

Workstation Migration Tool Troubleshooting Guide

1 Unable to download the MSI package using IE

Issue:

Older version of Internet Explorer

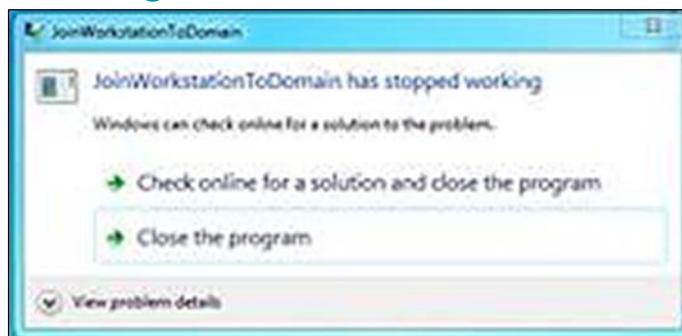
Cause:

User not able to login to Office 365 using Internet Explorer

Resolution:

- 1) Open different browser (ex. Chrome/Firefox)
- 2) Copy and paste the MSI URL from Migration Instruction guide
- 3) Follow the Migration Instruction Guide

2 Workstation Migration Tool failed with the following error:



Next Step: Check the following setting

2.1 Verify the service account is a member of the Local Admin Group

Issue:

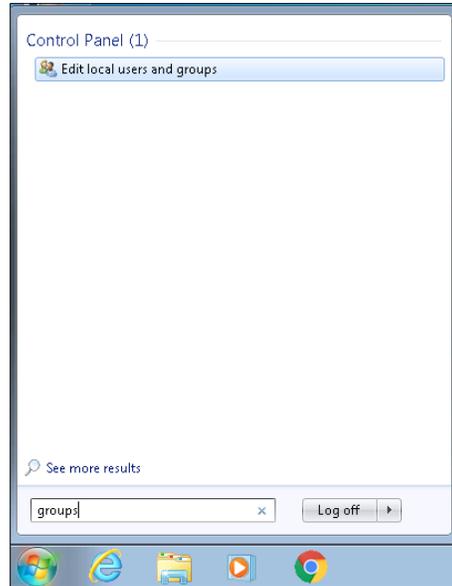
Migration service account is not part of local Admin Group

Cause:

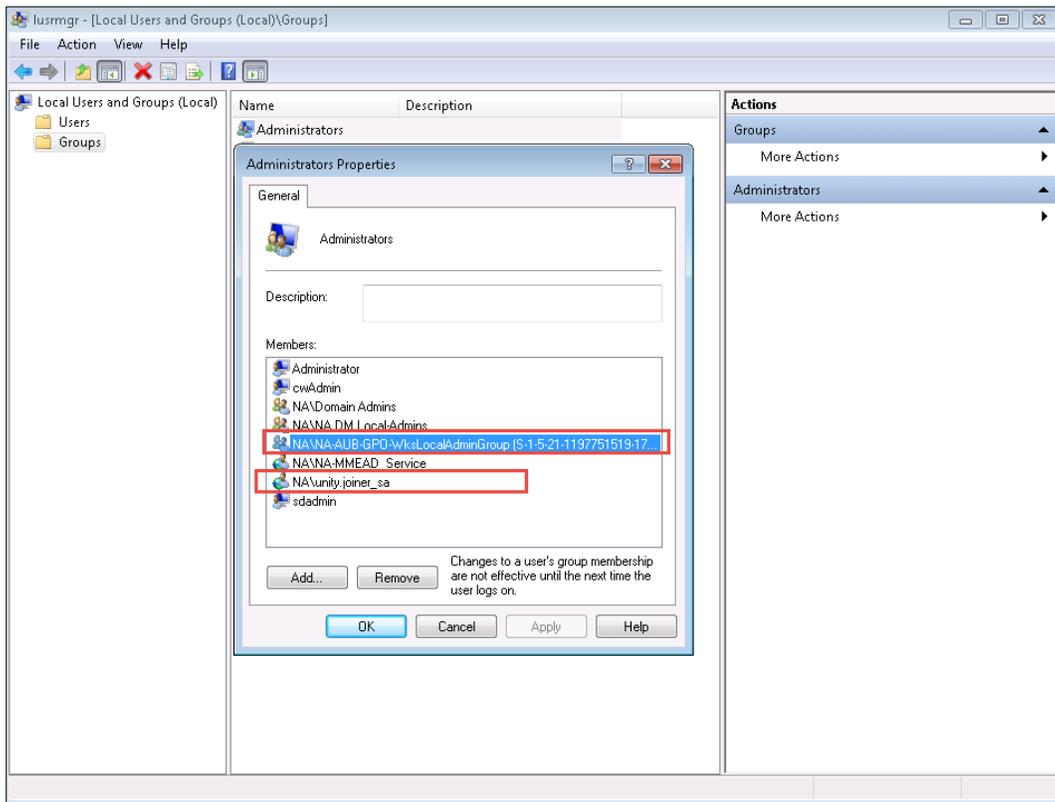
If the service account missing, the workstation migration tool will fail to migrate the workstation.

