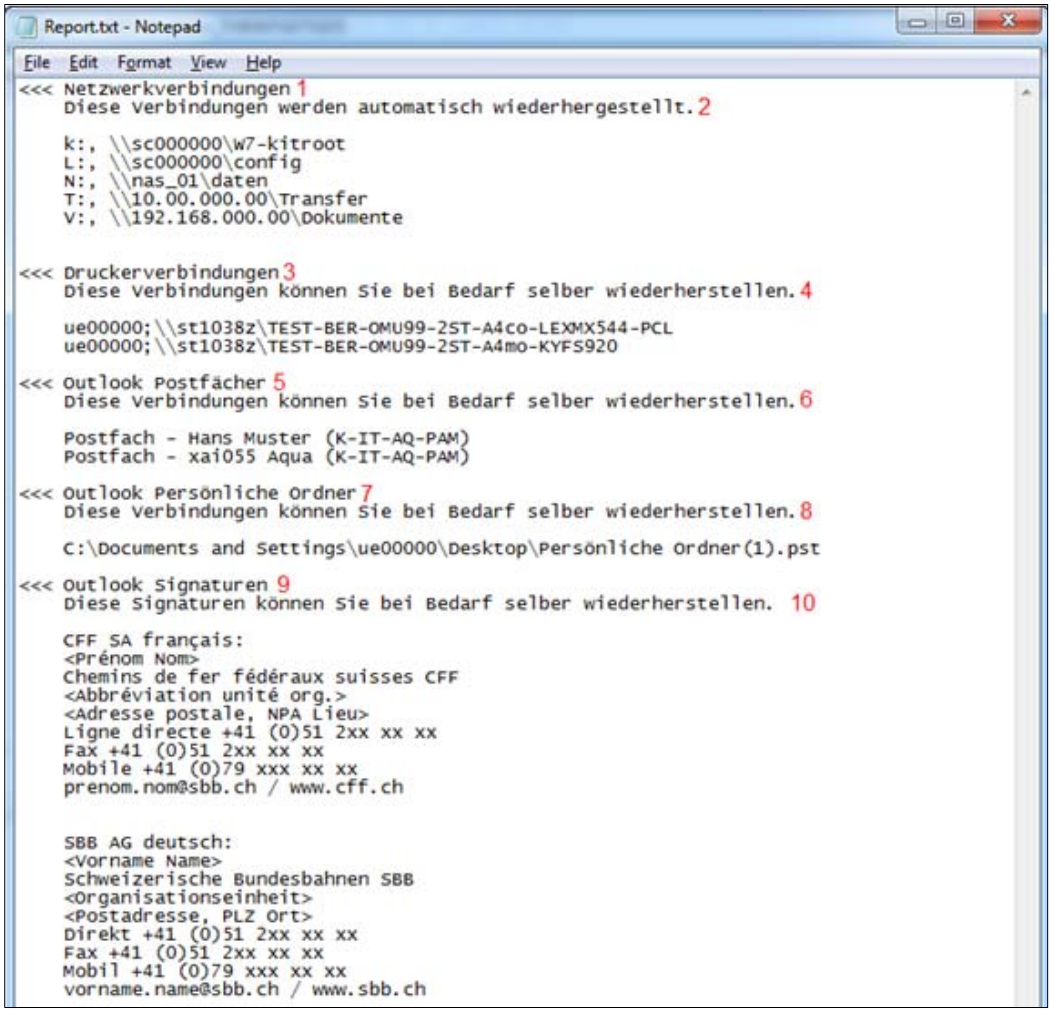


Clicking the button 'Show Report...' opens and displays the report file in Notepad (see next chapter). This report contains information about network printers, group mailboxes, PST files, and Outlook signatures that can be used for manual restoration. Instructions for this can be found in the following chapters.

3.3 Report

Below is a screenshot of a sample report:

- Information under numbers 1 and 2 are automatically executed.
- Information under numbers 3 to 10 are entries that you can use for manual restoration.

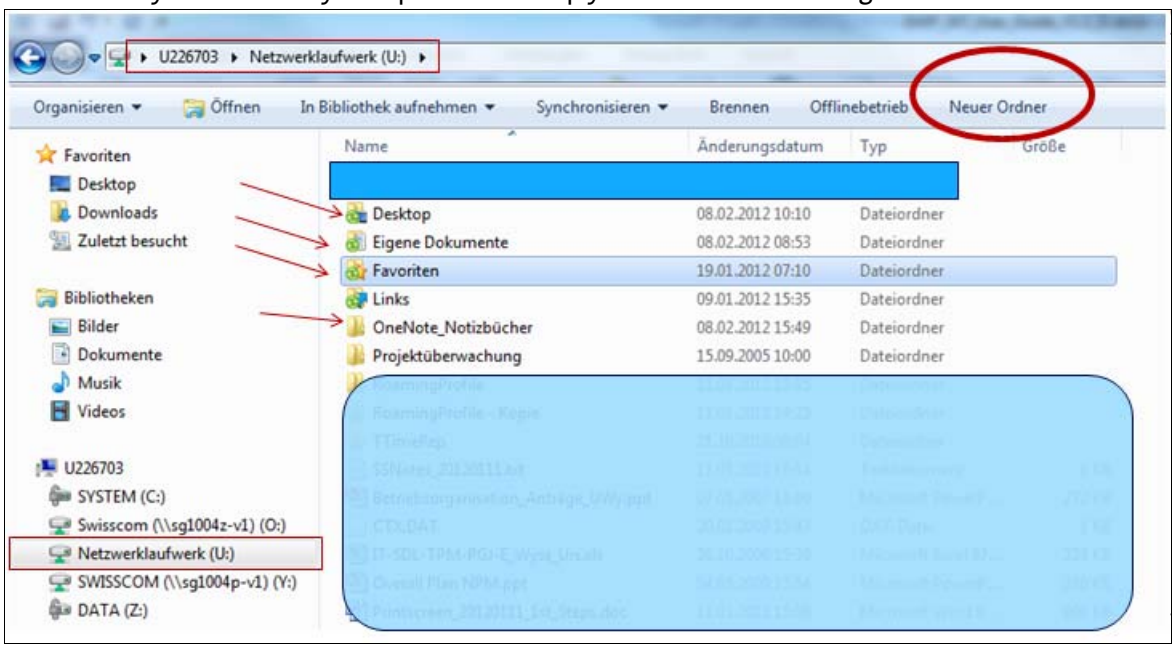


3.4 Restoring personal data

The previously saved folders '**Desktop**', '**Favourites**' and '**My Documents**' as well as further files, such as OneNote (cf. Chapter **Fehler! Verweisquelle konnte nicht gefunden werden.**), can now be loaded.

