# Workstation Migration Tool

Please answer the following 6 questions before you proceed:

1) **Have you determined if your computer is eligible for this migration?** If you haven't already, please click HERE to determine if your computer is eligible for this migration. If it is eligible, please continue to question 2.
2) **Are you a legacy DTZ user located in Canada?** If not, please contact the Service Desk to obtain the correct Workstation Migration Tool. If yes, please continue to question 3.
3) **Is your workstation's hard drive encrypted?** To determine this, reboot your computer before continuing with these instructions. If you see the window below during reboot, this means that your hard drive is encrypted and you *should not* continue with this process. Please contact the Service Desk to coordinate your migration.
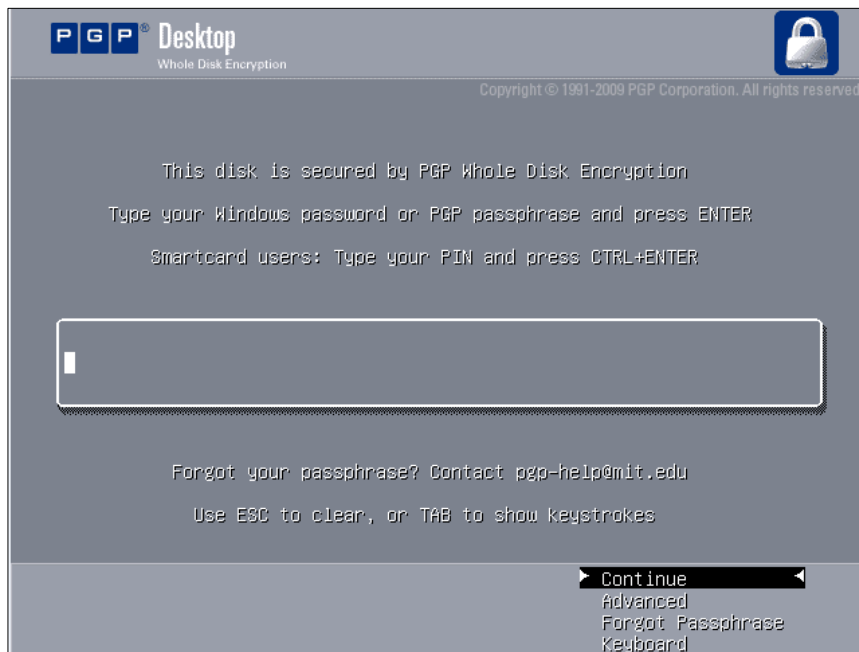
4) **Are you physically at a Cushman & Wakefield office?** If not, please go to your C&W office to continue with these steps. If yes, please continue to question 5.
5) **Do you see a network cable connected to your computer?** If not, please connect to the Cushman & Wakefield network with a network cable. If yes, please continue to question 5.
6) **Did you capture a screenshot of your mapped network drives?** If not, please complete the steps in the Capture Mapped Network Drive Screenshot document prior to continuing with this document.

Important Note: You will not be able to complete this process if you are connected to Wi-Fi or VPN.

This document shows the step-by-step process for completing your computer account migration by using the Workstation Migration Tool. This will update the login of your workstation(s) to your cushwake.com or CWServices.com email address. This process could potentially take 35 minutes to complete.

There are 2 stages to complete, each with a number of steps. Please complete the stages and steps in this document prior to contacting the Service Desk with any questions. Be sure to identify the stage and step you stopped at if you run into issues.
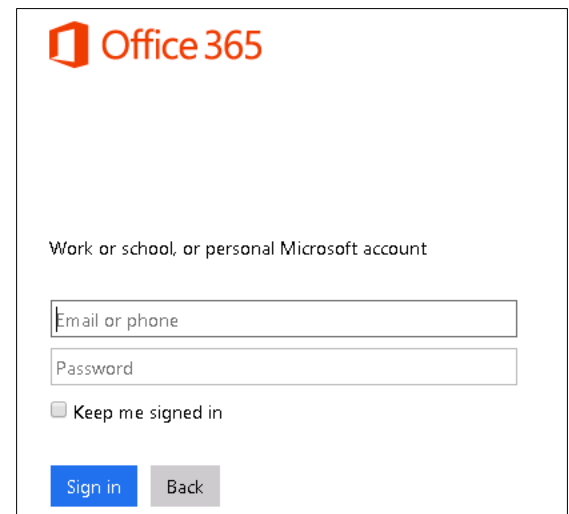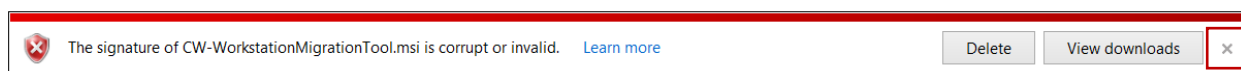
Stage 1: Download Migration Tool

