

The Wipe and Load (Non-destructive) user experience

The user experience

This section describes what users experience when they choose to reinstall Windows on their computer which does not include steps to partition or format the disk. In each phase of the deployment, we will illustrate what is likely to happen.

There are eight phases you can have for this deployment type:

1. [Choosing the deployment](#)
2. [Telling us where they are](#)
3. [Showing them the list of applications they keep or lose in the deployment](#)
4. [Files and folders they can choose to backup](#)
5. [Requesting additional storage](#)
6. [Displaying a summary of their actions](#)
7. [Running background checks](#)
8. [The outcome of the deployment](#)

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Walking your through the user experience

Banner on the Shopping Web

Start here



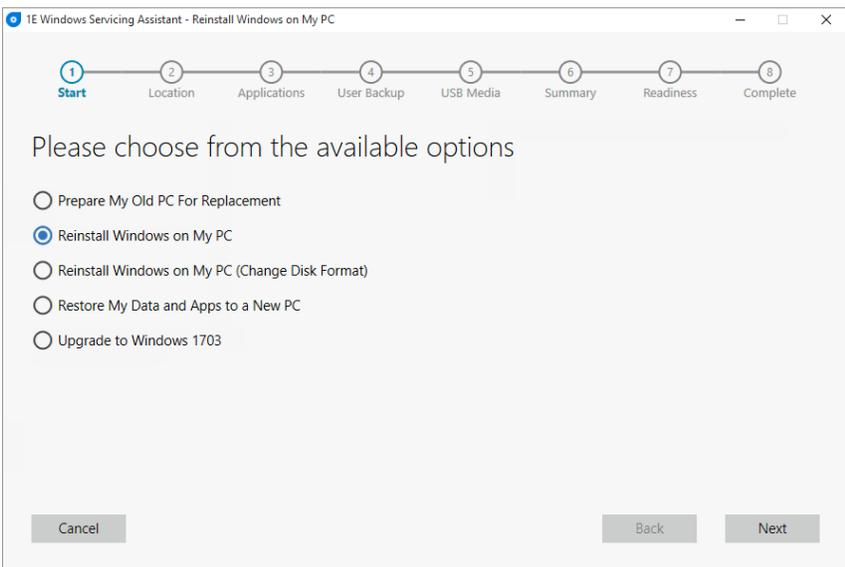
Observations

Why can't I see the banner on the Shopping web?

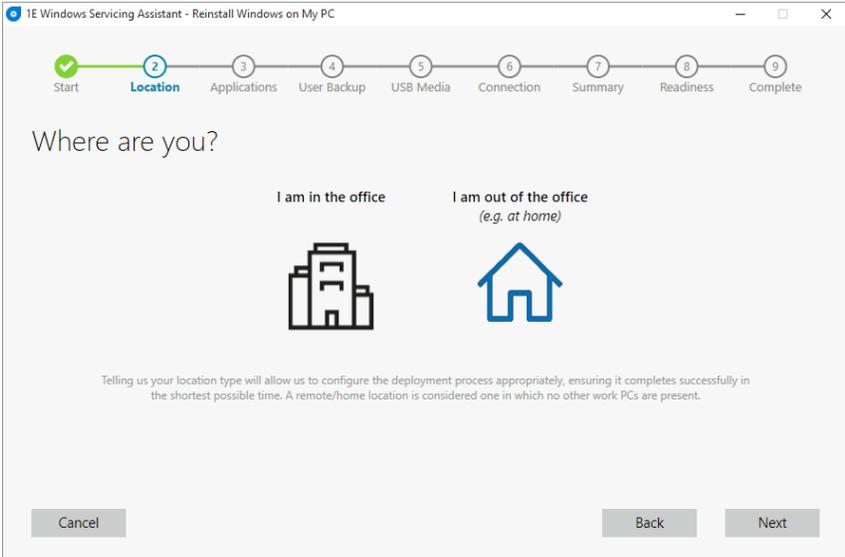
If you can't see the banner on the Shopping web, it is likely that:

- you or the device you are using may not yet be associated with the groups that can do this
- your Shopping administrator has not created a Windows Servicing Assistant banner or Windows Servicing Assistant Deployment

The Start screen

Choosing the type of deployment	Observations
 <p>1E Windows Servicing Assistant - Reinstall Windows on My PC</p> <p>1 Start 2 Location 3 Applications 4 User Backup 5 USB Media 6 Summary 7 Readiness 8 Complete</p> <p>Please choose from the available options</p> <ul style="list-style-type: none"><input type="radio"/> Prepare My Old PC For Replacement<input checked="" type="radio"/> Reinstall Windows on My PC<input type="radio"/> Reinstall Windows on My PC (Change Disk Format)<input type="radio"/> Restore My Data and Apps to a New PC<input type="radio"/> Upgrade to Windows 1703 <p>Cancel Back Next</p>	<p>Always displayed for you to choose the type of deployment you want.</p>