Note: In Windows 7 you should save these to Drive U:\ instead of Drive Z:\. In other words, move the files from the saved location (in Drive U:\, external hard disk or USB stick) directly to Drive U:\Desktop; U:\Favourites, etc.

If no directory exists where you expected it – simply create a new one using 'New Folder'.



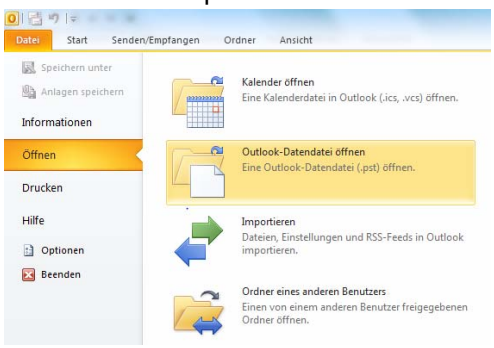
Please note: Drive C:\ **is reserved** for the operating system. **No company data should be saved locally on the PC.** If you must save data, you should work with a copy on the network drive. This way, if the hard disk is defective or the notebook is lost, data are not lost.

End of data restoration

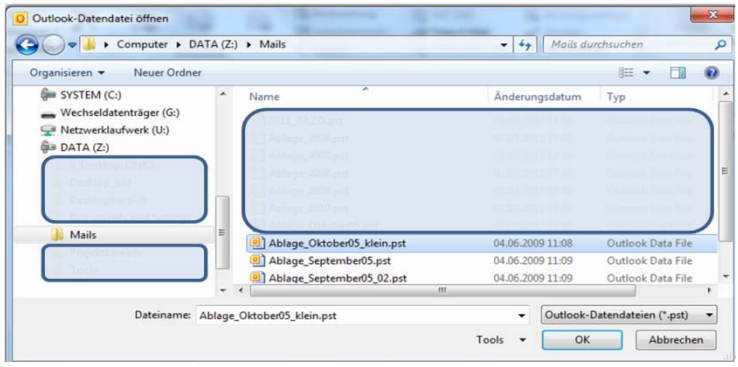
3.5 Connecting Outlook (.pst) archive data

After the archive data have been copied to the new location on the new PC, they can be connected as follows (see Chapter 8):

> Open Outlook > File > Open



> Click on Outlook File Data to open



> Select Personal folder (.pst) for Office Outlook and > Click 'OK'

> The PST is moved automatically to the customary location.

NOTE: Saving archive data to network drives like this is not officially supported by Microsoft (due to problems with the synchronization center, among other things).
Outlook will no longer work perfectly. The application gets stuck and can only be closed by turning off the device.
You will not have problems like this if you save the archive file to the Z:/ Drive. Whereby, the user is responsible for backing up the data.

3.6 Connecting the Team Mailbox

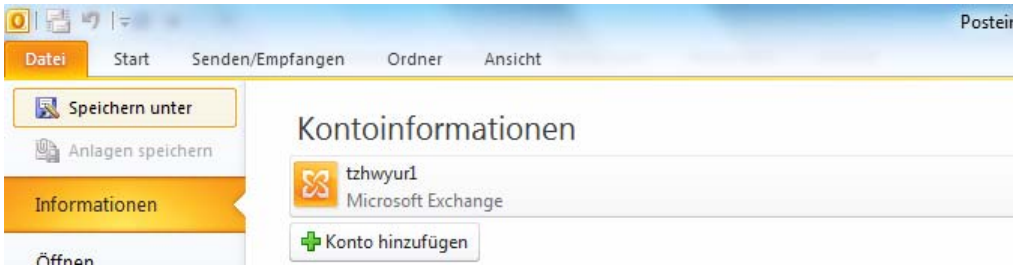
NOTE: There are two ways to connect the Team Mailbox. Important: If several people work with the same Team Mailbox, they must agree about how to connect it. Otherwise there could be complications.

Option 1: Using 'Add Account' → A desktop notification always appears (like with a Personal Mailbox) when a mail is sent to the Team Mailbox. Also, all mails that are sent from the Team Mailbox are saved to its 'Sent' folder. This also applies to deleted mails.

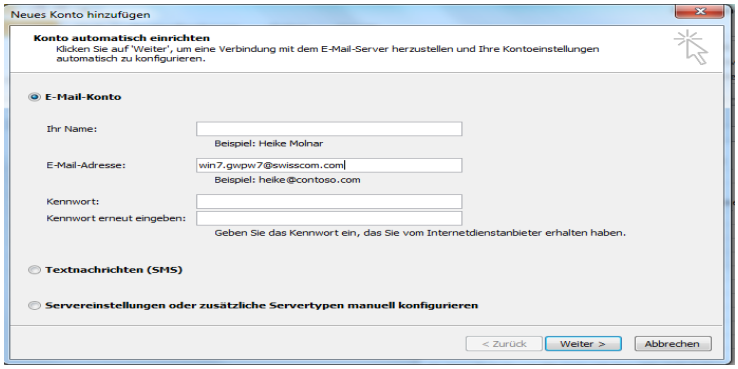
Option 2: Using 'Account Settings' → With this option, there will be no desktop notifications and sent/deleted mails can only be found in your Personal Mailbox.

Option 1: Connecting the Team Mailbox using 'Add Account'

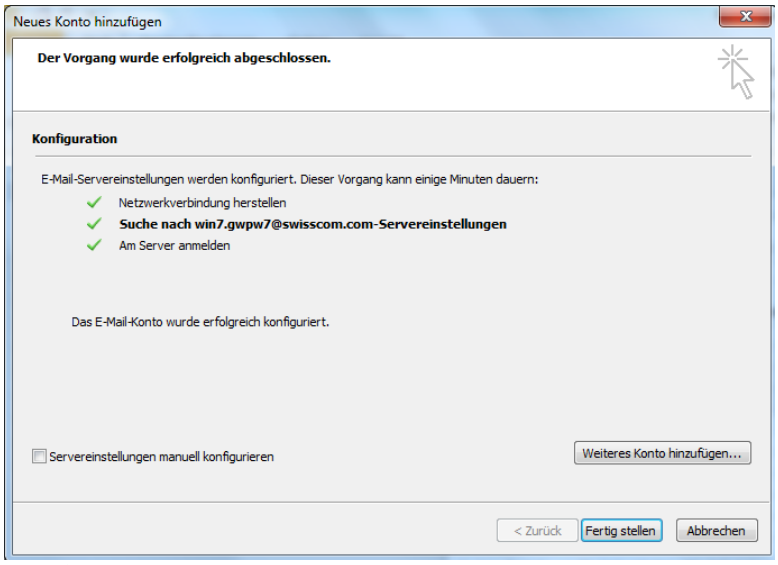
In the Outlook menu: > 'File'