Step 1: Ensure that you connect directly to the Cushman & Wakefield network using a wired connection, that all of your work is saved and that all applications are closed prior to starting Stage 1. Please print this instruction set or leave it open to follow along.

Step 2: Reboot your computer then reopen this instruction set or follow along with your print out.

Step 3: Click HERE. If this link does not work with your current internet browser, please copy and paste the link into a Chrome browser. If prompted, enter your cushwake.com or CWServices.com email address and password.

Important Note: After you enter your credentials, the download will start automatically. If you are not prompted for your credentials, the download will start automatically. If you see the popup below at the bottom of your browser, click the "x" in the bottom right-hand corner and close your browser. Otherwise, please go to Step 4.

Office 365

Work or school, or personal Microsoft account

Email or phone

Password

☐ Keep me signed in

Sign in   Back

⚠ The signature of CW-WorkstationMigrationTool.msi is corrupt or invalid.   Learn more   Delete   View downloads   ✕
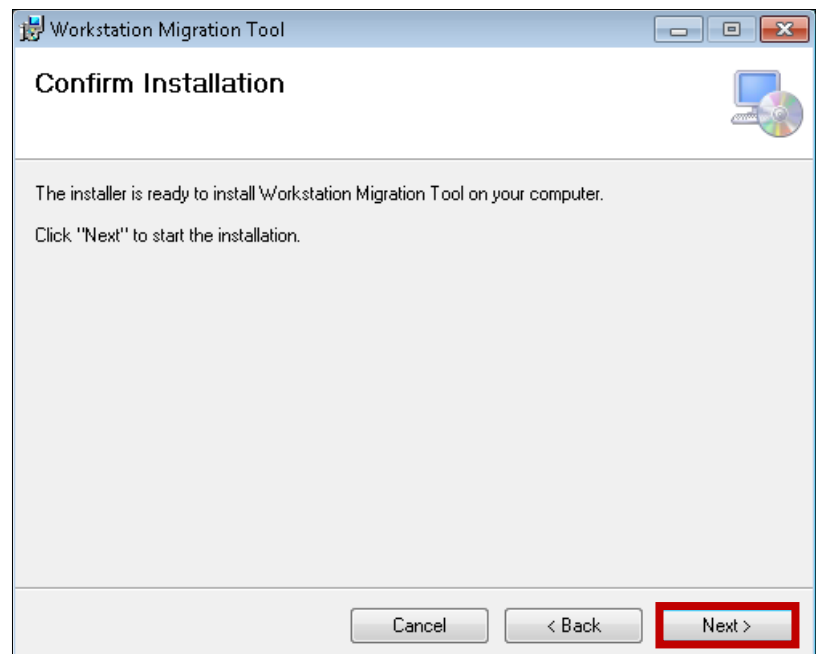

