

Dell Migrate

User's Guide

Notes, cautions, and warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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Introduction

Dell Migrate is an on-demand service that enables you to securely migrate your personal files and settings to your Dell PC from any PC running the Windows operating system. After you migrate your data, you can erase and reset your old PC before you sell, gift, or trade in the PC. To purchase the Migrate service for your PC, go to <https://www.dell.com/Migrate>.

NOTE: The migrate service is available only for the Inspiron, Inspiron G Series, XPS, and Alienware PCs in certain regions. See [Supported locales](#) for the list of supported regions.

NOTE: Data migration is supported on old PCs running the Windows operating system 7 or later. Erase and reset is supported on old PCs running the Windows operating system 8.1 or later.

In this document, the term **old PC** refers to the PC from which your data is migrated, and **new PC** refers to the Dell PC to which your data is migrated.

Settings eligible for migration


Migrate service enables you to migrate your personal files such as documents, photos, music, videos, and so on. The following table lists the settings that can be migrated:

Table 1. Settings that are eligible to be migrated

Type	Settings
Date and time	<ul style="list-style-type: none"> • Additional calendar and clocks • User locale
Personalization	<ul style="list-style-type: none"> • Background • File Explorer Options <ul style="list-style-type: none"> ◦ General ◦ Folder views ◦ Advanced • Taskbar • Colors
Hardware	<ul style="list-style-type: none"> • Phone and Modem • Fax options and accounts
Bookmarks	<ul style="list-style-type: none"> • Favorites in Internet Explorer • Bookmarks saved in Google Chrome, Mozilla Firefox, and Microsoft Edge version 79 or later
User Control	<ul style="list-style-type: none"> • Mouse properties <ul style="list-style-type: none"> ◦ Primary and secondary buttons ◦ Pointer schemes • Keyboard <ul style="list-style-type: none"> ◦ Character repeat delay ◦ Character repeat rate ◦ Cursor blink rate • PC sound <ul style="list-style-type: none"> ◦ Playback ◦ Communications ◦ Sound theme • Gaming
Accessibility	<ul style="list-style-type: none"> • High contrast • Magnifier

Table 1. Settings that are eligible to be migrated (continued)

Type	Settings
	<ul style="list-style-type: none">• Color filters• Toggle keys, sticky keys, and filter keys settings for keyboard.

 **NOTE:** For the list of files, folder, and settings that cannot be migrated, see [Default exclusions from migration](#).

Supported locales

Dell Migrate supports locales across the following languages in multiples regions:

Table 2. Supported locales

Locales	Region
English	<ul style="list-style-type: none">• United States• United Kingdom• Australia• New Zealand• India• Canada• Singapore
Spanish	<ul style="list-style-type: none">• Latin America• Spain
Chinese	<ul style="list-style-type: none">• China• Singapore
Japanese	<ul style="list-style-type: none">• Japan
French	<ul style="list-style-type: none">• Canada• Switzerland• France
Portuguese	<ul style="list-style-type: none">• Brazil
Swedish	<ul style="list-style-type: none">• Sweden
Dutch	<ul style="list-style-type: none">• Netherlands
German	<ul style="list-style-type: none">• Switzerland• Germany

Data Migration

Migrate and erase data from old PC

Related video: [How to get started with the Dell Migrate service](#)

Prerequisites

- For data migration, the operating system installed on old PC must be Windows 7 or later.
- For data erase, the operating system installed on old PC must be Windows 8.1 or later.
- .NET Framework 4.5 or later must be installed on the old PC. See [Update .NET Framework](#).
- The operating system installed on new PC must be Windows 10 or later.
- You must be signed in as an administrator on both the old and the new PCs.
- Both the old and the new PCs must be connected to the same local network.
- Both the old and the new PCs must be connected to a power outlet throughout the data migration process.
- You must select the same locale on both the old and new PCs. The locale on the PC must be supported by Migrate. See [Supported locales](#).

Steps

1. On your new Dell PC, in the search box next to the start icon on the taskbar, enter **SupportAssist**. Click SupportAssist from the list of results.

If SupportAssist is not installed on your PC, download and install SupportAssist. For more information about installing SupportAssist, see the latest version of *SupportAssist for Home PCs User's Guide* on the [SupportAssist for Home PCs](#) documentation page.

2. Perform one of the following steps:
 - Click **Yes** on the **Would you like to start using Dell Migrate** banner.
 - Click **Go now** in the **Dell Migrate can help you copy your files and settings to your new PC, and securely erase data from your old one** section.

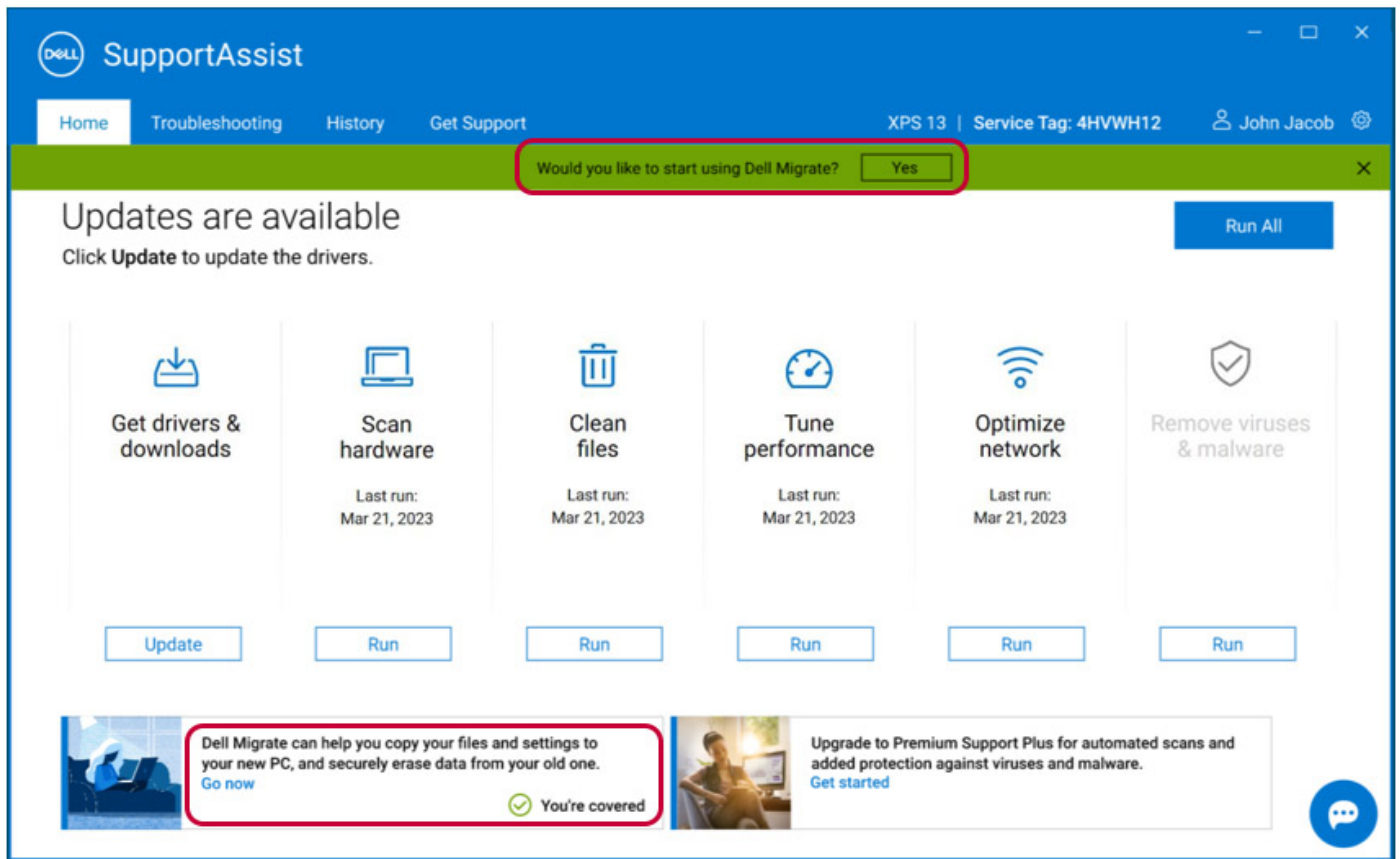


Figure 1. SupportAssist on your new PC

The **Dell Migrate** page is displayed.

3. Optionally, to read the service contract, click **Terms and conditions**.
4. Click **Let's get started**.

If you are unable to launch Dell Migrate, see [Troubleshooting issues with launching Migrate through SupportAssist](#).

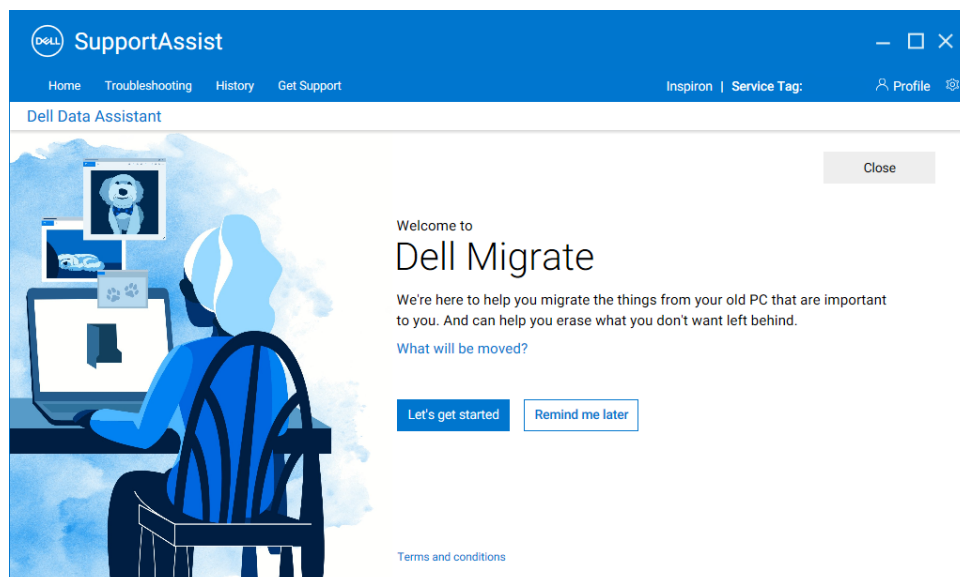


Figure 2. Dell Migrate page on your new PC

5. If you are on a network that is not classified as a trusted network on your new PC, perform one of the following steps:
 - Click **Trust network** if you recognize and trust the network to proceed with the migration.

- Click **Cancel** if you do not trust the network. Reconnect to a network that you trust and restart the process.

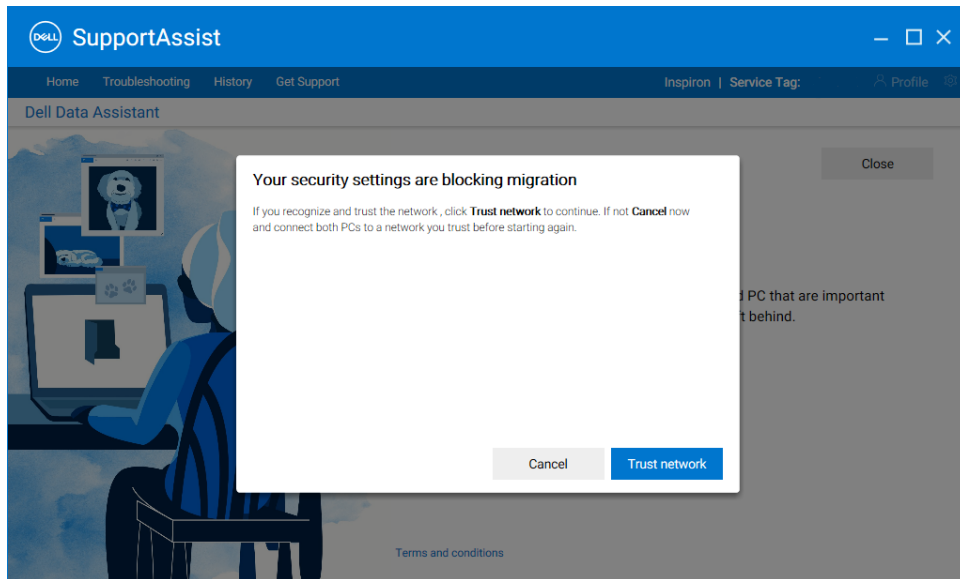


Figure 3. Security settings for non trusted network on your new PC

Migrate tries to connect your new PC to your old PC. Also, instructions to download and install Dell Data Assistant are displayed.

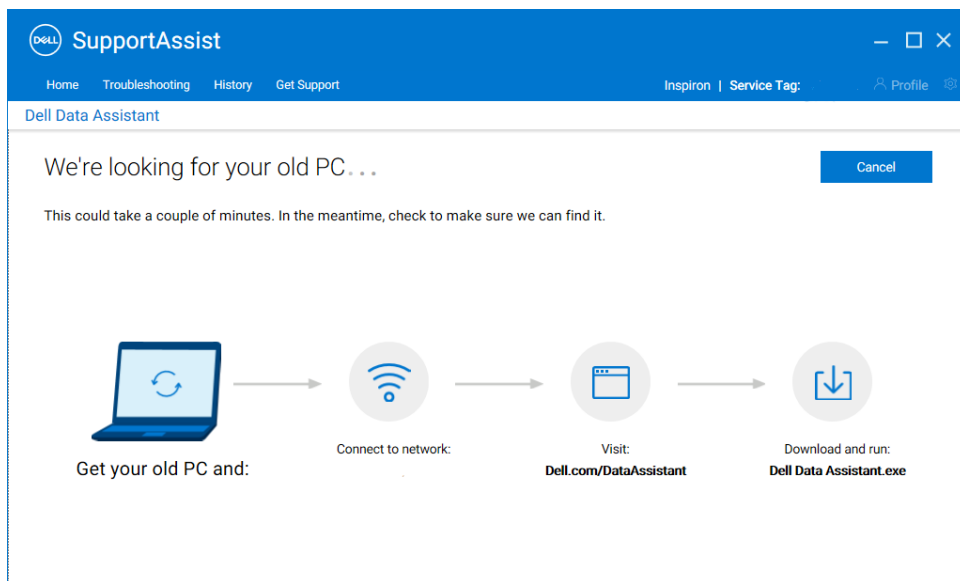
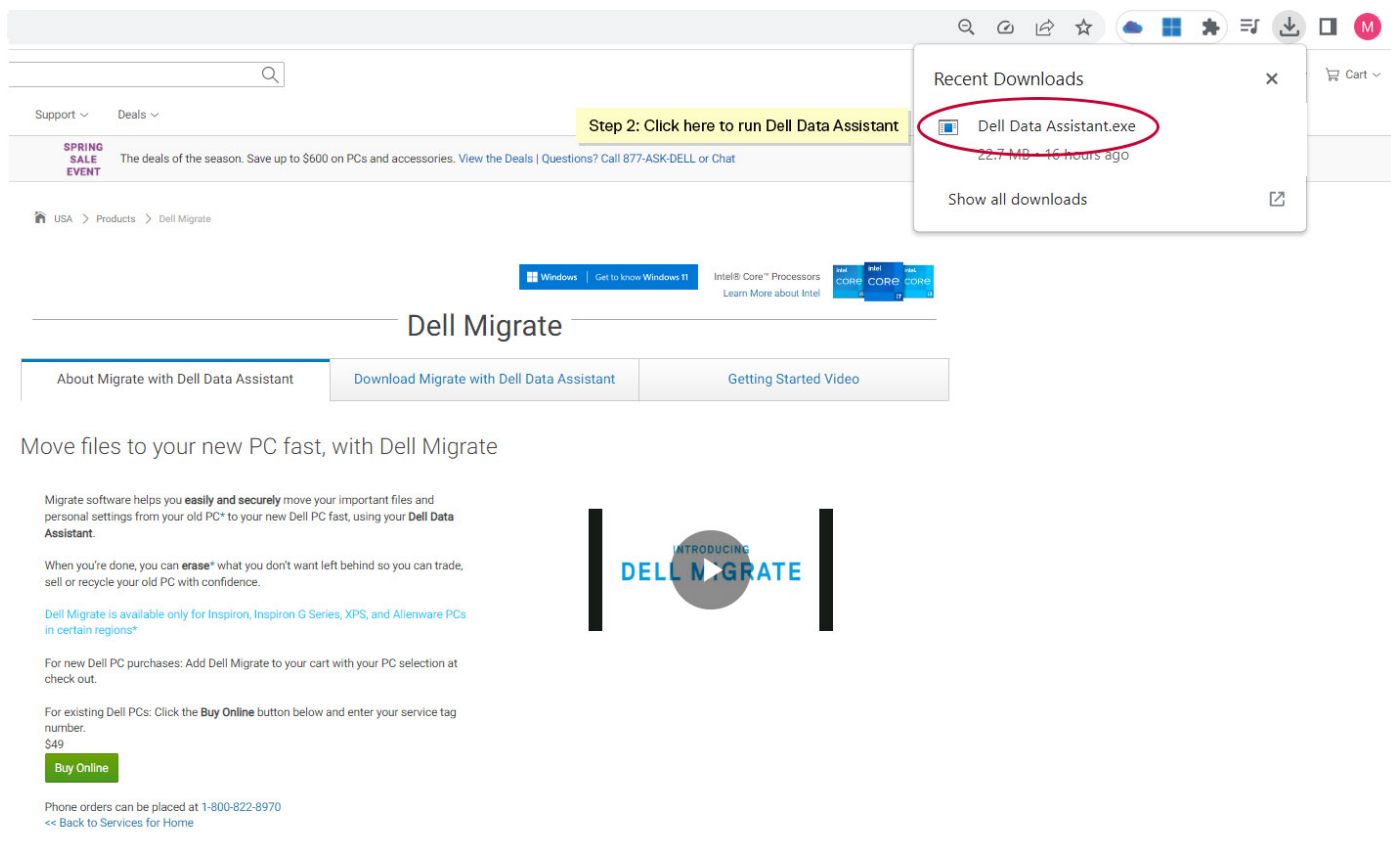
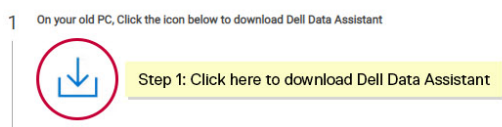


Figure 4. Instructions to download and install Dell Data Assistant

6. On your old PC, download and install **Dell Data Assistant** from www.dell.com/DataAssistant.



How does Dell Migrate work?



Contact Us

Figure 5. Download and install Dell Data Assistant on your old PC

7. Run Dell Data Assistant.

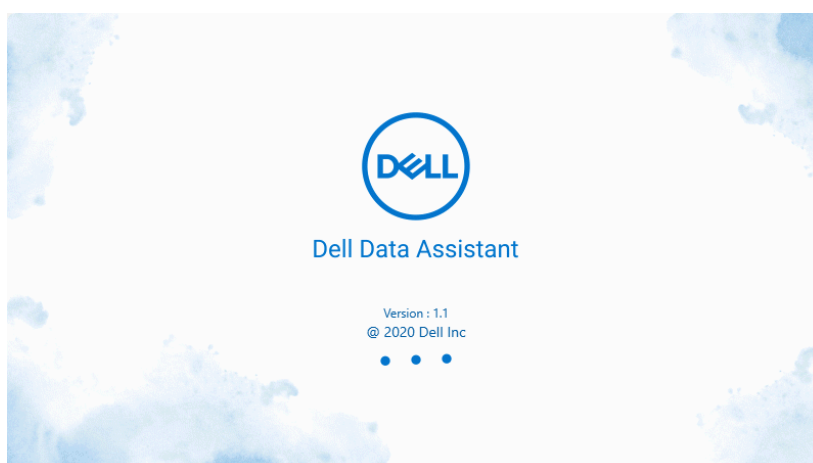


Figure 6. Dell Data Assistant on your old PC

Dell Data Assistant runs the required prechecks on your old PC and notifies if any of the prechecks are not met. For more information about the prechecks that are run by Migrate, see [Device discovery and prechecks](#).

8. If your old PC is not connected to a trusted network, perform one of the following steps:

- Click **Trust Network** if you recognize and trust the network to proceed with the migration.
- Click **Cancel** if you do not trust the network. Reconnect to a network that you trust, and restart the process.

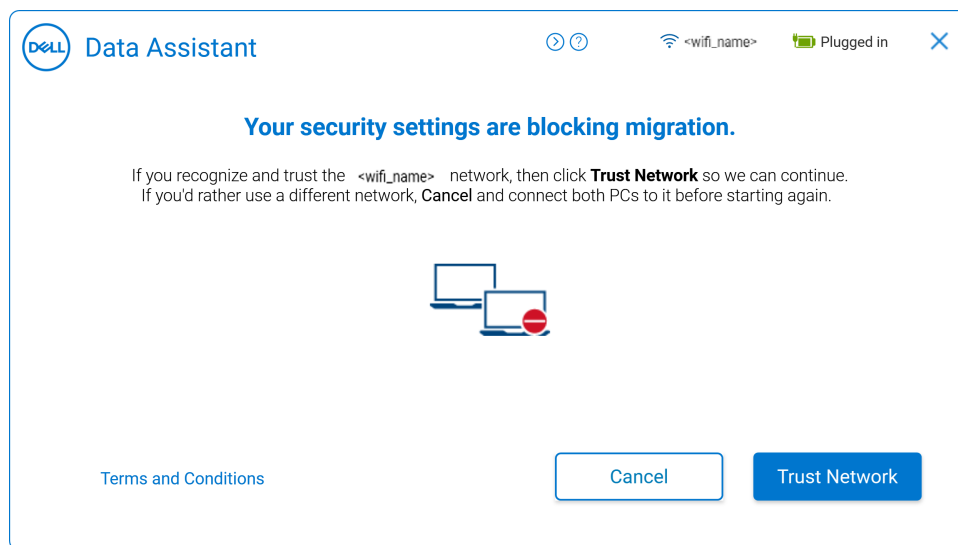


Figure 7. Security settings for non trusted network on your old PC

The **Dell Migrate** page is displayed.

9. Click **Let's get started** to connect both the old and the new PCs. For more information about the migration process, see [Start Migrate](#).

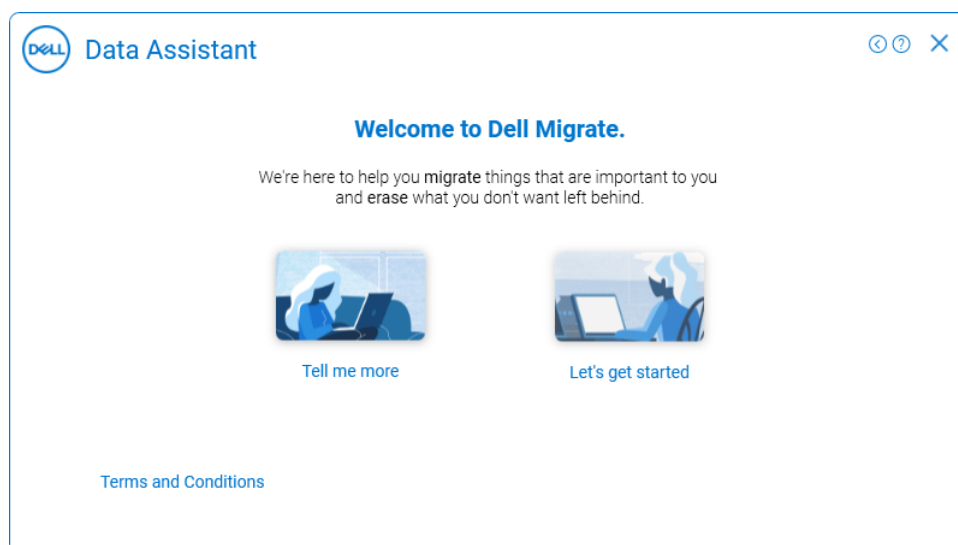


Figure 8. Dell Migrate on your old PC

Dell Migrate tries to connect your old PC to your new PC.

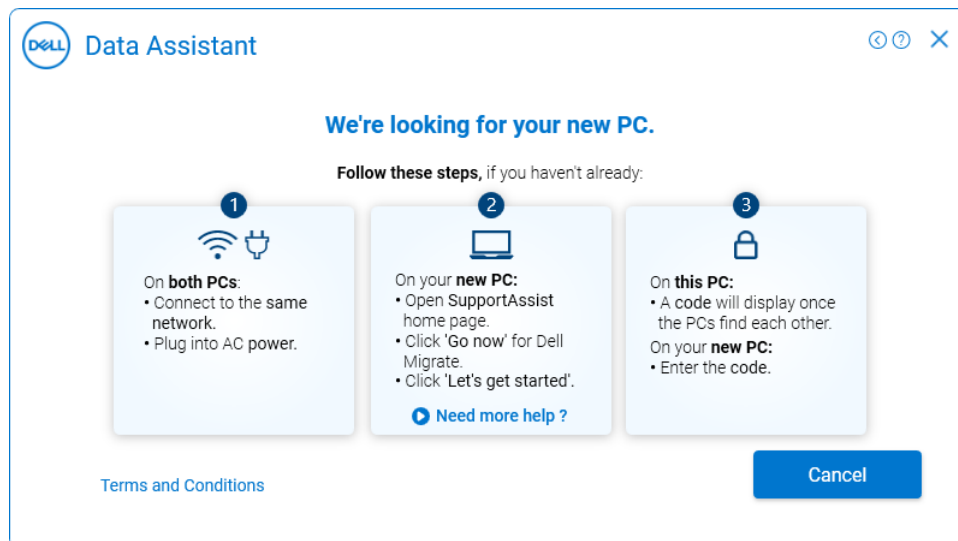


Figure 9. Discovering the new PC on your old PC

After Migrate identifies your new PC on the network, a verification code is displayed on your old PC.

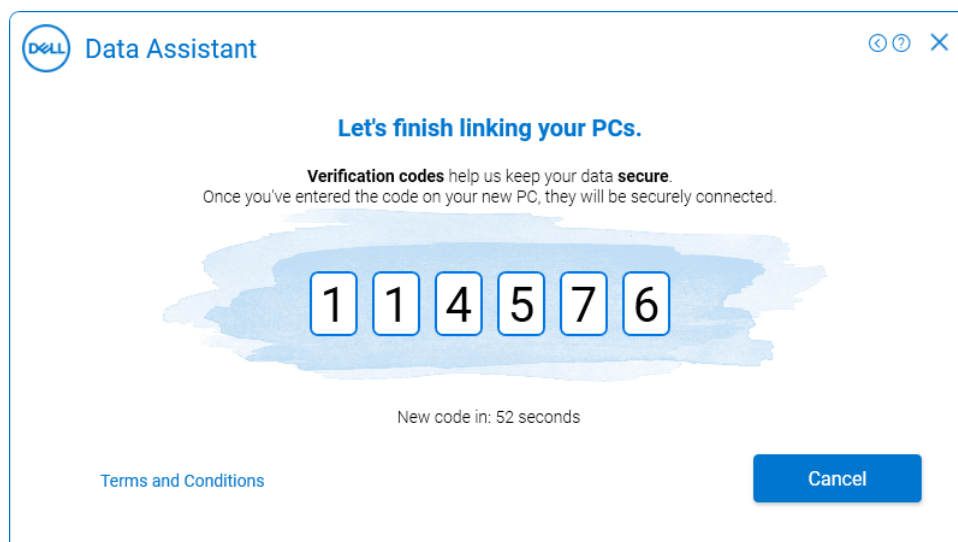


Figure 10. Verification code on your old PC

10. Enter the verification code on your new PC.
After both the old and the new PCs are paired, a message is displayed on your old PC indicating that the PCs are successfully linked. You must ensure that both the old and the new PCs remain connected to the same network throughout the migration process. Any issue in the connection stops the migration process. For more information about the issues that are related to connecting the PCs, see [Code verification](#).

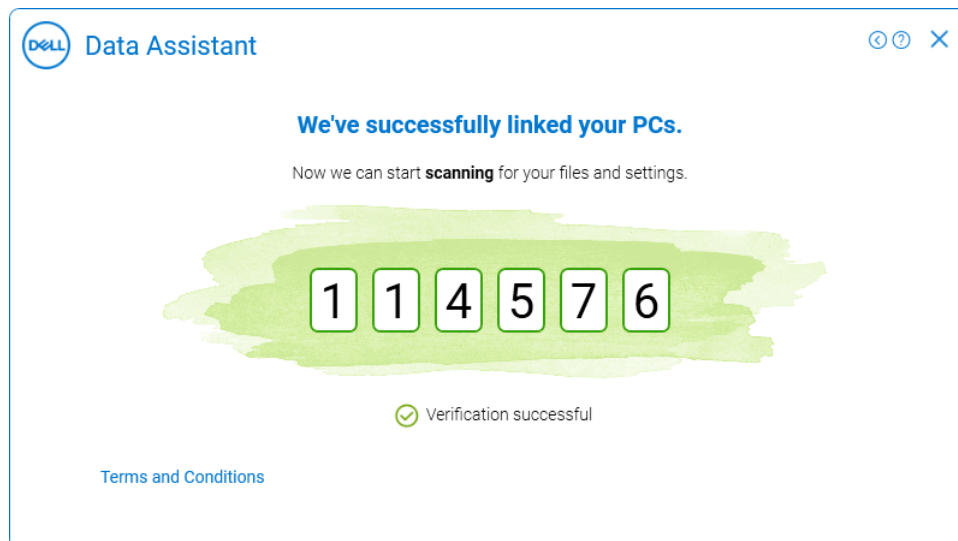


Figure 11. PCs linked successfully message on old PC

11. If the Windows user account on both the old and the new PCs do not match, a message is displayed to confirm if you want to use different user accounts for the migration process. Perform one of the following steps:
- Click **Continue** to continue the migration.
 - Click **Cancel** to cancel the migration. Log off and log in to the Windows user account that has the same name as that of the user account on the old PC.

If the user accounts are the same, skip this step. For more information about how to migrate multiple user accounts using Migrate, see [Migrate multiple accounts](#).

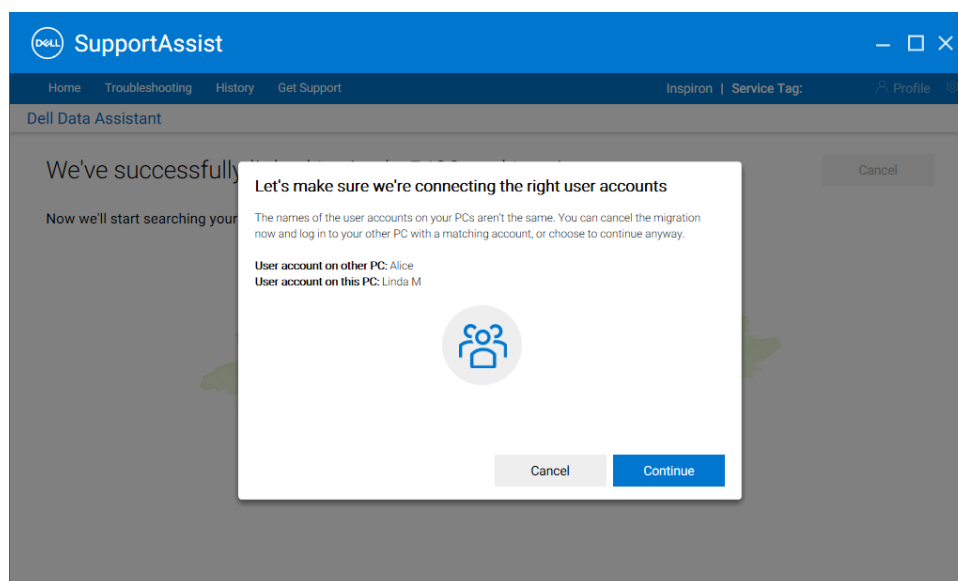


Figure 12. Different user account on old and new PCs

On the old PC, Migrate searches for the files and settings to be migrated from the old PC to the new PC.

