

Windows Servicing Assistant UI Pages

The matrix below indicates which WSA pages may be displayed for each WSA deployment type. This is for all versions of WSA in Tachyon Agent 3.2 and later and 1E Client 4.1

Page / Type	Replace Capture	Replace Restore	In-Place Upgrade	Wipe and Load (Destructive)	Wipe and Load (Non-destructive)
Welcome	Y	Y	Y	Y	Y
Start	Y	Y	Y	Y	Y
Location	Y	N	Y	Y	Y
Applications	Y ⁽¹⁾	N	Y ⁽¹⁾	Y ⁽¹⁾	Y ⁽¹⁾
New PC	Y ⁽²⁾	N	N	N	N
Old PC	N	Y	N	N	N
Network	Y ⁽²⁾	N	N	N	N
User Backup	Y ⁽³⁾	N	N	Y ⁽³⁾	Y
USB Media	Y ⁽⁴⁾	Y ⁽⁵⁾	Y ⁽⁷⁾	Y ⁽⁸⁾	Y ⁽⁷⁾
Connection	N	N	Y ⁽⁹⁾	Y ⁽⁹⁾	Y ⁽⁹⁾
Summary	Y	Y	Y	Y	Y
Readiness	Y	Y	Y	Y	Y
Complete	Y	Y ⁽⁶⁾	Y	Y	Y

Notes

1. Visible only if **Display Application Migration list to WSA User** is enabled in the WSA Application



The Applications page shows all installed applications that have been normalized in the 1E Catalog and have not been excluded in Application Migration. For an In-place Upgrade, applications that have no applicable migration rule will be retained and the current version of the application will be shown in the 'New' column. For Wipe and load or Replace, applications that have no applicable migration rule will indicate 'Removed' in the 'New' column. In addition to this change, if the Applications in OS Image list in the Applications tab of the WSA application settings is empty, it will not be displayed on the WSA applications page, leaving more space for the list of installed applications.

For Shopping versions prior to v5.5.200, the Applications page showed only applications that would be upgraded or replaced. It did not show applications that would be retained, or applications that would not be migrated because there were no applicable migration rules.

2. If Computer Association exists in CM OR **Allow user to enter new machine name** is enabled in WSA Application
3. Page will be displayed but custom file selection control will only be displayed if **Allow user to backup folders** is selected in the WSA Application
4. If there is insufficient disk space to store user data or content and no peers are available for either and the administrator has enabled USB media for either content (on the Storage tab) or user data (on the Data Capture tab) in the WSA Application.
5. If USB was required during capture
6. Not displayed for zero-touch restore
7. If there is insufficient disk space to store content and the administrator has enabled USB media for content on the storage tab of the WSA Application.
8. For a destructive Wipe-and Load, USB media will be required if the administrator has selected **Download content if not available on local network** and there is any content that is not available on local peers, or the administrator has selected **Download content if not available in local cache**.
9. If user selected **I am out of the office** on the Location page and the administrator selected **Require user enter VPN credentials** on the Connection tab in the WSA Application properties, OR if the user is on WiFi and the administrator selected **Require user enter SSID and password** on the Connection tab in the WSA Application properties. Note that if VPN credentials are required, the page will display both VPN and WiFi credentials but the controls for WiFi credentials will be disabled if the device has a wired connection.

Welcome

Start

1E Windows Servicing Assistant - Prepare My Old PC For Replacement

1 Start 2 Location 3 Applications 4 New PC 5 Network 6 User Backup 7 USB Media 8 Summary 9 Readiness 10 Complete

Please choose from the available options

- Prepare My Old PC For Replacement
- Reinstall Windows on My PC
- Reinstall Windows on My PC (Change Disk Format)
- Restore My Data and Apps to a New PC
- Upgrade to Windows 1703

Cancel Back Next


Location

1E Windows Servicing Assistant - Prepare My Old PC For Replacement


Start Location Applications New PC Network User Backup USB Media Summary Readiness Complete

Where are you?

I am in the office



I am out of the office
(e.g. at home)



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.

Cancel Back Next

Applications

1E Windows Servicing Assistant - Prepare My Old PC For Replacement

We'll be making some changes to the applications you've been using

Some of the applications you have been using will be replaced with a different or newer version. [Hide my applications.](#)

Applications that we'll be installing in the new operating system

- Anti-Virus Software
- 1E Nomad
- 1E Agents

Applications that we'll be changing

Existing	New
Thunderbird 24.2.0	Thunderbird 38.5
SmartFTP Client 8.0.2244.0	FileZilla Client 3.21
Acrobat Reader 15.16.20039.0	Acrobat Reader DC
Office 2013	Office 365

If you have any concerns about the applications that will be installed, please cancel the assistant and contact your system administrator.