Step 4: The **Workstation Migration Tool** file will automatically save to your **Downloads** folder in **File Explorer**. Open **File Explorer**, click on **Downloads** and locate the downloaded **Workstation Migration Tool** file. Double-click on it to open the **Workstation Migration Tool Setup Wizard**.
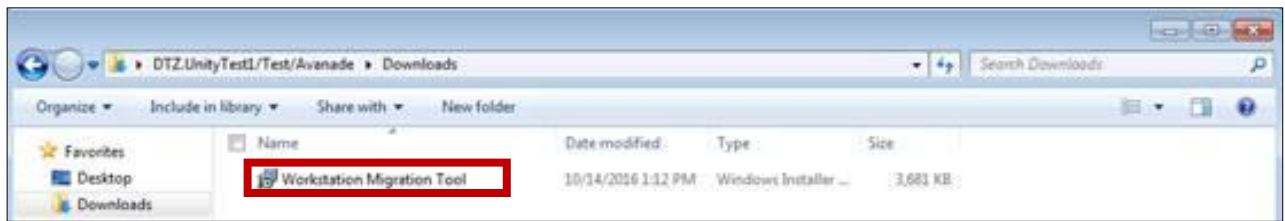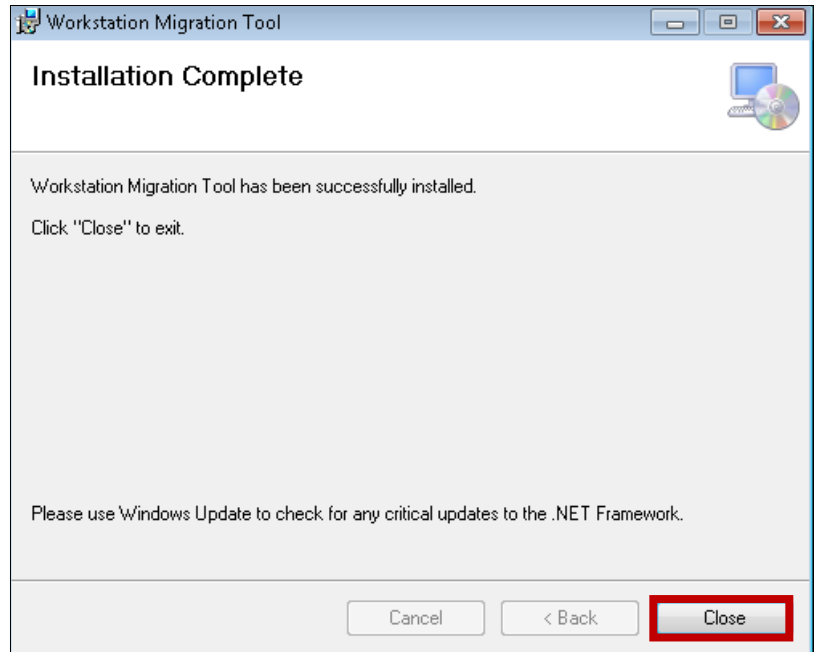
Step 5: On the **Welcome to the Workstation Migration Tool Setup Wizard** window, click **Next**.
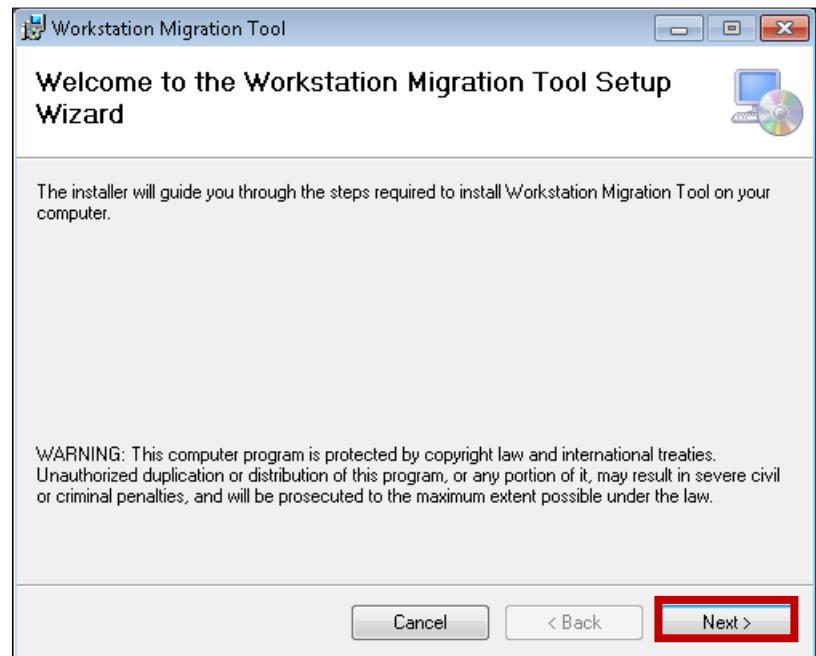
Step 6: In the **Confirm Installation** window, click **Next.**

Step 7: Click **Close** in the **Installation Complete** window to complete the installation of the **Workstation Migration Tool**.