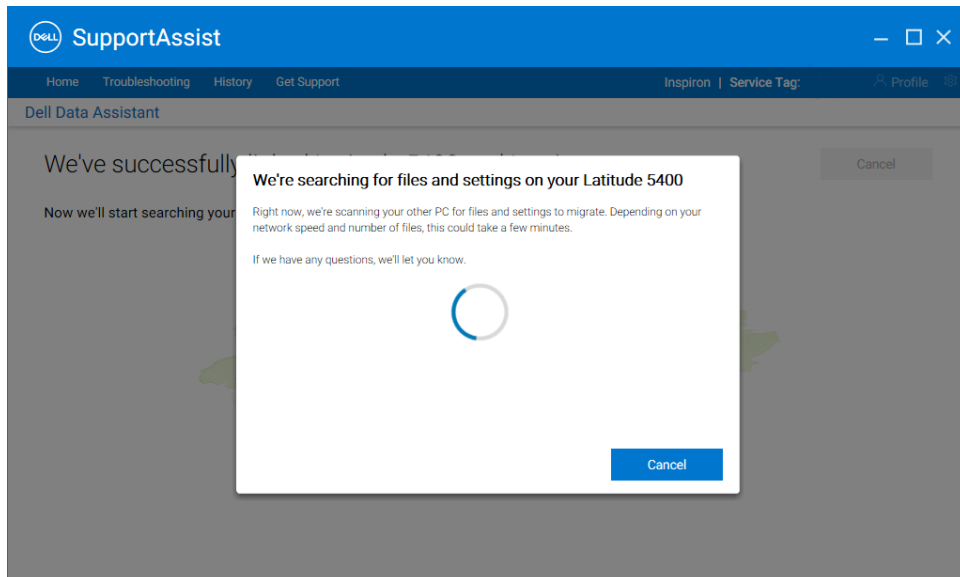


Figure 13. Searching for files and settings on old PC on your new PC

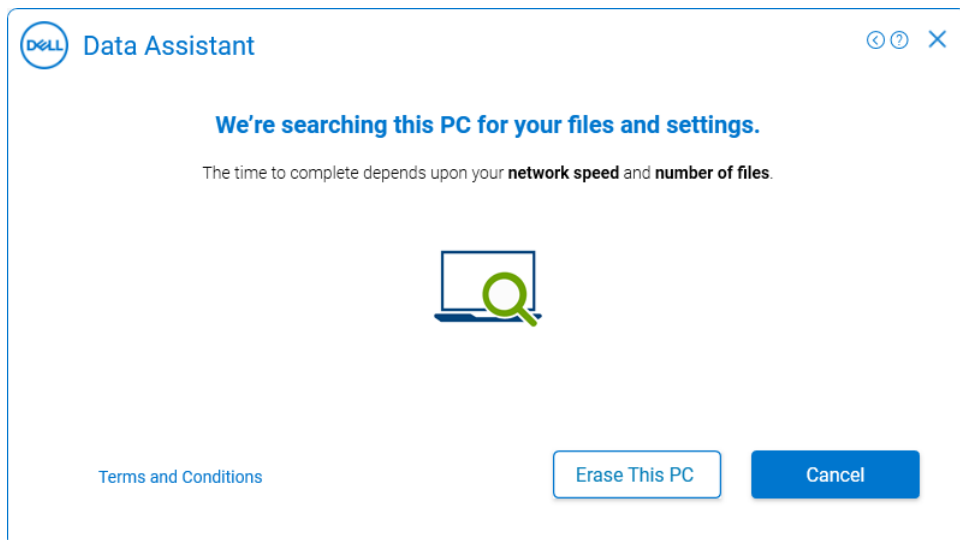


Figure 14. Searching for files and settings on your old PC

12. If you want to skip the migration process and only want to erase the old PC, click **Erase This PC** on the old PC.
13. Perform one of the following steps:
 - Click **Move everything for me** to move all the files and settings from the old PC to the new PC. The supported user files and settings are identified and preselected by Dell Migrate.
 - Click **Let me choose what to move** to select the files and settings that you want to move, instead of moving everything from the old PC to the new PC.

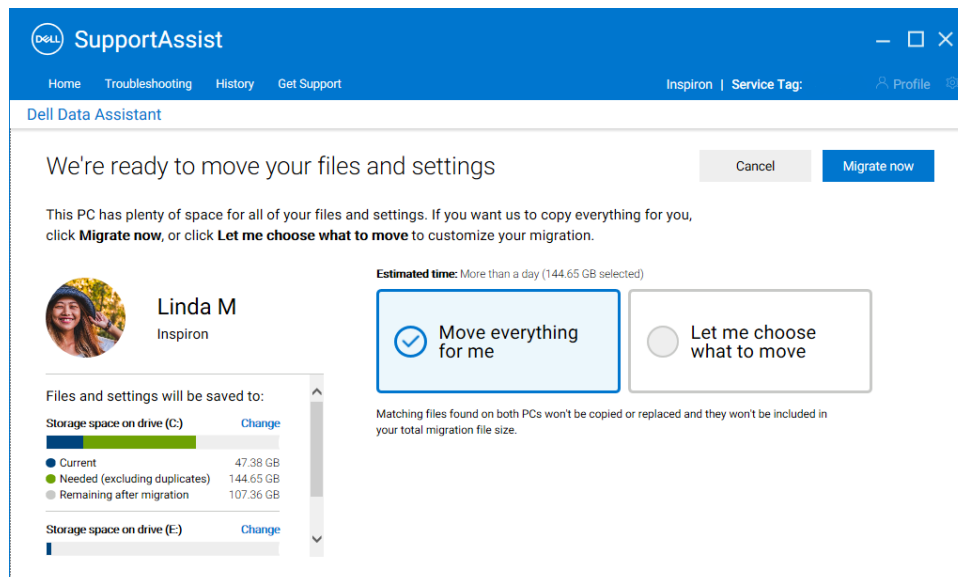


Figure 15. Select files and settings

After the old PC has scanned all the files and settings to migrate, a message is displayed stating that the PC is ready to start the migration.

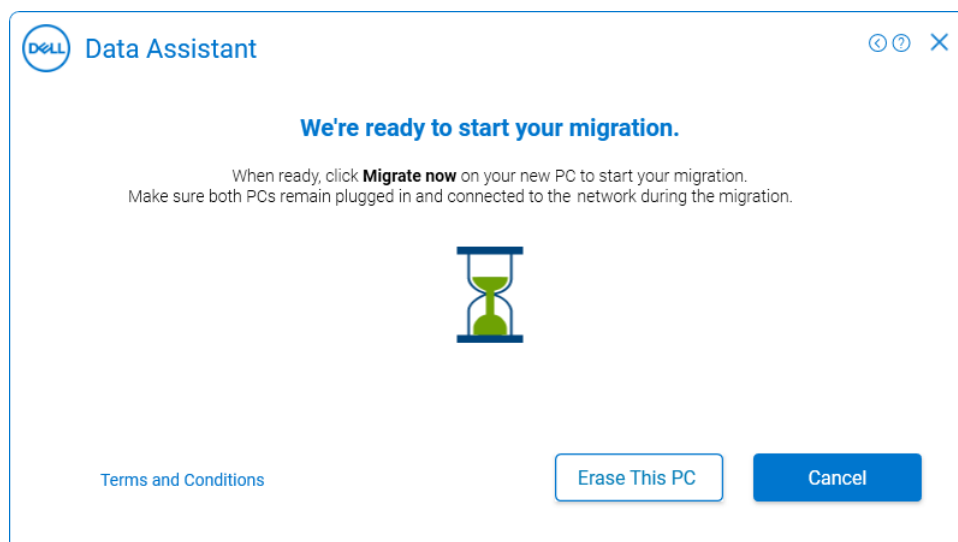


Figure 16. Ready to migrate page on your old PC

14. If you select **Let me choose what to move**, on the new PC, perform one of the following steps:
- Select the files and settings to be migrated from the old PC to the new PC.
 - If you have multiple drives on either your old or new PC, click **Change** in the **Files and settings will be saved to** section to map the drives between the old and the new PC, and perform the steps in the [Mapping the drives](#) section.

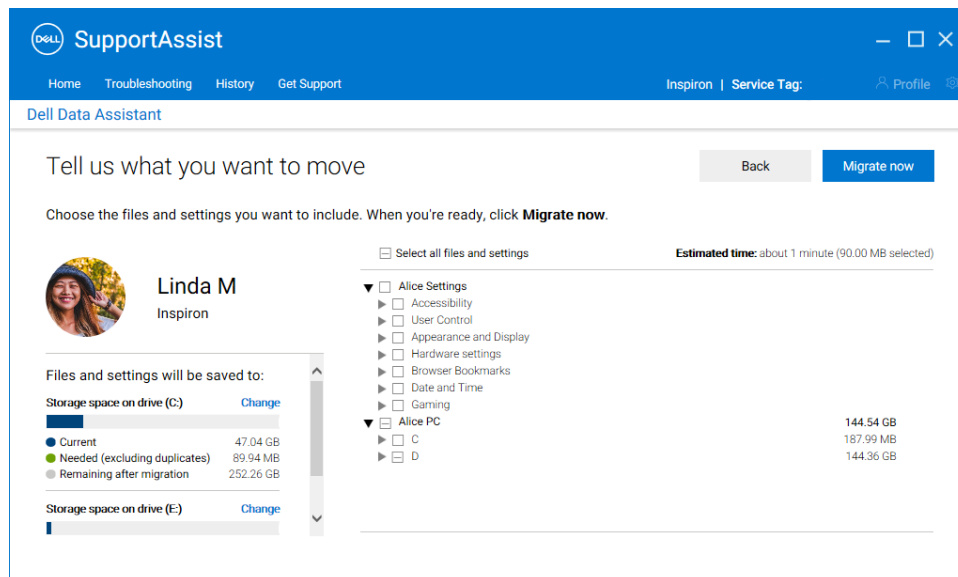


Figure 17. select files and settings to migrate

15. Click **Migrate now**.

The migration progress is displayed on the new PC, while on the old PC, We're migrating your data now message is displayed. The time Migrate takes to complete a migration depends on the network speed and the amount of data that are selected for migration.

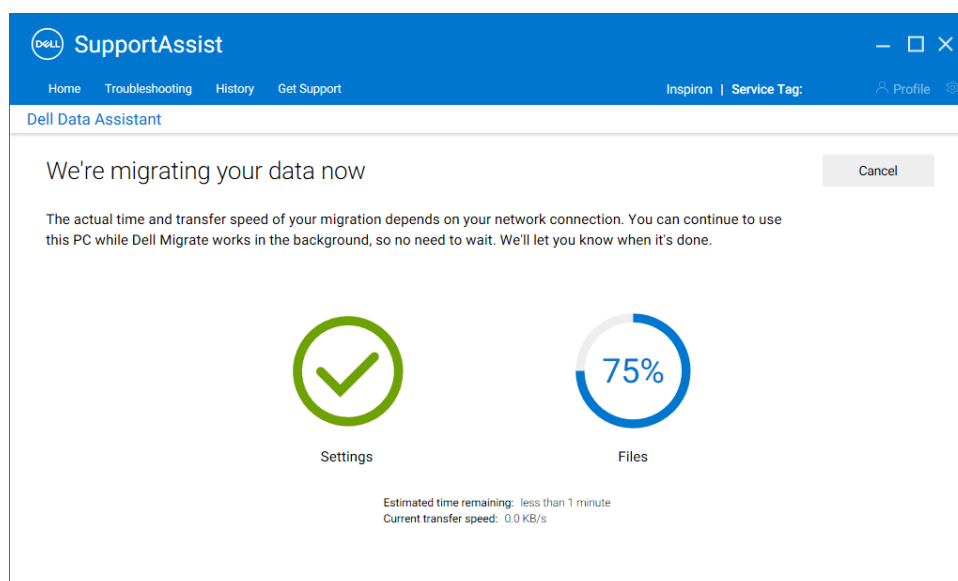


Figure 18. Migration in progress page displayed on your new PC

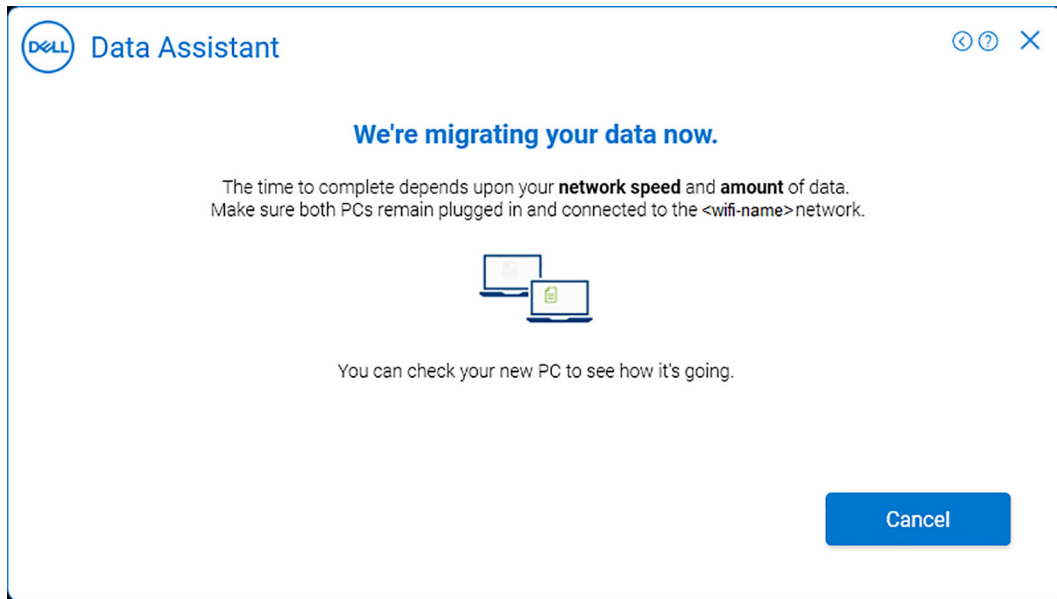


Figure 19. Migration in progress on your old PC

After the migration is complete, a summary of files and settings that were migrated from the old PC to the new PC is displayed.

16. Perform one of the following steps:

- Click **Finish** to complete the migration.
- Click **here** to view the details of the migration.

NOTE: If any selected files or settings are not migrated, retry the migration progress by performing the steps in [Troubleshooting when migration is completed with warnings](#).

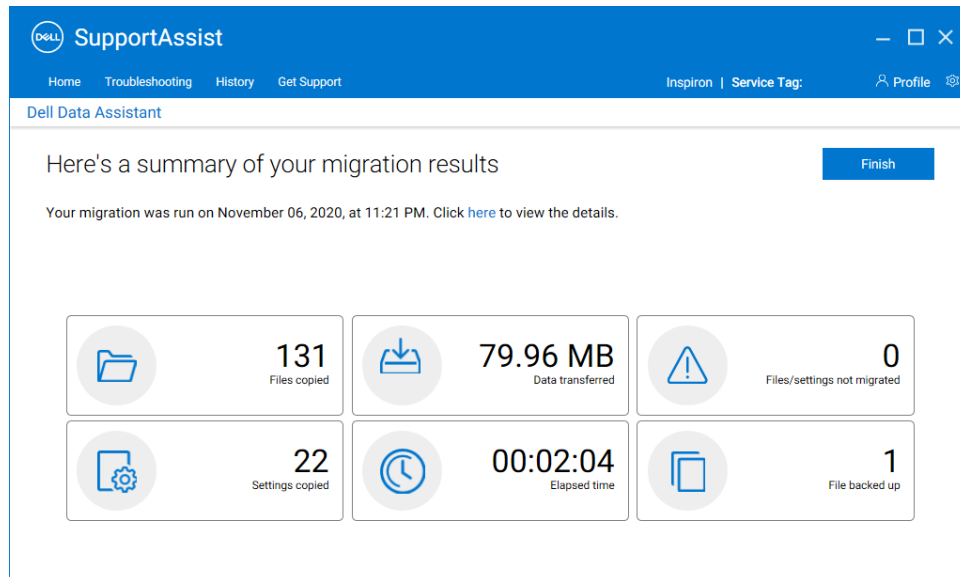


Figure 20. Migration summary on your new PC

The migration of files and settings from the old PC to the new PC is completed.

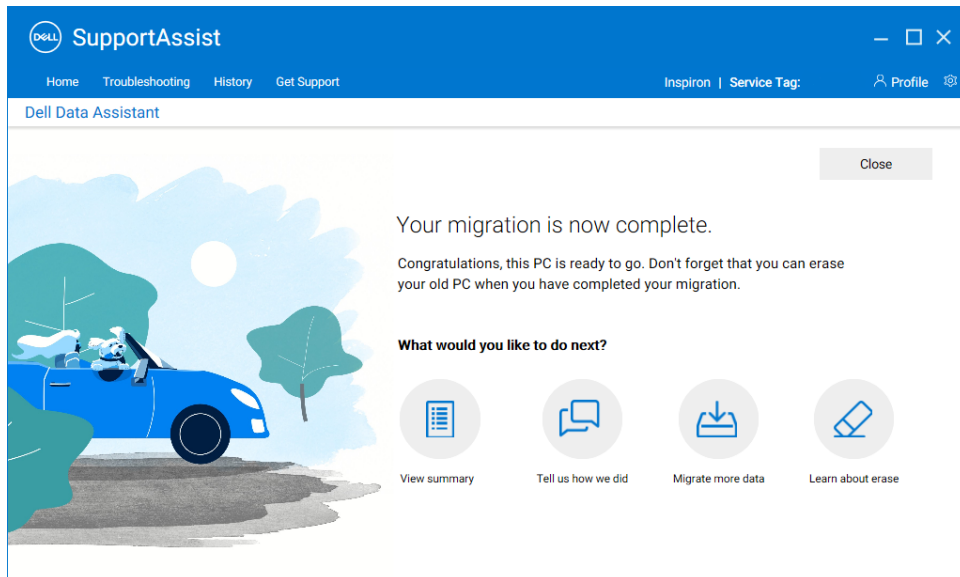


Figure 21. Migration completed on your new PC

For instructions to migrate data from multiple PCs, see the [How to migrate data from multiple PCs to your Dell PC](#) video.

17. On the old PC running the Windows operating system 8.1 or later, click **Erase This PC** to begin erasing the user files and settings the old PC.

Migrate also helps you remove files and settings from your old PC after the migration process is complete while retaining the Windows installation. Perform erase on the old PC only after connecting your old and new PC to each other. The verification code must also be entered on both the old and the new PCs.

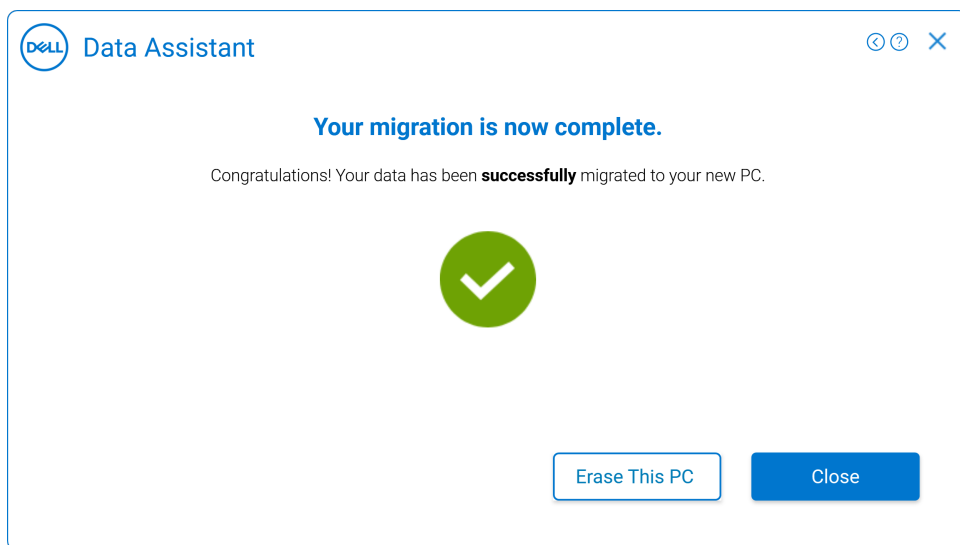


Figure 22. Migration completed on your old PC

18. Migrate runs the required prechecks on the old PC for erase. For more information about the prechecks that are performed for erase, see [Prechecks for erase](#).

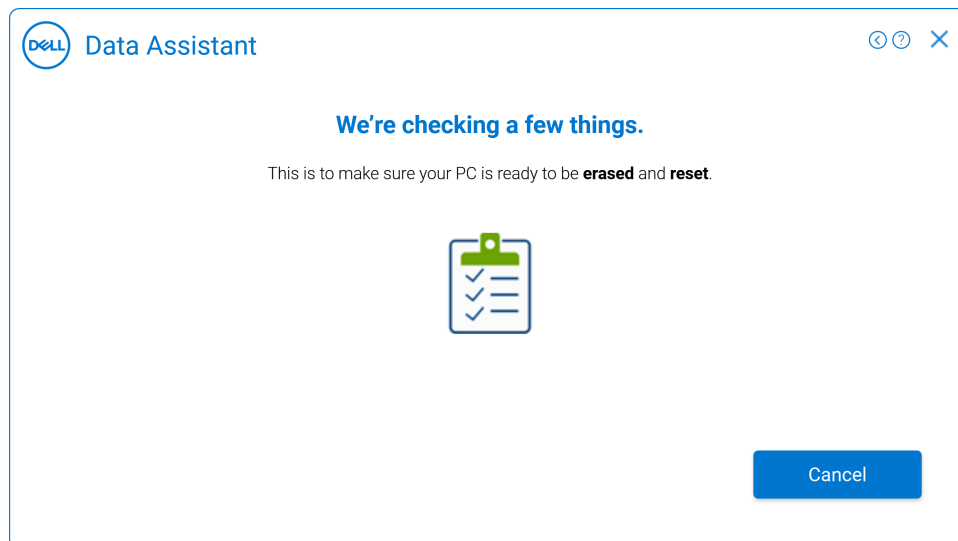


Figure 23. Running prechecks for erase on your old PC

19. If your old PC does not have the latest version of SupportAssist OS Recovery installed, click **Windows Reset**.

Related video: [How to erase and reset your old PC using Windows reset](#)

20. After the We're ready to reset this PC message is displayed, click **Launch Windows reset** and perform one of the following steps. For more information, see [Windows PC Reset](#). Windows is reset based on the option you select.

- Click **Keep my files** to delete applications and settings but retain your personal files.
- Click **Remove everything** to delete applications, settings, and personal files.

NOTE: To remove all your personal files, select **Remove everything**. You can also set a reminder for Migrate to remind you to erase files and settings from your old PC at your convenience.

For more information about Windows Reset procedure, see [Windows 10](#) and [Windows 8.1](#).

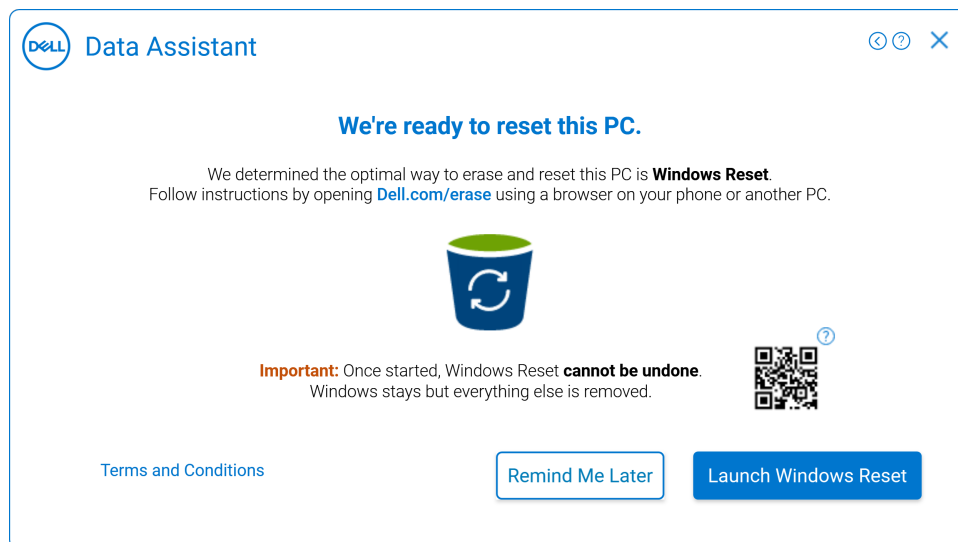


Figure 24. SupportAssist OS Recovery is not present on your old PC

For instructions to erase and reset a PC with multiple user accounts, see the [How to erase and reset your old PC that has multiple user accounts](#) video.

21. If your old PC has the latest version of SupportAssist OS Recovery installed, click **Reboot to begin Dell Reset**, and perform the instructions that are displayed on the page. For instructions to reset your PC using Dell reset, see [Reset SupportAssist OS Recovery](#).

Related video: [How to erase and reset your old PC using Dell reset](#)

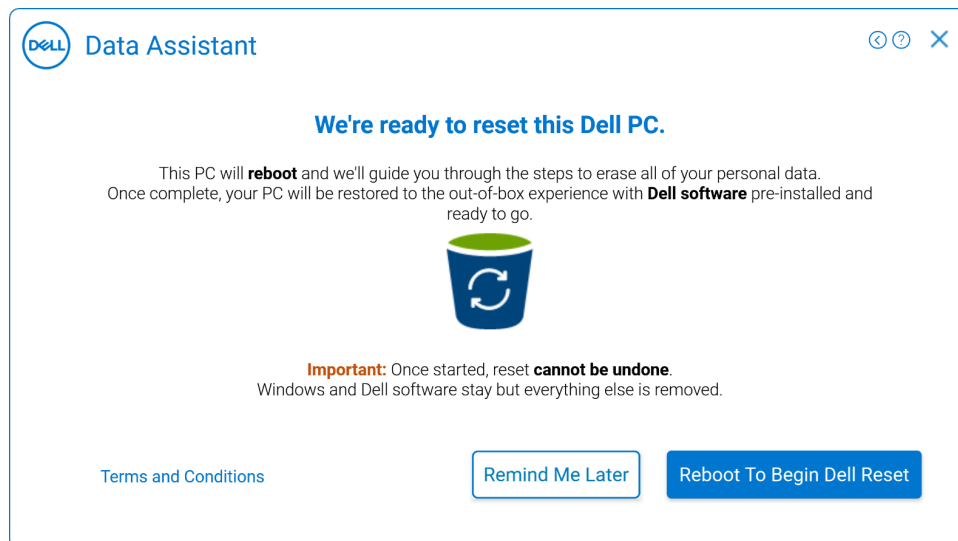


Figure 25. Dell OS Recovery is present on your old PC

For instructions to erase and reset a PC with multiple user accounts, see the [How to erase and reset your old PC that has multiple user accounts](#) video.

For information about errors that you may encounter during migration and data erase, and the possible workaround, see [Error codes](#).

Check the network settings

About this task

You can manually change your network settings from **Public** to **Private** to perform migration without being blocked by firewalls installed on your PCs. Migrate detects these settings, and changes the setting automatically from within the migration user interface. You can also change the network settings from Windows.

There are three kinds of networks:

- Private network—for example, home network.
- Public network—for example, cafe.
- Domain network—for example, school or work.

When performing tasks that involve data transfer, it is recommended to use a **Private** network.

Steps

1. On the bottom-right corner of your Desktop, click the Network icon.



Figure 26. Network icon on the desktop

2. From the list of the available networks, click **Properties** for the network to which the PC is connected to.

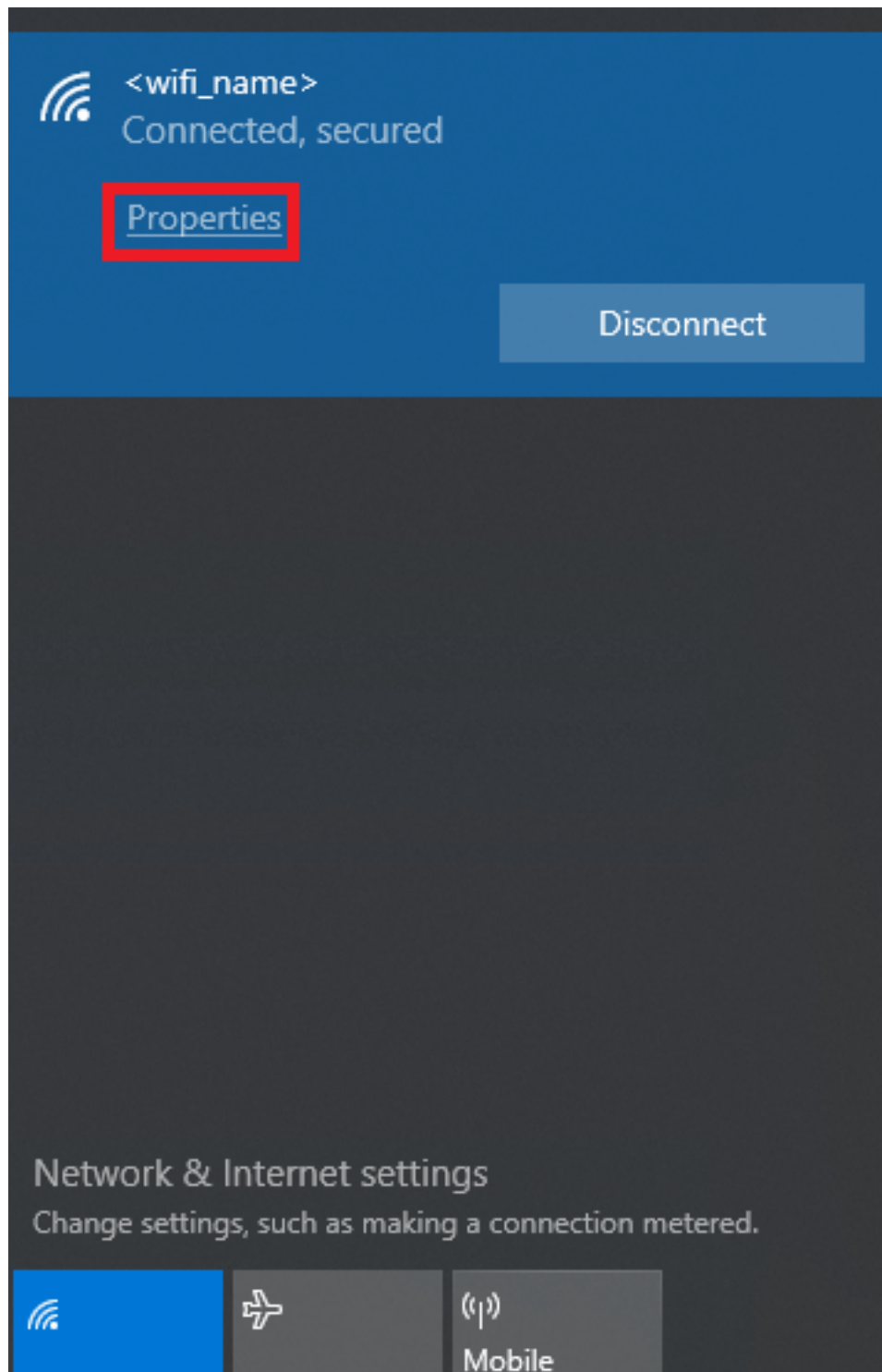


Figure 27. Network and Internet settings

If your network settings are set to **Private**, migration proceeds automatically. If your settings are set to **Public**, then migration might not proceed successfully. Ensure that the network you are connected to is one you recognize and trust, for example, your home network. It is not recommended to migrate files and settings on networks that you do not recognize or are not secure.

