

Self Service User Data Migration

Document Version 1.5.6 – 9/13/2024

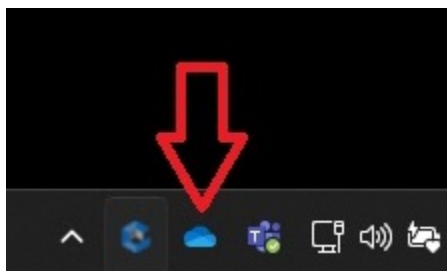
Purpose:

This document will assist you with using the Self-Service Data Migration tool to move the user data from your existing PC to new asset while explaining the available options to you.

Tips:

Print the Documentation: You may want to print this documentation or pull it up on the second device so you can easily follow along.

OneDrive: Almost every ticket we get for requesting help is because the user does wait for OneDrive to upload the backup to the cloud. Please pay attention to the last page once the backup is done. It explains that you need to wait until the OneDrive Icon is fully synced. It will say **Up To Date** when hovering over this icon, once that is the case you can go do the restore.



If you require Assistance:

If you are unable to complete the process you may request technical assistance with your data migration please open a New PC Data Migration ticket by clicking [HERE](#).

Downloading:

Go to <http://windows11.corp.intranet/> then click on the link “Self Service Migration Executable”, when prompted click Run. If you have issues with one download location, please try the alternate download. (you only need to download one copy)

FAQ Self-Service Computer Migration (transferring data to a new asset)

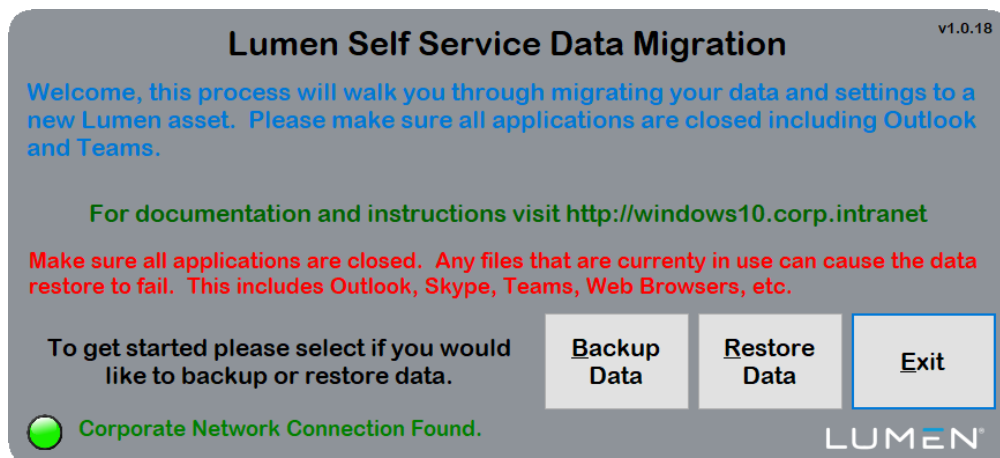
- Downloads

- ➡ ◦ [Self Service Migration Executable](#)
- ➡ ◦ [Self Service Migration Executable \(Alternate Download\)](#)
- [Self Service Migration Documentation](#)

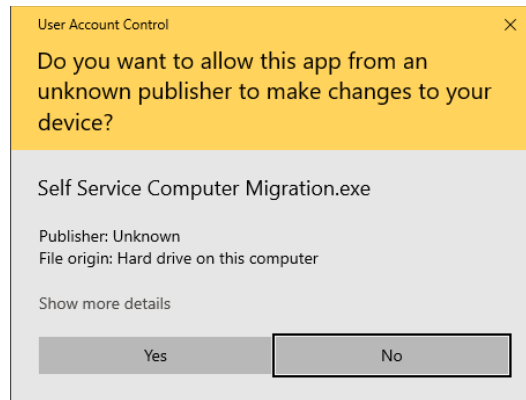
Getting Started:

NOTE: You will run this tool twice: You will download and run this on the old computer first to back up the data, then on the new computer to restore the backup.

Launching the Self Service Data Migration Tool: Once you have downloaded the tool from the web site above you will be presented with this window. **NOTE: This requires connectivity to the corporate network or VPN and the machine needs to remain powered on and connected to power.**



Admin Rights Prompt: You should not be prompted for admin rights, but if this occurs click No to the prompt below. Next, right click on the CyberArk Icon in the System Tray (by the clock).
☐ Choose request settings. Click yes. Wait 30 seconds and try again, you should no longer get prompted for admin rights.



Backing up the Data: (Perform on the existing computer)

Setup Questions: Once you click Backup Data you will be presented with the following questions. These questions will determine which backup options are available to you.

v1.0.23

Lumen Self Service Data Migration

Setup Questions - To determine your backup options.

Where are you performing the migration?