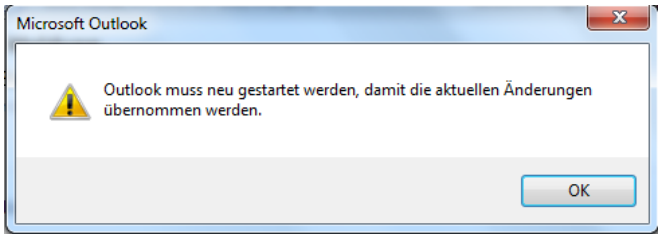
>> Click 'Add Account'



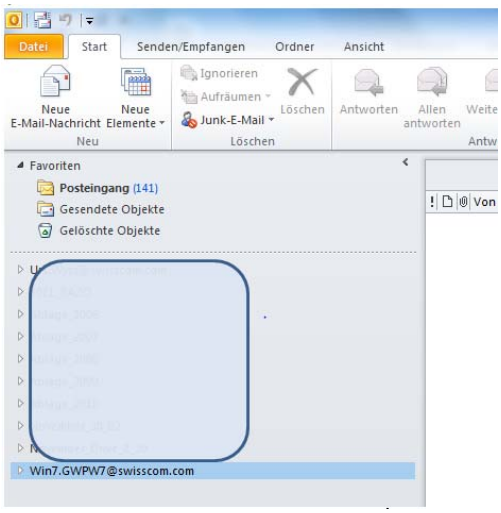
> Enter the Team Mailbox (see Chapter Report **Fehler! Verweisquelle konnte nicht gefunden werden.**). Click 'Next>'



› Click 'Done'



After restarting Outlook the Team Mailbox should be located in the usual place.

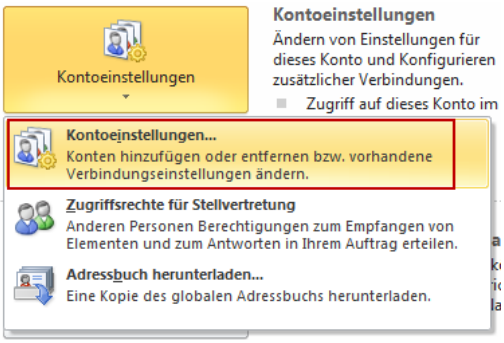


An additional mailbox has now been connected.

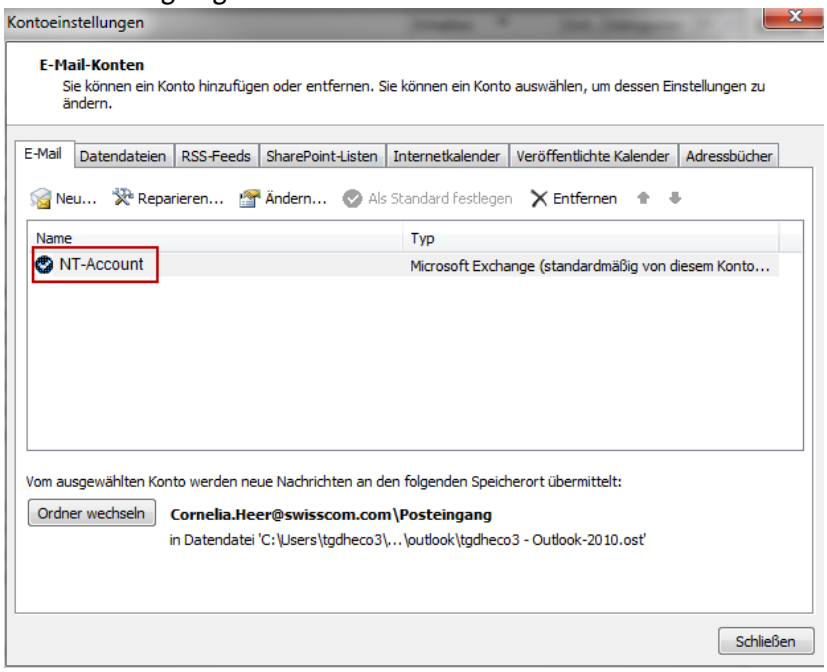
Option 2: Adding a Team Mailbox in 'Account Settings'

In the Outlook menu: > File

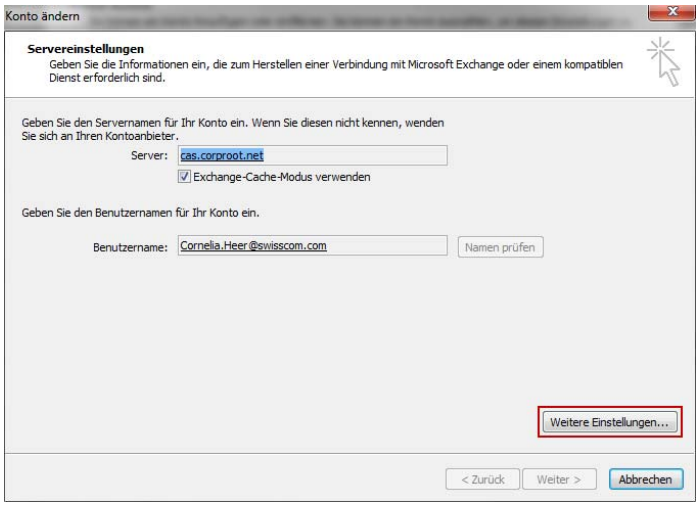
Select 'Account Settings'