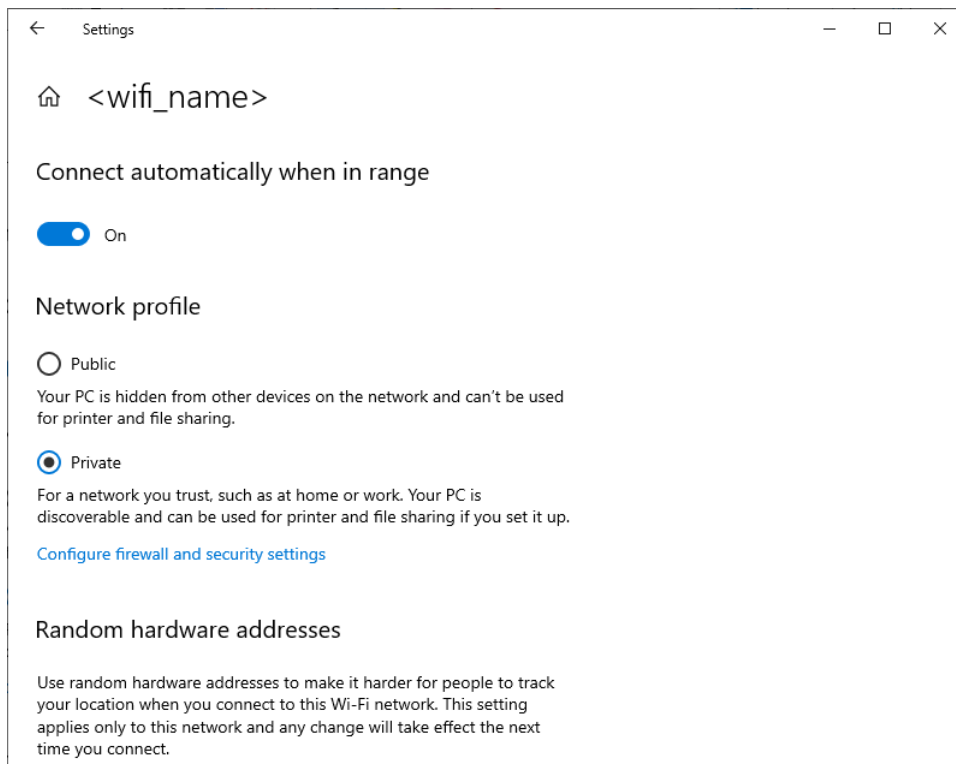


Figure 28. WiFi Settings

3. If the network is classified as a **Public** network during your PC set up, and you recognize and trust the network, you can change its classification to a **Private** network and proceed with the migration. This can also be done from within Migrate.
4. If your network settings are set to **Public** on either of the PCs, a prompt is displayed to confirm you trust the network that the PCs are connected to before proceeding further with the migration. If you recognize and trust the network that you have connected to, click **Trust Network** to proceed with the migration. This changes the classification of that network to **Private**. If this change is done by clicking **Trust Network** instead of manually through the Windows security options, this setting reverts when Migrate is closed. In this case, the next time Migrate is opened, you are prompted to make the change again.

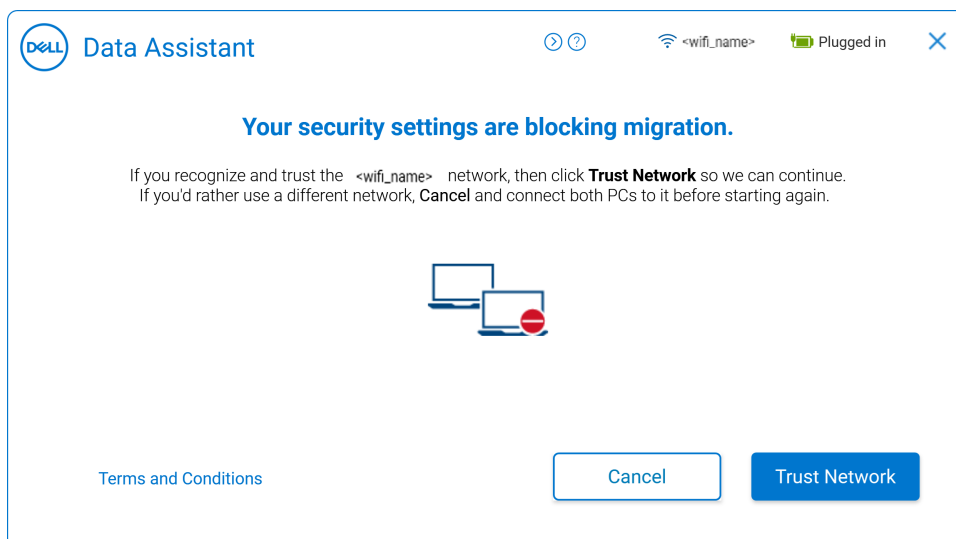


Figure 29. Trusting the network on your old PC

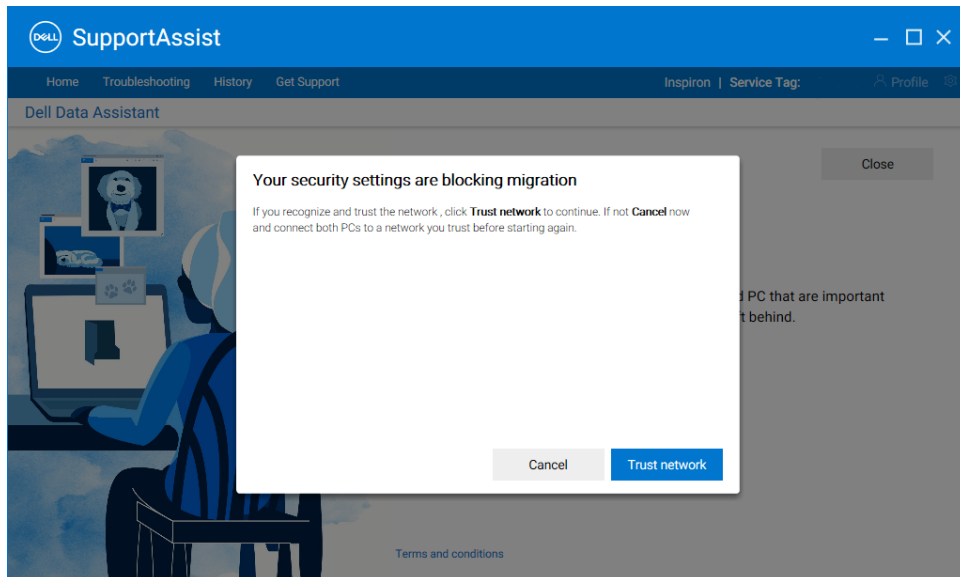


Figure 30. Trusting the network on your new PC

Change the system locale

You can change your system locale if your locale setting is not set correctly for the supported regions.

About this task

NOTE: You must select the same locale on both the old and new PCs.

See [Supported locales](#) for the list of supported locales.

When Dell Data Assistant is launched on the old PC, it runs a series of prechecks to validate that the PC has the required prerequisites for Migrate. One of the prechecks is the locale settings.

If the PCs are not on the supported locale, Migrate prompts you to change to a supported locale and try again.

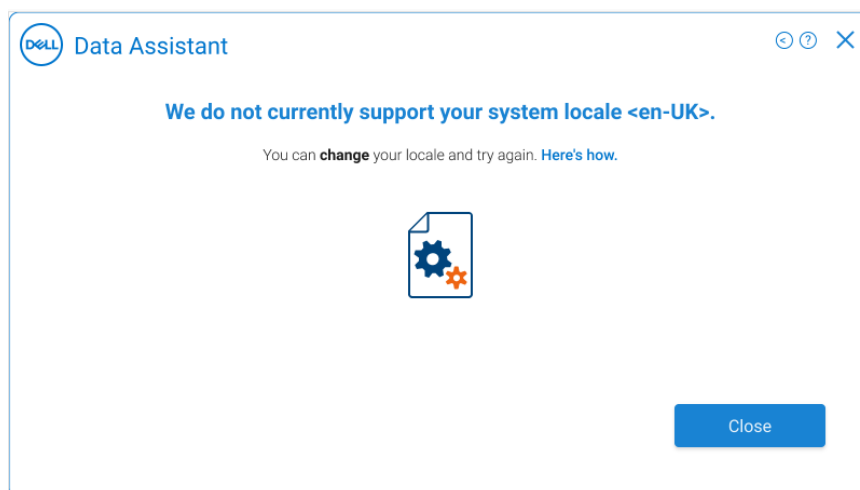


Figure 31. Local setting not supported in Data Assistant

Steps

1. In the search box next to the start icon on the taskbar, enter **control**. Click **Control Panel** from the list of results.

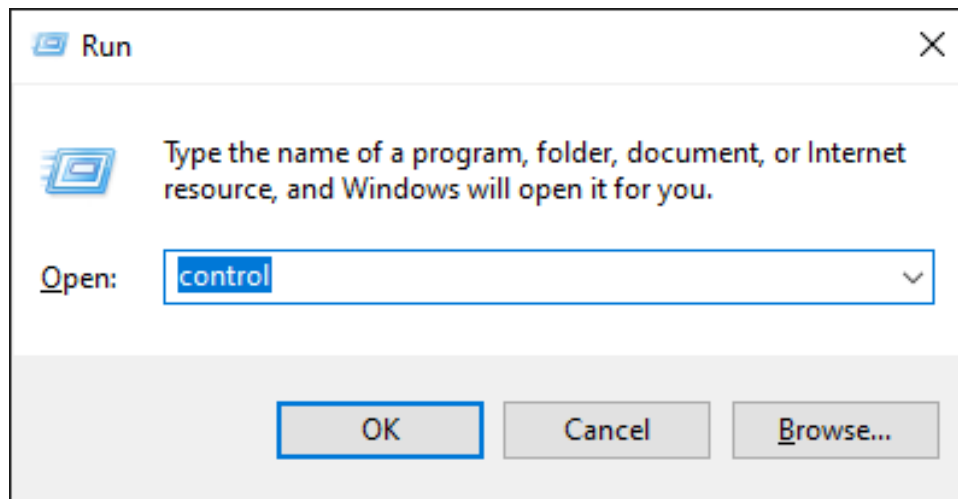


Figure 32. Search for Control Panel using Run

2. In **Control Panel**, click **Time & Language > Region > Administrative > Change system locale**.

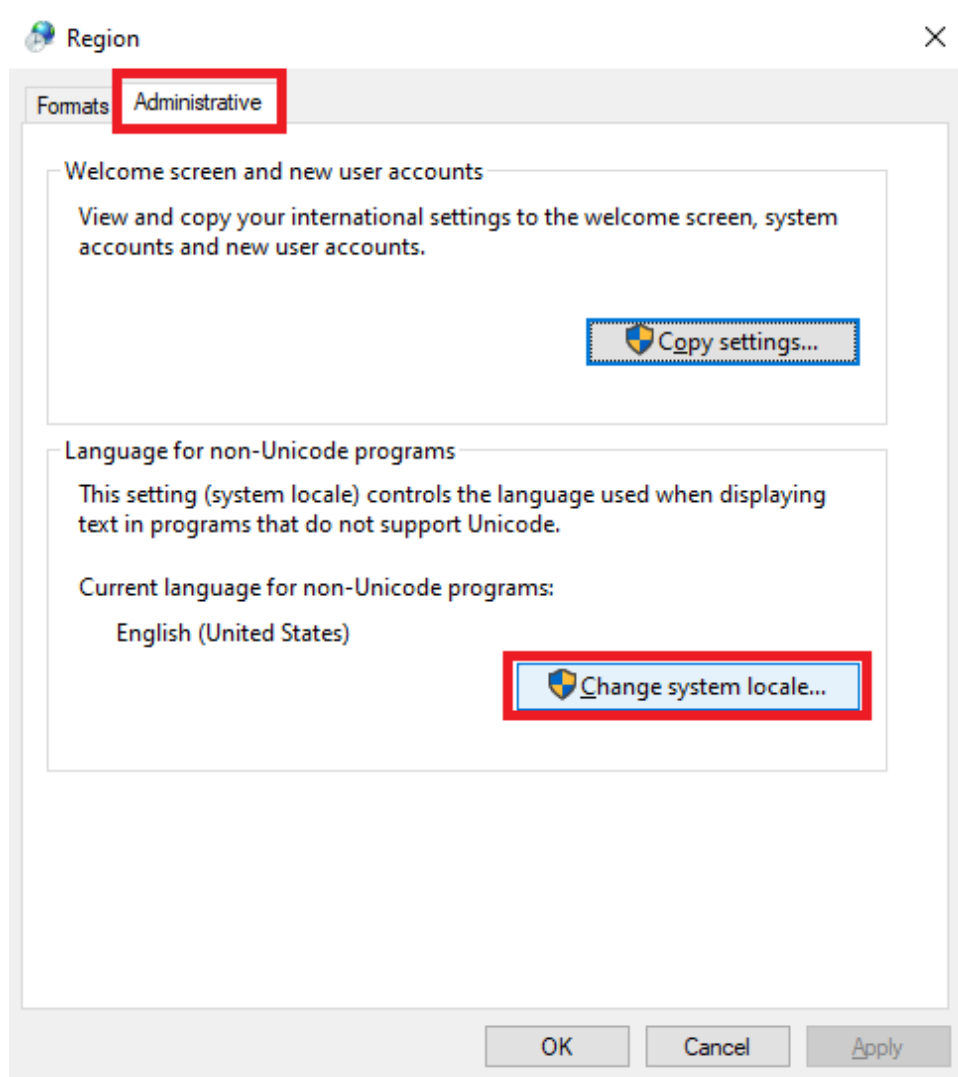


Figure 33. Region

3. Select a new system locale from the supported list of locales, and click **OK**.

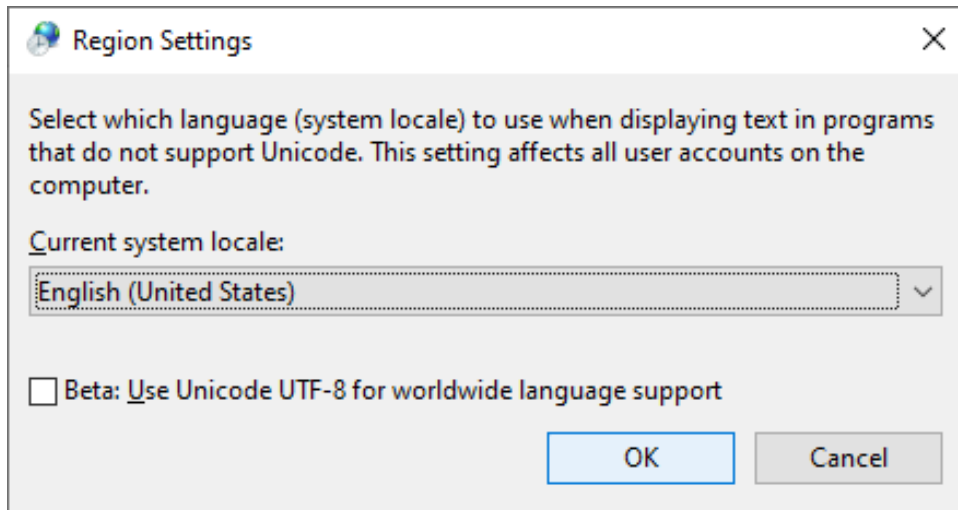


Figure 34. Region Settings

4. Click **Restart Now** to restart your PC for the changes to take place.

Device discovery and prechecks

Before the old and the new PCs are linked for migration, a series of checks or validations are done to assess the readiness of the PCs. The checks are known as prechecks or prerequisites. Prechecks that are run on both the old and the new PCs are:

- Locale check
- Logged-in user check
- Network check
- Operating system check
- Application check
- Battery check

NOTE: The same set of prechecks is run on both the new PC and the old PC before proceeding with the migration.

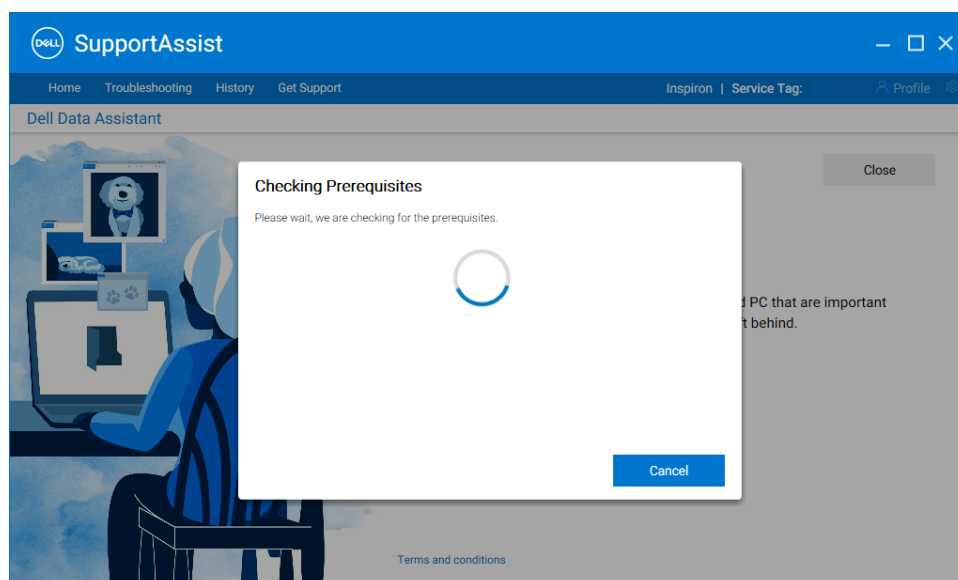


Figure 35. Running prechecks on your new PC

Locale check

This check is done on both the old and new PCs to check if both the PCs are in the same locale. If an unsupported locale is found, you must change to a supported locale and try again. For more information, see [Change the system locale](#).

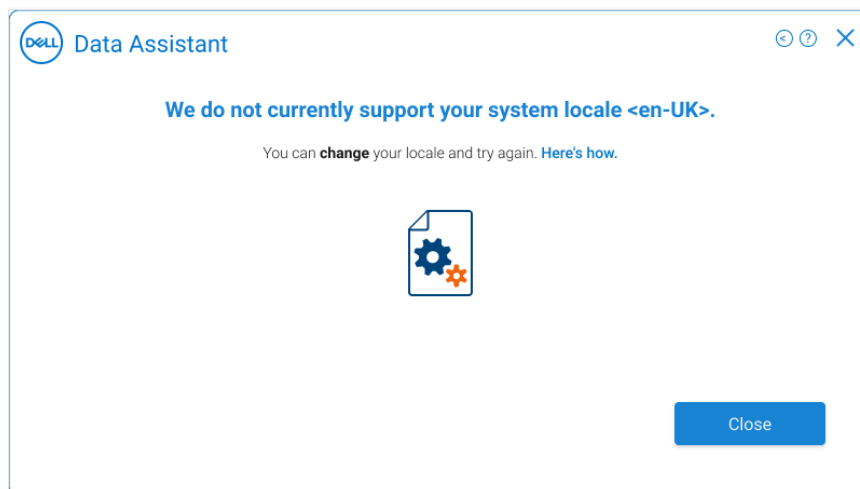


Figure 36. Locale settings in old PC are not supported

Logged-in user check

This checks the privilege level of the logged in user. To migrate data, you must have administrator privileges. If you are not an administrator, Migrate prompts you to log in with an administrator account. For more information, see [Migrate multiple accounts](#).

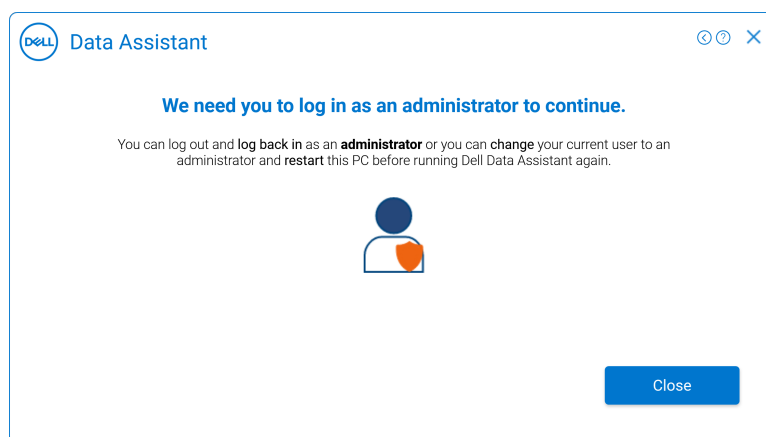


Figure 37. User not logged in as administrator on your old PC

Network check

This checks if both the old and the new PCs are connected to the same network. If the PCs are not connected to the same network, Migrate prompts you to connect both the old and the new PCs to the same network. If both the old and the new PCs are on different networks, the PCs do not find each other during the pairing for code verification, and migration does not proceed. For more information, see [Migrate multiple accounts](#).

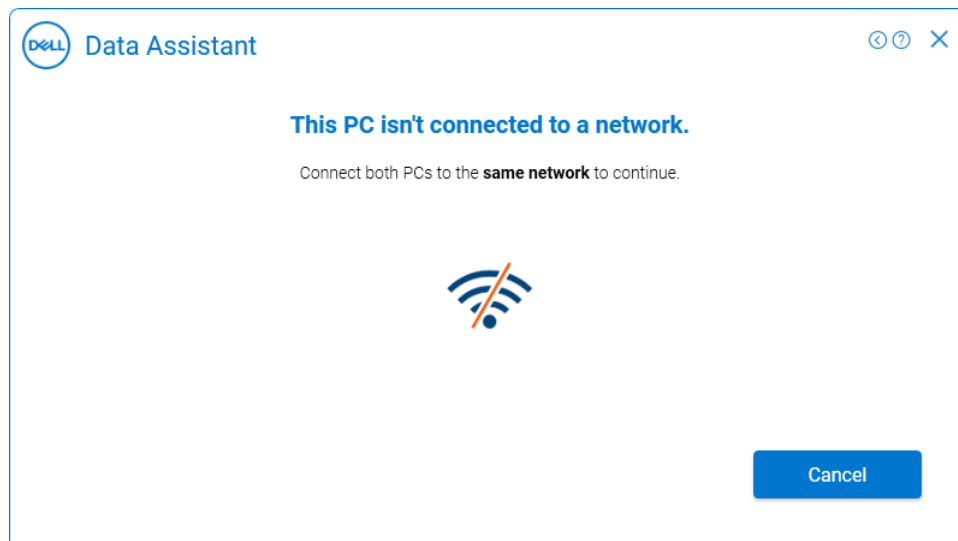


Figure 38. PCs not connected to same network on your old PC

Both the old and the new PCs must be on a trusted network. This allows both the old and the new PCs to be discoverable and communicate. If both the PCs are not on a trusted network, a message is displayed with an option to trust the network. It is recommended to click **Trust Network** only if you recognize and trust the network. If you do not recognize the network, it is recommended that you switch to a known secure network.

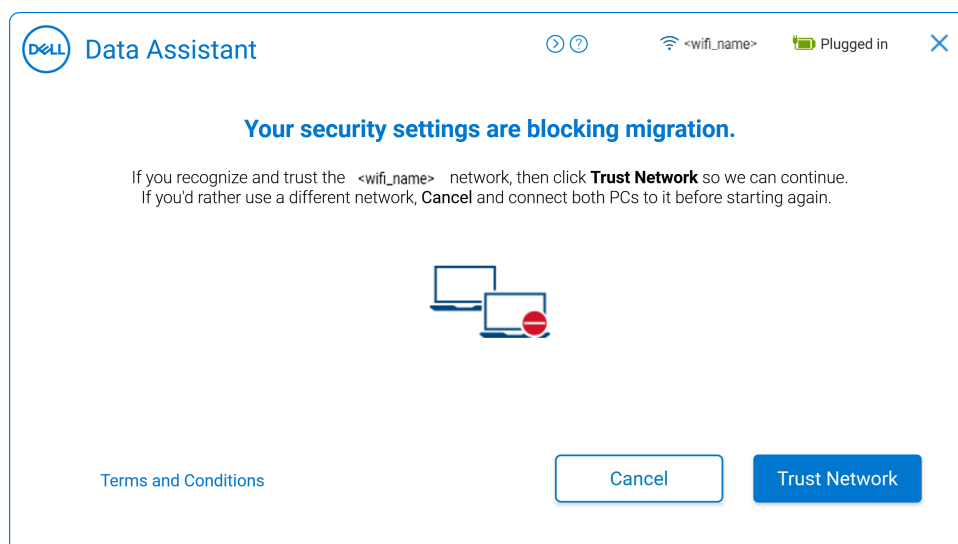


Figure 39. Prompt for unidentified networks

Operating system check

This checks if the operating system is compatible with Migrate. The compatible operating system versions are Windows 7 or later on the old PC and Windows 10 or later on the new PC. If both the old and the new PCs are not using supported Windows versions, Migrate prompts you to upgrade to a newer version of Windows operating system. For more information, see [Unsupported Windows version](#).

NOTE: Data migration is supported on old PCs running the Windows operating system 7 or later. Erase and reset is supported on old PCs running the Windows operating system 8.1 or later.

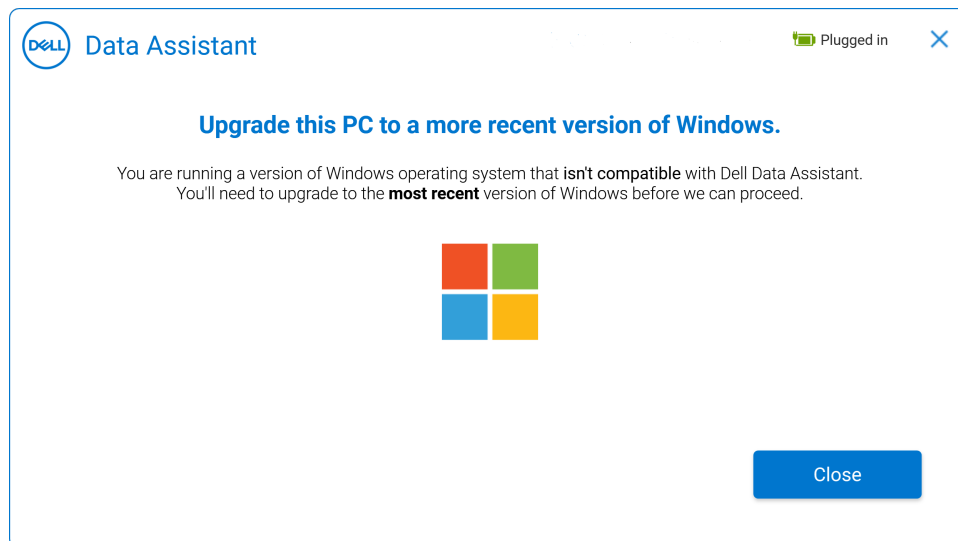


Figure 40. Upgrade Windows

Battery check

This check confirms that the battery on both the old and the new PCs are more than 20% so that migrating and erasing data process is not interrupted. If the battery is below 20%, and the PC is not connected to a power outlet, Migrate prompts you to connect your PC to a power outlet. You must ensure that your PC is connected to a power outlet irrespective of the battery level when you are erasing the content in the old PC.

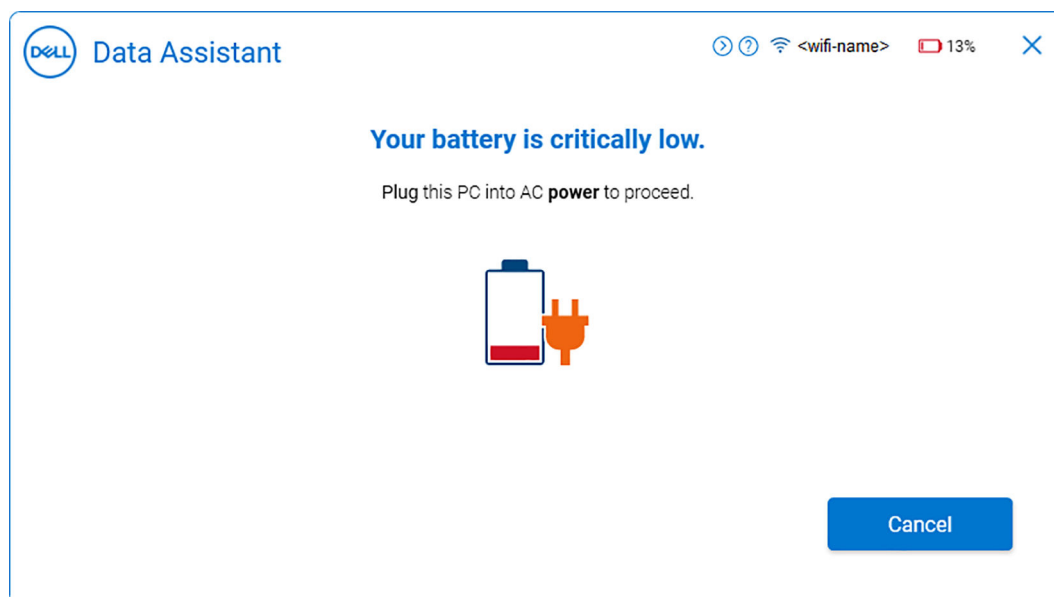


Figure 41. Low battery

Application check

This check prompts to close applicable applications, as Migrate requires read and write access to the system memory. It is recommended to close certain applications to avoid skipping of any files from being migrated. It is also recommended to close all applications that acquire locks on files and prevent them from being migrated. For more information, see [Applications to close before migrating](#).

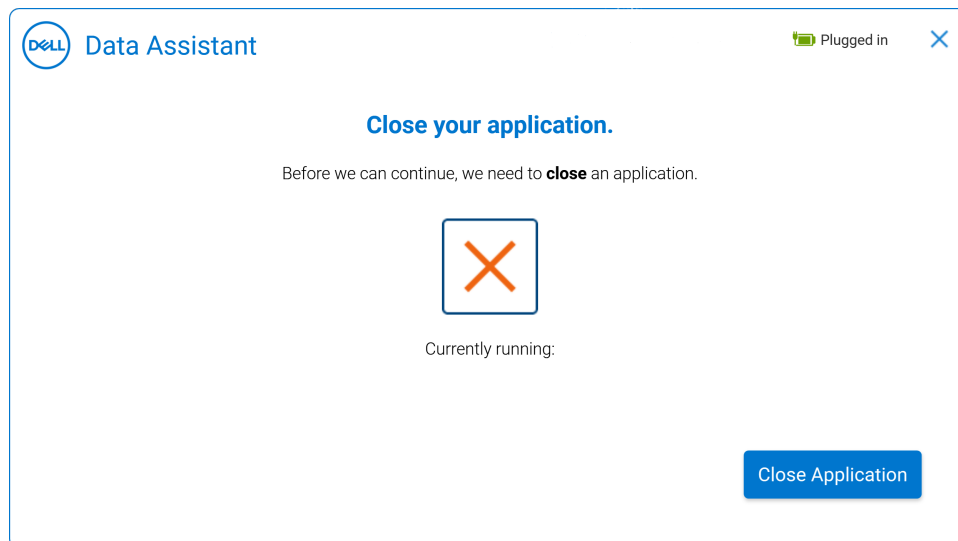


Figure 42. Close applications

Unsupported Windows version

If Migrate is launched on a PC running an unsupported version of the Windows operating system, a warning is displayed that the migration cannot be performed on a noncompatible version of Windows and prompts you to upgrade the operating system on the old PC to a supported version of operating system. The compatible operating system versions are Windows 7 or later on the old PC and Windows 10 or later on the new PC. It is recommended to upgrade to the most recent version of Windows.

NOTE: Data migration is supported on old PCs running the Windows operating system 7 or later. Erase and reset is supported on old PCs running the Windows operating system 8.1 or later.