- I am in a Lumen Building
- I am working over VPN

Do you have access to two wired network connections, allowing both machines to be on the network at the same time?

- Yes - I can connect both machines to the network at once
- No - I do not have two network connections available

Is this a shared PC?

- Yes, backup data for all users
- No, only backup data for

What Gets Backed Up?
More Info

Go Back Next

Available Backup Options: Based on the answers to the previous questions you will be presented with various backup options. Please read through the descriptions and select the option that is most appropriate for your situation.

v1.0.22

Lumen Self Service Data Migration

Available Backup Options - please select below.

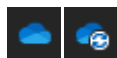
Direct To New PC	Fastest option, data backup is saved directly to the new computer where it will be restored.
OneDrive	This option saves the backup to the local OneDrive folder where it will be uploaded to the cloud. This is the best option if working at home as OneDrive is not dependent on the VPN connection.
Migration Server	This option works best if you are in company office and do not have access to two network connections. You can use this option over VPN but can be slower and will fail if the VPN connection is interrupted.

- **Direct to New PC – (Fastest Option)** This option is only available if you are in a CenturyLink office and can connect both machines to the corporate network at the same time via a wired network connection. The data backup is saved directly to the new asset and then restored. This option is fast because the data is transferred over the local LAN network.
- **OneDrive – (Good Option for VPN users)** This option will save the data into the local OneDrive folder then over time uploaded to the OneDrive cloud. Once the backup completes the upload can occur over the internet and VPN is no longer required. You must sign into your CenturyLink OneDrive account to use this function.

You can check the status of OneDrive using the icon in the system tray (by the clock). Click on it to sign in if you have not used it before.



OneDrive is not signed into or configured



OneDrive is properly configured and syncing

- **Migration Server** – This option saves data directly to a server within the company network. This option will work well if you are in the office and have a server near you (you will see the list of servers and their addresses on the next page). Although

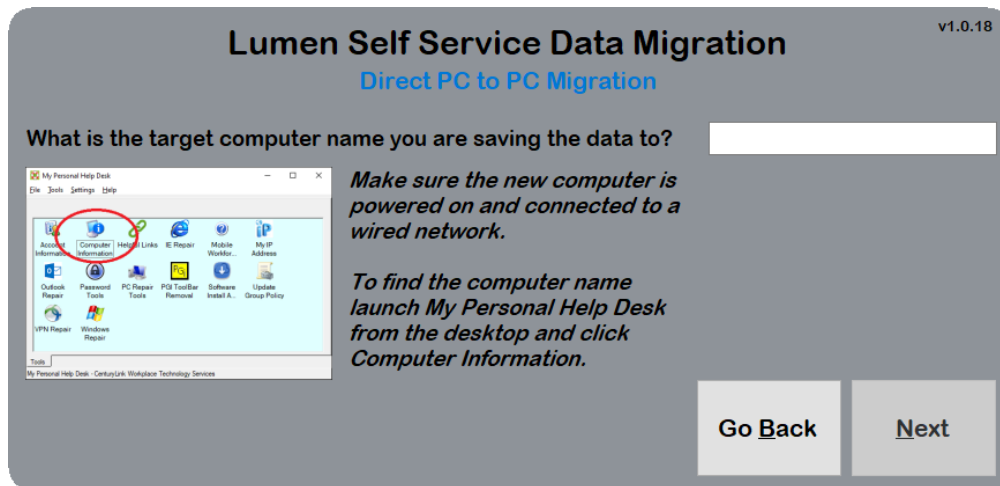
supported over VPN it is not the best option. The VPN must stay connected the entire time the backup is performed, and the backup can be slow over VPN.

Specific Backup Options:

Find the section below based on the option you selected in the “Available Backup Options” window above.

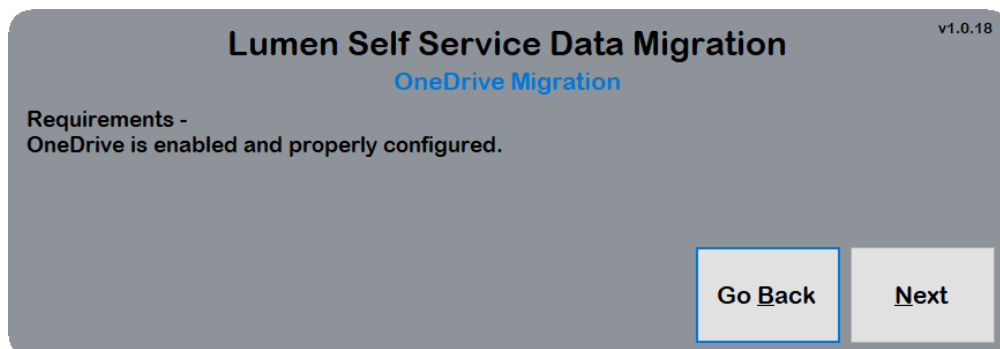
You selected the Direct PC to PC Migration: To start this option you need to ensure the new asset is connected to the corporate network and then enter the computer name and press Next. NOTE: The computer name may not match the asset tag. To find the computer name you can launch My Personal Help Desk from the desktop and click the Computer Information icon.