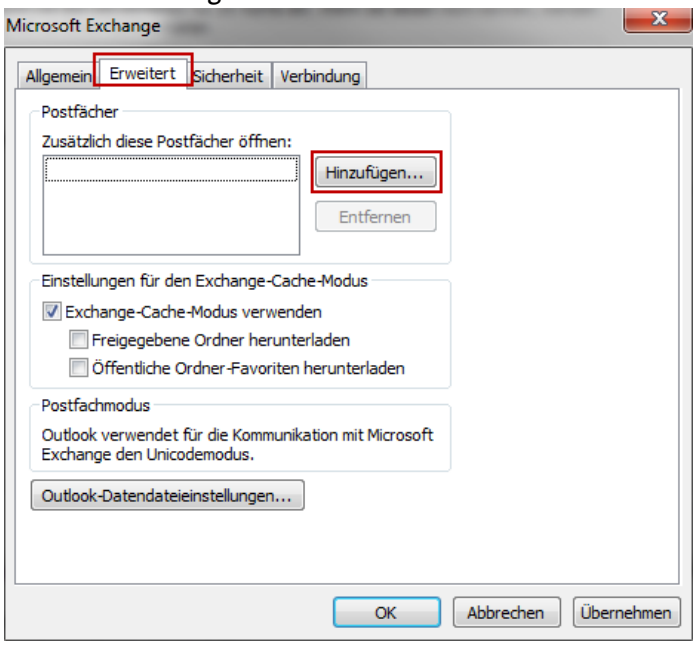
Select 'Account Settings' again



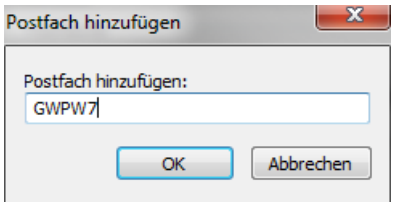
Double-click on the NT Account (e.g., tgd....., tzh....., tsg....., tfr..... etc.)



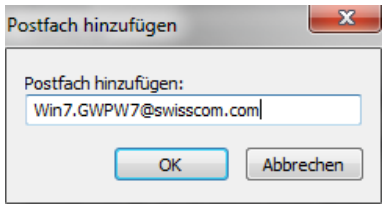
> Select 'Additional Settings...'



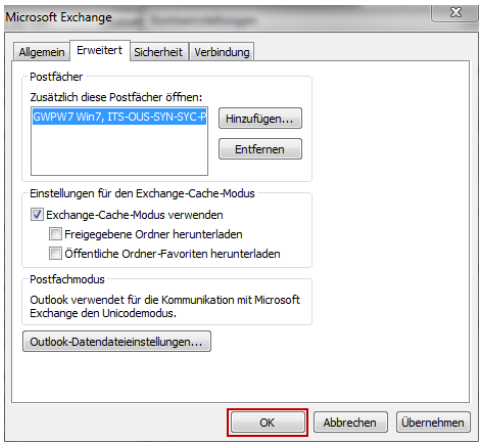
Change to 'Advanced'. > Click 'Add'



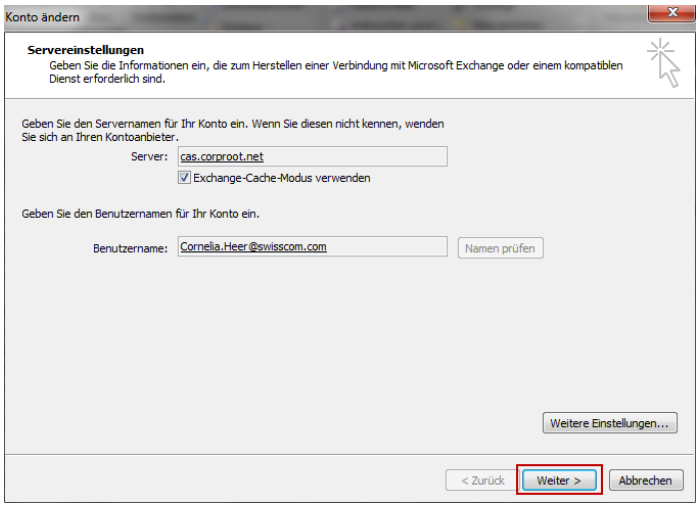
or



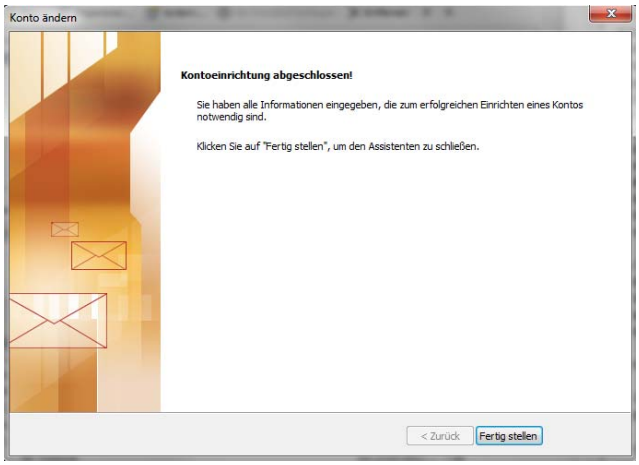
Enter the name of the mailbox, using either the display name or the e-mail address.
Click 'OK'.



Click 'OK'.



> Click 'Next >'



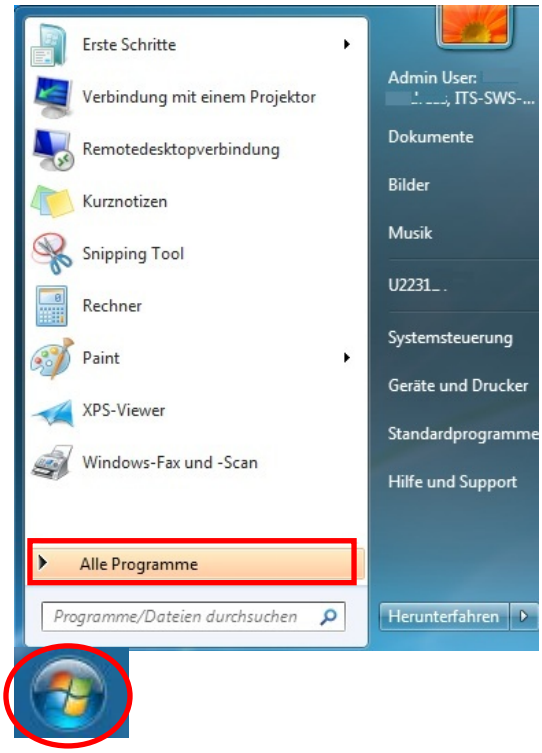
> Click 'Done'.

Close 'Account Settings' window. After restarting Outlook the Team Mailbox should be located in the usual place.