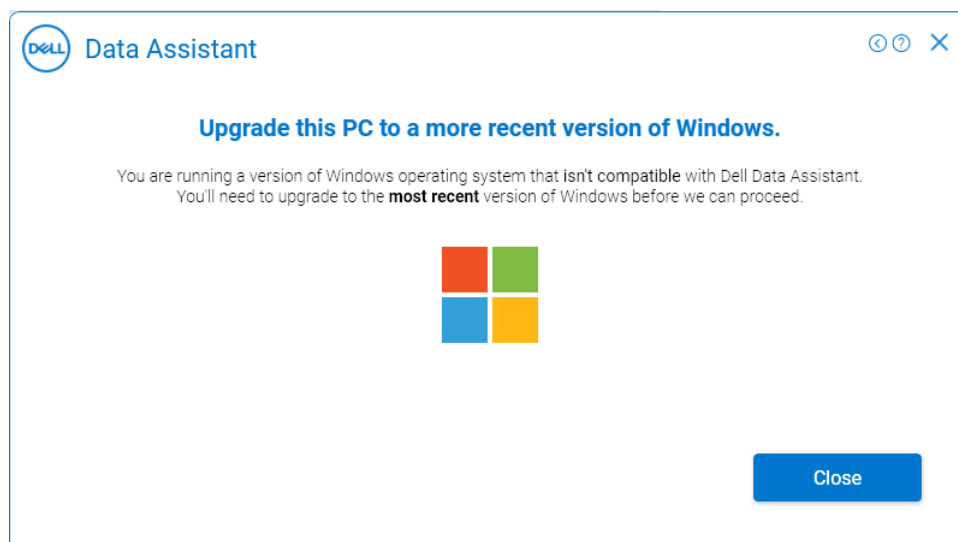


Figure 43. Unsupported version of Windows operating system detected

Applications to close before migrating

If certain applications are open in the background, Migrate does not proceed. You must close the applications to proceed with the migration process. You can either click **Close Applications** in Migrate to automatically close all the mentioned applications, or you can manually save any work in progress and manually close all the applications that are open.

List of applications

Close all the applications that run on port 28283 for Migrate to function.

NOTE: If any application running on both the old and the new PCs is using port 28283, then the two PCs do not pair, and the migration process does not proceed.

Close the following applications after pairing both the old and the new PCs:

- Browser applications:
 - Google Chrome
 - Mozilla Firefox
 - Microsoft Edge
 - Internet Explorer

NOTE: These browser applications must be closed if you have opted to migrate browser bookmarks.

- Settings-related applications:
 - System Settings
 - Registry Editor
 - Control Panel

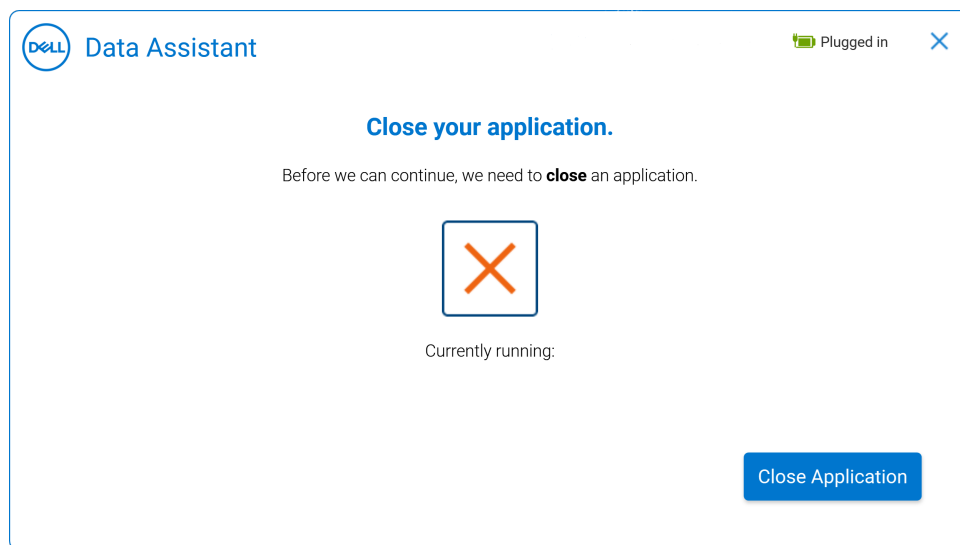


Figure 44. Close applications page on your old PC

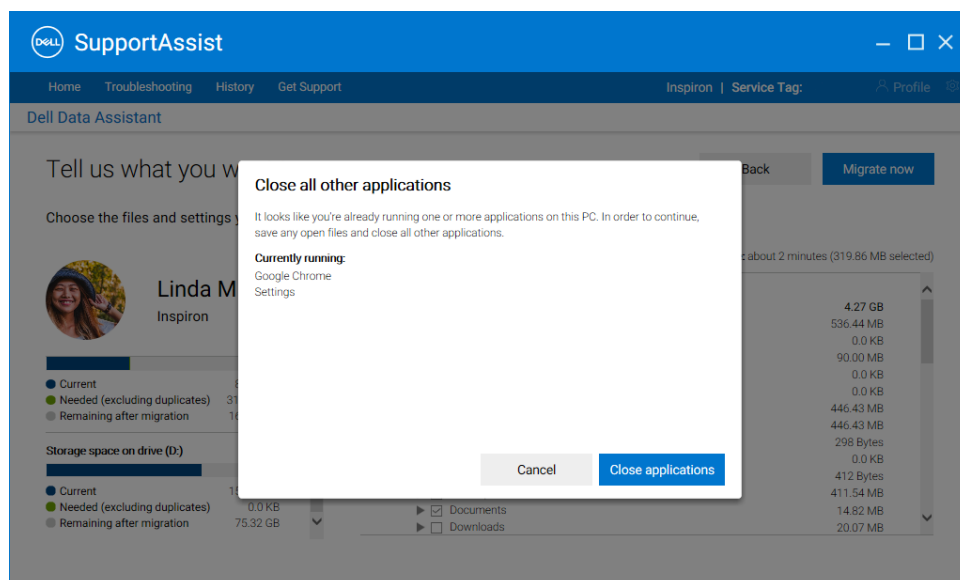


Figure 45. Close applications page on your new PC

NOTE: If you have opted to migrate the user account settings, migration cannot continue unless those applications are closed. If any of those applications are opened during the migration, Migrate cannot guarantee the success of the migration.

Start Migrate

Related video: [How to get started with the Dell Migrate service](#)

Prerequisites

- Ensure that both the old and the new PCs are connected to the same network. This is mandatory as the wireless data transfer through the network only works when both the PCs are connected to the same network. The time Migrate takes to complete a migration depends on the network speed and the amount of data to be transferred from the old PC to the new PC. It is recommended to connect to a wired network. If you use a wireless network, a 5 GHz network is faster than a 2.4 GHz network. However, migrate is designed to work over any network.
- Ensure that both the PCs are connected to a power outlet to avoid disruptions during the migration process. If one PC were to run out of battery power, the migration or erase process would not complete successfully.

Steps

1. Open Data Assistant on the old PC. If you do not have Data Assistant, download it from www.dell.com/DataAssistant.
2. Perform one of the following steps:

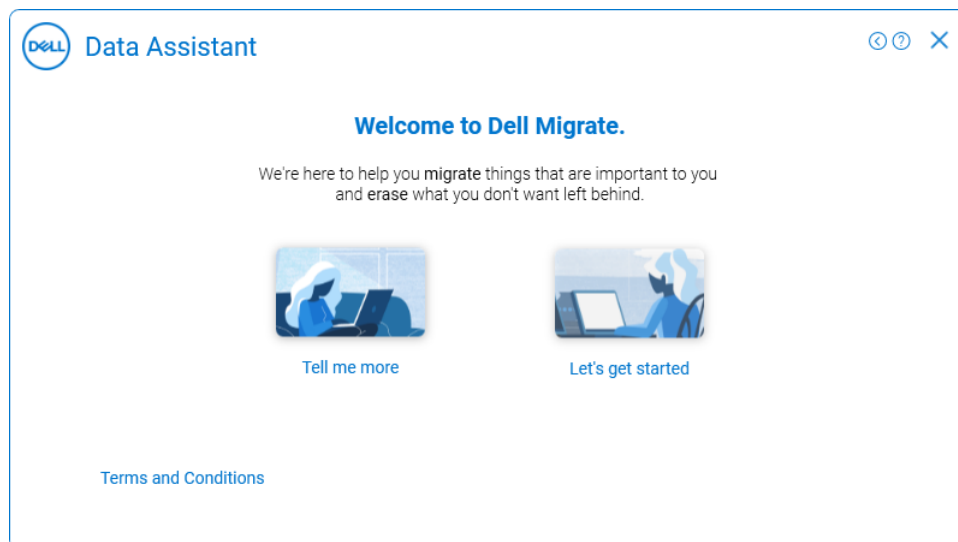


Figure 46. Getting started on Data Assistant

- Click **Tell me more** to learn how Migrate helps you to migrate data from your old PC to your new PC. This page contains an overview video for Migrate that opens on your browser, and a link to purchase Migrate.

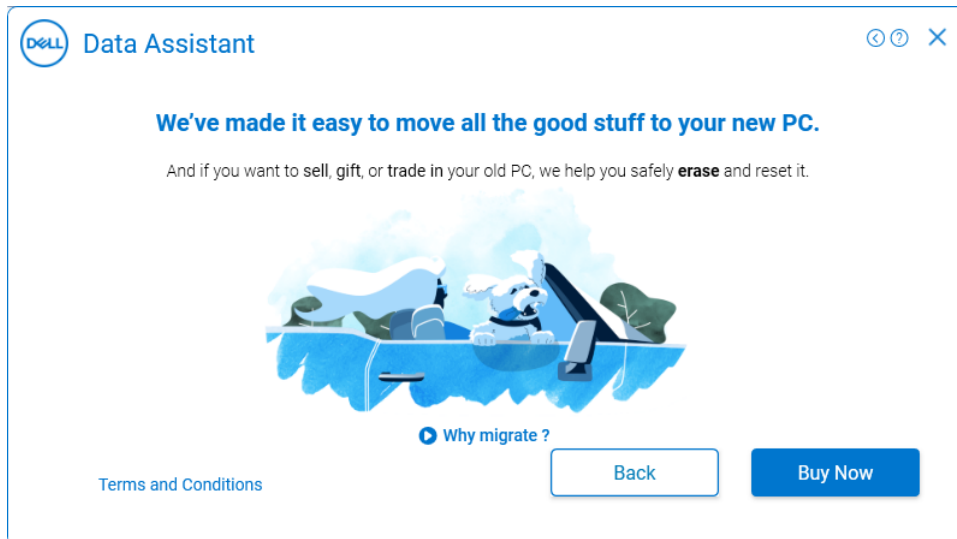


Figure 47. Getting started on Data Assistant

- Click **Let's get started** to start migration. When the old PC is searching for the new PC, tips to ensure that the PCs find each other are also displayed.

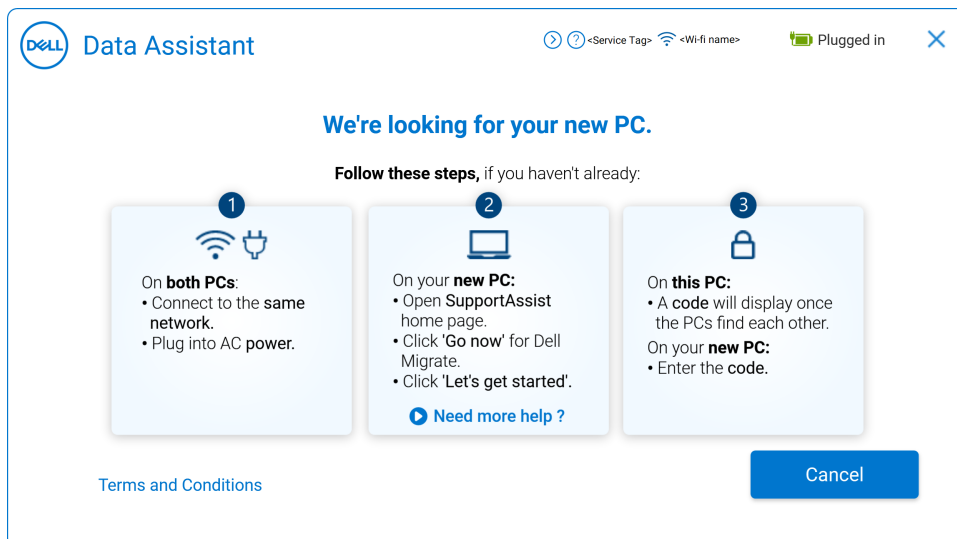


Figure 48. Checking for new PC on Data Assistant

- Based on whether you are migrating to the old or the new PCs, perform one of the following steps:
 - Applicable to the new PC only—On your new PC, launch the [Dell SupportAssist](#) from **Start**. At the bottom-left of the page, click **Go Now** to launch Migrate.

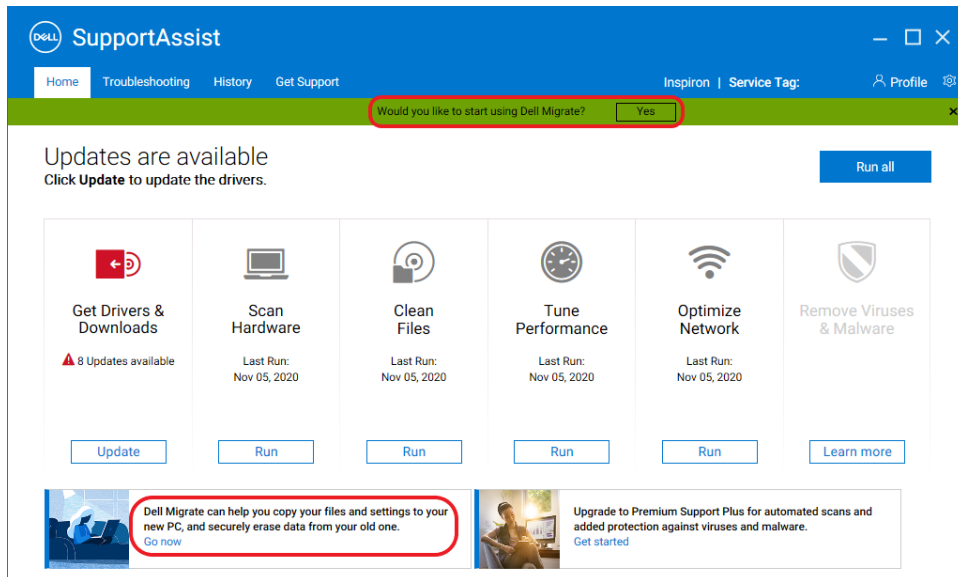


Figure 49. SupportAssist on your new PC

On the next page, click **Let's get started** to start the migration process. The migration process searches for your old PC on the network. The next step takes you through the device pairing for both the old and the new PCs.

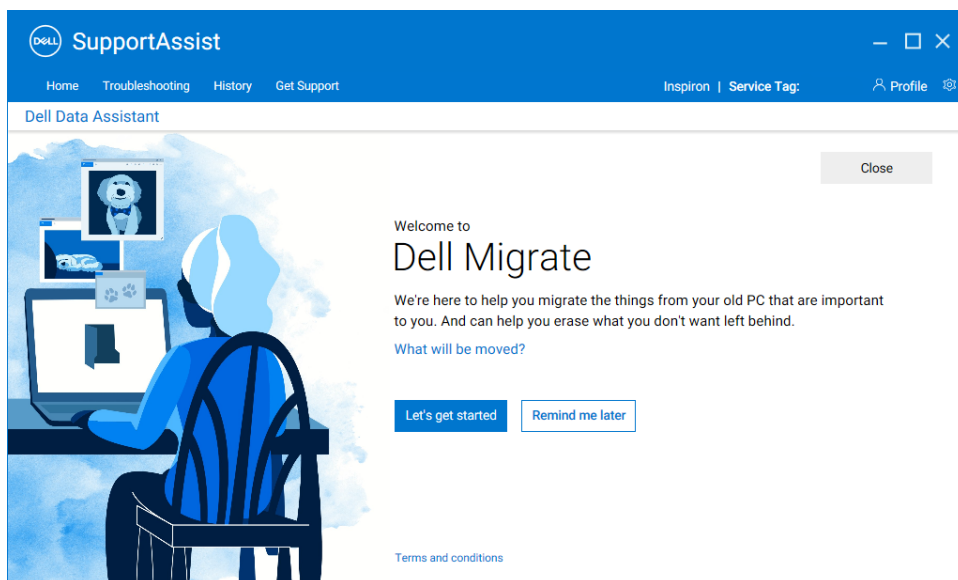


Figure 50. SupportAssist on your new PC

- Applicable to both the old and the new PCs—after both the old and the new PCs discover each other on the network, a six-digit code is displayed on the old PC. Enter this six-digit code on the new PC. This establishes a secured connection between the two PCs for the migration process. A success message is displayed when the code entered on the new PC matches the code on the old PC.

NOTE: The 6-digit code is refreshed every 60 seconds until the pairing of both the PCs is completed. If you fail to enter the correct pairing code five consecutive times, the migration process is terminated for security reasons. You then must close Migrate on the old PC and the new PC, and then relaunch on both PCs to try again.

Now that both the old and the new PCs are paired, you can begin transferring your files and settings to your new PC. You can then also erase your files and settings from your old PC after you have successfully migrated your data.

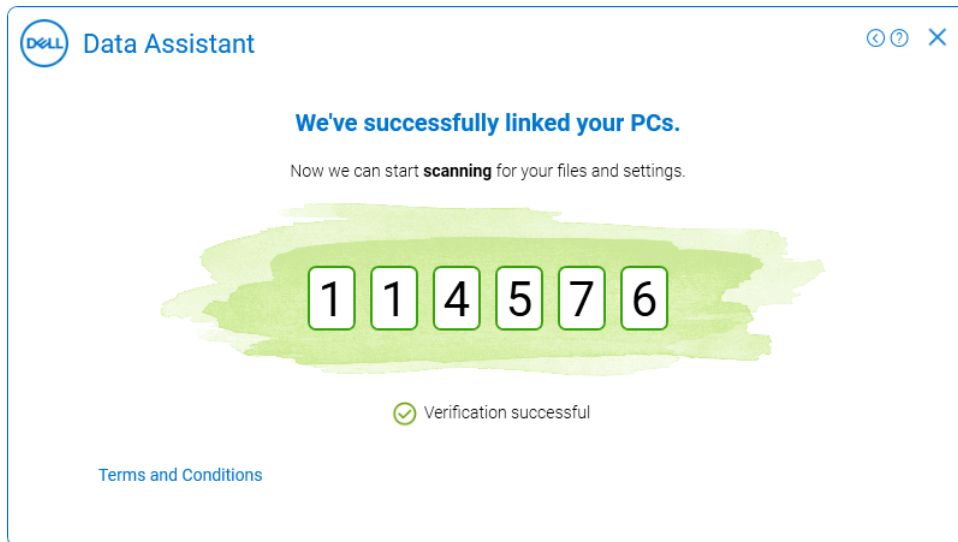


Figure 51. Successfully paired both the PCs

Launch Data Assistant on your old PC

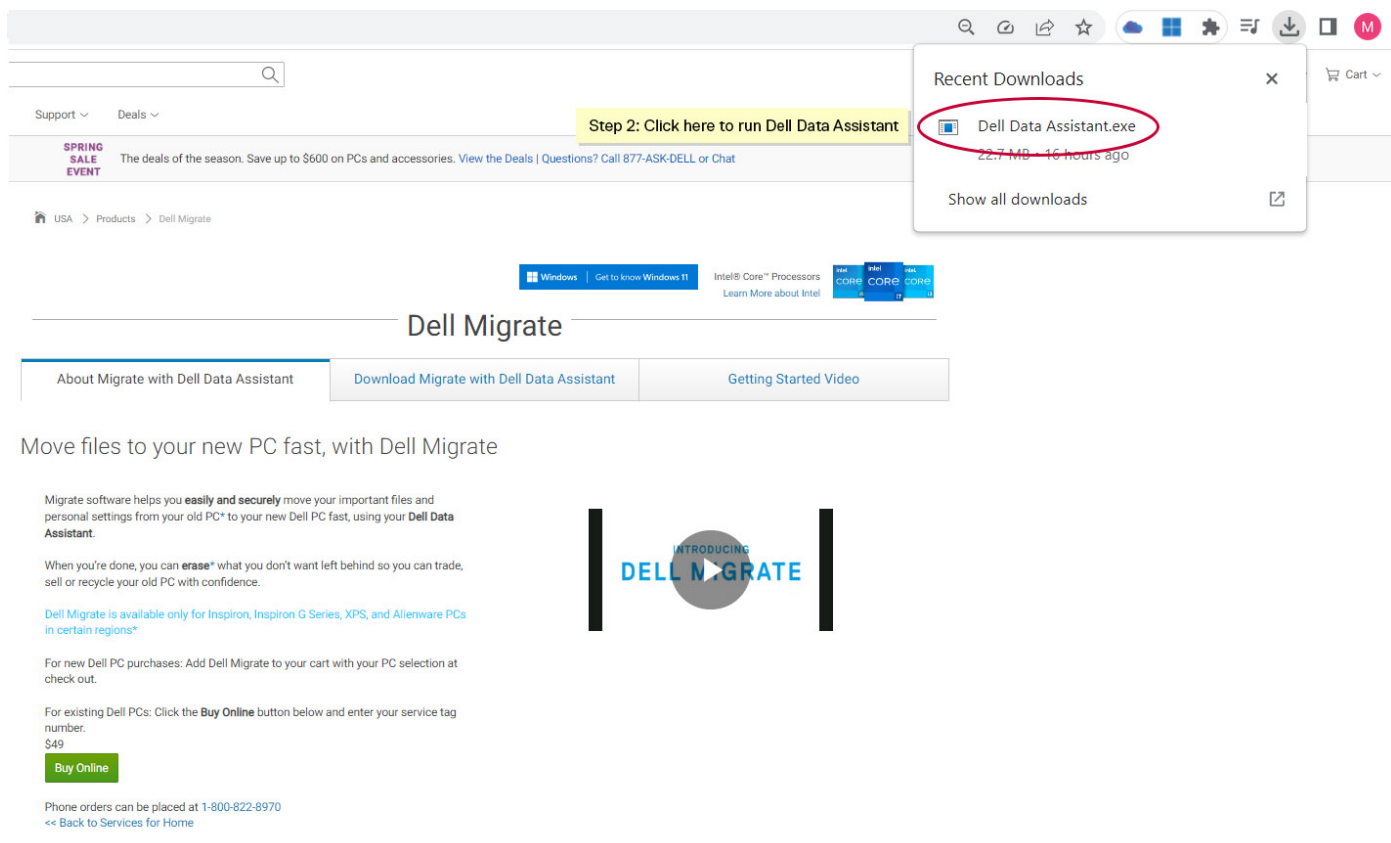
Data Assistant helps you transfer files and settings to your new Dell PC and erase personal files and settings from your old PC.

Prerequisites

- The operating system that is installed on your old PC must be Windows 7 or later.
- The operating system that is installed on your new PC must be Windows 10 or later.
- You must be logged in as an administrator on your old and new PCs.
- Ensure that you are using a compatible version of the Windows operating system (Windows 7 or later) to perform the migration from your old PC to your new Dell PC.
- Ensure that you are logged in as an administrator or the account you are currently logged in with has administrator privileges on your old PC.

Steps

1. On your old PC, download and install Dell Data Assistant from www.dell.com/DataAssistant.



How does Dell Migrate work?



Figure 52. Download and install Dell Data Assistant on your old PC

2. Data Assistant runs the prechecks on the PC and a message displayed if any of the prerequisites are not met. For more information about the prechecks performed by Data Assistant, see [Device discovery and prechecks](#).



Figure 53. Data Assistant on your old PC

3. You must be on a trusted network to securely connect both the old and the new PCs. If you are on a network that you have not classified as trusted within Windows on your new PC, a message is displayed to confirm your security settings. Perform one of the following steps:

- Click **Trust Network** if you recognize and trust the network to proceed with the migration.
- Click **Cancel** if you do not trust the network. Reconnect to a network that you trust, and restart the process.

NOTE: If your network is already trusted, the message is not displayed.

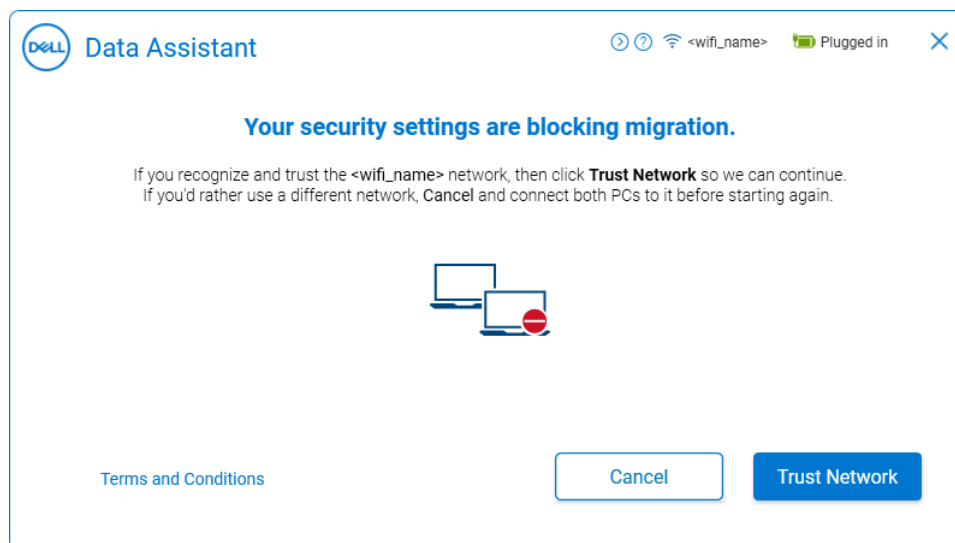


Figure 54. Trust network on your old PC

The **Migrate** page is displayed.

4. Click **Let's get started** to start connecting both the old and the new PCs. For more details about this process, see [Start Migrate](#).

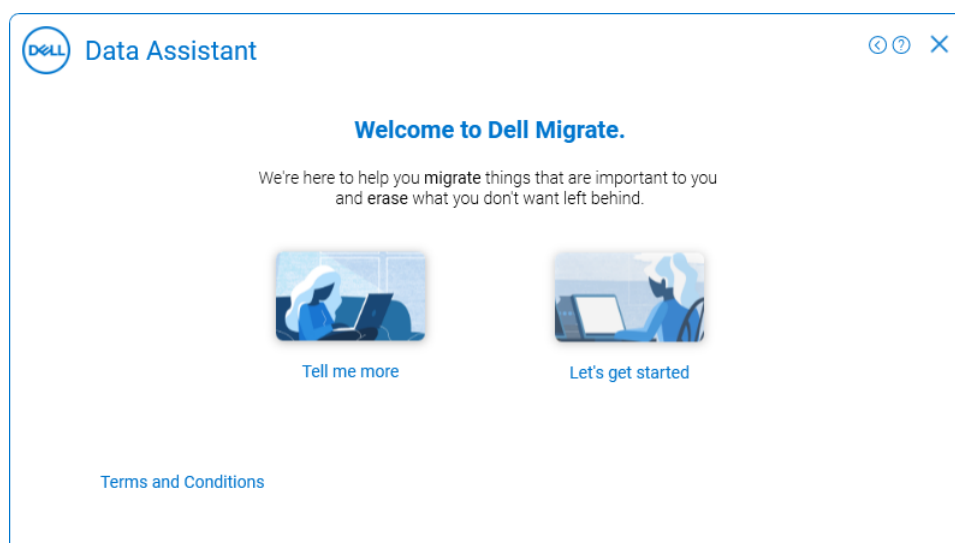


Figure 55. Data Assistant welcome page on your old PC

Troubleshooting issues with launching Data Assistant on the old PC

While launching Data Assistant on the old PC, perform the following steps if the following message is displayed: To try again, click Close and wait for five seconds, then restart the application. If you continue to have problems, get help here.

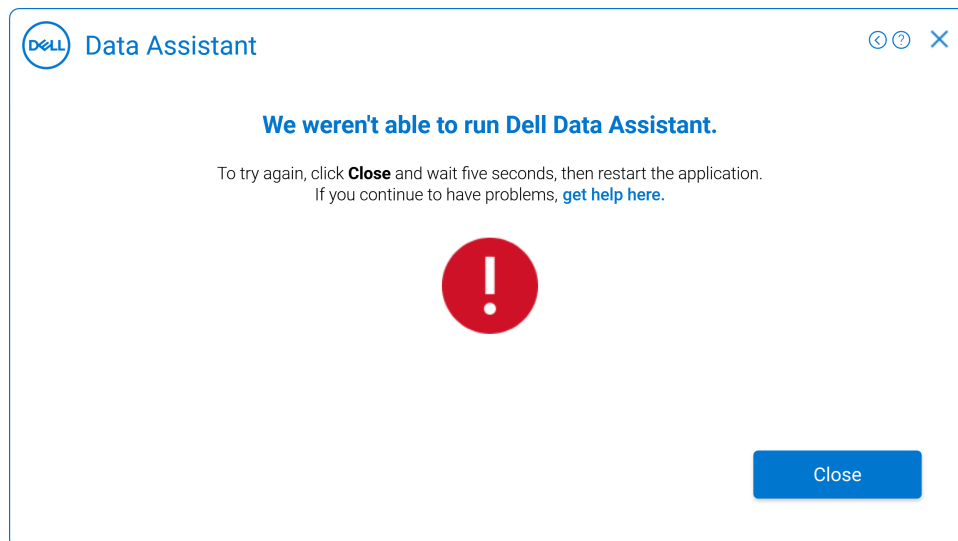


Figure 56. Unable to launch Data Assistant on your old PC

The possible reasons for failure in launching Data Assistant on the old PC are:

- Failed to initiate the local database for Data Assistant.

This can happen if the local database is created by a Windows user who is not an administrator and is being accessed by using an administrator account on the PC. This may also happen if an outdated version of Data Assistant is installed on your old PC.

Perform the following steps to resolve this issue:

1. To fix the database issue, delete the folder, <Operating System Drive>\ProgramData\DDA.
2. Restart your old PC, and open Data Assistant with administrator rights or from administrator Windows user account. This creates a database with proper permissions.
3. Open Data Assistant again.

- Failed to obtain read permissions due to encrypted or virtual drive on the old PC.

This issue occurs if there is a virtual drive present on the old PC which is created if a **Click to Run** version of a program such as **Microsoft Office applications** is installed. Due to the presence of the virtual drive on the PC, Data Assistant cannot read and write to the file system. This causes a time-out and migration is terminated.

Perform the following steps to resolve this issue:

1. Uninstall the **Click to Run** version of the application from the old PC and retry the migration process.
2. After the migration is completed, reinstall the program, and activate it.

- Incompatible version of Data Assistant is used on the PCs.

Ensure that the latest version of the SupportAssist and Data Assistant is used during the migration process.

To resolve this issue, download and install Data Assistant from www.dell.com/DataAssistant on your old PC.

- Core part of the application is removed.

This issue occurs if you remove any necessary application or EXE file from C:\Dell\DellDataAssistant folder.

To resolve this issue, download and install Data Assistant from www.dell.com/DataAssistant to perform a fresh installation of Data Assistant.

If issue still persists with launching Data Assistant, contact the [Dell Technical support](#).

Launch Migrate through SupportAssist on your new Dell PC

Steps

1. In the search box next to the Start icon on the taskbar, enter **SupportAssist**. Click SupportAssist from the list of results.

NOTE: If SupportAssist is not installed on your PC, download [SupportAssist](#) and install it.

2. Perform one of the following steps:
 - Click **Yes** on the **Would you like to start using Dell Migrate** banner.
 - Click **Go now** in the **Dell Migrate can help you copy your files and settings to your new PC, and securely erase data from your old one** section.

