

GSD. Hardware - How to backup and restore user data

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General Information:

Possible symptoms/errors:

How to backup and restore user data.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

The following article describes the procedure of backing up and restoring user data by field service technicians. It is valid for F4F locations as well as for other.

Backup of the user's profile data

Assist the user with backing up their user profile and follow the steps below:

1. Go on "This PC" and select the local "C:\\" drive of the user's device.
2. Select the user's profile folder. This will usually be named the same way as the user login credentials

Note: You can also access the user's profile by pasting this into the explorer's address bar:

C:\Users\username

while "username" stands for the real username (e.g., jdoe).

3. Copy all the data and paste it to the user's home share into a temporary folder like "Profile backup" or to an USB drive, if user wants to transfer it later to the new device.

Note: Please keep in mind that by using this method, you are only copying the user's visible data from the profile folder to the selected drive. All data which is stored in the C:\Users\AppData\Local\Application xyz folder will not be backed up.

Restore the user's profile data

To restore the user data to the new device, the user has to login with their credentials at the new machine.

Profile data restore has to be performed under the user's profile and is the reverse process of data backup.

1. Connect to or select the device (network home drive or USB drive) containing the backed up data
2. Restore the data to the same place they were backed up before
3. Check if the data is restored completely and perform some basic checks:
 - a) Ensure that the previous restored desktop items and folders are back again
 - b) Ensure that browser favorites (mostly Internet Explorer) are available
 - c) Ensure that the restored folders have the same content as the backup

Assignment Group:

FDT IT Workplace Delivery (HG)Local IT

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A