The Location screen

Where the deployment is initiated from	Observations
 <p>1E Windows Servicing Assistant - Reinstall Windows on My PC</p> <p>1 Start 2 Location 3 Applications 4 User Backup 5 USB Media 6 Connection 7 Summary 8 Readiness 9 Complete</p> <p>Where are you?</p> <p>I am in the office</p> <p>I am out of the office (e.g. at home)</p> <p>Telling us your location type will allow us to configure the deployment process appropriately, ensuring it completes successfully in the shortest possible time. A remote/home location is considered one in which no other work PCs are present.</p> <p>Cancel Back Next</p>	<p>Displayed for you to tell us where you are initiating the deployment from.</p> <p><i>Why can't I see the Location screen?</i></p> <p>The only time you will not see this screen is if you asked for data to be moved from your old PC to a new one and you chose the Restore My Data and Apps to a New PC option on the Start screen. You will however, see the Old PC screen.</p>

The Applications screen

Changes to applications

1E Windows Servicing Assistant - Wipe and load Windows 10 1803 (UK)

Start Location **Applications** User Backup USB Media Summary Readiness Complete

We'll be migrating your applications

Some applications you currently have installed may be replaced, upgraded or removed during migration. Check the list below and if you have any concerns cancel the wizard and contact your administrator.

Existing	New
Acrobat Reader 19.10.20098	Acrobat Reader DC
7-Zip 16.4.0.0	7-Zip 16.4
Camtasia Studio 18.0.0.3358	Camtasia Studio 2018
Office 365 16.0.10730.20280	Office 365 16.0.8201.2193
Remote Desktop Connection Manager 2.7.14060.0	Remote Desktop Connection Manager 2.7.14060.0
Orca 3.1.3790.0	Orca 3.1.3790.0
ReportViewer Redistributable 10.0.40220.0	Removed
System Center Configuration Manager Console 5.1806.1074.1000	Removed

Buttons: Cancel, Back, Next

Observations

Only displayed:

- if [Display Application Migration list to WSA User](#) is enabled in the **Applications** tab.

The list will show applications that will be retained, replaced or upgraded by Application Migration rules. Installed applications that are normalized in the catalog for which no Application Migration rule exists will show the New state to be Removed. Applications excluded in the Application Migration admin UI will not be included in this list.

Why can't I see the Applications screen?

You won't see the list of applications:

- if your Shopping administrator chose not to show them to you
- if you asked for data to be moved from your old PC to a new one and chose the [Restore My Data and Apps to a new PC](#) option on the Start screen.

The User Backup screen

Files and folders to be backed-up

1E Windows Servicing Assistant - Reinstall Windows on My PC

Start Location Applications **User Backup** USB Media Connection Summary Readiness Complete

We'll need to check for storage required to back up your data...

Select the folders and files you want backed up

Selected content:

- C:\cygwin64
- C:\elasticsearch
- C\Elixir

Buttons: Cancel, Back, Next

Observations

Only displayed:

- if [Allowed user to back up folders](#) is enabled

When you have made your selection, a prompt is

Are you sure your selection is complete? Analysis of the st... minutes to complete.

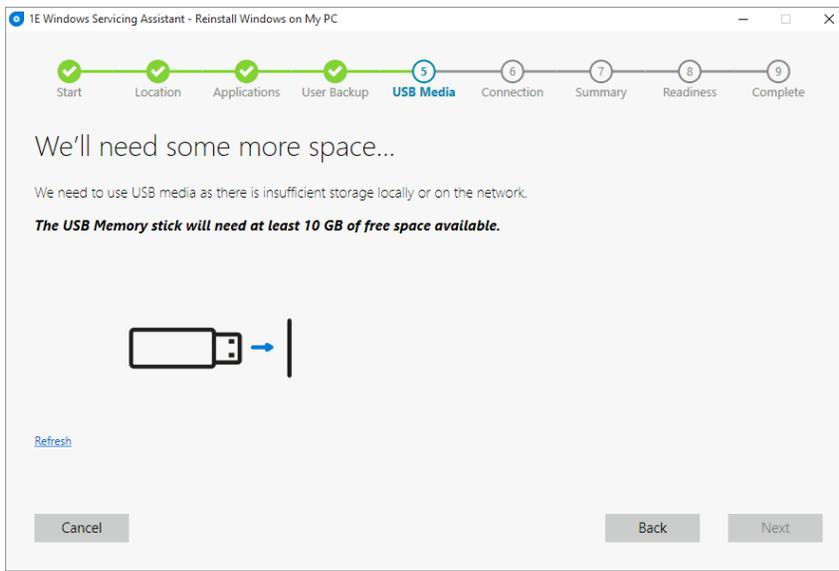
The deployment cannot continue unless this is res