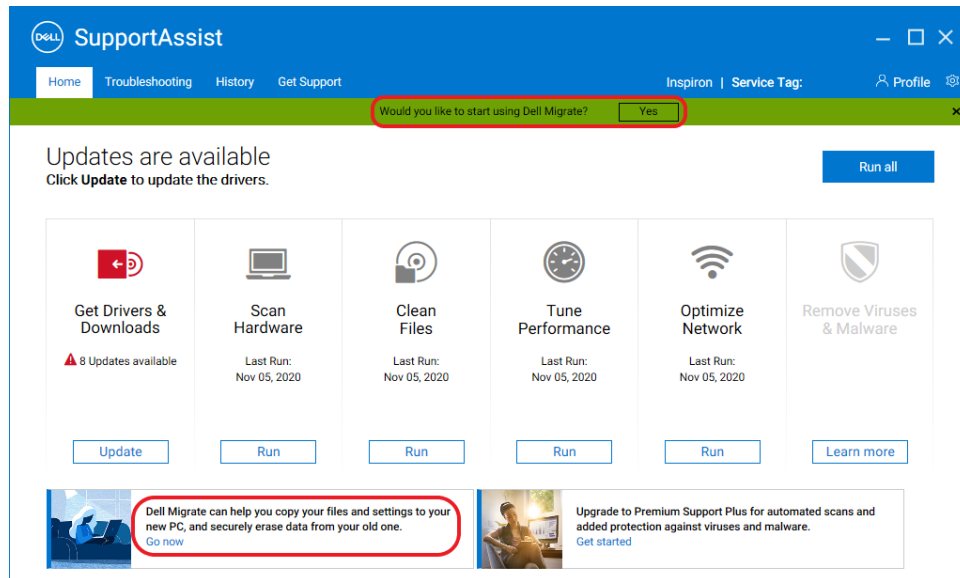


Figure 57. Opening SupportAssist on your new PC

The **Migrate** page is displayed.

3. To read the service contract, click **Terms and conditions**.
4. Click **Let's get started** to connect both the old and the new PCs.

If you are unable to launch Migrate, see [Troubleshooting issues with launching Data Assistant on the old PC](#).

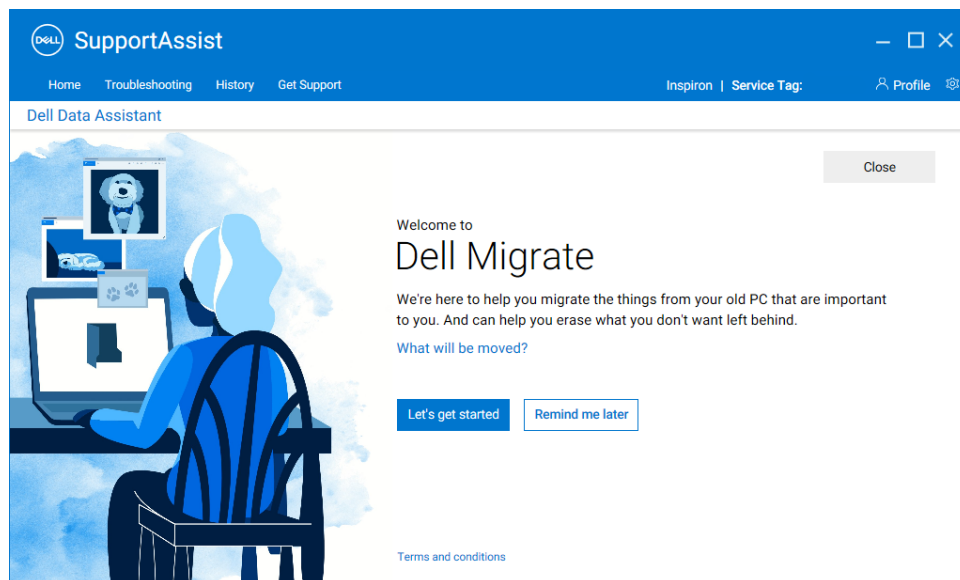


Figure 58. Data Assistant welcome page on your new PC

Troubleshooting issues with launching Migrate through SupportAssist

If you are unable to see the welcome page for Migrate, or the option to launch Migrate is not displayed on SupportAssist, perform the following steps:

1. Go to **Control Panel > Add or Remove programs** to uninstall SupportAssist.
2. Restart the new PC and install SupportAssist. For more information about installing SupportAssist, see the latest version of *SupportAssist for Home PCs User's Guide* on the [SupportAssist for Home PCs](#) documentation page.
3. Ensure that you are logged in as an administrator, before launching SupportAssist.

If the issue still persists with launching Migrate, contact the [Dell Technical support](#).

Code verification

The six-digit verification code that is displayed on Data Assistant helps you to securely connect to the other PC and transfer data securely.

After the verification code is displayed, a provision to enter the code on Migrate within SupportAssist is displayed. The code is refreshed every minute. Ensure that to enter the correct code on Migrate for both the old and the new PCs to pair. After three incorrect attempts, Migrate gets disabled for a few seconds for security reasons. After the timeout, Migrate is enabled, and you can enter the code again.

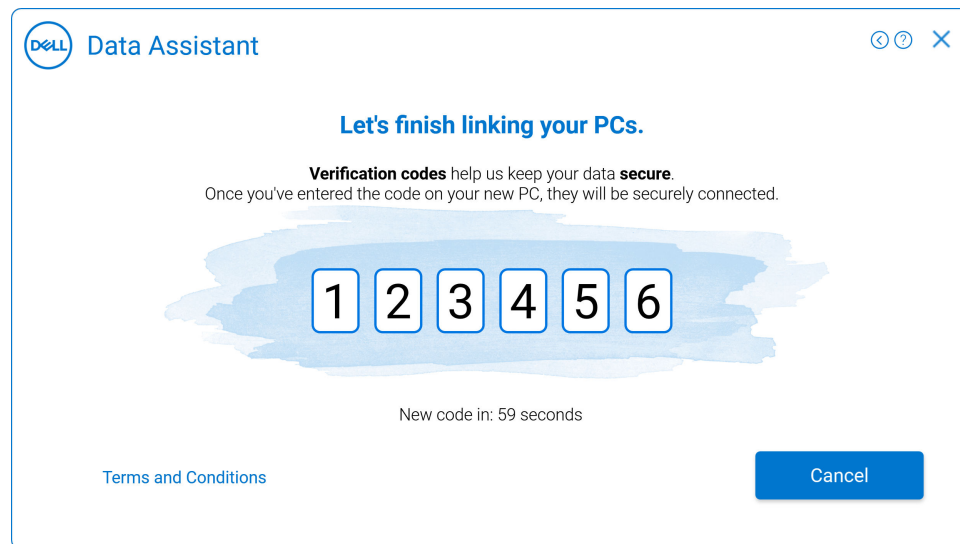


Figure 59. Verifying Code in Data Assistant

During this process, Data Assistant might go back to the previous page due to one of the following reasons:

- Network is disconnected on either the old or the new PC
- WiFi is turned off on either the old or the new PC
- Either the old or the new PC is connected to VPN
- Modem or router is turned off
- New PC running Migrate within SupportAssist is turned off
- You have manually blocked the incoming firewall option from Window Defender Firewall or any other firewall
- Anti-virus software is blocking the firewall connection to communicate between the old and the new PCs

Troubleshooting issues during code verification

If the verification code is not displayed, or if the verification code was displayed and Data Assistant moved to the previous page, perform the following steps:

- If the network gets disconnected on either the old or the new PC, reconnect both the PCs to the same network. After both the old and the new PCs are connected, wait for a moment for the verification code to display on your new PC, and enter the same code in your old PC.
- If the PC is connected to a VPN, old PC might display the verification code but would not pair when the code is entered on the new PC. Disconnect VPNs on both the old and the new PCs. After a few seconds, the verification code is displayed on the old PC. Enter the verification code in the new PC. Ensure that both the old and the new PCs are not connected to VPN while trying to pair them during the migration process.
- If a firewall is configured to block the incoming connections by checking the incoming rules option in Windows Defender Firewall, clear the incoming rules option, and save the configuration. The verification code page is displayed in a moment. If the verification code is not displayed, restart the application.
- Ensure that any anti-virus software that is installed on the system does not block Data Assistant from communicating on the network.

Migrate multiple accounts

Related video: [How to migrate data from multiple user accounts in a PC](#)

About this task

When multiple Windows user accounts are present on the old PC, Data Assistant prompts you to migrate all the accounts before erasing files and settings. This is to ensure that you do not lose your user accounts as a result of the erase process. If you do not need these user accounts, click **Proceed** to move ahead with the migration process.

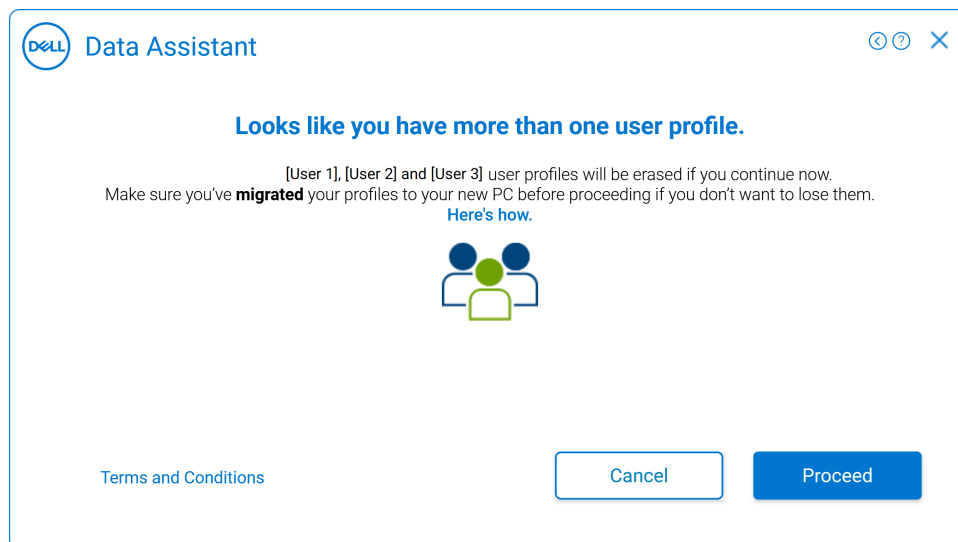


Figure 60. Multiple user accounts detected in Data Assistant

If you have multiple user accounts, it is recommended to migrate all the user accounts before starting the erase process.

Steps

1. Perform the following steps to assign administrator rights to other users:
 - a. On your new PC, click **Start > Settings > Accounts** to open the user accounts on the PC.

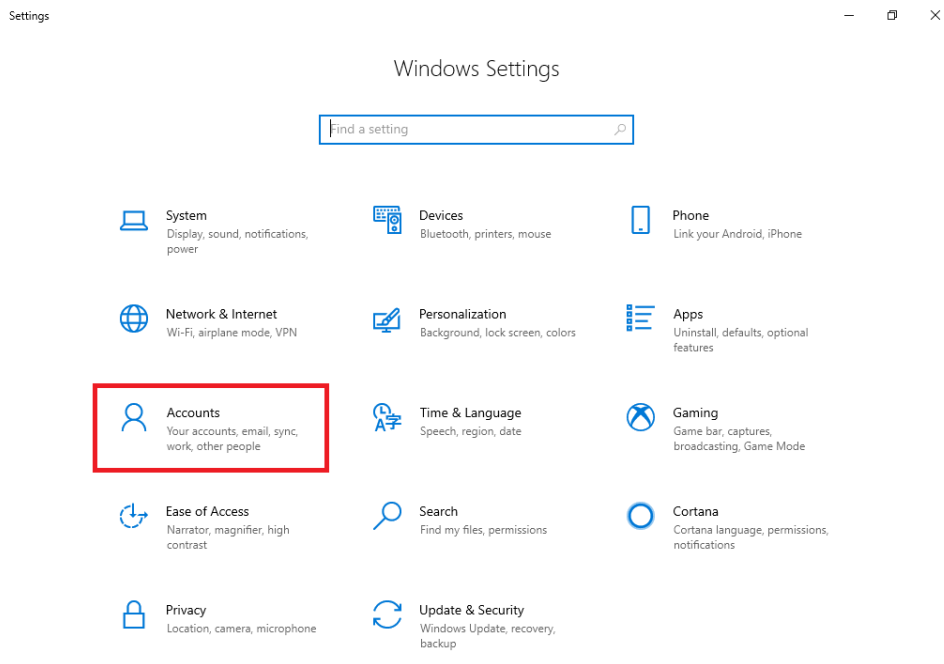


Figure 61. Settings menu on your new PC

- b. Click **Other users**, and in the right pane, select the user, and click **Change account type**.
- c. In **Change account type** list, select **Administrator**, and click **OK**.

NOTE: If the user is already an administrator, select the next user account.

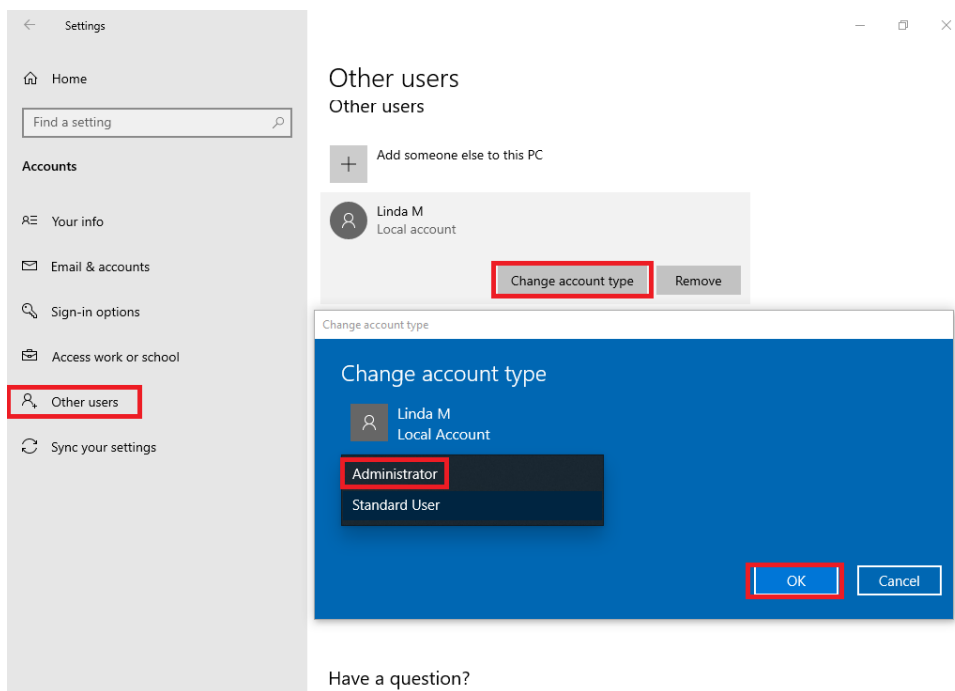


Figure 62. Change user account type to Administrator on your new PC

The user is assigned administrator rights.

Other users

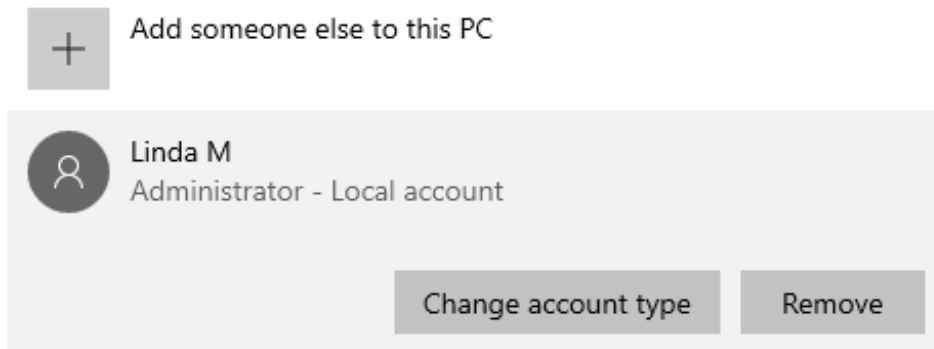


Figure 63. User account changed to Administrator on your new PC

2. Perform the following steps to switch user account and proceed with migration:
 - a. Right-click **Start** or press Win+X on the keyboard, and go to **Shut down or sign out**, and then click **Sign out**. Sign in to the other user account. For example, Linda M.

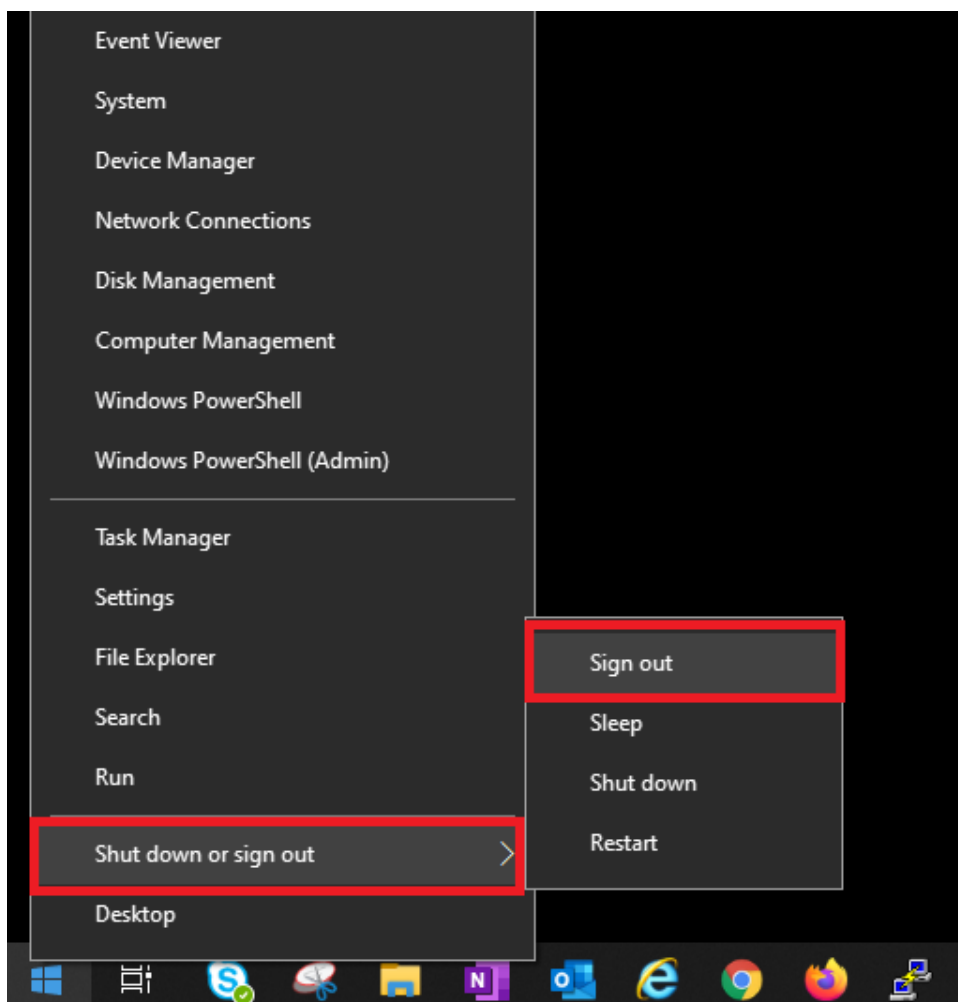


Figure 64. Sign out from current user on your new PC

- b. Launch Dell Data Assistant.exe from the newly logged in account by searching in Windows search or by downloading Dell Data Assistant from www.dell.com/DataAssistant.
 - c. Click **Migrate from this PC**.

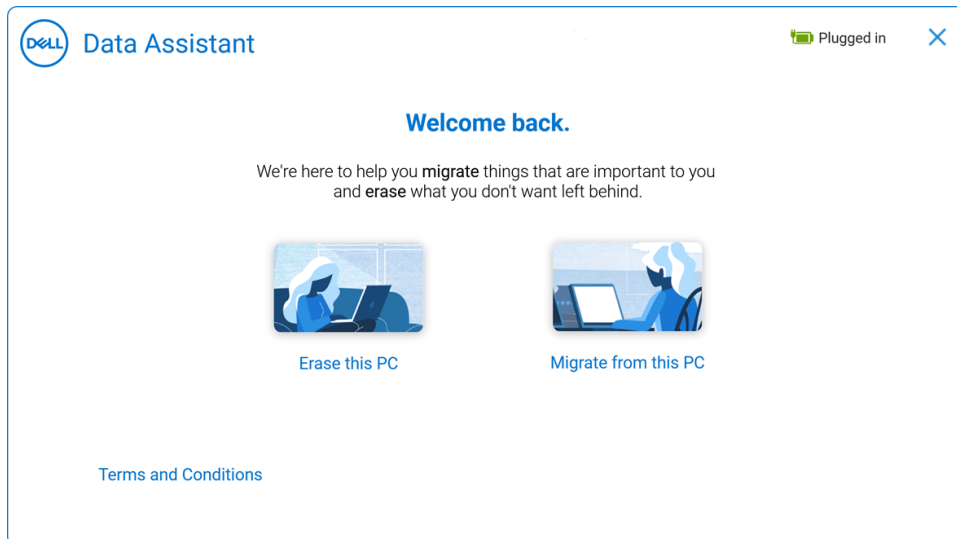


Figure 65. Dell Data Assistant welcome back page

- d. Log in or create the corresponding user account on your new PC. For example, if your user account was Linda M on the old PC, you should log in to or create an account that is named Linda M on your new PC. Connect both the old and the new PCs, and migrate the user accounts from the old PC to the new PC using **Let me choose** and select directory of the current user in `C:\Users\<user name>`, and also selecting the desired settings. For more information about connecting both the old and the new PCs, see [Migrate and erase data from old PC](#).

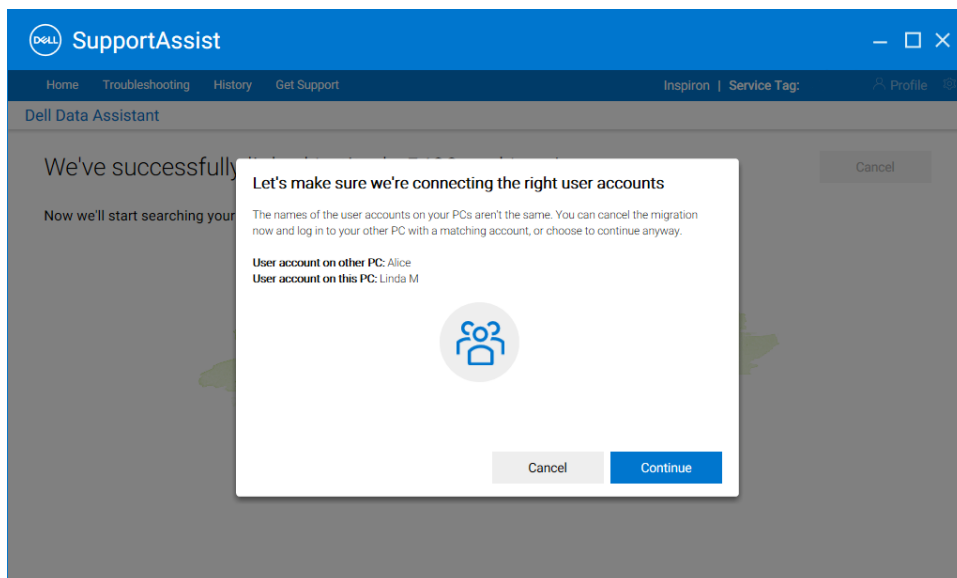


Figure 66. Ensuring you are connected to the right user accounts

NOTE: You must sign in to each user account on the old and the new PC, and create multiple accounts on the new PC.

Also, if the account names on both the old and the new PCs do not match, for example, if the account name on the old PC is Linda M and the account name on the new PC is Alice, a warning is displayed, but you can choose to proceed if you know that you are migrating from the right account on the old PC to the right account on the new PC.

Searching for files and settings

After both the old and the new PCs are successfully paired, Migrate searches the old PC for the files and settings to be migrated from the old PC to the new PC. On the old PC, **Erase This PC** option is displayed.

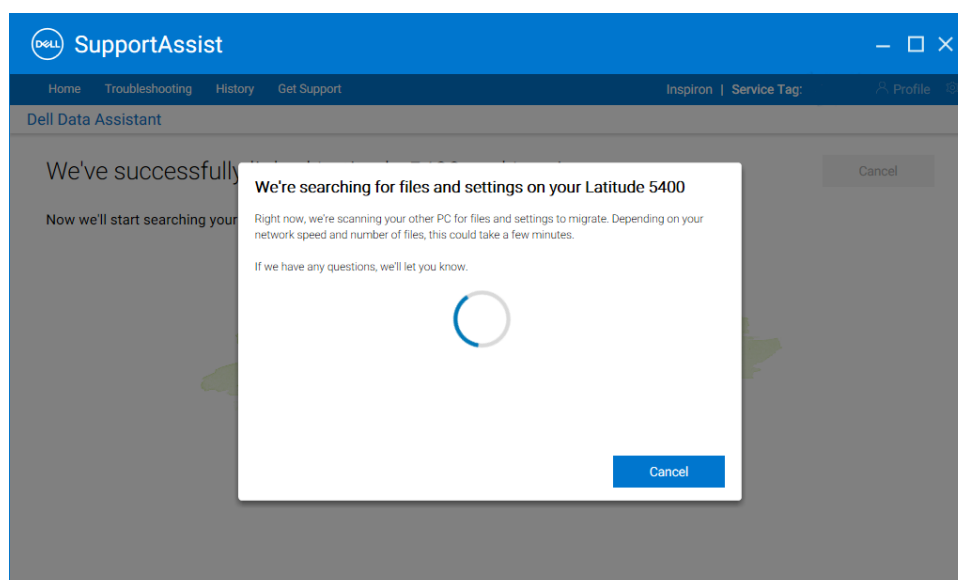


Figure 67. Searching for files and settings

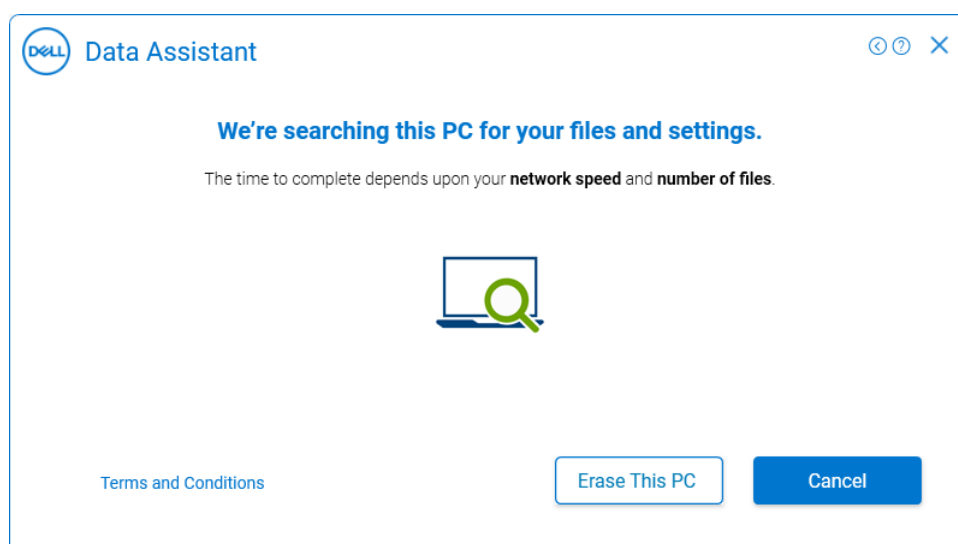


Figure 68. Searching for files and settings on your old PC

Troubleshooting network disconnect issues during migration

When both the old and the new PCs are paired and the network disconnects, you must connect the PCs to the same network that was used during the initial pairing. If you want to use a different network, for example, LAN or a different WiFi network, you must restart the migration on both the old and the new PCs. Always connect your PCs to a network that you recognize and trust. Ensure that you do not use open or unsecured networks such as in airports or coffee shops.

If you have a LAN cable, you can connect both the old and the new PCs directly using a LAN cable for fastest speeds. Newer versions like Cat 5, Cat 6, and Cat 7, and so on, provide better speeds.

For WiFi networks, use 5G or 5 GHz versions of networks when available for better speeds.

After both the old and the new PCs are connected to each other, Migrate runs the prechecks and identifies data on the old PC available for migration to the new PC.

During this process, there might be a network drop, which can occur due to one of the following reasons:

- Turned off WiFi either on the old PC or the new PC or both.

- Turned off PC, laptop, or desktop.
- Connected to VPN.
- Turned off modem or router.
- Removed the LAN connection from PC or laptop or desktop.
- Weak signal strength.
- Anti-virus software blocking the connection.

Troubleshooting when network is disconnected on old PC

Steps

1. Check for the network that got disconnected. Look at the information in the expander on the upper right.

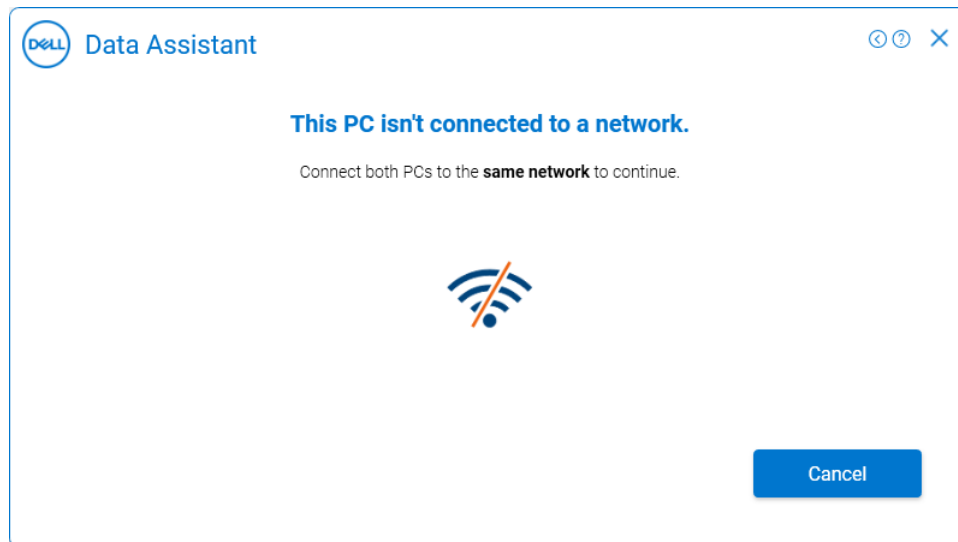


Figure 69. PCs not connected to a network is displayed on your old PC

2. Click the WiFi icon to check which network you are currently connected to.

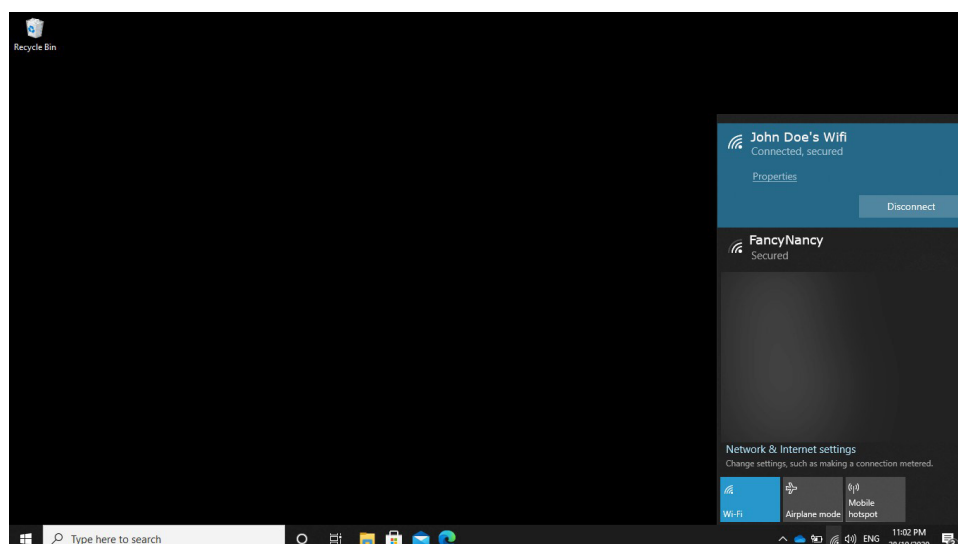


Figure 70. Checking the WiFi settings on your old PC

3. If the PC is connected to a network other than the original network used for pairing, click **Windows Network & Internet settings**, select the original network, then click **Connect**.
4. After connecting to the correct network, Data Assistant should successfully transition away from the **Network Disconnection** page and proceed with the next step.