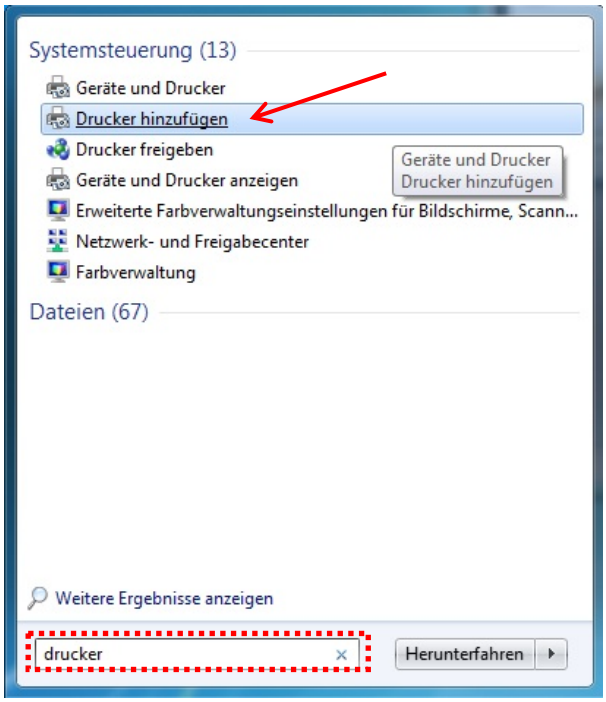
3.7 Connecting network printers

The following text describes how to connect a network printer in Windows 7.

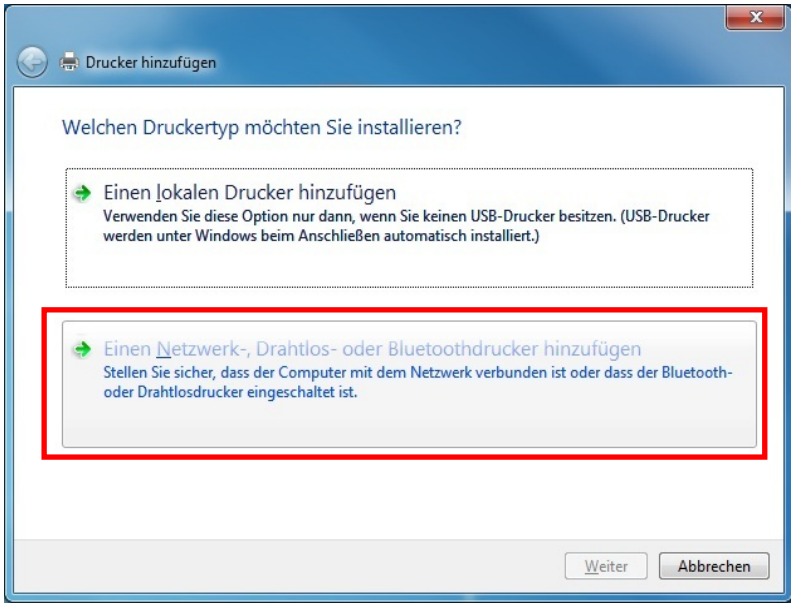
> Click the Start button and enter 'Printer' in the search field:

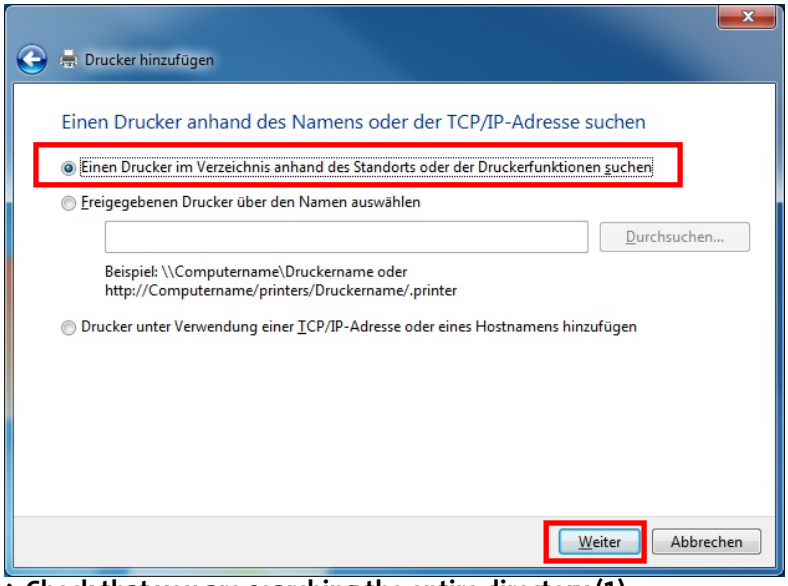


> Click 'Add Printer'