We've found something that prevents us from con... contact your administrator if the issue continues t

Tachyon service did not send any size estimation messa... be down)

Details <<

Requesting additional storage



Observations

Only displayed:

- if the use of USB media is not prohibited in your environment
- if [Download content if not available on local storage](#) is enabled and there is content that is not available on local storage
- if [Download content if not available on local storage](#) is disabled

A series of checks are made when a USB device is connected:

- to ensure it is of sufficient capacity



- to ensure that there is enough space on it



- to ensure it is in the right format



Why can't I see the USB screen?

You won't see this screen if:

- the use of USB media is prohibited in your environment
- we haven't asked for it
- if there is enough storage space in the local drive to store the content

What devices are supported by WSA and can be used?

Any peripheral device that plugs into the PC via the USB interface and uses the NTFS file system. These devices are used to store WSA data and USMT data. Whether these devices can be used for deployment was configured.

What happens if the USB drive is not available?

If the USB device does not have sufficient space or is not available, you will need to make space or provide a new USB device.

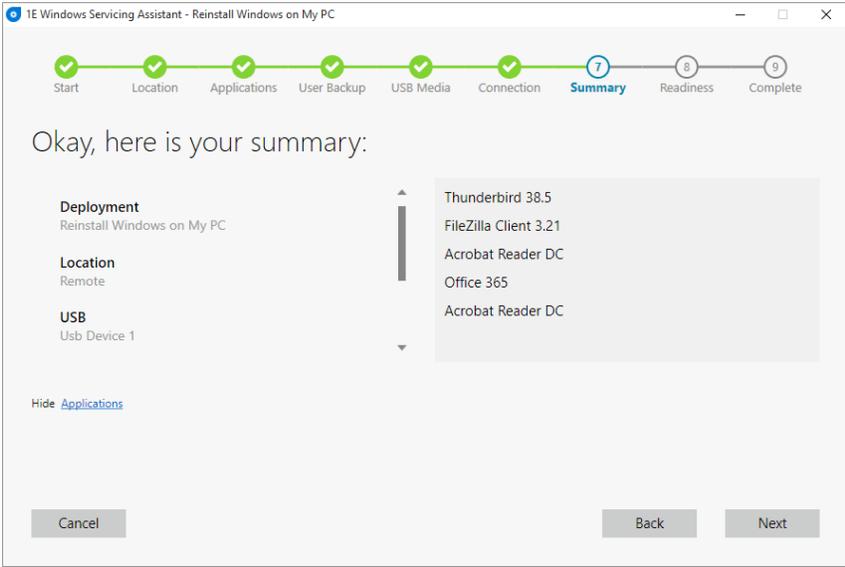
What happens to the personal data on the USB drive? Will it be deleted?

Any data outside the `1EWSA` folder is preserved.