5. If the migration does not proceed after a prolonged period, restart the migration on both the old and new PCs.

Troubleshooting when network is disconnected on new PC

Steps

1. Check for the network that got disconnected. Look at the information in the expander on the upper right or the message that is displayed in the center of the application to find the network that got disconnected. For example, **FancyNancy** is the paired network.

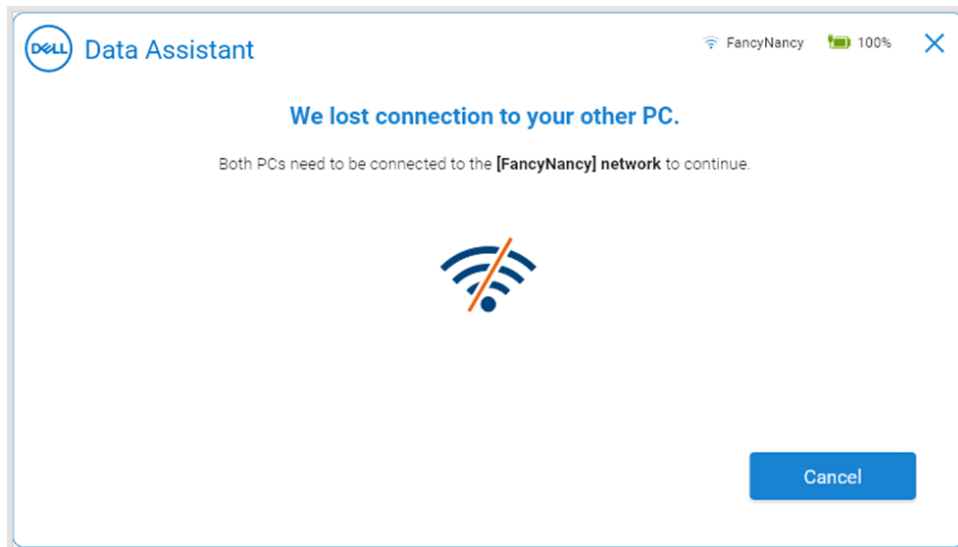


Figure 71. Your PC has lost connection to the other PC

2. Click the WiFi icon to check which network you are currently connected to.

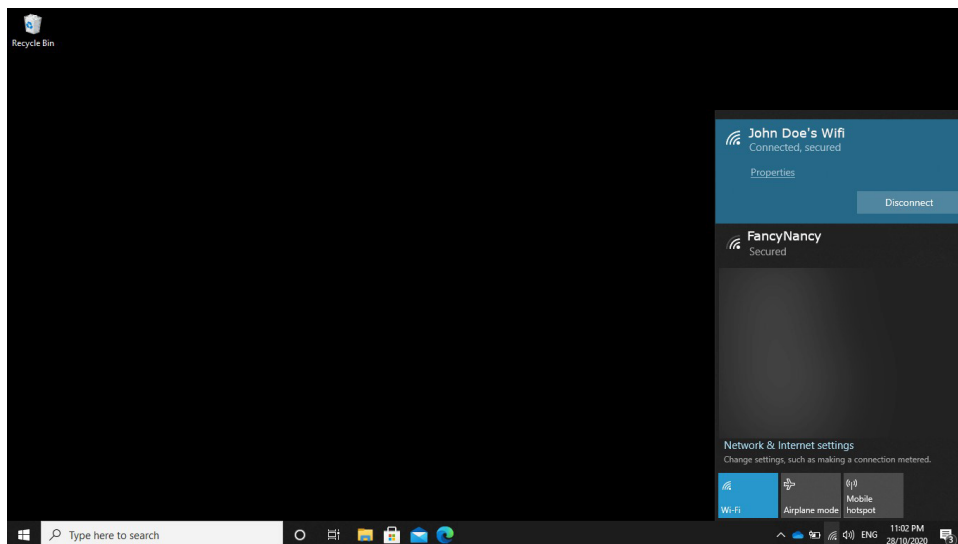


Figure 72. Checking WiFi settings on your new PC

3. If the PC is connected to a network other than the original network used for pairing, click **Windows Network & Internet settings**, select the original network, then click **Connect**. After connecting to the correct network, Data Assistant should successfully transition away from the **Network Disconnection** page and proceed with the next step.
4. If the migration does not proceed after a prolonged period, restart the migration on both the old and the new PCs.

Troubleshooting when network is disconnected on new PC before pairing

About this task

If both the old and new PCs are not connected to the same network, the following message is displayed:

This PC isn't connected to a network.

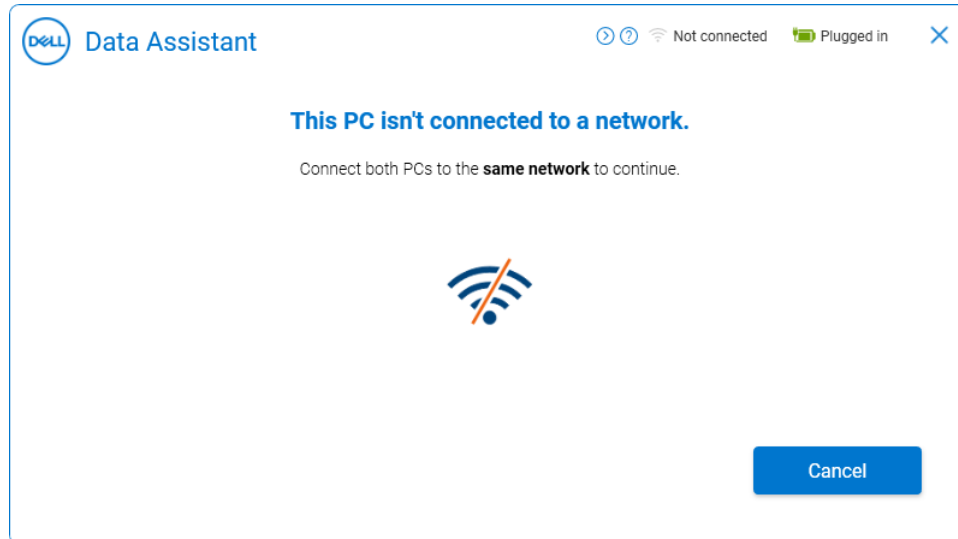


Figure 73. Your PC is not connected to the network

Steps

1. Click the WiFi icon to check if your PC has any network available. Connect your PCs to a network that you recognize and trust. Ensure that you do not use an open or unsecured network such as airports or coffee shops. Use 5G or 5 GHz versions of networks when available for better speeds. For example, use **FancyNancy-5G** rather than **FancyNancy**.

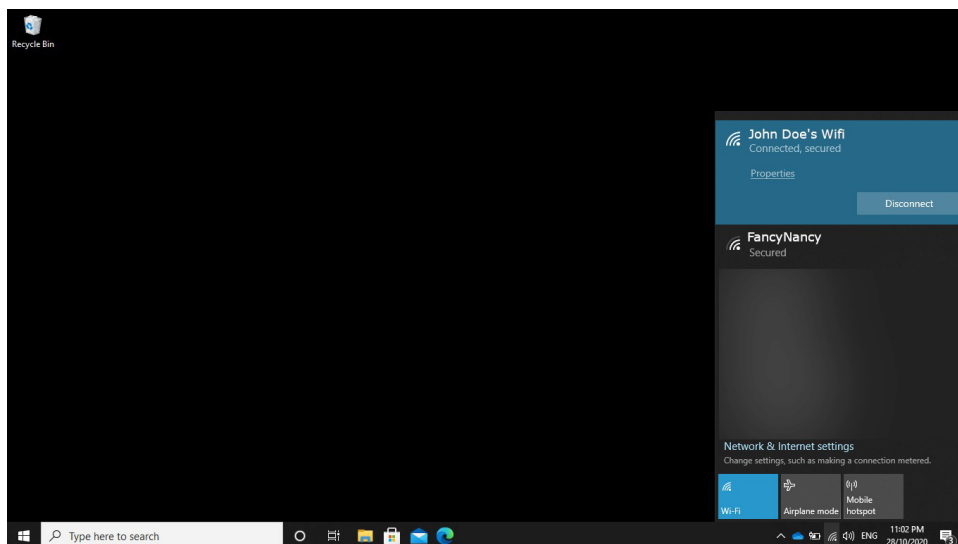


Figure 74. Checking WiFi settings

2. Connect both the old and the new PCs to the same network.

Troubleshooting steps to avoid drop in the network connection

To avoid a drop in the network connection, perform the following steps:

- Ensure that the two connected PCs are located close to the router or modem to avoid weak signal strengths.
- If you have a LAN cable, connect the PCs directly using a LAN cable for fastest speeds. Newer versions like Cat 5, Cat 6, and Cat 7, and so on, provides better speeds.
- For WiFi networks, use 5G or 5 GHz bandwidth of networks if available for better speeds.
- If either the old or new PC was turned off during the migration, turn on the PC, ensure that it is connected to the same network as the other PC, and restart the migration process. The files that have already been copied to your new PC, are not copied again. So you do not need to clear them in the new migration.
- If WiFi was turned off or the LAN cable was disconnected from the PC, connect the WiFi or LAN cable to the PC and wait until the PCs communicate and the network dialog box is closed. After the PC is connected to the network, it might take a few minutes for the two PCs to communicate and continue the migration flow.
- If the page does not change after a prolonged time, the IP address of the PC would have changed when it was connected back to the network, and the PCs were unable to identify each other. Stop the migration and restart Data Assistant on your old PC and Migrate within SupportAssist on your new PC.
- If the modem or router was turned off, turn it on and ensure that the PCs are connected to the same network. After both the old and the new PCs are connected, cancel the existing migration process and restart the migration on both the old and the new PCs.
- If either the old or new PC was connected to a VPN during the migration process, the PCs cannot communicate with each other. Disconnect from VPN, and close the existing migration process, and restart migration on both the old and new PCs.
- If the PC was disconnected and connected to different network, ensure to connect the PC to the network with which both the old and the new PCs were initially paired. If the PCs do not communicate with each other even after the PCs were connected back, cancel the existing migration process, and restart migration on both the old and the new PCs after connecting the PCs to the same network.

If you are still not able to pair your PCs, contact the [Dell Technical support](#).

Create Data Assistant shortcut

The desktop shortcut reduces the effort of having to navigate to C:/Dell/DellDataAssistant or search in **Start** for launching Data Assistant.

If Data Assistant is about to close, click **Yes** to create a Data Assistant shortcut on the desktop.

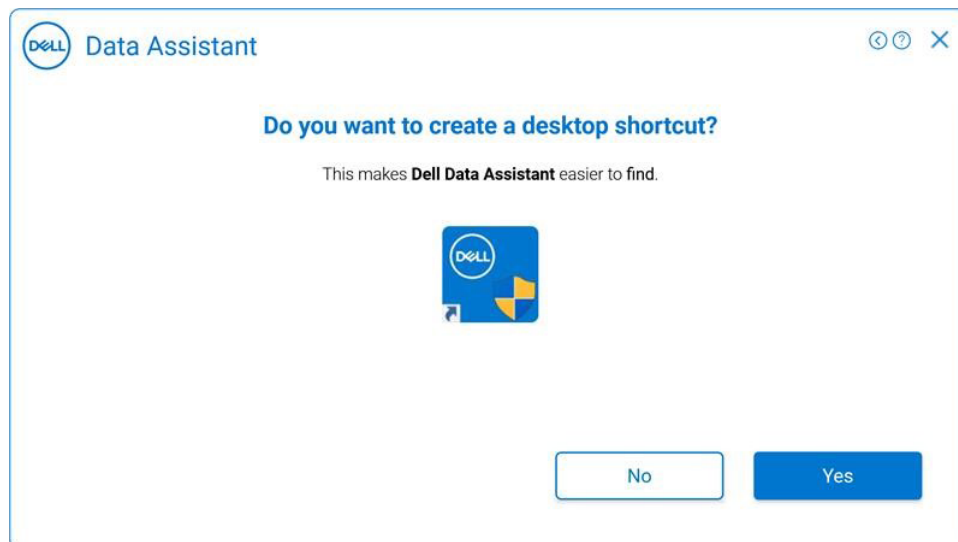


Figure 75. Create shortcut

If Data Assistant is about to close while some activity is in progress, the following message is displayed: If you click Close, Data Assistant will be interrupted, but you can always come back at another time.

Select **Create a desktop shortcut to make Dell Data Assistant easy to find**, and click **Close** to create a shortcut on the desktop.

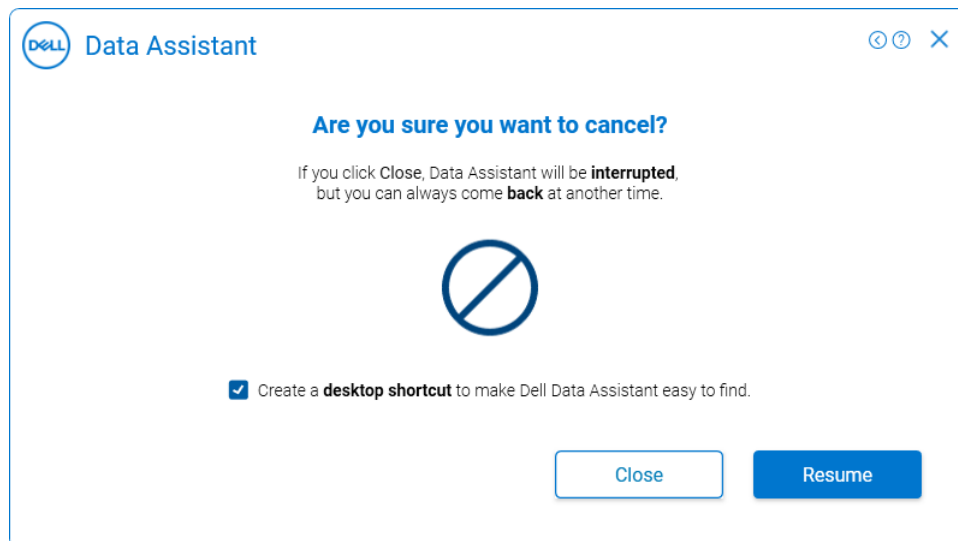


Figure 76. Create shortcut option

If you want to disable the shortcut creation, clear **Create a desktop shortcut to make Dell Data Assistant easy to find.**

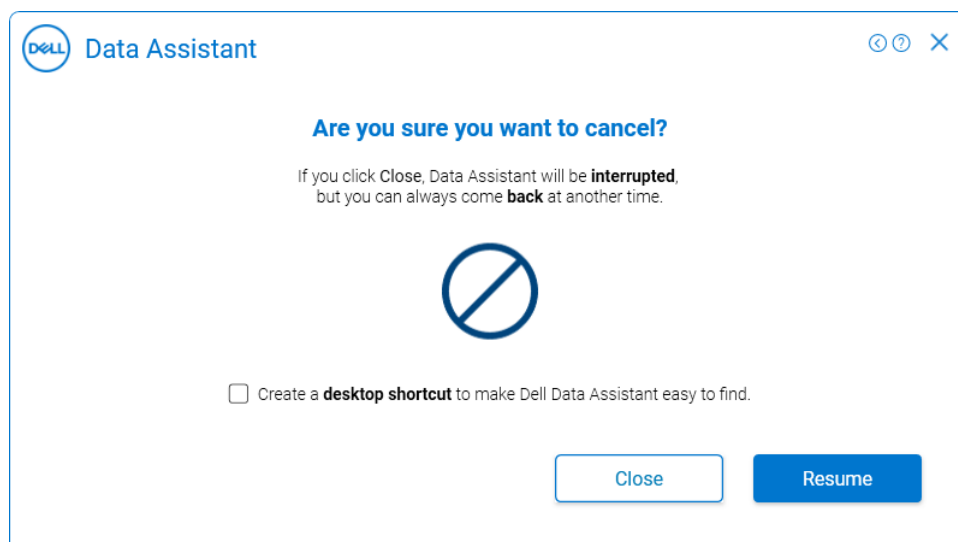


Figure 77. Shortcut not present

If the Data Assistant shortcut is present on the desktop, and Data Assistant is about to close while some activity is in progress, click **Close** to cancel the migration.

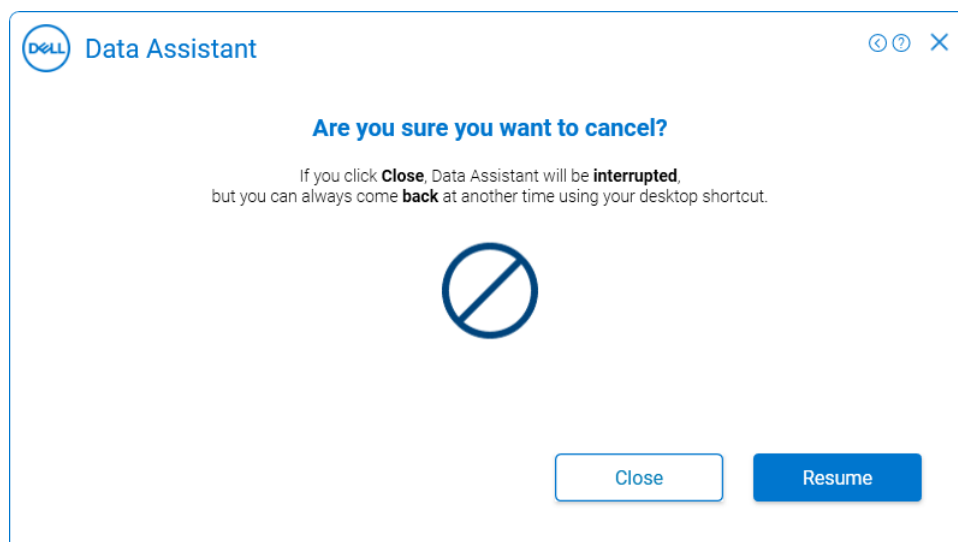


Figure 78. Shortcut already present

Select files to migrate

Related video: [How to manually select the data you want to migrate](#)

Steps

Perform one of the following steps:

- Click **Move everything for me** to move all the user files and settings from old the PC to the new PC. The supported user files and settings are identified and preselected by Dell Migrate.
- Click **Let me choose what to move** to select the user files and settings you would want to move instead of moving everything from the old PC to the new PC.

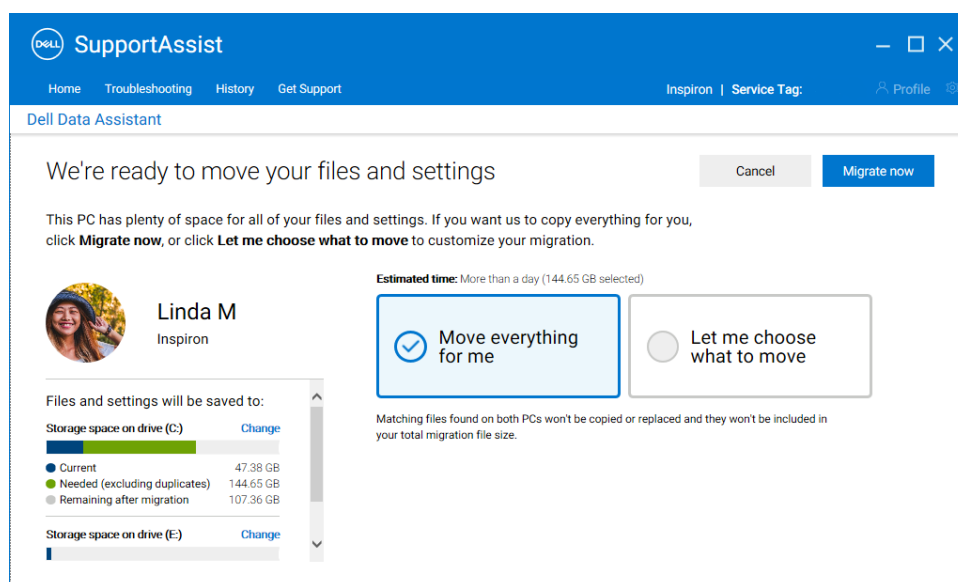


Figure 79. Select files to migrate on your new PC


Migration of file attributes

When a file is migrated from the old PC to the new PC, the actual file content is first copied to the new PC. The attributes of the file such as timestamp and metadata are then applied to the file from the old PC to the new PC. For example, if you migrate all your files from the old PC to the new PC, the file attributes are also migrated along with the files which ensures that the same sort order is maintained for all the files based on criteria such as creation time, modification time, and so on.

The file attributes which are migrated along with a file are:

- **Timestamp**
 - Created time—the time at which the file was created on the old PC is applied to the file after it is copied to the new PC.
 - Modified time—the time at which the file was updated, or some content of the file was changed on the old PC. The same timestamp is applied to the file after it is copied to the new PC.

The file timestamp is helpful when you want to sort the files by the date of creation and date of modification.

 **NOTE:** The last access time of the file is not updated because it is dynamic and it gets updated when a file is accessed.

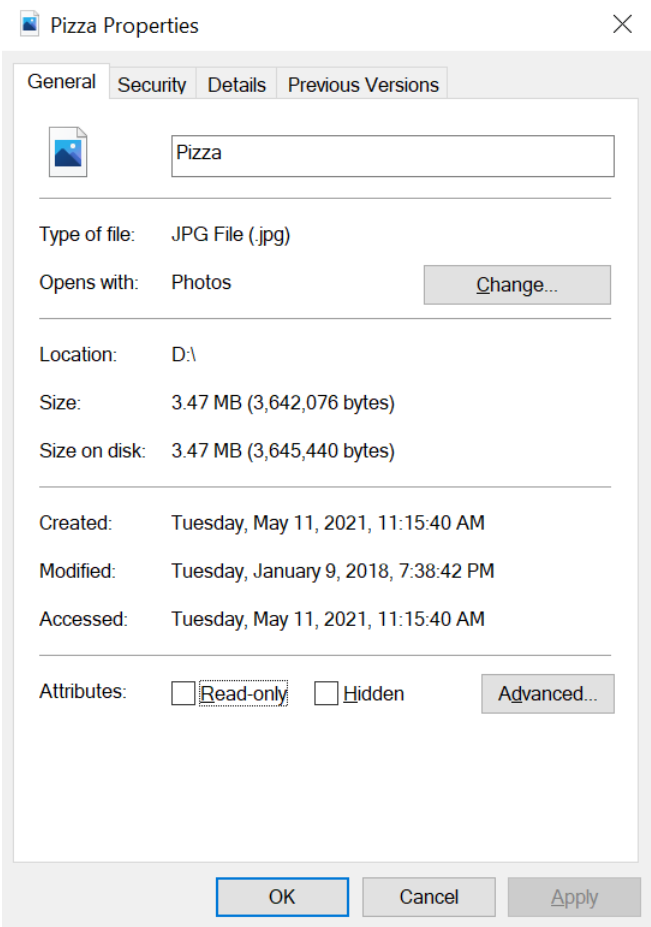


Figure 80. Timestamp of a file

- **Metadata**

The metadata of a file usually contains information about the contents of a file. Description, origin, content, and file properties are common across all the files. A file can have properties that are more specific based on the file type. Some files can have a particular property that others might lack. For example, a photo contains information related to the location of where it was shot, the aperture set, and the device used to capture the photo. A video file contains information related to the video length, frame rates, and the audio type. A music file contains information related to the media, audio type, and bit rates.

The metadata information is often used to display extra useful information about the file and annotate the files on different applications that may be used to view or modify the files such as Microsoft Word, Adobe Photoshop, editing tools, and so on.

To view the metadata of a file, right-click the file name, select **Properties**, and then select **Details**.

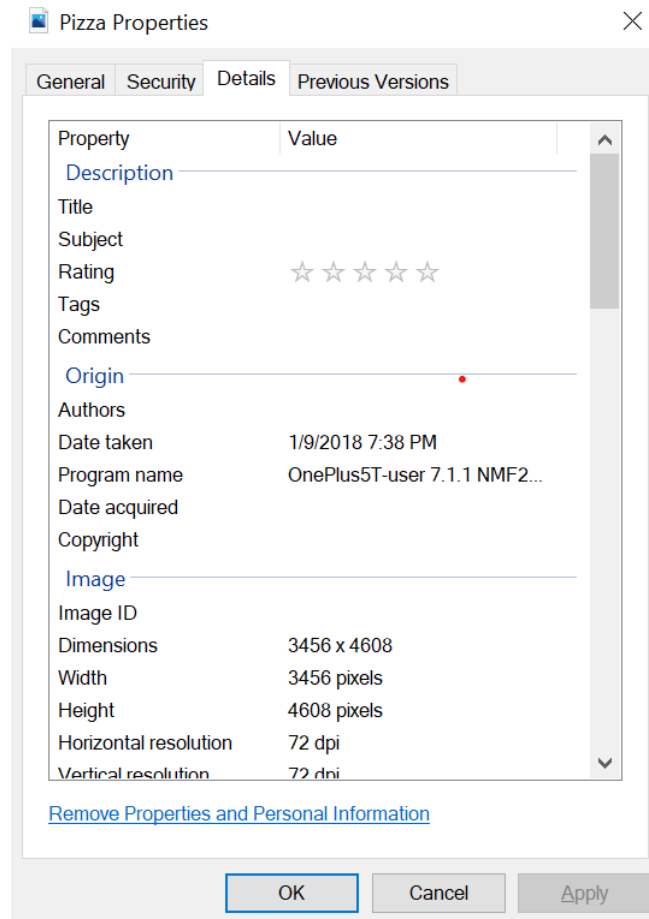


Figure 81. Metadata of a file

- **Other attributes**

- Read-only—if a file is marked as **read-only** on the old PC, it means that you can only read the file, but cannot make any changes.
- Hidden—if a file is marked as **hidden**, it means that the file is present on the file system, but it is not visible to you.

Files that were marked with **read-only** or **hidden** attributes on the old PC, are copied along with these attributes on the new PC without you having to set those attributes manually again.

To view these attributes of a file, right-click the file name and select **Properties**. These attributes are displayed in the **General** tab.

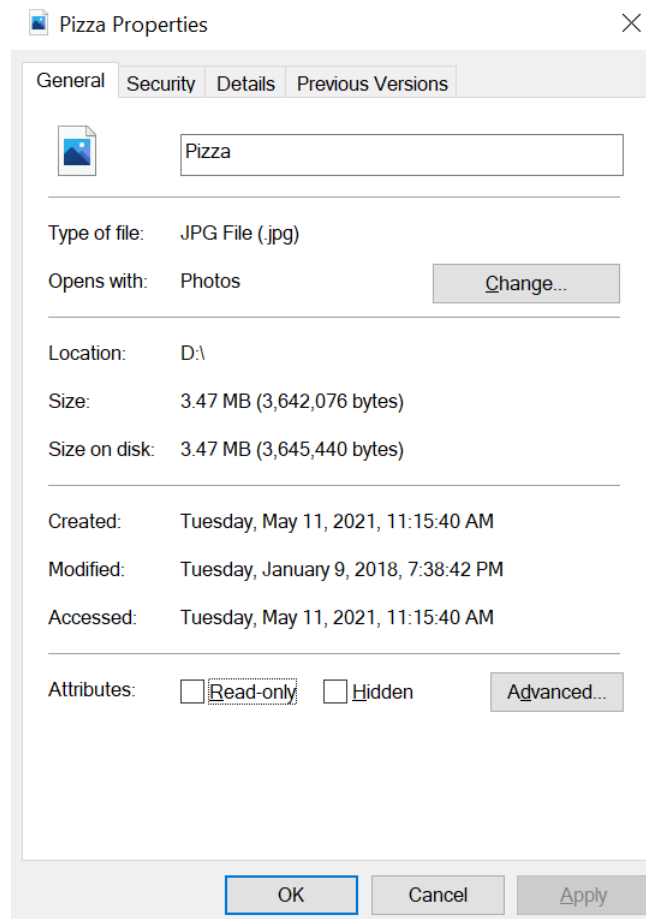


Figure 82. Other attributes of a file

Mapping the drives

Related video: [How to manually map the drives between your old and new PCs before migration](#)

About this task

When multiple partitions of a local drive are detected on the new PC, Migrate prompts you to choose the drive mapping while selecting the type of migration such as **Move everything for me** or **Let me choose what to move**. You can customize the drive mapping between the two PCs. For example, if you want to move the contents of the local drive **D:/** on the old PC to the local drive **E:/** on the new PC, you can do that by mapping the drives.

Steps

1. Perform one of the following steps:
 - Click **Move everything for me** and click **Change**.
 - Click **Let me choose what to move** and click **Change**.

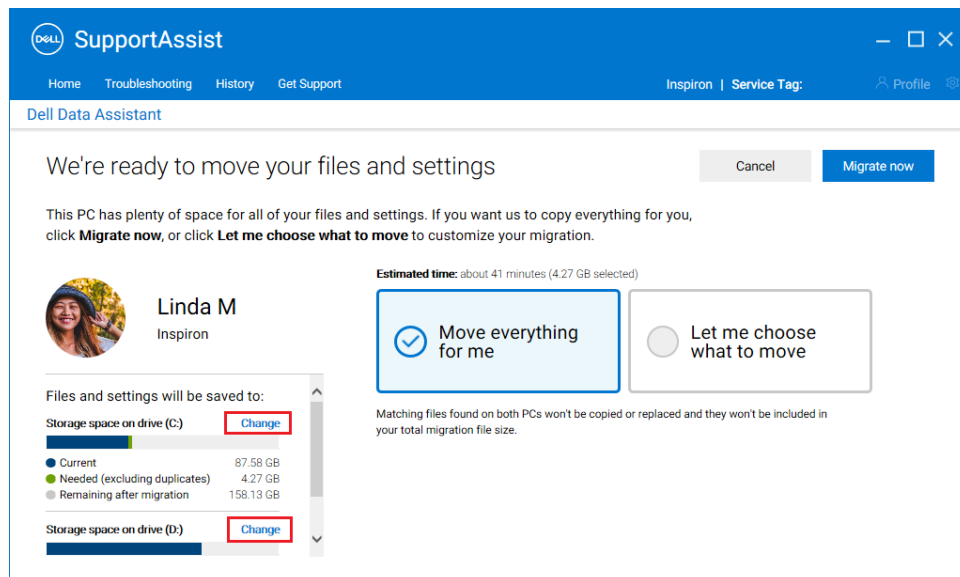


Figure 83. Mapping drive on your new PC

2. Map the drives between old PC and new PC. For example, the files on the local drive **E:** on the old PC can be mapped to the local drive **C:** or **D:**. After selecting the local drive, click **Apply**.

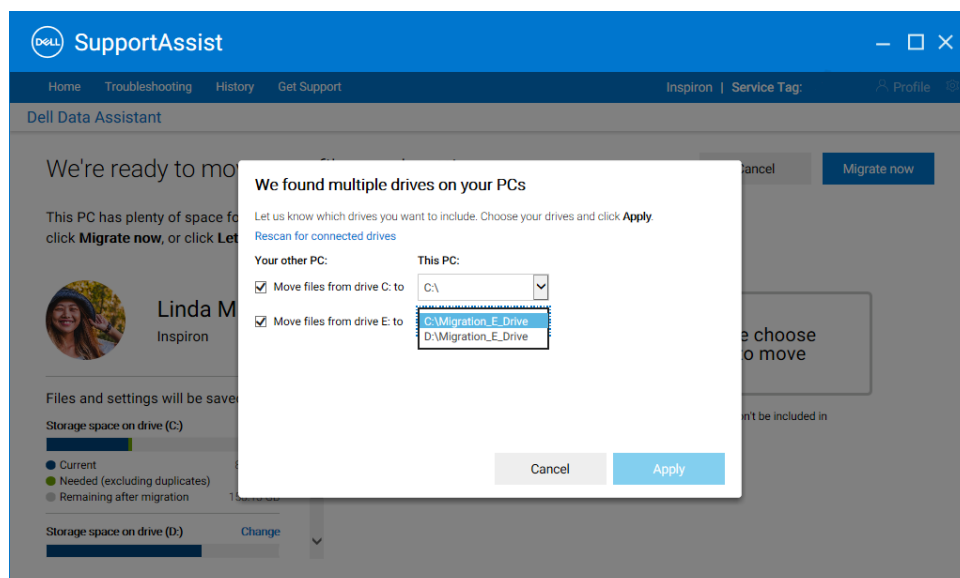


Figure 84. Mapping drivers on your new PC

3. Click **Migrate now** to begin the data transfer.

Default behavior of drive mapping

If mapping is not selected during the migration, the default behavior of the drive mapping with Migrate is:

- If the new PC has only one drive, then all the drives are mapped to the single drive as there are no alternatives available.
- If more than one drive is available on the new PC:
 - Migrate maps the operating system drive on the old PC to the operating system drive on the new PC.
 - Migrate maps the old PC drive to the new PC drives where the names match, and space is available on the new PC drive.
 - Migrate maps the old PC drive to a new PC drive based on the size if the names do not match.
 - Migrate maps the old PC drive to the operating system drive on the new PC and clears the default drive mapping if the transfer size of any drive on the old PC is 0.