Resolution:

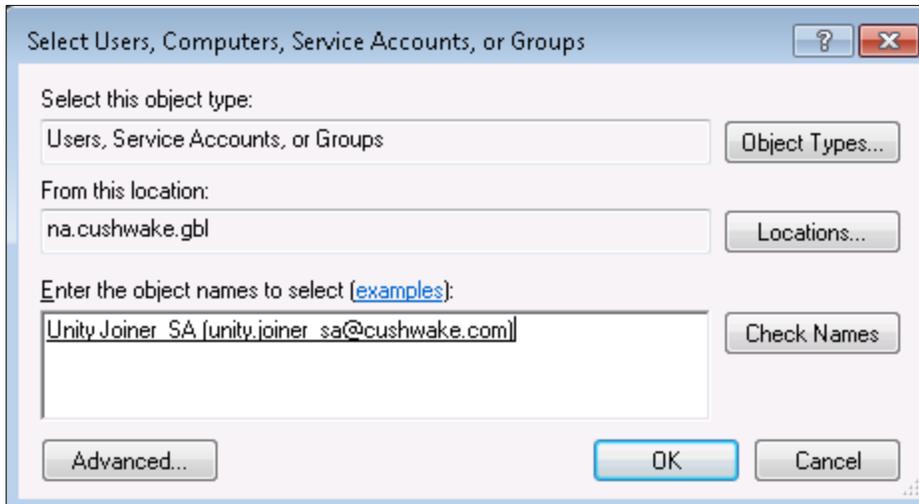
- 1) Type "Groups" in the "Start" in the Start dialog box:



- 2) Verify "NA-AUB-GPO-WksLocalAdminGroups or Unity.Joiner_sa" are members of the Administrators group.
- 3)



- 4) Add the Groups or admin account manually to the Administrators Group.



- 5) Select "OK" and reboot the workstation.
- 6) Rerun the Migration.

2.2 Disable User Account Control (UAC)

Issue:

UAC is enabled

Cause:

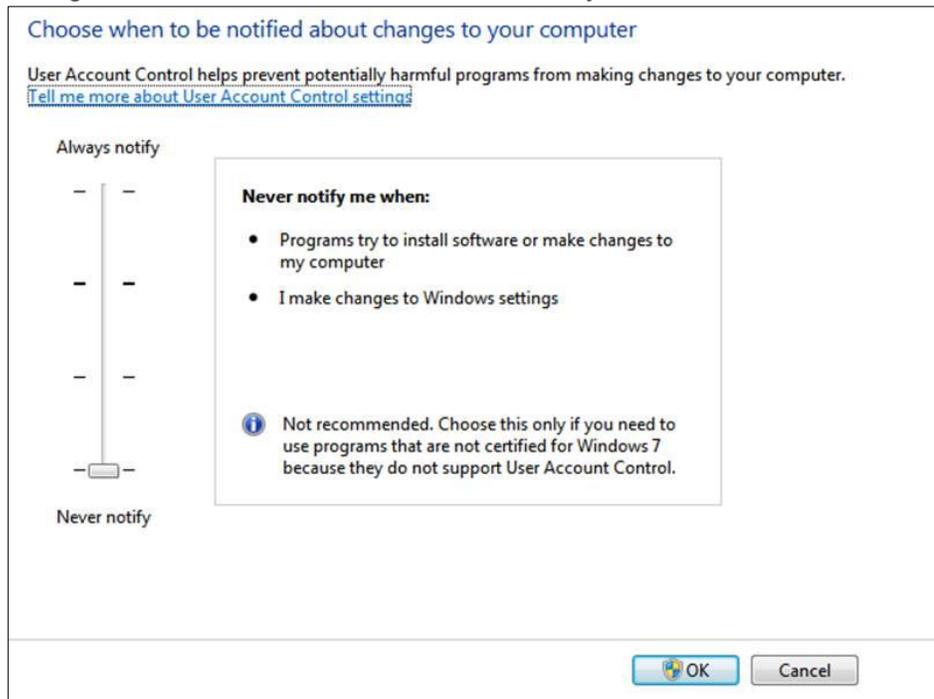
If UAC is enabled, the workstation migration tool will fail to migrate the workstation.

Resolution:

- 1) Type "UAC" in the "Start" in the Start dialog box:



- 2) Change the location of the “Slider” to “Never Notify”.



- 3) Select “OK” and reboot the workstation.
- 4) Rerun the Migration.

2.3 Computer object already exists in the CushWake Domain

Issue:

Computer object already exists in Cushwake domain

Cause:

Computer object may have been at one time a member of the CushWake domain.

Resolution:

Rename the computer object to resolve the conflict.