Current computer naming standards include the Country Code before as part of the Computer name **USA-X9999999** as an example.



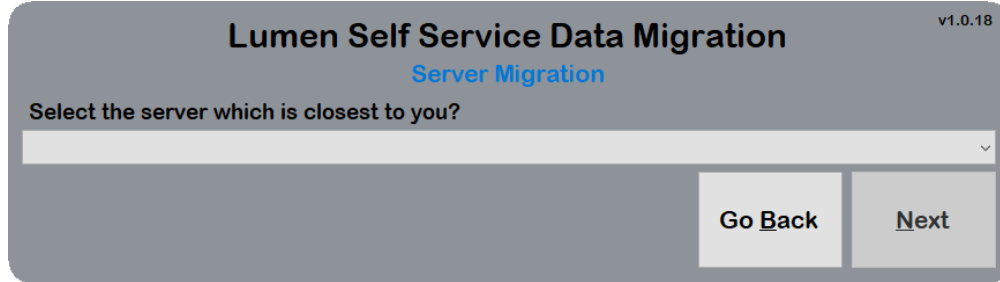
The screenshot shows a window titled "Lumen Self Service Data Migration" with the subtitle "Direct PC to PC Migration" and version "v1.0.18". It asks, "What is the target computer name you are saving the data to?" with an empty text box. Below this is a thumbnail of a "My Personal Help Desk" window with a red circle around the "Computer Information" icon. To the right of the thumbnail, there are two paragraphs of instructions: "Make sure the new computer is powered on and connected to a wired network." and "To find the computer name launch My Personal Help Desk from the desktop and click Computer Information." At the bottom right are "Go Back" and "Next" buttons.

You selected the OneDrive Option: If OneDrive is configured simply click Next to start, if OneDrive is not configured you will receive an error here with instructions to sign into OneDrive. You may also receive warning messages if your local C: drive is low on disk space.



The screenshot shows a window titled "Lumen Self Service Data Migration" with the subtitle "OneDrive Migration" and version "v1.0.18". It displays "Requirements - OneDrive is enabled and properly configured." At the bottom right are "Go Back" and "Next" buttons.

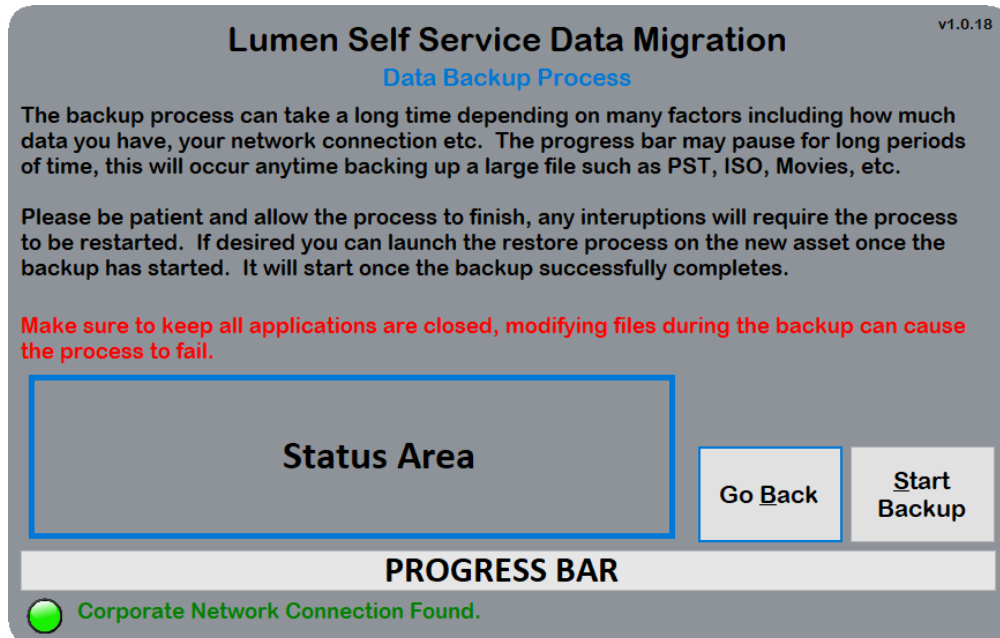
You selected Server Migration Option: Select the server from the list that is closest to you by address and press Next. If you previously stated you were on VPN you will only be provided with the servers closest to the corporate VPN connections.