Cancel Back Next

1E Windows Servicing Assistant - Upgrade to Windows 10 1803 (UK)

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
ReportViewer Redistributable 10.0.40220.0	ReportViewer Redistributable 10.0.40220.0
7-Zip 16.4.0.0	7-Zip 16.4
System Center Configuration Manager Console 5.1806.1074.1000	System Center Configuration Manager Console 5.1806.1074.1000
Command Configure 3.1.0.250	Command Configure 3.1.0.250
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

Cancel Back Next

New PC

1E Windows Servicing Assistant - Prepare My Old PC For Replacement

Start Location Applications **New PC** Network User Backup USB Media Summary Readiness Complete

What is your new PC called?

If you know the name of your new PC then please enter it below. If you're not sure, just leave it blank and we'll sort it out later.

Domain: 1E

[How do I find the name of my new PC?](#)

Cancel Back Next

1E Windows Servicing Assistant - Prepare My Old PC For Replacement

Start Location Applications New PC **Network** User Backup USB Media Summary Readiness Complete

Tell us about your new PC...

We'd like to copy some data from this PC to your new PC. Can you connect your new machine and this PC to the network at the same time?

Great! We've found your new PC on the network. Please ensure this machine and the new one remain connected during the migration as we'd like to copy some data across.

Cancel Back Next

Old PC



Select machine to restore data from

Ok, we will restore your data and applications from one of the machines below to this PC.

Select machine

Cancel

Back

Next



Select machine to restore data from

Ok, we will restore your data and applications from one of the machines below to this PC.

Select machine

❌ Failed to load machines. [Retry](#)

Cancel

Back

Next


Network

1E Windows Servicing Assistant - Prepare My Old PC For Replacement

Start Location Applications New PC **Network** User Backup USB Media Summary Readiness Complete

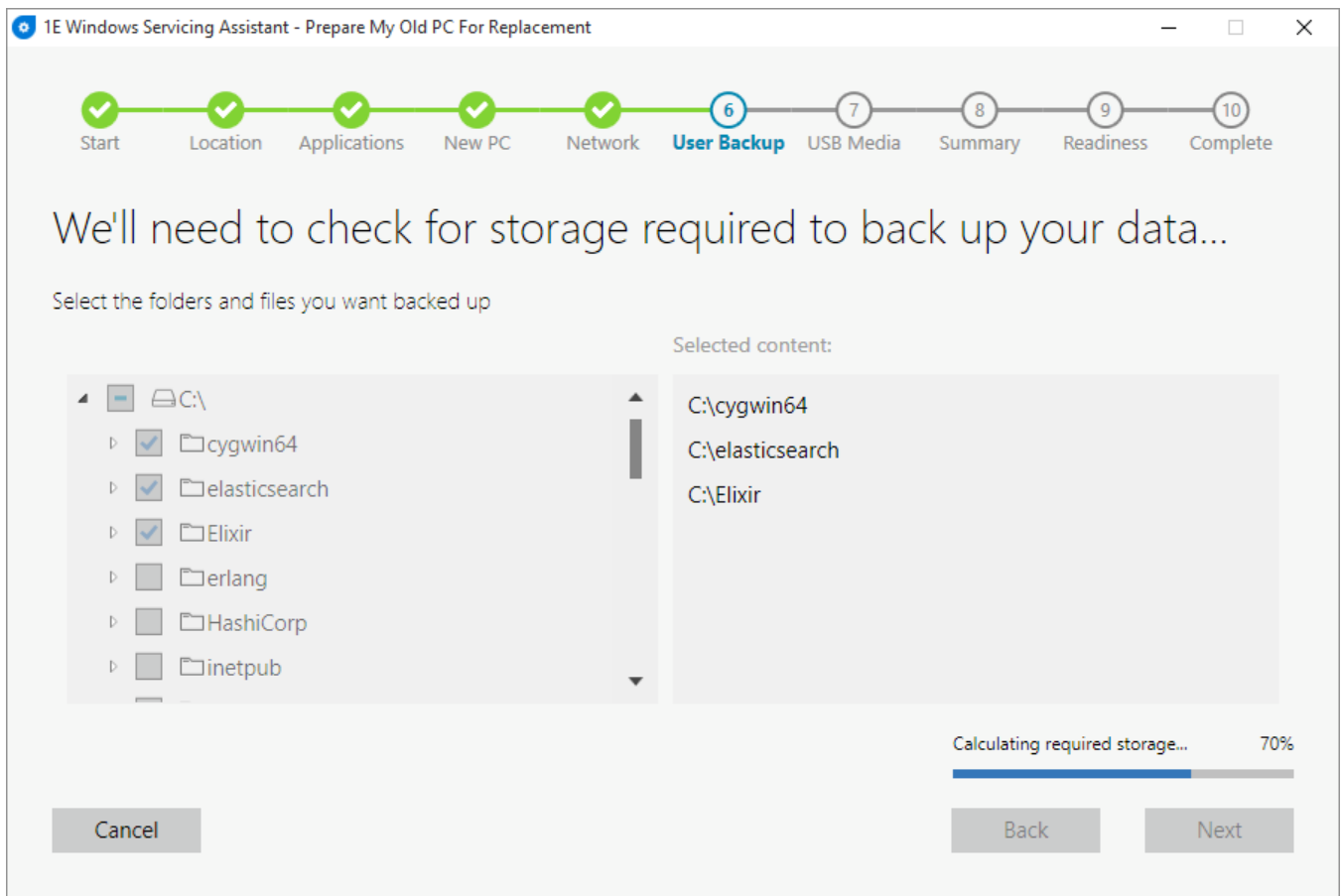
Tell us about your new PC...