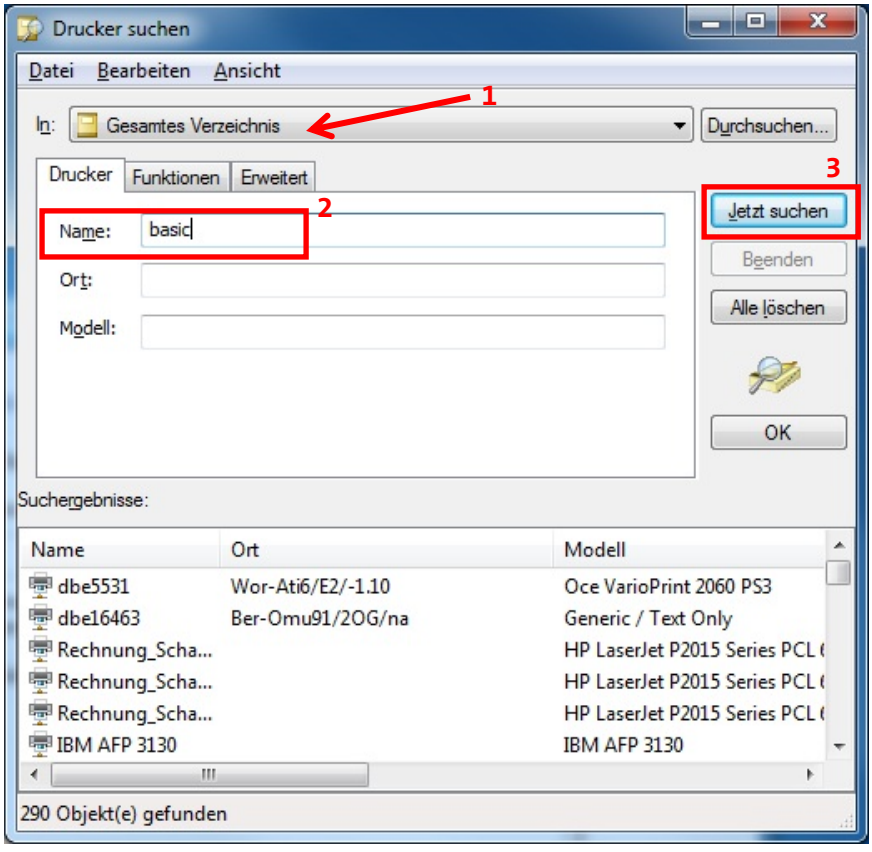


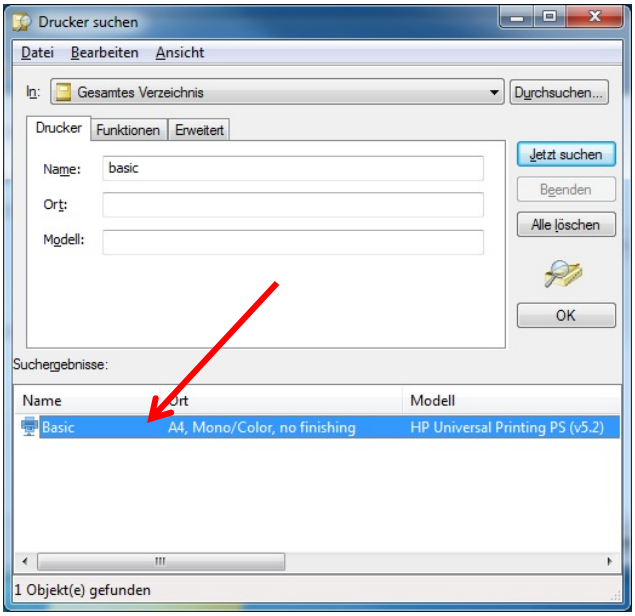
> Select 'Add a Network, Wireless, or Bluetooth Printer'



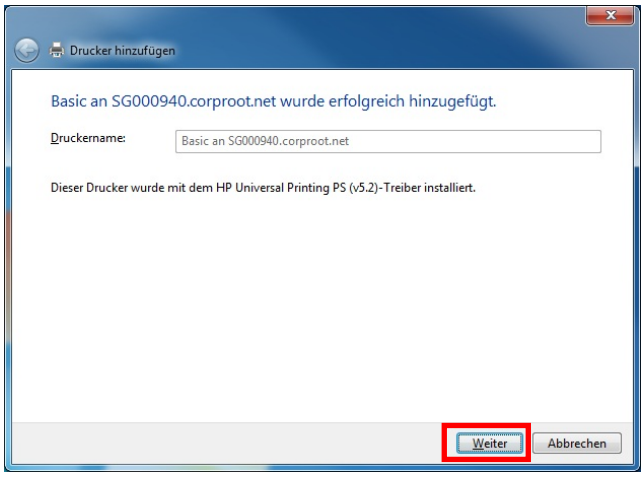


> Check that you are searching the entire directory (1)
> Enter the name of the printer (2):
Follow me Printer = Basic or Plus
Special Printer = dxxnnnnn (e.g., dbe36835) might be able to be copied from the report (see Chapter 3.3 page 14)
> and click on 'Search Now' (3)

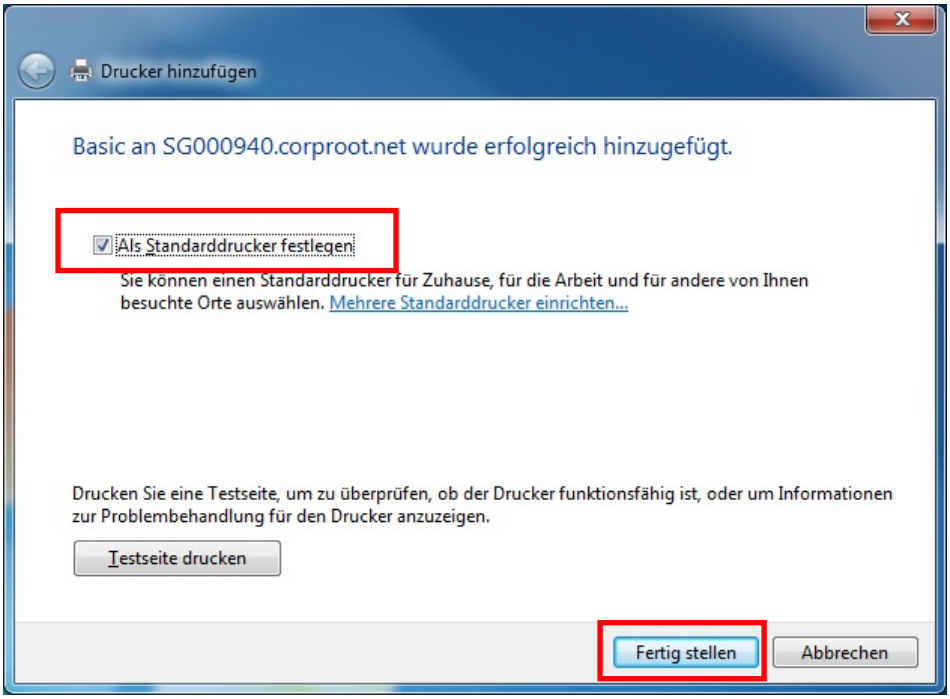




> ..and click 'Next'



> Determine whether the selected printer should be the default printer and click 'Done' to finish installation.



Repeat this process for any additional printers.

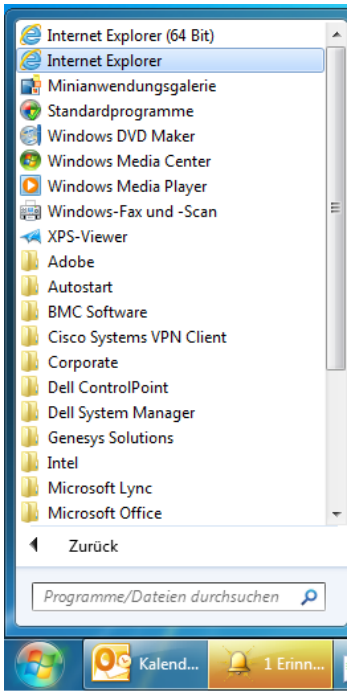
Further information

3.8 IE9

Windows 7 and Internet Explorer 9 may have a few problems with Java. This can occur if you are using the 64-bit Internet Explorer. If this is the case, changing to 32-bit IE will solve the problem immediately.