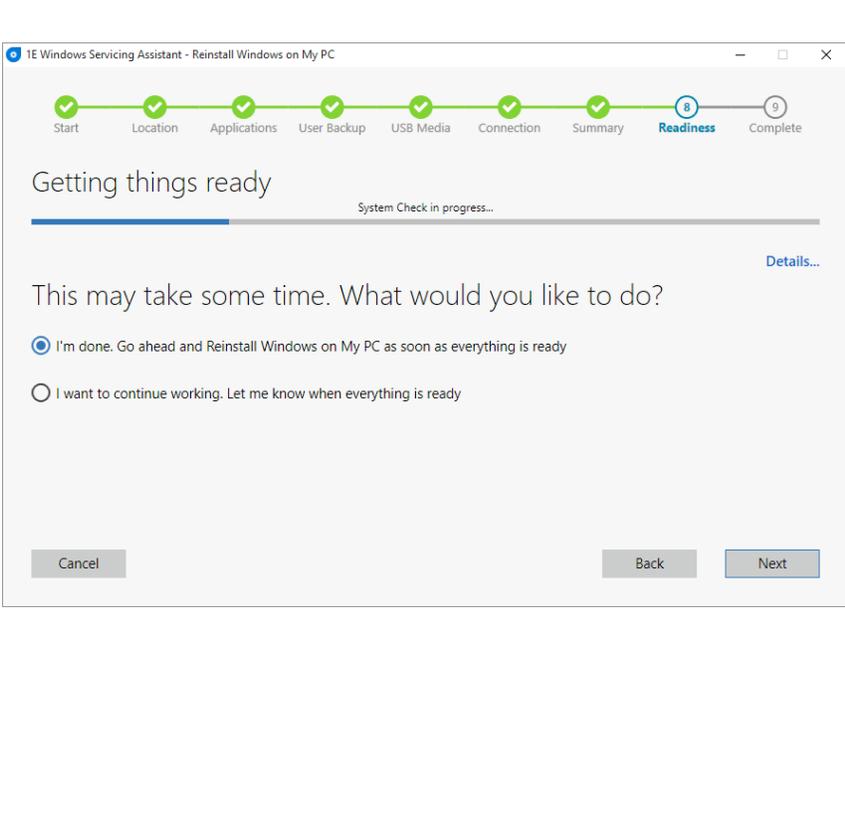
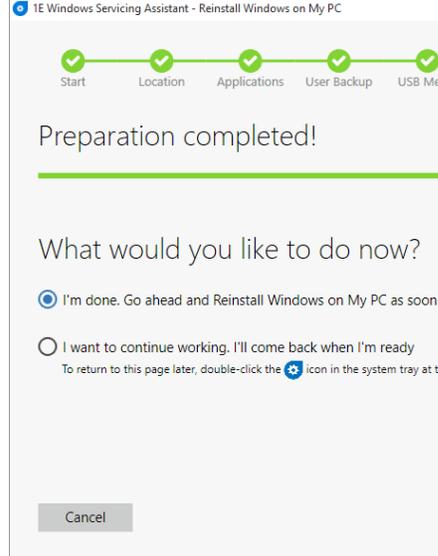
Can I copy or move WSA data from one USB drive to another?

You can copy or move the `1EWSA` folder from one USB drive to another, but ensure that the storage space on the new USB drive is sufficient as determined in the estimation process.

The Summary screen

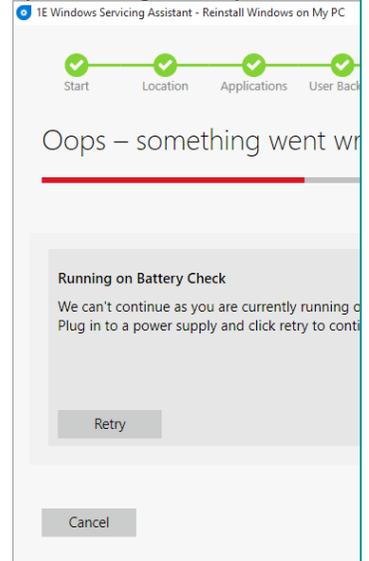
A quick summary	Observations
 <p>1E Windows Servicing Assistant - Reinstall Windows on My PC</p> <p>Start Location Applications User Backup USB Media Connection Summary Readiness Complete</p> <p>Okay, here is your summary:</p> <p>Deployment Reinstall Windows on My PC</p> <p>Location Remote</p> <p>USB Usb Device 1</p> <p>Hide Applications</p> <p>Thunderbird 38.5 FileZilla Client 3.21 Acrobat Reader DC Office 365 Acrobat Reader DC</p> <p>Cancel Back Next</p>	<p>Observations</p> <p>Always displayed to show you what is going to take place for this deployment.</p>

The Readiness screen

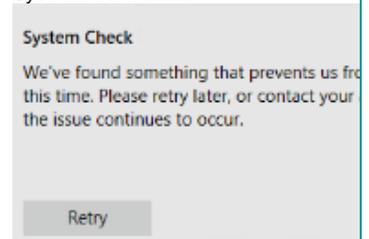
Making sure you are good to go	Observations
 <p>1E Windows Servicing Assistant - Reinstall Windows on My PC</p> <p>Start Location Applications User Backup USB Media Connection Summary Readiness Complete</p> <p>Getting things ready</p> <p>System Check in progress...</p> <p>Details...</p> <p>This may take some time. What would you like to do?</p> <p><input checked="" type="radio"/> I'm done. Go ahead and Reinstall Windows on My PC as soon as everything is ready</p> <p><input type="radio"/> I want to continue working. Let me know when everything is ready</p> <p>Cancel Back Next</p>	<p>Observations</p> <p>These checks are run twice – of particular interest</p> <ul style="list-style-type: none">• On the first pass, the test is to ensure that the... is displayed• On the second pass, the test is to verify that the... is displayed• All other checks are repeated – you may have... and these tests are to ensure that nothing has... <p>When readiness checks are complete and no errors are reported</p>  <p>1E Windows Servicing Assistant - Reinstall Windows on My PC</p> <p>Start Location Applications User Backup USB Media</p> <p>Preparation completed!</p> <p>What would you like to do now?</p> <p><input checked="" type="radio"/> I'm done. Go ahead and Reinstall Windows on My PC as soon as everything is ready</p> <p><input type="radio"/> I want to continue working. I'll come back when I'm ready</p> <p>To return to this page later, double-click the  icon in the system tray at the bottom right of the screen.</p> <p>Cancel</p>