Resolve access denied errors on protected drives

Prerequisites

You must have administrator rights.

About this task

Protected drives have some permissions that are revoked from them. For example, read and write permissions from drives are revoked to protect them from unwanted access or modifications. Trying to access such drives results in **Access is Denied** error . In such cases, Data Assistant does not be able to function optimally. To use Dell Migrate, it is recommended that you restore permissions to all relevant drives.

Steps

1. Right click on the drive (for example, F) and click **Properties**.
2. Click the **Security** tab, and click **Advanced**.
The **Advanced Security Settings** windows is displayed.
3. Click **Change** beside **Owner**.
The **Select User or Group** dialog box is displayed.
4. In **Wnter the object name to select**, enter **Authenticated Users**, and click **Check Names**.
The name is underlined to indicate that it is valid.
5. Click **OK**.
6. Select **Replace owner on subcontainers and objects**, and click **Apply**.
A Windows Security dialog box is displayed.
7. Click **Yes** and click **OK**.
8. Click **OK** to close **Advanced Security Settings**, and click **OK** to close the drive properties.

Results

The permissions are restored. Refresh the explorer window and you can access the drive.

Migration progress

If you click **Migrate now**, the migration progress is displayed on the new PC, while on the old PC, the **We're migrating your data now** message is displayed. The time taken to complete a migration depends on the network speed and the amount of data that are selected for migration.

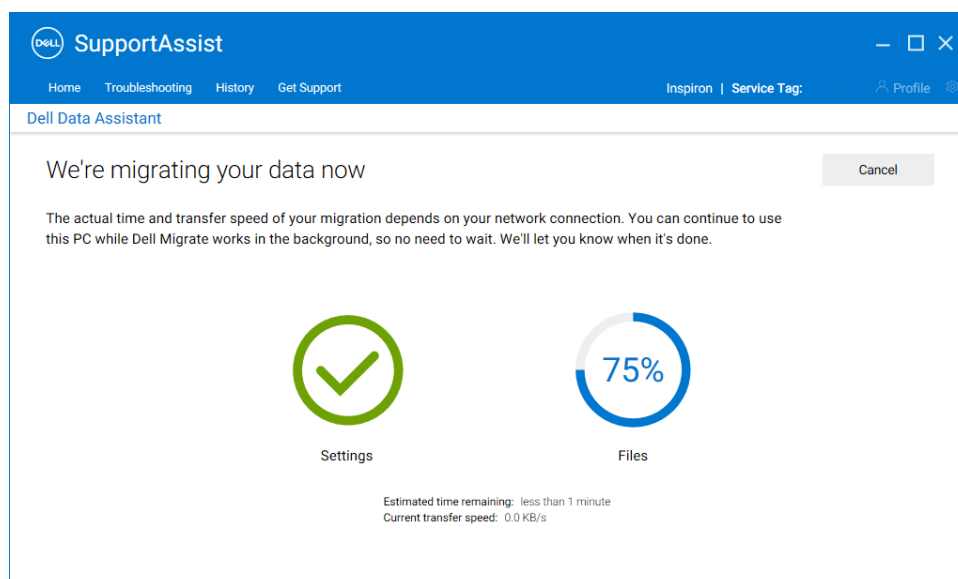


Figure 85. Migration in progress on your new PC

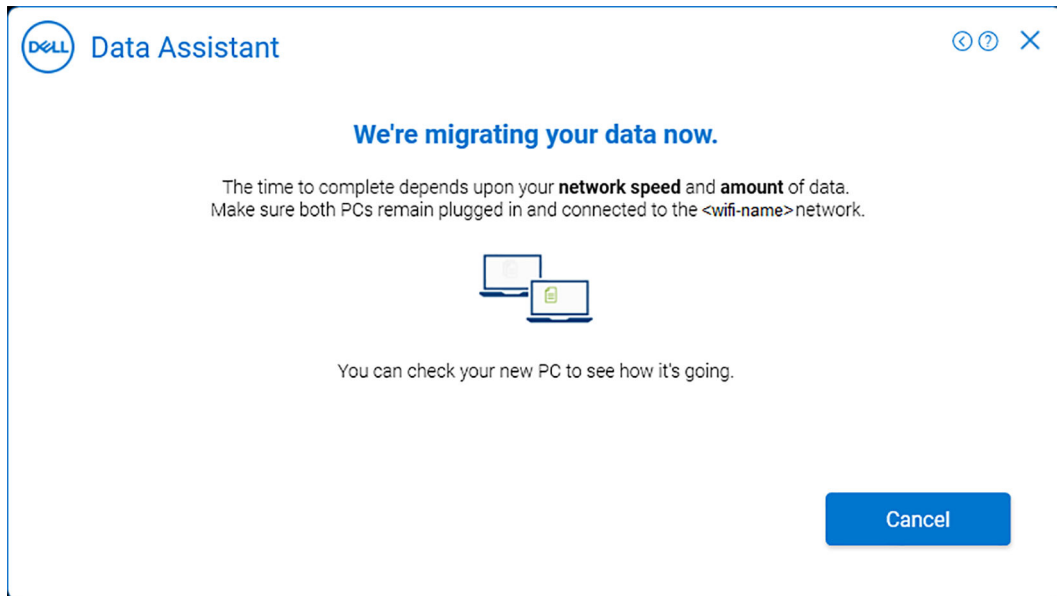


Figure 86. Migration in progress on your old PC

Migration summary

When the migration is complete, the summary of files and settings that were migrated from the old PC to the new PC is displayed on the new PC. Click **Finish** to complete the migration. Click **here** to view the details of the entire migration.

NOTE: If any files or settings are not migrated, retry by performing the steps in [Troubleshooting when migration is completed with warnings](#).

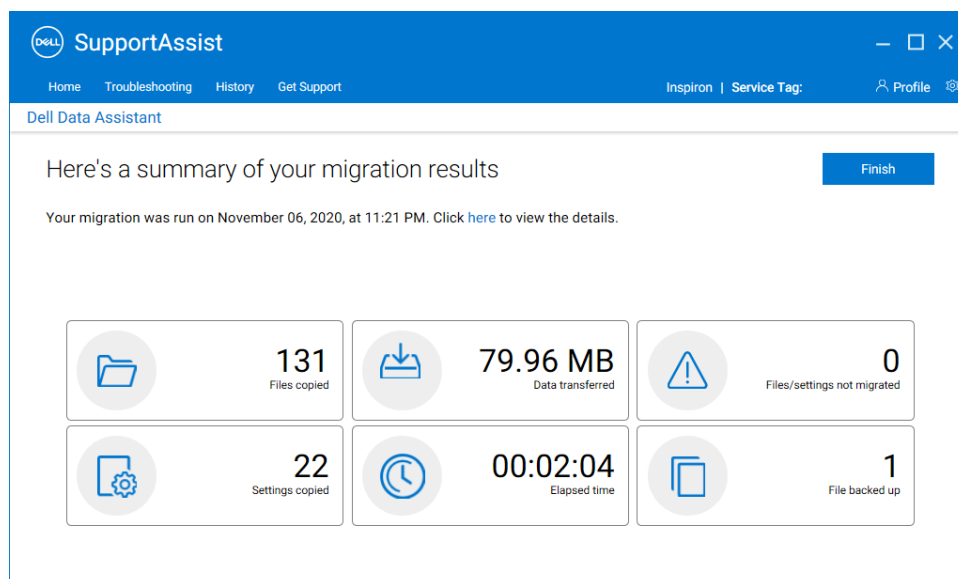


Figure 87. Migration summary on your new PC

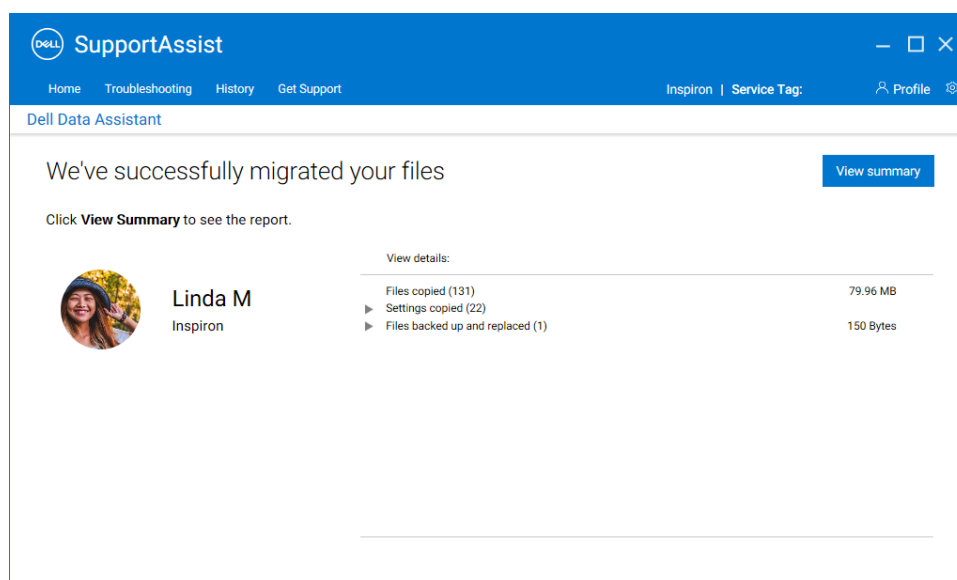


Figure 88. Migration summary details on your new PC

Migration completion

The migration from the old PC to the new PC is complete. You can now erase your files and settings from the old PC.

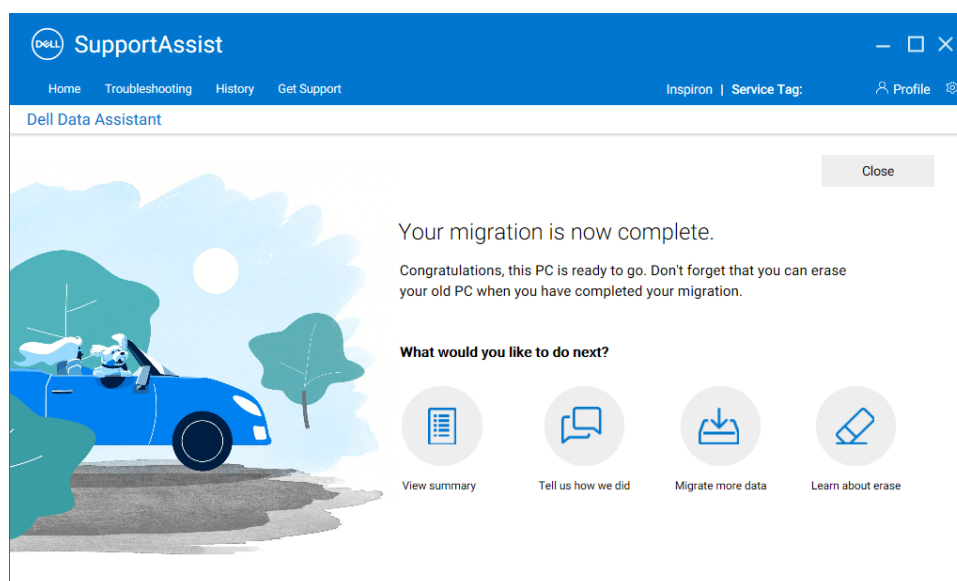


Figure 89. Migration completed on your new PC

For instructions to migrate data from multiple PCs, see the [How to migrate data from multiple PCs to your Dell PC](#) video.

Interpret migration report

The Migration report is generated after each migration attempt. The report is available irrespective of whether migration had errors, settings migration was skipped, or even if file migration itself was skipped part way through. The report is generated on the new PC (target PC).

On the **Table of contents** page, each section in the PDF report can be navigated by clicking the section headings. Similarly, you can navigate back to the **Table of contents** page from any of the other sections by clicking the **Table of contents** link at the bottom of the page.

Migration summary

Migration summary displays the device names of the old PC and new PC along with the retry attempts.

The migration summary contains the following:

- **Migration run on**—the date and time when the migration was run.
- **Elapsed time**—the time taken to complete the migration.
- **Network used**—the network name through which the old and new PC were connected when the migration was run.
- **Average speed**—the average speed that the migration took to complete.
- **Settings not migrated**—the number of settings that did not migrate.
- **Settings copied**—the number of settings that successfully migrated to the new PC.
- **Files not migrated**—the number of files that did not get migrated.
- **Files copied**—the number of files that successfully got copied from the old PC to the new PC.
- **Files backed up**—the files that existed on the new PC and were overwritten during the migration by different versions present on the old PC. Before overwriting the files, a backup is made on the new PC at <drive>:\Migration_Backup_<timestamp>.
- **Initial used space**—the amount of data that existed on the new PC before migration started.
- **Data already on this PC**—the total size of files on the new PC that had exact matches on the old PC before starting the migration.
- **Data transferred**—the total data transferred during the migration.

Drive mapping

Drive mapping displays the following information at drive level in a tabular format:

- **Old PC**—drive that is mapped from on the old or the source PC.
- **New PC**—drive that is mapped to on the new or the target PC.
- **Customized**—**Yes** is displayed if you changed the default selection of the drive mapping and **No** is displayed if the default drive selection was used for migration.
- **Files copied**—the number of files that are copied from old PC drive to the new PC drive.
- **Files not migrated**—the number of files that did not get migrated from old PC drive to the new PC drive.
- **Data already on this PC**—the total size of files on the new PC for that particular drive that had exact matches on the old PC before the start of the migration.
- **Data transferred**—the total data transferred during the migration for that drive.

Migration statistics

Migration statistics displays the following pie-chart statistics for the overall migration and for each applicable drive:

- **Space used before migration**—space that is used on new PC before the migration.
- **Data transferred**—the total data transferred during the migration.
- **Space available after migration**—space available on new PC after the migration.

Settings not migrated

Settings not migrated lists the settings that are not migrated with the **Reason** and the **Description** of each setting. If there are no settings that failed to migrate, **There were no failed settings** message is displayed.

Settings copied

Settings copied lists the settings that migrated successfully to the new PC with the **Description** of each setting.

If there are no settings that migrated successfully, **There were no successful settings** message is displayed. Similarly, if no settings were selected for migration, **Settings not selected for migration** message is displayed.

Files not migrated

Files not migrated lists the file paths that failed to migrate with the **Reason** for the failure. If none of the files failed to migrate, **There were no failed files** message is displayed.

Files copied

Files copied lists the file paths that got copied successfully to the new PC.

If none of the files migrated successfully, **There were no successful files** message is displayed. If files are not selected for migration, **Files not selected for migration** message is displayed. .

Paths excluded for migration

Paths excluded for migration lists the file paths that are excluded for migration with the **Reason**.

History of migrations

History of migrations contains the summary and drive-mapping information of previous migrations that were performed.

Dell Migrate User Guide helpful links

Dell Migrate User Guide helpful links contains links to get more information about how Dell Migrate works.

Retry or finish the migration process after it was canceled

About this task

You can terminate the migration process on the new PC by:

- Click **Cancel** anytime after both the old and the new PCs have paired—on your new PC, the SupportAssist **Home** page is displayed. On your old PC, click **Try Again** on Data Assistant to restart the migration process from the beginning.
- Click **Cancel** anytime after data transfer has started from the old PC to the new PC after clicking **Migrate Now** on the new PC—retry the migration from the details page without having to perform the initial steps to connect the two PCs again. However, if you completed the migration by clicking **OK** or **Finish**, start over from the beginning.

If the migration process had begun by clicking **Migrate Now**, and then the migration is canceled on the new PC, a message to review the migration summary on the new PC is displayed on the old PC.

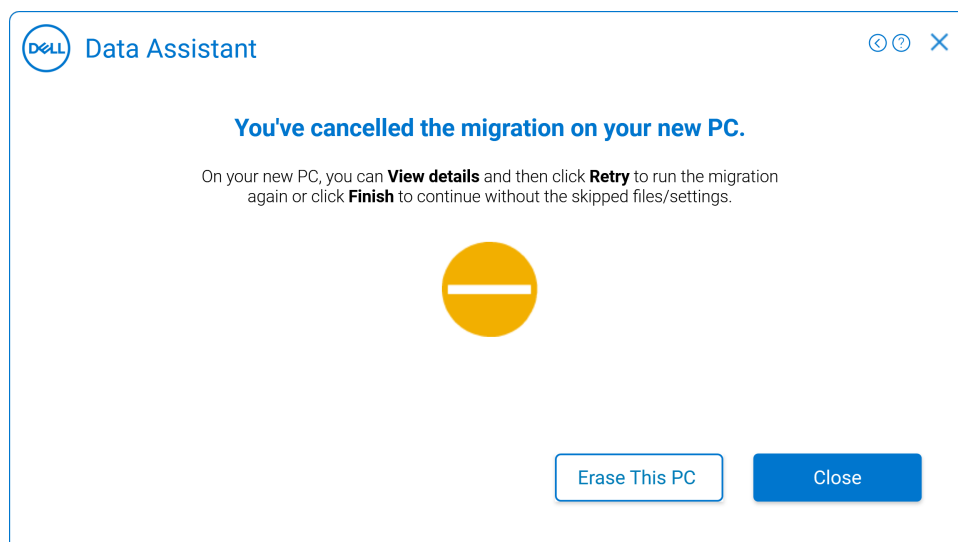


Figure 90. Migration canceled on your old PC

Steps

1. On the new PC, perform one of the following steps:
 - Click **OK** to complete the migration. Relaunch the migration from the beginning if you want to retry migrating files and settings. For more information, see [Migrate and erase data from old PC](#).
 - Click **View details** to review the files and settings that failed to migrate as the migration process was canceled. Viewing the details provides you an opportunity to retry the failed files or settings without starting from the beginning.

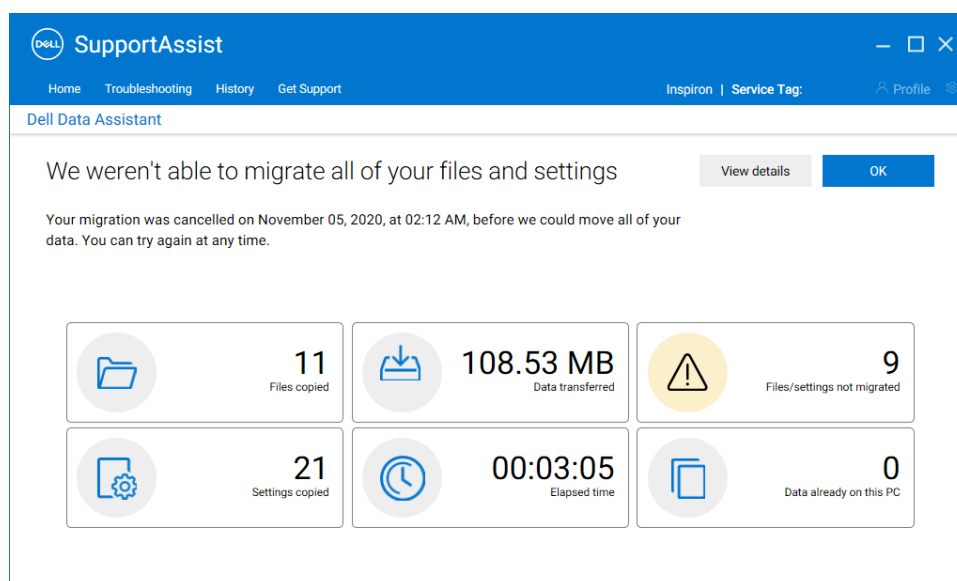


Figure 91. Migration canceled on your new PC

2. If you click **View details**, perform one of the following steps:
 - Click **Retry** to reattempt the migration of the files and settings that were skipped in the previous migration session. You can also change the selections of the files and settings you want to retry.
Related video: [How to retry migrating your data](#)
 - Click **Finish** to complete the migration process if you do not want to retry the skipped files and settings.

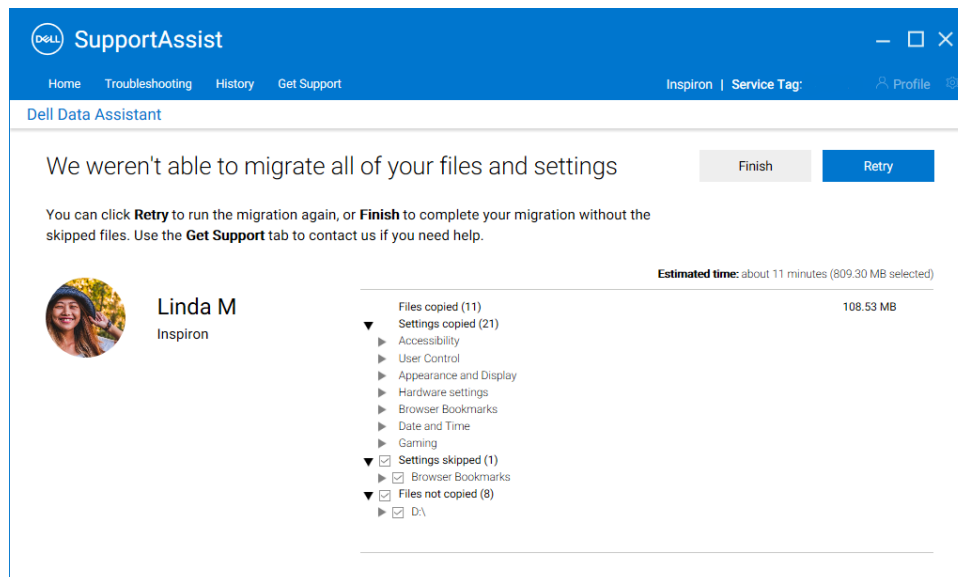


Figure 92. Viewing details on your new PC

If you clicked **Retry**, migration is resumed and the progress status is displayed. For more information about end-to-end process of Migrate, see [Migrate and erase data from old PC](#).

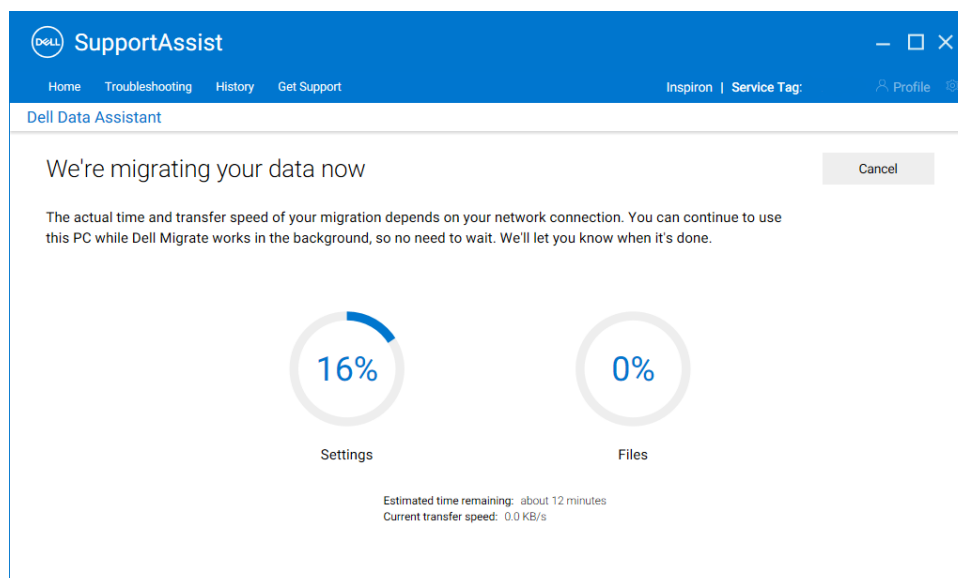


Figure 93. Retry migration on your new PC

Troubleshooting migration failure

About this task

A migration failed message is displayed on Data Assistant if an unexpected error occurs when Data Assistant is running.

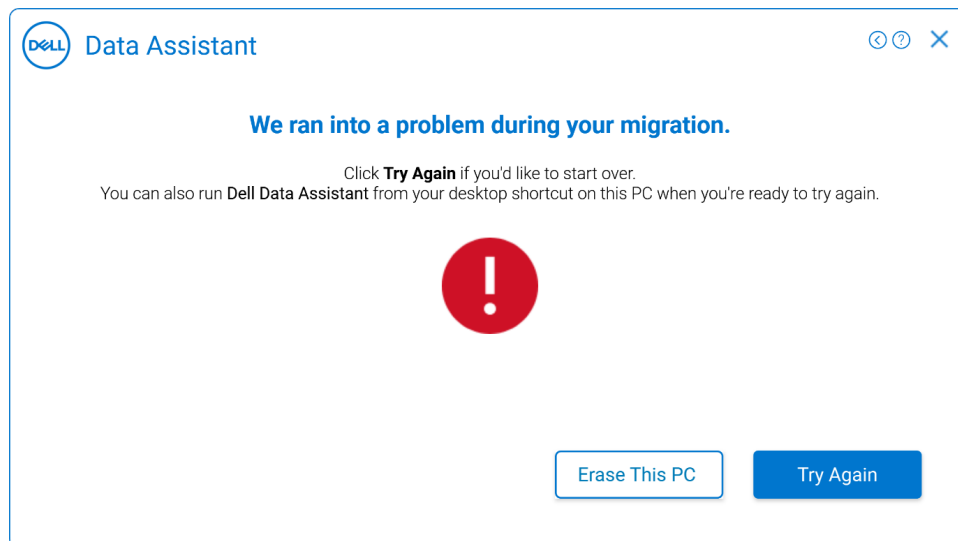


Figure 94. Migration failed after pairing

Steps

1. On the old PC, click **Try Again** to retry the migration process. On the new PC, click **Migrate Again** or restart the migration again from the **Home** page.
2. If you continue to face issues, close Data Assistant on the old PC and SupportAssist on the new PC, and restart both the old and the new PCs. Relaunch both Data Assistant and SupportAssist, and ensure that the following prechecks are validated before retrying the migration process. For more information about migration, see [Migrate and erase data from old PC](#).
 - You must be signed in as an administrator on both the old and the new PCs.
 - Both the old and the new PCs must be connected to the same local network.
 - Both the old and the new PCs must be connected to a power outlet to ensure that there is no disruption due to insufficient power supply.
3. If you still continue to face issues with the migration, contact the [Dell Technical support](#).

Troubleshooting when migration is completed with warnings

Related video: [How to retry migrating your data](#)

About this task

If migration is completed with either skipped files or any settings had failed to apply, a message is displayed in Data Assistant on the old PC. You can retry the migration of the skipped files or settings on the new PC.

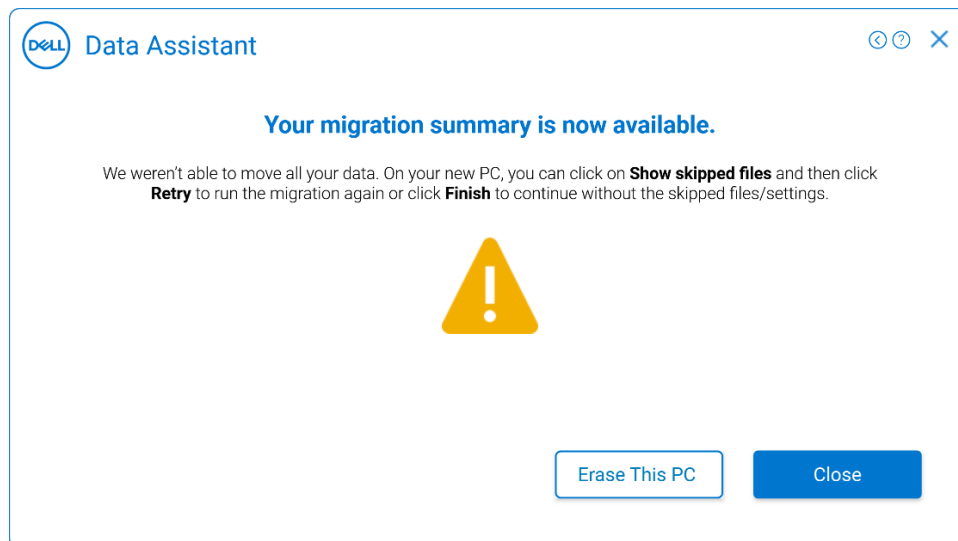


Figure 95. Migration completed with skipped files or settings on your old PC

Steps

1. On the new PC, click **Show Skipped files** on the summary page to view the details of the migration.

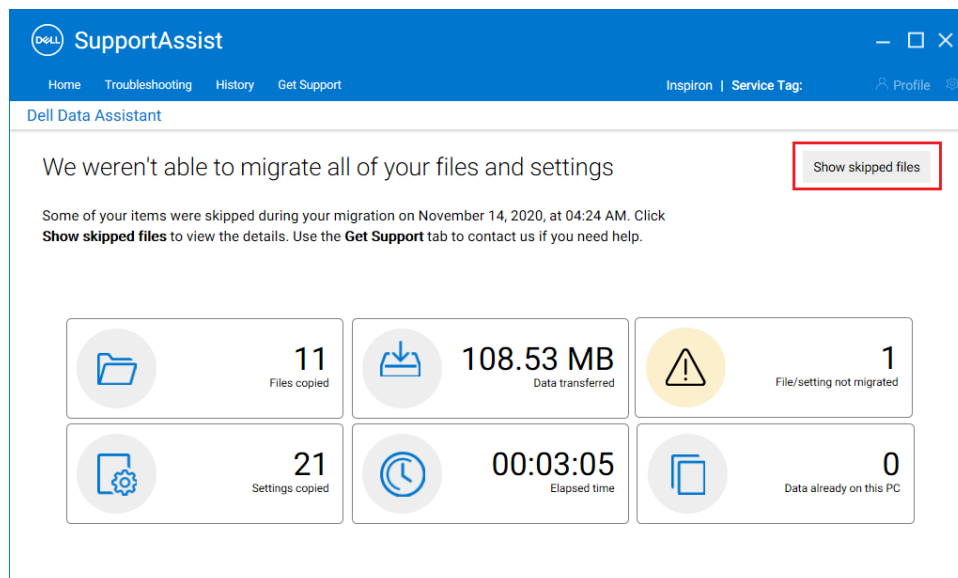


Figure 96. Migration summary on your new PC

The details of the files and settings that were skipped during the migration is displayed.

2. Perform one of the following steps:
 - Click **Retry** to migrate the skipped files.
 - Click **Finish** to continue migration without the skipped files.
3. Expand **Files not copied** to review the skipped files. To view the reason for migration failure of a file, point the mouse cursor on the tooltip icon.