Recommendation: In general, use the 32-bit version of IE since hardly any applications use the 64-bit IE.

You can start 32-bit IE under Start – All Programs (2nd link from above).



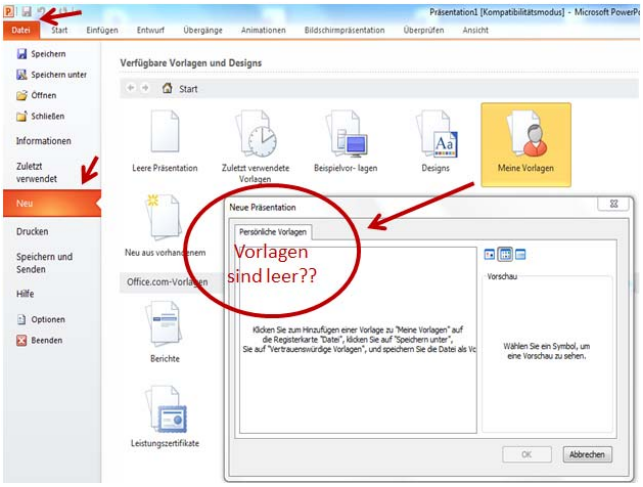
3.9 VPN Login

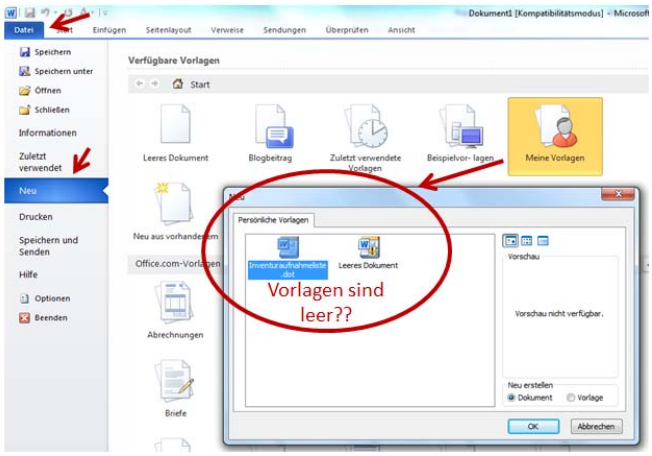
On a new PC, the VPN settings and account entries that are necessary for connecting are usually missing.

They are: <NT-Account>@swisscom.**ras**

4. Fonts and templates

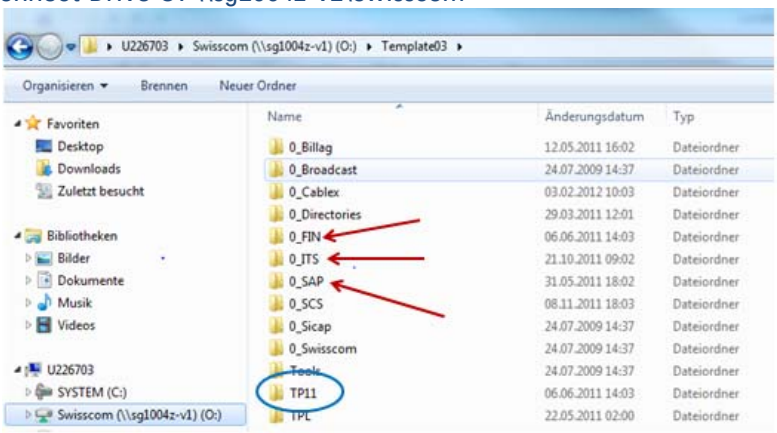
No templates available?