Stage 1 is complete

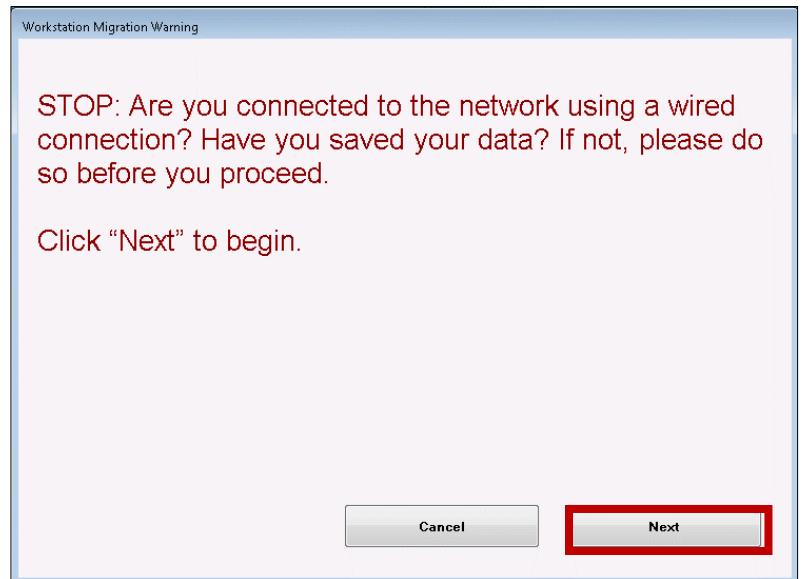# Stage 2: Complete the computer account migration

Step 1: Ensure that you connect directly to the Cushman & Wakefield network using a wired connection, that all of your work is saved and that all applications are closed prior to starting Stage 2.

Step 2: Locate the **CW Workstation Migration Tool** shortcut on your desktop, and **double-click on this icon to start the migration process.**
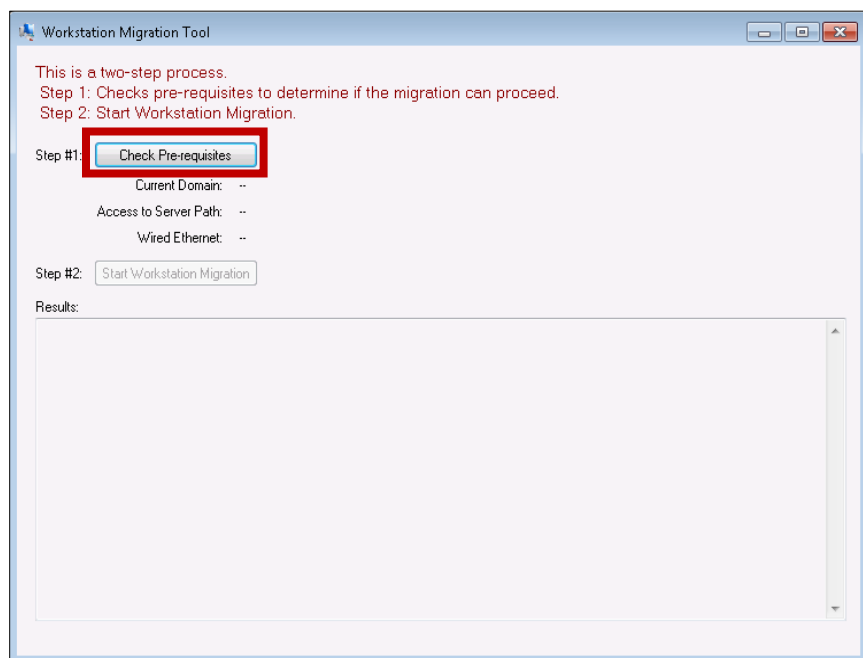
Step 3: You should see this **Workstation Migration Warning** popup message. Read through carefully and click **Next**.
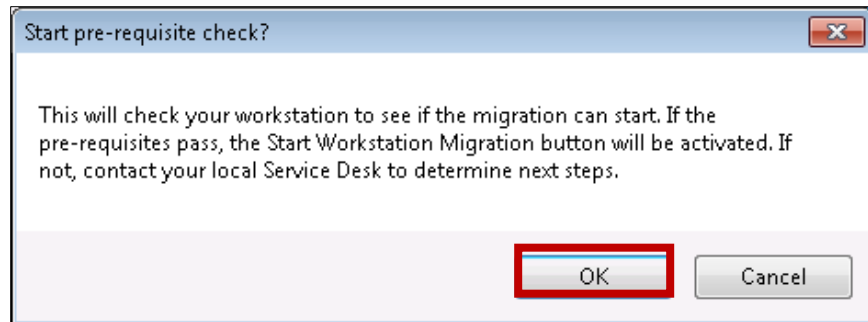
Important Note: If you are not connected to the Internet through a wired connection, this process will not complete for you.
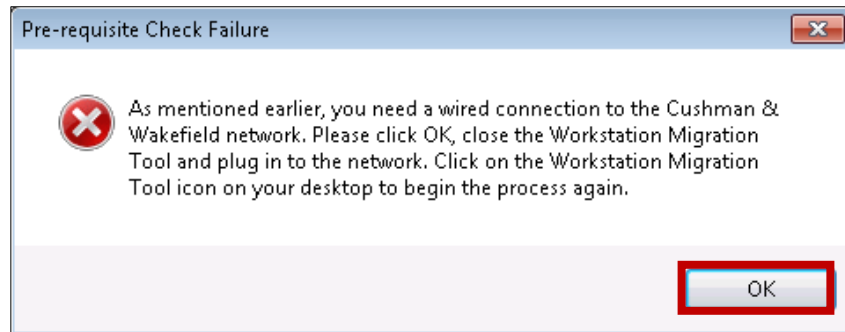
Workstation Migration Warning