Errors:

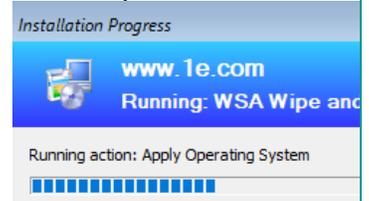
- impediments – if any of these are discovered
- System running on battery – use mains



- System running on WiFi – use a wired connection
- USB device not connected or properly connected
- terminal errors – if any of these are discovered, resolved:
- System check errors

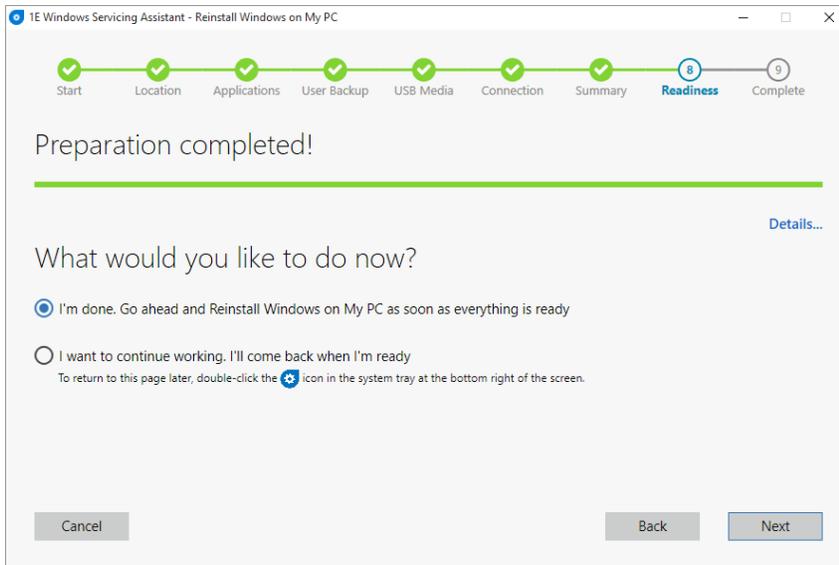


- task sequence fails to run – if you do not resolve the error, we recommend you inform the administrator



The Complete screen

The results of the deployment



1E Windows Servicing Assistant - Reinstall Windows on My PC

Start Location Applications User Backup USB Media Connection Summary **Readiness** Complete

Preparation completed!

Details...

What would you like to do now?

- I'm done. Go ahead and Reinstall Windows on My PC as soon as everything is ready
- I want to continue working. I'll come back when I'm ready
To return to this page later, double-click the  icon in the system tray at the bottom right of the screen.

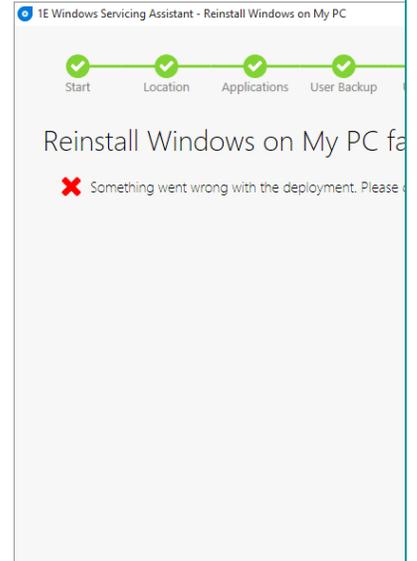
Cancel Back Next

Observations

If these errors are reported, they will need to be re

If you are running this remotely and do not see the
reestablish your remote connection manually to s

- **Unable to reinstall Windows**



1E Windows Servicing Assistant - Reinstall Windows on My PC

Start Location Applications User Backup

Reinstall Windows on My PC fa

 Something went wrong with the deployment. Please e

- **Unable to establish remote connections (VPI**