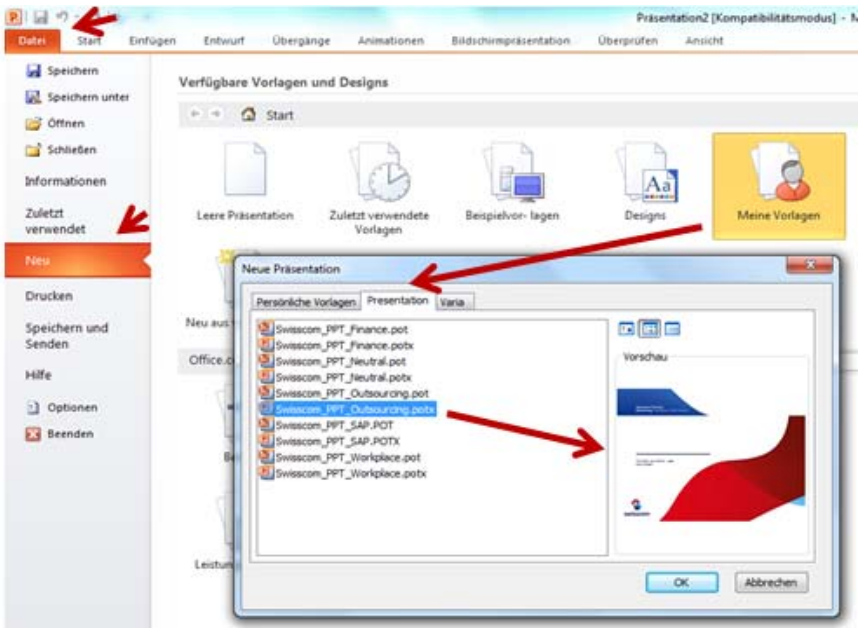


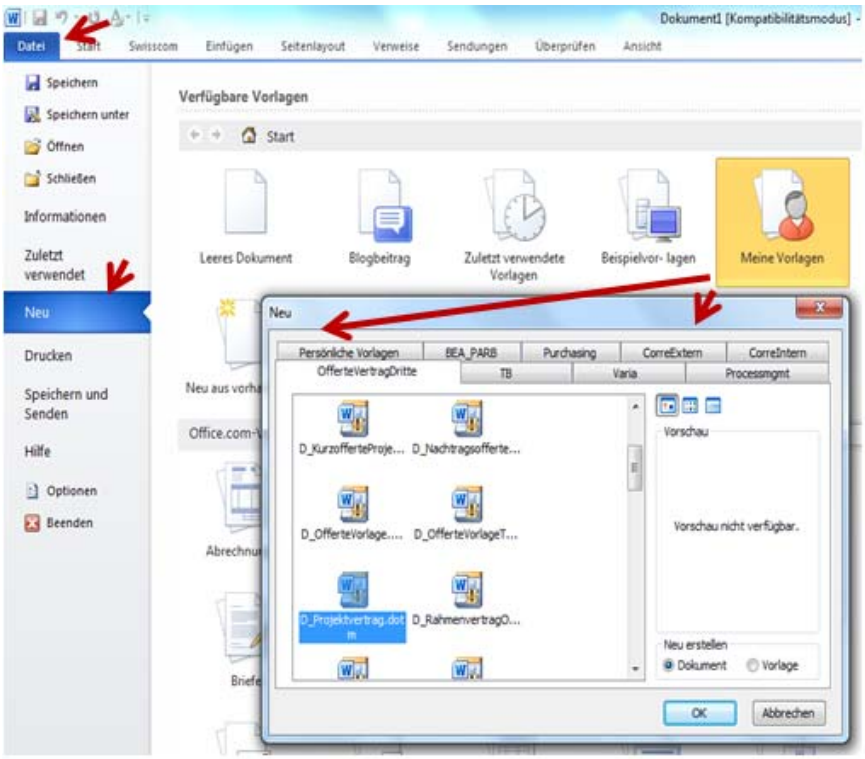
All the ITS Group ‘s templates have been made Office 2007/2010-ready in OneBrand. The templates can be found in the 3 folders marked in red; the new macros are in the folder marked in blue. The Smile Tool was replaced by a new tool.

1) Connect Drive O: \\sg1004z-v1\Swisscom



2) Start PowerPoint or Word, select ‘New File’, and then you will find the templates under ‘My Templates’.


Datei
Start
Einfügen
Entwurf
Übergänge
Animationen
Bildschirmpräsentation
Überprüfen
Ansicht
Speichern
Speichern unter
Öffnen
Schließen
Informationen
Zuletzt verwendet
Neu
Drucken
Speichern und Senden
Hilfe
Optionen
Beenden
Verfügbare Vorlagen und Designs
Start
Leere Präsentation
Zuletzt verwendete Vorlagen
Beispielvor- lagen
Designs
Meine Vorlagen
Neue Präsentation
Persönliche Vorlagen
Presentation
Varia
Swisscom_PPT_Finance.pot
Swisscom_PPT_Finance.potx
Swisscom_PPT_Neutral.pot
Swisscom_PPT_Neutral.potx
Swisscom_PPT_Outsourcing.pot
Swisscom_PPT_Outsourcing.potx
Swisscom_PPT_SAP.POT
Swisscom_PPT_SAP.POTX
Swisscom_PPT_Workplace.pot
Swisscom_PPT_Workplace.potx
Vorschau
OK
Abbrechen


Datei
Start
Swisscom
Einfügen
Seitenlayout
Verweise
Sendungen
Überprüfen
Ansicht
Speichern
Speichern unter
Öffnen
Schließen
Informationen
Zuletzt verwendet
Neu
Drucken
Speichern und Senden
Hilfe
Optionen
Beenden
Verfügbare Vorlagen
Start
Leeres Dokument
Blogbeitrag
Zuletzt verwendete Vorlagen
Beispielvor- lagen
Meine Vorlagen
Neu
Persönliche Vorlagen
BEA_PARB
Purchasing
CorreExtern
CorreIntern
OfferteVertragDritte
TB
Varia
Processmgmt
D_KurzofferteProje...
D_Nachtragsofferte...
D_OfferteVorlage....
D_OfferteVorlageT...
D_Projektvertrag.dotm
D_RahmenvertragO...
Vorschau
Vorschau nicht verfügbar.
Neu erstellen
Dokument
Vorlage
OK
Abbrechen

5. Folder Redirection / offline files / data concept

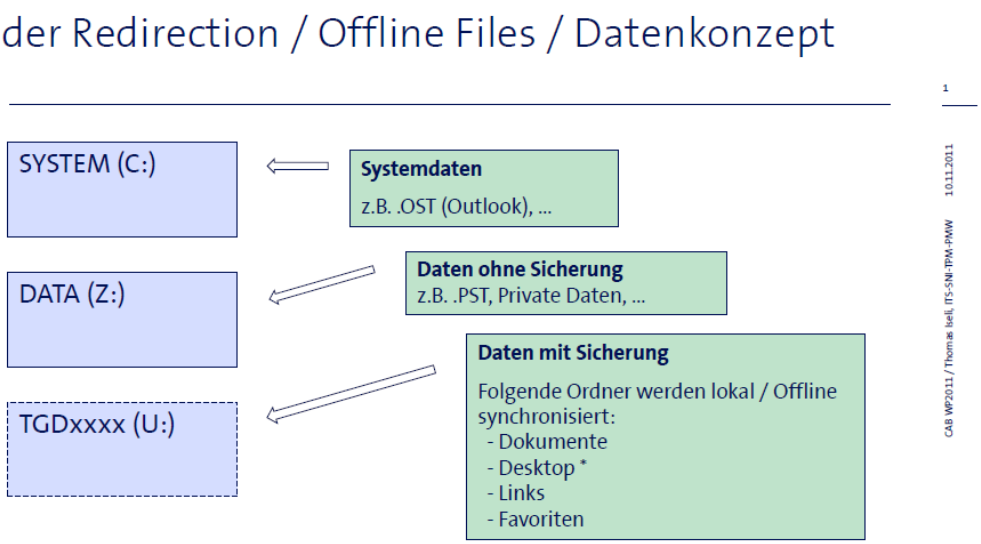
.OST is the local Outlook data file. The Exchange Server automatically synchronizes data.
.PSTs are intended as additional 'temp.' local archives. Saving archive data to network drives like this is not officially supported by Microsoft (due to problems with the synchronization center, among other things).
Outlook will no longer work perfectly. The application gets stuck and can only be closed by turning off the device.
You will not have problems like this if you save the archive file to the Z:/ Drive. Whereby, the user is responsible for backing up the data.

Please note: Data that are saved to the Desktop are automatically synchronized with Drive U:\.

- ⇨ Memory space is required.

Due to a greater space allocation to Drive C:\, there are only 40 GB of available memory on Drive Z:\.

Freigabe durch CAB ☐☑



6. Where can I get support?

Ask in your team or consult the ITS Service Desk at 0800 810 410