STOP: Are you connected to the network using a wired connection? Have you saved your data? If not, please do so before you proceed.

Click "Next" to begin.

Cancel   Next

Step 4: The **Workstation Migration Tool** window will pop up. Click **Check Pre-requisites**.

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Workstation Migration Tool

This is a two-step process.
Step 1: Checks pre-requisites to determine if the migration can proceed.
Step 2: Start Workstation Migration.

Step #1:   Check Pre-requisites
            Current Domain: --
            Access to Server Path: --
            Wired Ethernet: --

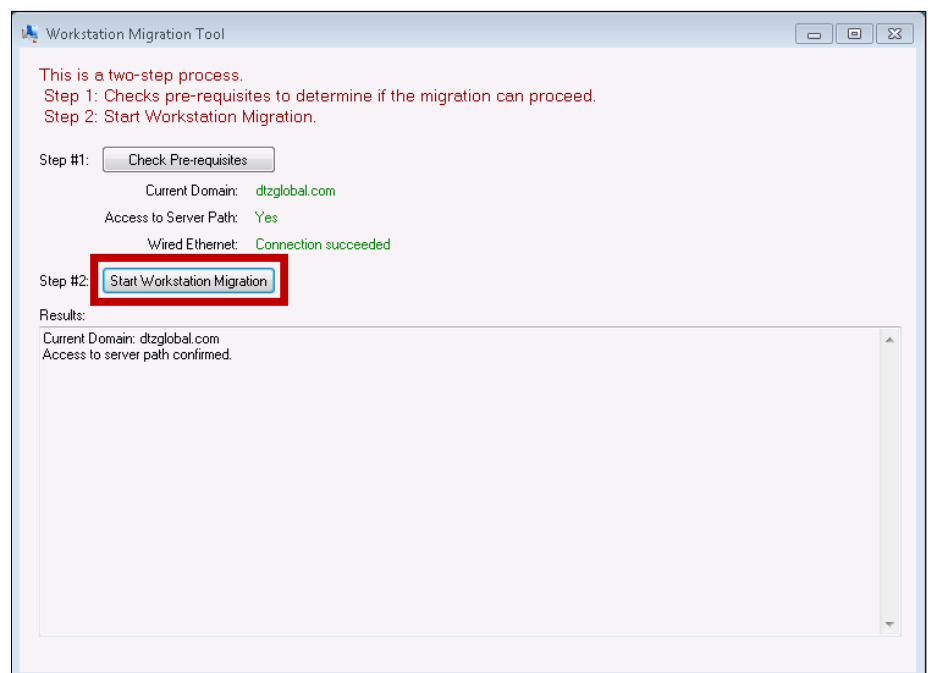Step #2:   Start Workstation Migration

Results:

Step 5: Click **OK** on the **Start pre-requisite check?** popup window. If you are connected directly to the Cushman & Wakefield network using a wired connection, you should not see the popup window in the Important Note section below and should continue to Step 6.
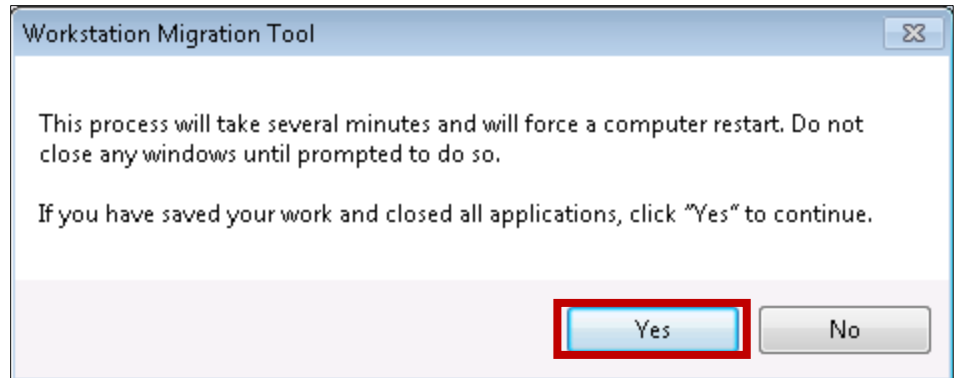

Important Note: If you are not connected to the Cushman & Wakefield network using a wired connection, you will see the **Pre-requisite Check Failure** popup window. After clicking OK, close the Workstation Migration tool and plug in to the network. Go up to **Stage 2, Step 2** to click on the CW Workstation Migration Tool icon on your desktop and begin the process again.
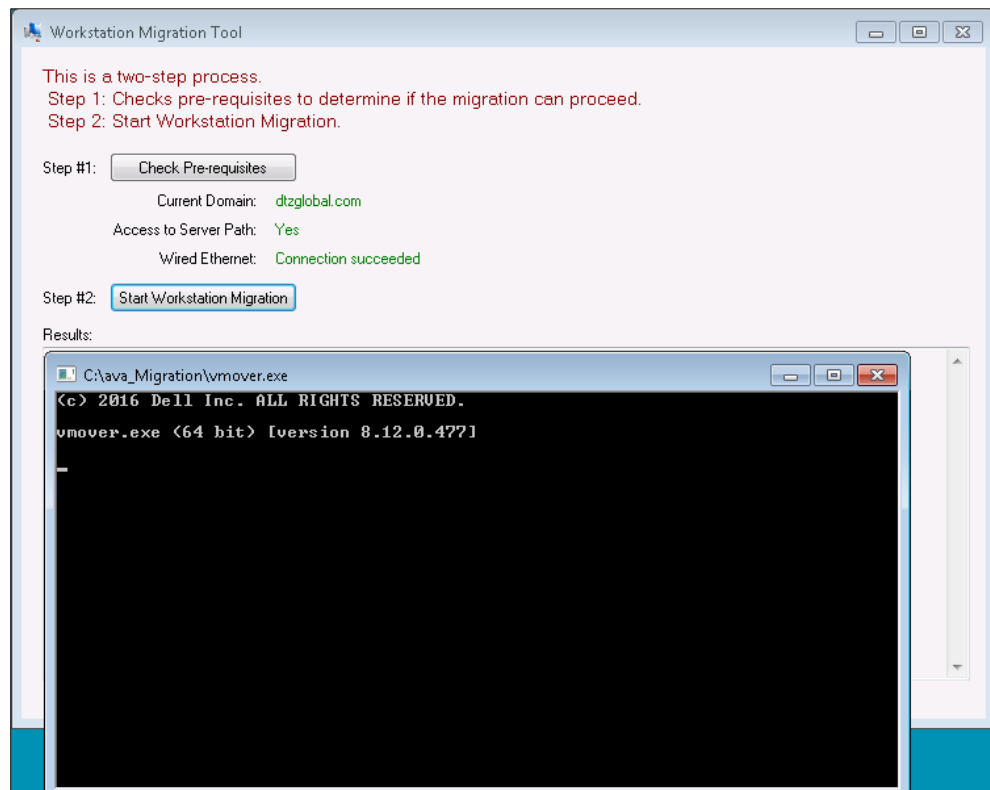

Step 6: Click **Start Workstation Migration** in the **Workstation Migration Tool** popup window and continue on to Step 7.

Step 7: Click **Yes** to start the workstation migration process.