3 Manually map old profile to new profile

Issue:

New Windows profile created after migration

Cause:

The user may have accidentally logged into the target domain before workstation migration

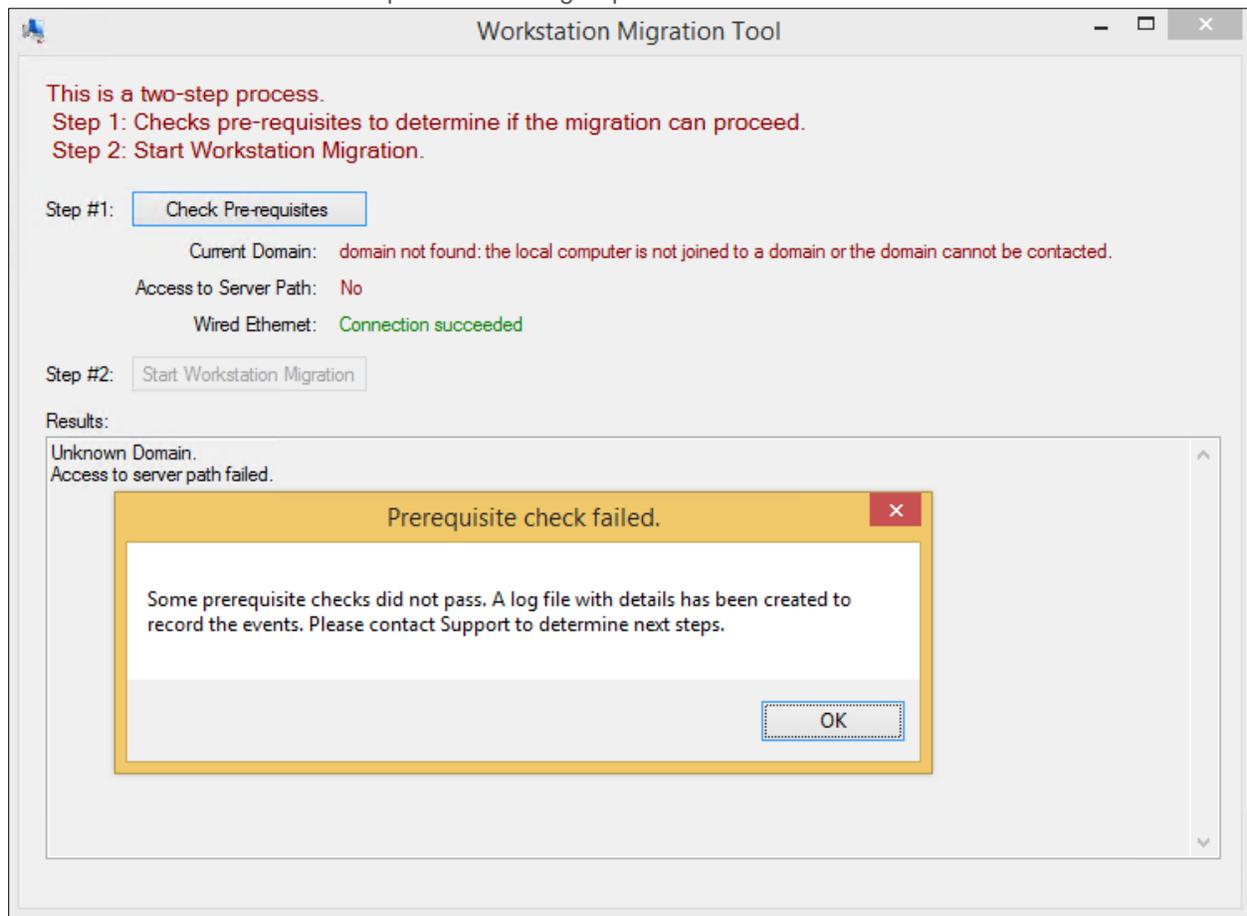
Resolution:

- 1) In Windows Explorer, select the user's profile and under the Security Tab (NTFS permissions) verify if the profile has been updated successfully. There should be a new entry for permission of target user. (username@cushwake.com)
- 2) Login to the workstation with an Admin account or connect to the user's registry remotely
- 3) Navigate to the `HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows NT\CurrentVersion\ProfileList` and select the Source profile (DTZ or CTRE). Then on right side you should see the profile name.
- 4) Copy "ProfileImagePath" value from the source profile and paste to the target profile.
- 5) Restart the computer
- 6) Log back into the workstation with the user's CushWake email address and password.

4 Computer is a Workgroup Computer

Issue:

Tool errors out because the computer is a workgroup member.



Cause:

Computer is not a member of a domain (e.g. LDTZ, LCT)

Resolution:

- 1) Send an email to the project unity mailbox (projectunity@cushwake.com) with the following information:
 - o Subject Line: Workgroup
 - o Body of Message: user's email address and machine name.

5 Computer has issues connecting to the tool's shared drive and CW Domain

Issue:

The Client for Microsoft Networks is not installed.

Resolution:

- 1) Click "Start | Control Panel | Network and Internet | Network and Sharing Center | Change Adapter Settings."
- 2) Right-click "Local Area Connection" or "Wireless Network Connection."
- 3) Click "Install" and then "Client." Click "Add," then "Client for Microsoft Networks".
- 4) Click "OK" twice. Restart the computer to reinstall the component.