We'd like to copy some data from this PC to your new PC. Can you connect your new machine and this PC to the network at the same time?

Yes, I can connect at the same time  Sorry, unable to find the new PC on the network

No

User Backup



USB Media


1E Windows Servicing Assistant - Upgrade to Windows 1703

Start Location Applications **4 USB Media** 5 Summary 6 Readiness 7 Complete

We'll need some more space...

We need to use USB media as there is insufficient storage locally or on the network.

The USB Memory stick will need at least 10 GB of free space available.



[Refresh](#)

Cancel Back Next

Connection

1E Windows Servicing Assistant - Upgrade to Windows 1703

Start Location Applications USB Media **5 Connection** Summary Readiness Complete

We'll need help connecting to the corporate network

In order for the migration to complete, it will need to connect to your corporate network. Enter your VPN credentials. We will also need to reconnect your WiFi, so please enter these details also. These will be stored securely and used when the deployment runs.

VPN Credentials

Username

Password

WiFi Credentials

WiFi Network [Rescan WiFi Networks](#)

Password

Cancel Back Next

1E Windows Servicing Assistant - Reinstall Windows on My PC (Change Disk Format)

Start Location Applications User Backup USB Media **6 Connection** Summary Readiness Complete

We'll need help connecting to the corporate network

In order for the migration to complete, it will need to connect to your corporate network. Enter your VPN credentials. We will also need to reconnect your WiFi, so please enter these details also. These will be stored securely and used when the deployment runs.

VPN Credentials

Username

✘ User name can't be empty.

Password

WiFi Credentials

WiFi Network [Rescan WiFi Networks](#)

Password

Cancel Back Next

Summary

1E Windows Servicing Assistant - Upgrade to Windows 1703

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

Okay, here is your summary:

Deployment
Upgrade to Windows 1703

Location
Office

Hide [Applications](#)

- Anti-Virus Software
- 1E Nomad
- 1E Agents
- Thunderbird 38.5
- FileZilla Client 3.21
- Acrobat Reader DC

Cancel Back Next

1E Windows Servicing Assistant - Prepare My Old PC For Replacement

Start Location Applications New PC Network User Backup USB Media **Summary** Readiness Complete

Okay, here is your summary:

Deployment
Prepare My Old PC For Replacement

Location
Office

USB
Usb Device 1

Hide [Applications](#)

Anti-Virus Software
1E Nomad
1E Agents
Thunderbird 38.5
FileZilla Client 3.21
Acrobat Reader DC

Cancel Back Next

1E Windows Servicing Assistant - Prepare My Old PC For Replacement

Start Location Applications New PC Network User Backup USB Media **Summary** Readiness Complete

Okay, here is your summary:

Deployment
Prepare My Old PC For Replacement

Location
Office

Automatic Restore
Will restore data to the New PC automatically

Anti-Virus Software
1E Nomad
1E Agents
Thunderbird 38.5
FileZilla Client 3.21
Acrobat Reader DC

Cancel Back Next

1E Windows Servicing Assistant - Prepare My Old PC For Replacement

Start Location Applications New PC Network User Backup USB Media **Summary** Readiness Complete

Okay, here is your summary:

Deployment
Prepare My Old PC For Replacement

Location
Office

Automatic Restore
Will not be able to restore data to the New PC automatically, please run the restore manually

- Anti-Virus Software
- 1E Nomad
- 1E Agents
- Thunderbird 38.5
- FileZilla Client 3.21
- Acrobat Reader DC

Cancel Back Next

Readiness

1E Windows Servicing Assistant - Upgrade to Windows 1703

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

Getting things ready

System Check in progress...