The screenshot shows a user interface for "Lumen Self Service Data Migration". The title "Lumen Self Service Data Migration" is at the top center, with the version "v1.0.18" in the top right corner. Below the title is the subtitle "Server Migration" in blue. The main instruction is "Select the server which is closest to you?". Below this is a large, empty white rectangular area, likely a placeholder for a list of servers. At the bottom right, there are two buttons: "Go Back" and "Next".

Launching the Backup Operation:

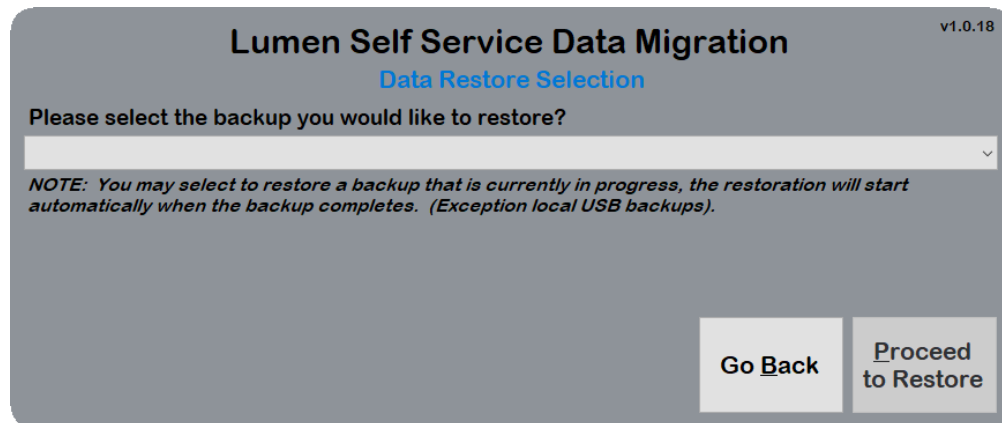
Starting the Backup: All of the previous options will lead to this screen. Press the Start Backup button to initiate the backup. The Status Area will show progress messages from the backup. The Progress Bar will show you the overall backup percentage. *Do not be alarmed if the progress bar does not move for a long time, this is expected. **BE PATIENT!!!!***



NOTE: For all backups except External USB backups, you may queue up the restore on the new asset once the backup is started. The new asset will wait for the backup to complete and immediately start the restoration.

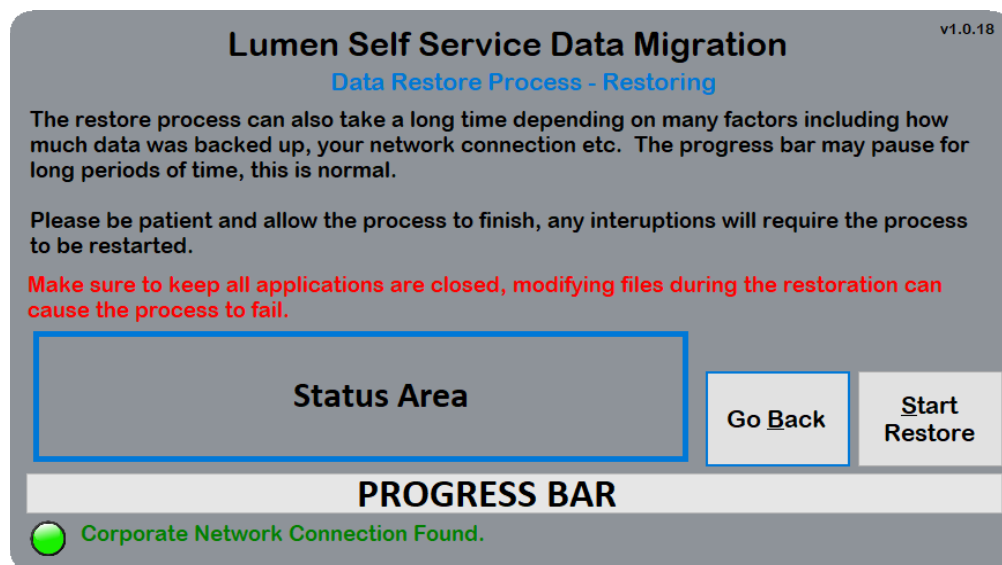
Restoring the Data: (Perform on the new computer)

Data Restore Selection: Once you click Restore Data you will be presented with the backups you have initiated. The status of the backup will be presented in the bottom left corner. Pick the backup from the list and press Proceed to Restore.



Launching the Restoration Operation:

Starting the Restore Process: Press the Start Restore button to initiate the backup. The Status Area will show progress messages from the backup. The Progress Bar will show you the overall restore percentage. *Do not be alarmed if the progress bar does not move for a long time, this is expected. BE PATIENT!!!!*



NOTE: If the Backup is still in progress on the source machine the status of the backup will be presented here. The machine will wait until the backup completes and then start the restoration once the files are available.