Workstation Migration Tool

This process will take several minutes and will force a computer restart. Do not close any windows until prompted to do so.

If you have saved your work and closed all applications, click "Yes" to continue.

Yes   No

Step 8: Workstation migration processing windows will pop up. **Please do not close any of these windows**. This screen will be visible for **approximately 5-15 minutes** before it automatically closes after the process completes, and then you can move on to Step 9 below.

Workstation Migration Tool

This is a two-step process.
Step 1: Checks pre-requisites to determine if the migration can proceed.
Step 2: Start Workstation Migration.

Step #1:   Check Pre-requisites

Current Domain: dtzglobal.com
Access to Server Path: Yes
Wired Ethernet: Connection succeeded

Step #2:   Start Workstation Migration

Results:

C:\ava_Migration\vmover.exe

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vmover.exe (64 bit) [version 8.12.0.477]

Important Note: If you see one of the **JoinWorkstationToDomain** error messages below, **stop here** and click **Close the program**. Please contact your Service Desk for assistance with migrating your workstation and close this document.
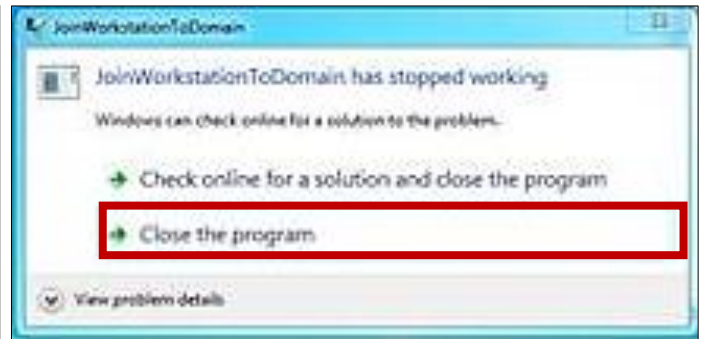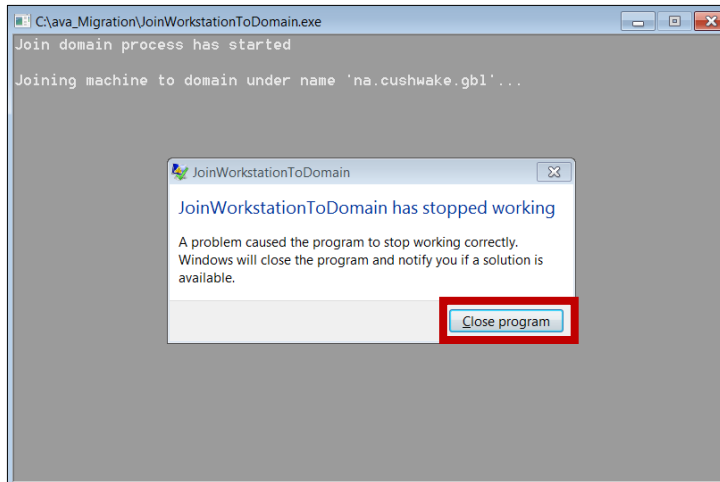
Step 9: Congratulations! When you see this popup window, you have **successfully completed** the computer account migration!
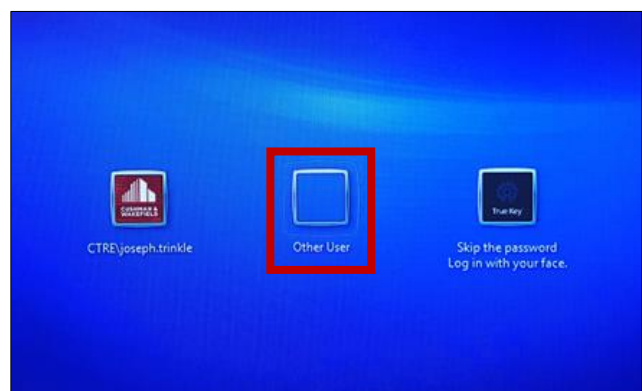
Before clicking OK:

Please ensure you have either printed this document or you have read the steps below to learn how to login to your workstation after your workstation reboots.
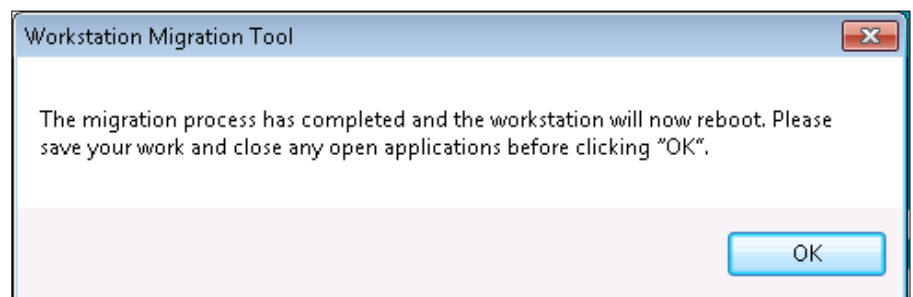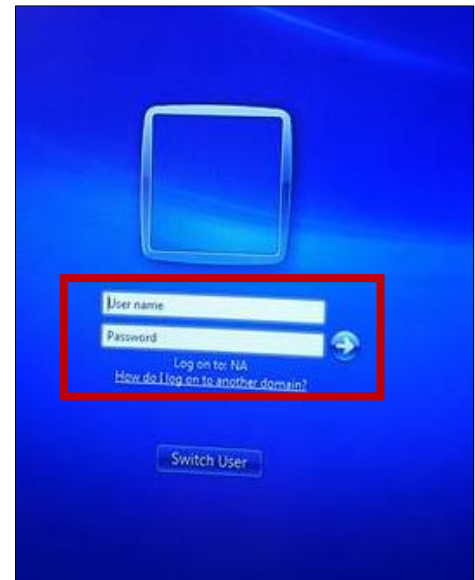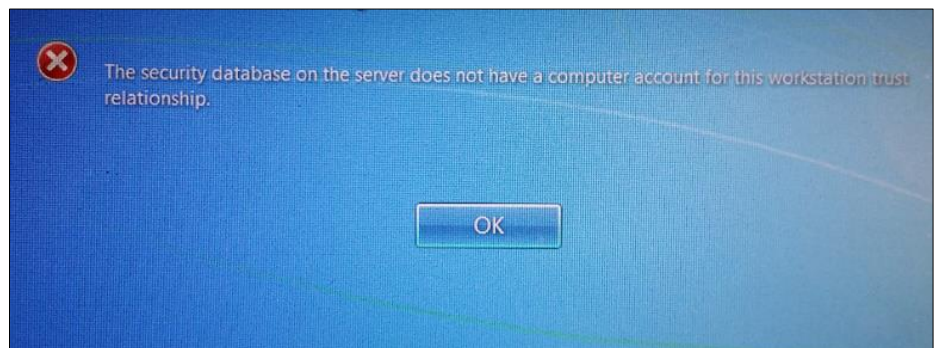

Logging in to your computer

Step 10a: After your computer reboots, wait 15 minutes before logging in. On your computer's login screen, click **Switch User** then click **Other User**.

Step 10b: Login with your cushwake.com or CWServices.com email address and password.

Important Note: If you attempt to login to your computer before waiting 15 minutes after the reboot, you may see this error message. Please wait the 15 minutes before trying to login again.

Step 11: To restart your computer and complete the computer account migration process by logging in with your cushwake.com or CWServices.com email address and password, close this document and click **OK** in the **Workstation Migration Tool** popup window.
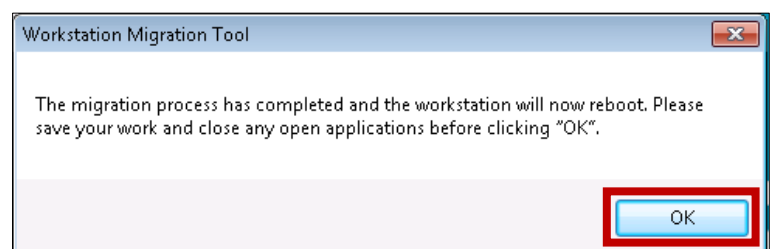
Step 12: If you captured a screenshot of your mapped network drives prior to completing the instructions in this document, please locate your mapped network drives after completing your computer account migration to ensure they have remained the same. **Important Note:** If your mapped network drives do not reflect the screenshot you captured prior to completing this document, please contact the Service Desk for assistance in re-mapping your network drives.

Note: You will continue to login to VPN using the same method as you did prior to the computer account migration.