[Details...](#)

This may take some time. What would you like to do?

- I'm done. Go ahead and Upgrade to Windows 1703 as soon as everything is ready
- I want to continue working. Let me know when everything is ready

Cancel Back Next

1E Windows Servicing Assistant - Upgrade to Windows 1703

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

Preparation completed!

[Details...](#)

What would you like to do now?

- I'm done. Go ahead and Upgrade to Windows 1703
- 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

1E Windows Servicing Assistant - Inplace

Start Location Summary **4 Readiness** 5 Complete

Oops – something went wrong!

[Click here to see error details or retry...](#)

Compatibility Check
Windows cannot be upgraded due to some compatibility issues

Retry

- ✓ WiFi Check
- ✓ Content Space Check
- **Compatibility Check**
- Content Download Check
- Policy Download Check

Cancel Back Next

Complete

1E Windows Servicing Assistant - Upgrade to Windows 1703

Start Location User Backup USB Media Summary Readiness Complete

Upgrade to Windows 10 completed successfully!

✔ Congratulations! Your operating system has been upgraded successfully. You are now free to use your PC.

Done

1E Windows Servicing Assistant - Upgrade to Windows 1703

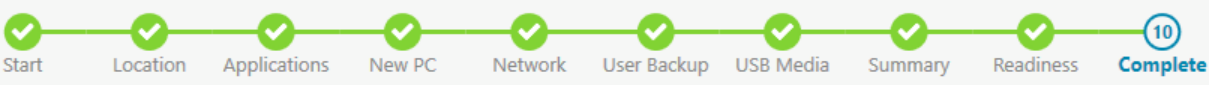
Start Location User Backup USB Media Summary Readiness Complete

Upgrade to Windows 10 failed!

✘ Something went wrong with the deployment. Please contact your local administrator.

Done

1E Windows Servicing Assistant - Prepare My Old PC For Replacement



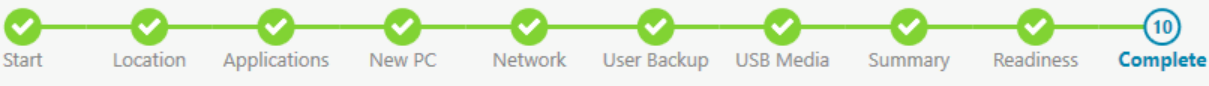
Start Location Applications New PC Network User Backup USB Media Summary Readiness Complete

Prepare My Old PC For Replacement completed successfully!

✔ Congratulations! The first step in the migration to your new PC has completed successfully. When you're ready, log on to your new PC and use the 1E Windows Servicing Assistant to complete the final step of the migration, selecting the 'restore' option.

Done

1E Windows Servicing Assistant - Prepare My Old PC For Replacement



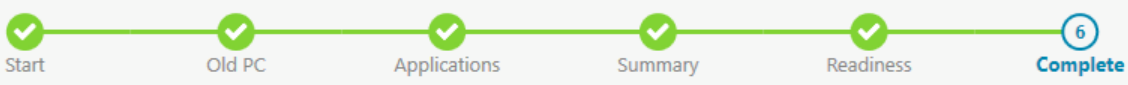
Start Location Applications New PC Network User Backup USB Media Summary Readiness Complete

Prepare My Old PC For Replacement failed!

✘ Something went wrong with capturing your data. Please contact your local administrator.

Done

1E Windows Servicing Assistant - Restore My Data and Apps to a New PC



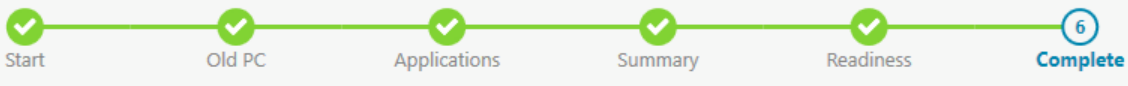
Start Old PC Applications Summary Readiness Complete

Restore My Data and Apps to a New PC completed successfully!

✔ Congratulations! The migration has completed successfully. You are now free to use your PC.

Done

1E Windows Servicing Assistant - Restore My Data and Apps to a New PC



Start Old PC Applications Summary Readiness Complete

Restore My Data and Apps to a New PC failed!

✘ Something went wrong with the deployment. Please contact your local administrator.

Done