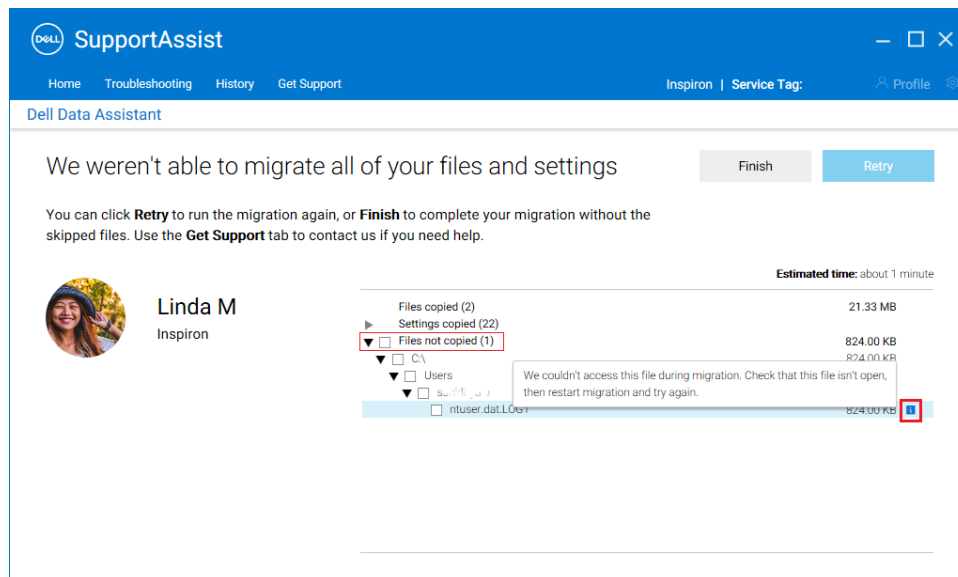


Figure 97. Migration summary details on your new PC

4. If you want to retry the migration for the skipped files, review the suggestion on the tooltip icon and take the required action. For example, close the document, browser, control panel, before retrying the migration process.
5. On the new PC, on the page where details of migration failure is displayed, click **Retry** to retry the skipped files and settings. You can also select or clear the files or settings you want to retry. The migration of the skipped files or settings begins and the progress of migration is displayed.

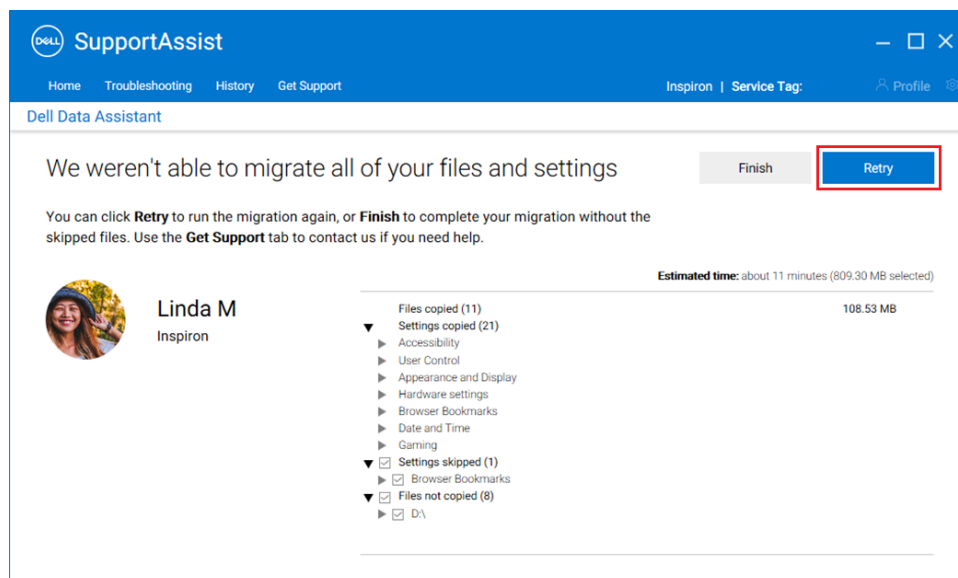


Figure 98. Retry option for skipped files and settings on your new PC

6. Click **Finish** to continue without skipped files.

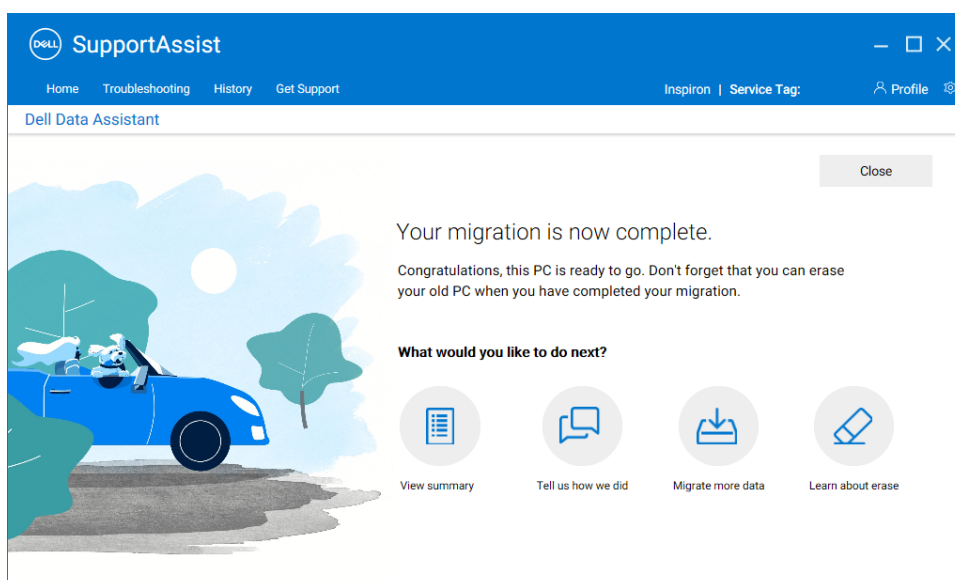


Figure 99. Migration completed on your new PC

The migration process is complete.

For instructions to migrate data from multiple PCs, see the [How to migrate data from multiple PCs to your Dell PC](#) video.

7. If you want to perform another migration, you must restart the migration process from the beginning on both the old and the new PCs by performing the steps in [Migrate and erase data from old PC](#). On the old PC, after the migration is complete, click **Erase This PC** to erase the files and settings on the old PC on which Data Assistant is running.

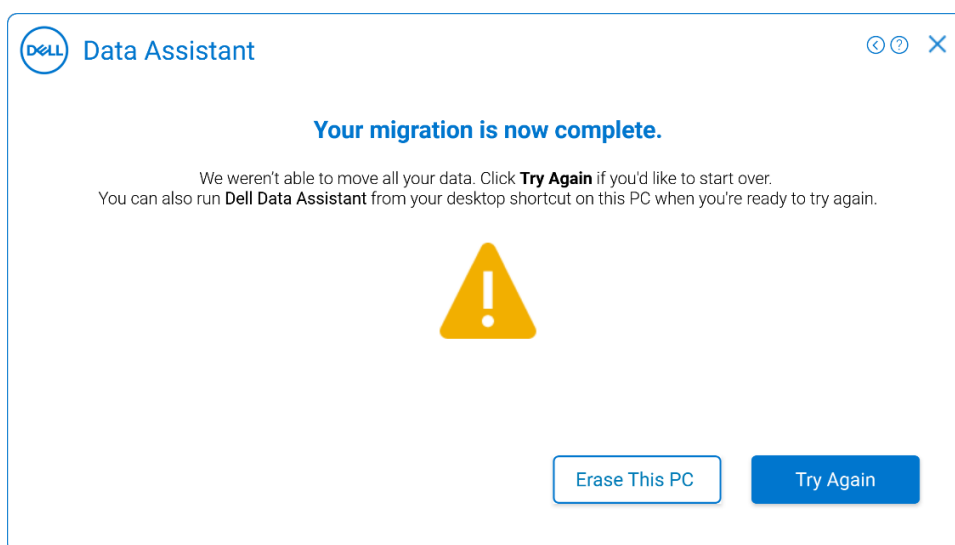


Figure 100. Migration completed with skipped files or settings on your old PC

Issues while launching Data Assistant on old PC

Ensure that the following prechecks are met before initiating migration:

- You must be signed in as an administrator to run Migrate as it requires advanced permissions to read and write data on your new PC.
- Both the old and the new PCs must be connected to the same network.
- Ensure that other applications, for example, Internet Explorer, Microsoft Word, Pictures, and so on, are closed before starting migration.
- Both the old and the new PCs must be connected to a power outlet.

While launching Data Assistant on the old PC, the following error message might be displayed: We weren't able to run Dell Data Assistant - To try again, click Close and wait for five seconds and then restart the application.

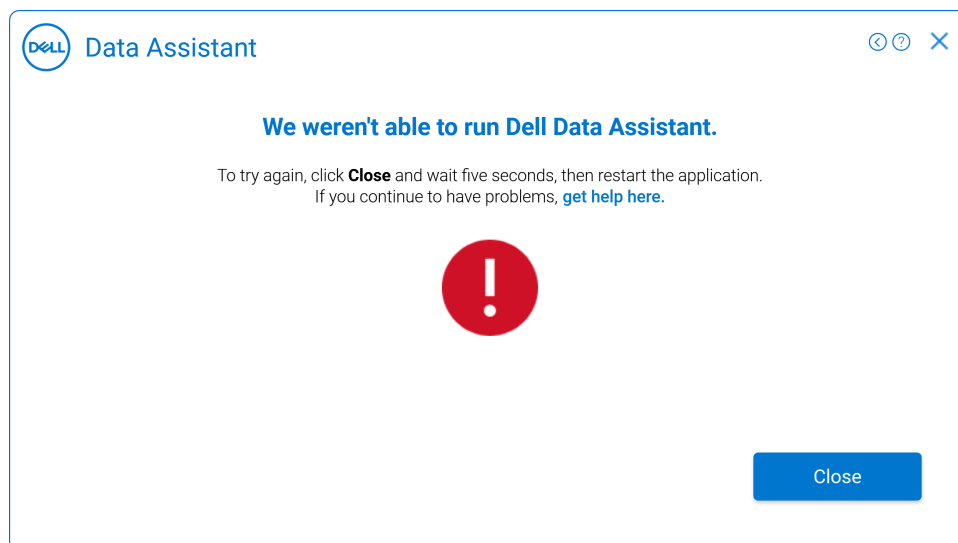


Figure 101. Unable to launch Data Assistant

Troubleshooting issues with launching Data Assistant on the old PC

While launching Data Assistant on the old PC, perform the following steps if the following message is displayed: To try again, click Close and wait for five seconds, then restart the application. If you continue to have problems, get help here.

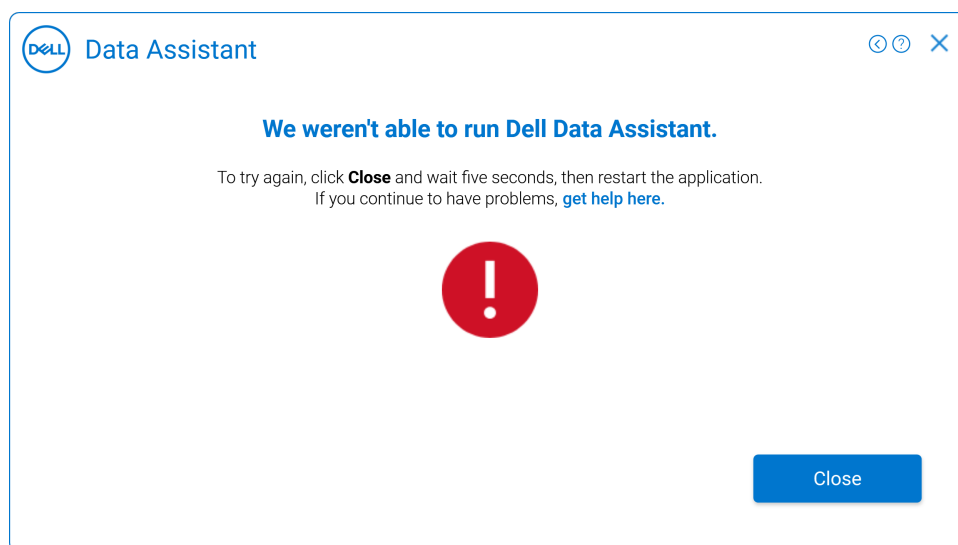


Figure 102. Unable to launch Data Assistant on your old PC

The possible reasons for failure in launching Data Assistant on the old PC are:

- Failed to initiate the local database for Data Assistant.

This can happen if the local database is created by a Windows user who is not an administrator and is being accessed by using an administrator account on the PC. This may also happen if an outdated version of Data Assistant is installed on your old PC.

Perform the following steps to resolve this issue:

1. To fix the database issue, delete the folder, <Operating System Drive>\ProgramData\DDA.

2. Restart your old PC, and open Data Assistant with administrator rights or from administrator Windows user account. This creates a database with proper permissions.
3. Open Data Assistant again.

- Failed to obtain read permissions due to encrypted or virtual drive on the old PC.

This issue occurs if there is a virtual drive present on the old PC which is created if a **Click to Run** version of a program such as **Microsoft Office applications** is installed. Due to the presence of the virtual drive on the PC, Data Assistant cannot read and write to the file system. This causes a time-out and migration is terminated.

Perform the following steps to resolve this issue:

1. Uninstall the **Click to Run** version of the application from the old PC and retry the migration process.
2. After the migration is completed, reinstall the program, and activate it.

- Incompatible version of Data Assistant is used on the PCs.

Ensure that the latest version of the SupportAssist and Data Assistant is used during the migration process.

To resolve this issue, download and install Data Assistant from www.dell.com/DataAssistant on your old PC.

- Core part of the application is removed.

This issue occurs if you remove any necessary application or EXE file from C:\Dell\DellDataAssistant folder.

To resolve this issue, download and install Data Assistant from www.dell.com/DataAssistant to perform a fresh installation of Data Assistant.

If issue still persists with launching Data Assistant, contact the [Dell Technical support](#).

Program Compatibility Assistant

The Windows Program Compatibility Assistant (PCA) runs in the background and monitors the user-initiated programs for known compatibility issues at the run time. PCA detects the known compatibility issues, notifies the user if there are any, and offer solutions that address the issue and apply solutions before the user runs the program again.

The PCA starts monitoring when the Data Assistant is launched. The Data Assistant launches many other processes internally and tracks them to ensure that they are closed when the Dell Data Assistant is closed. But, on Windows 7 PCs, PCA assumes that the program is not closed properly and a dialog box is displayed.

When PCA errors occur, Windows 7 provides the following two options:

- **Reinstall using recommended settings**—changes the compatibility settings of the program. But since Data Assistant is a one-click application and does not install any file on the system, nothing happens when reinstall option is clicked.
- **This program installed correctly**—informs PCA that the program is installed correctly even if there was not an installation. In this case, the compatibility message is not displayed again.

The second option is recommended because PCA registers it as having been installed correctly, and it configures the system accordingly. The PCA dialog box does not appear on subsequent Data Assistant launches.

Data Erase

Perform erase without migration

If you perform the erase process on your old PC without migrating your data, your photos, videos, documents, and other important files, these files are permanently lost. On your old PC, a warning is displayed with an option to migrate all your files before beginning the erase process.

Perform erase after canceling migration

Depending on where you are in your cancellation process, one of the following two prompts is displayed. For more information about the migration flow, see [Migrate and erase data from old PC](#).

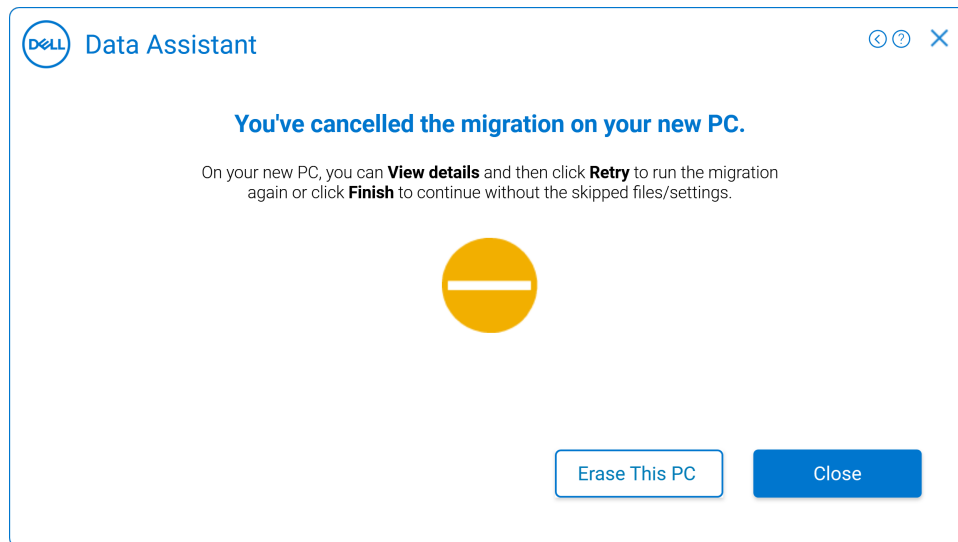


Figure 103. Migration canceled

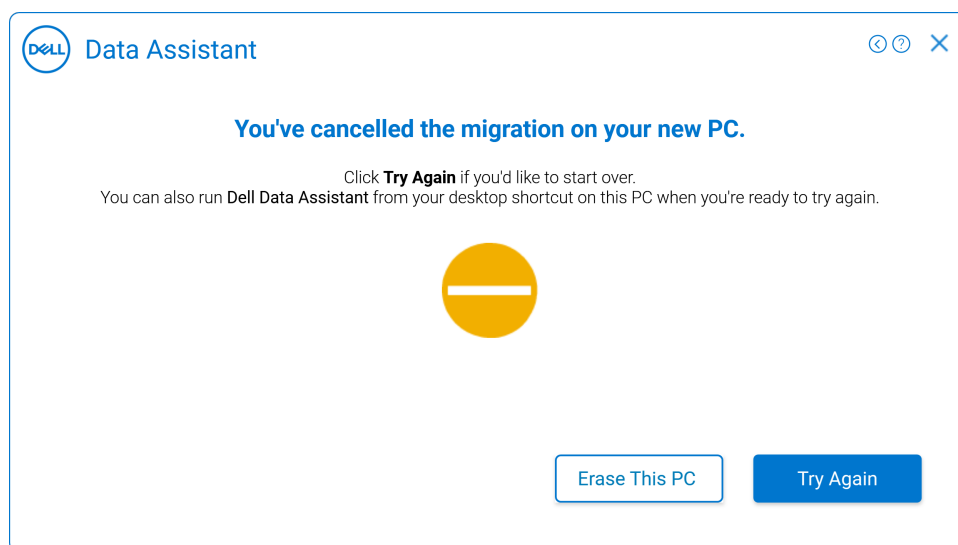


Figure 104. Migration canceled

- If you click **Erase This PC** and migration is not completed, the following page is displayed on the old PC:

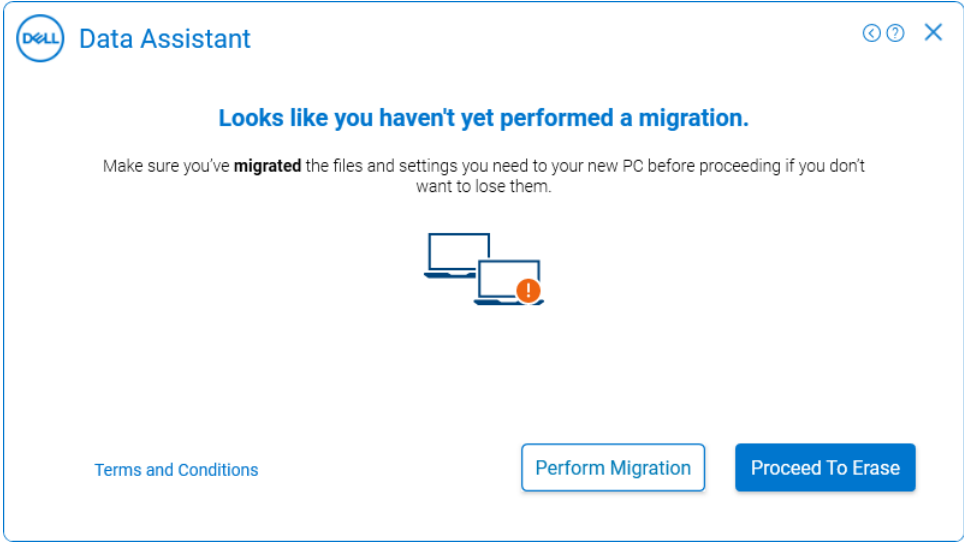


Figure 105. No migrations performed

It is recommended that you click **Perform Migration** to ensure that all your personal files and settings are safely and securely migrated to your new PC. But you must click **Proceed To Erase** in case your data was backed up by some other means, and you are ready to reset your old PC to its factory state.

- If you select **Perform Migration**, the following page with instructions to start migration is displayed on the old PC:

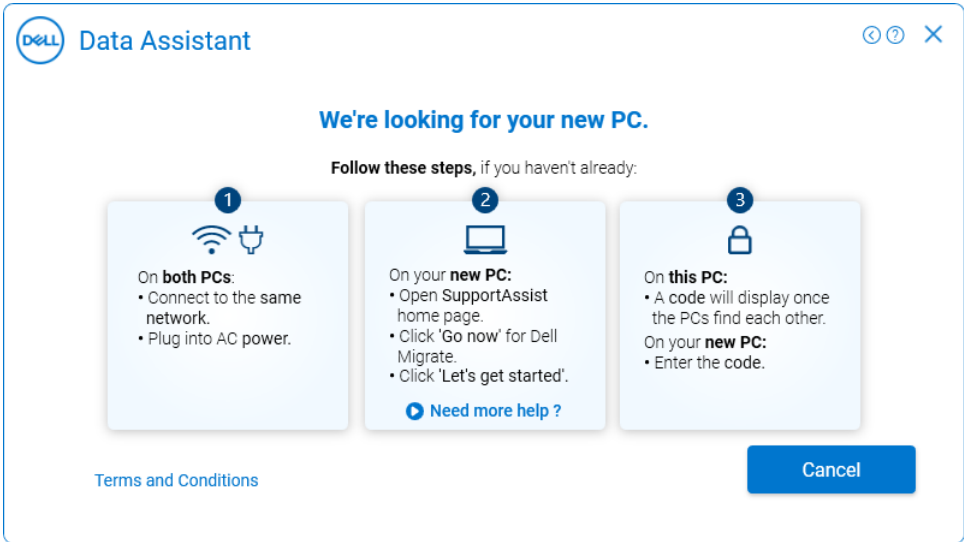


Figure 106. Searching for new PC

Perform erase after closing Data Assistant post pairing

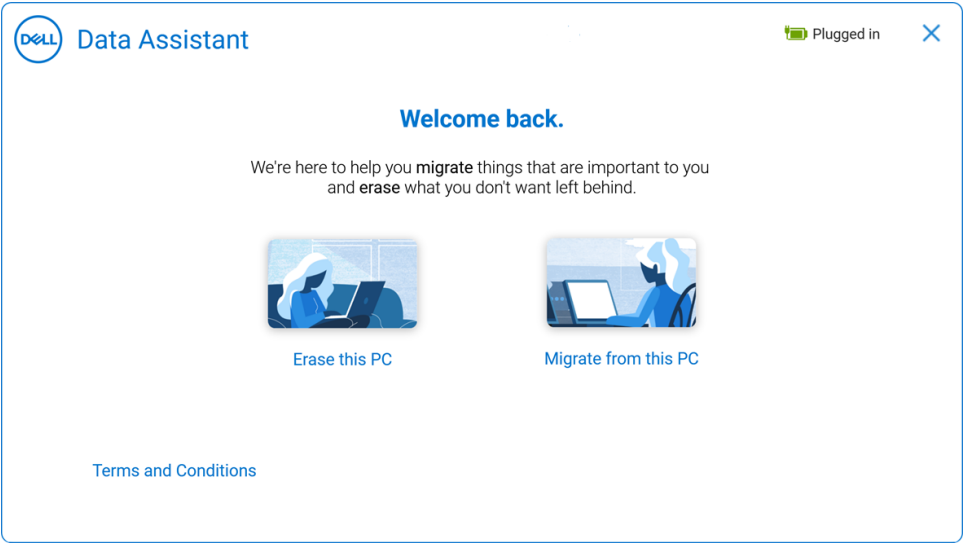


Figure 107. Relaunching Data Assistant after closing

If you click **Erase this PC**, a message is displayed that migration is not performed. You can either choose to begin migration or go to the erase process.

It is recommended that you click **Perform Migration** to ensure that all your personal files and settings are safely and securely migrated to your new PC. But you must click **Proceed To Erase** in case your data was backed up by some other means, and you are ready to reset your old PC to its factory state.

Click **Erase This PC** when the application is ready to migrate

If this is the first migration process and you are in **We're ready to start your migration** page, and if you click **Erase this PC**, a message is displayed that migration is not performed.

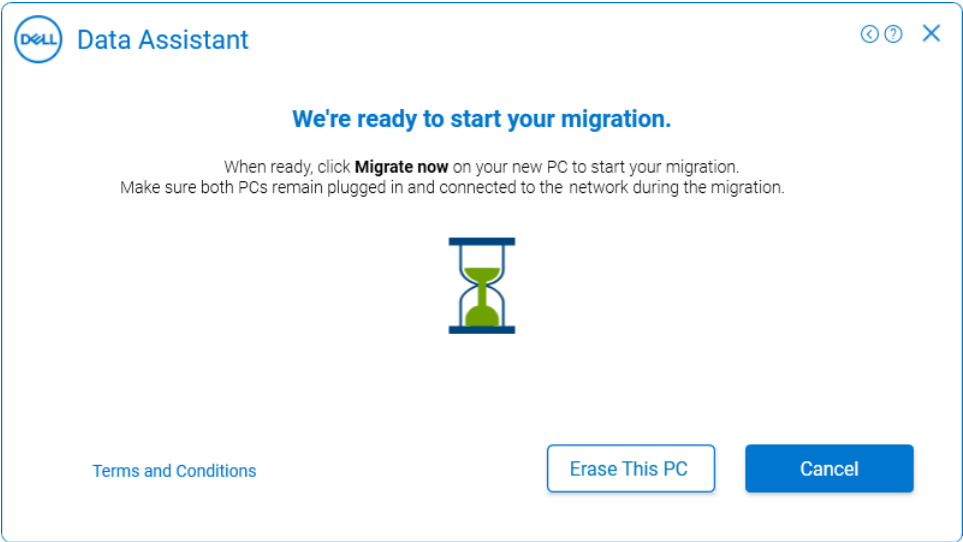


Figure 108. Ready for migration

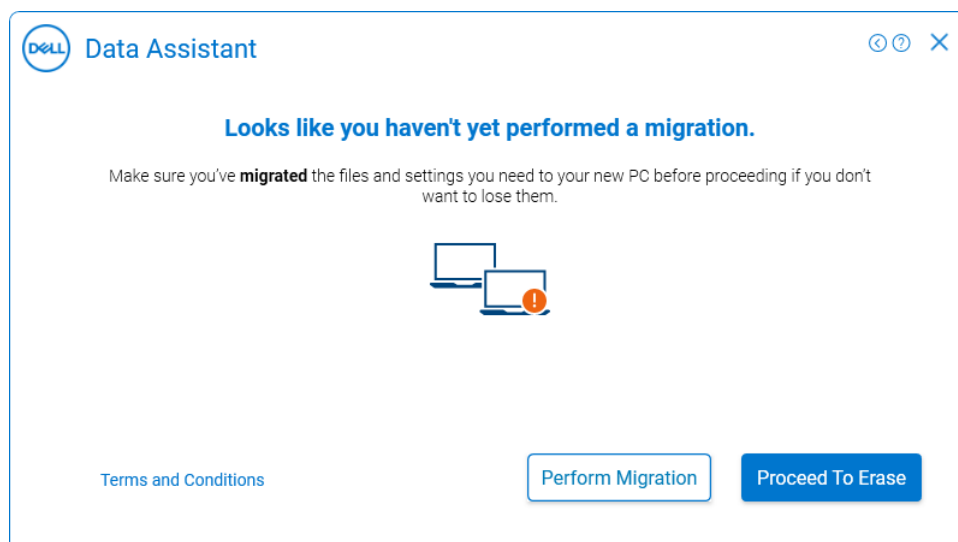


Figure 109. No migration is performed after pairing is completed

If you click **Perform Migration**, the following message is displayed as Data Assistant has verified and paired with the new PC. Data Assistant continues from where you left: We're ready to start your migration.

For information about errors that you may encounter during migration and data erase, and the possible workaround, see [Error codes](#).

Prechecks for erase

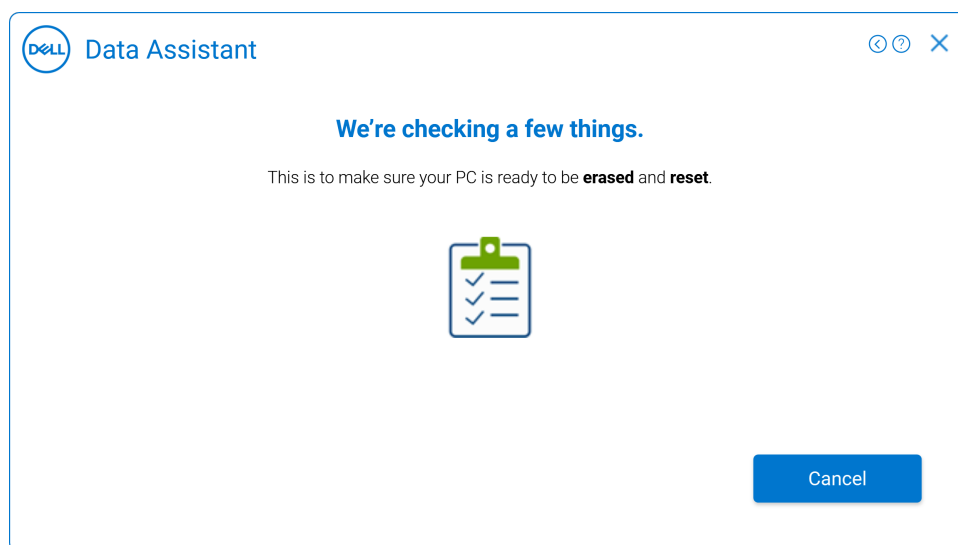


Figure 110. Running prechecks for erase on your old PC

The following prechecks are performed on the old PC when the erase option is initiated with Data Assistant:

- Operating system check—Data Assistant checks if the operating system is compatible with Migrate. The compatible operating system versions are Windows 7 or later on the old PC and Windows 10 or later on the new PC. If both the old and the new PCs are not using supported Windows versions, Migrate prompts you to upgrade to a newer version of Windows operating system.
- Battery or power source check—Data Assistant checks and prompts you to connect your PC to a power outlet to proceed with the erase process.
- Bit locker or device encryption check—Data Assistant checks if the BitLocker encryption is enabled on the Windows operating system drive, for example, C drive, and prompts you to disable or turn off the BitLocker encryption on the

operating system drive to proceed with the erase process. If the BitLocker encryption is enabled for non-operating system drives, the erase process disables the BitLocker on those drives.

- Local drive health check—Data Assistant checks the local drives on the PC for hardware issues and warns you to expect hardware failures during the erase process if you proceed. It evaluates the health of the local drives by checking values of certain parameters, which should be within acceptable thresholds.
- External drive or media check—A message is displayed on the old PC stating that the data stored on the external drive will not be erased if an external drive is connected to the PC. It is recommended to disconnect external drives before proceeding with the erase process.
- Multiple user accounts check—Data Assistant prompts you to migrate all the user profiles before proceeding with erase. If there are multiple user accounts present on the old PC, you can choose to either directly proceed with the erase process or first migrate all the user profiles from the old PC to the new PC before resuming erase.
- No migration performed check—Data Assistant prompts you to migrate all your files before beginning the erase process. If migration is not performed, if you perform an erase process on your PC without migrating your data, your photos, videos, documents, and other files present on that PC are permanently lost.

Disabling BitLocker

If BitLocker encryption is enabled on your hard drive, the erase process cannot proceed. Windows uses BitLocker to encrypt your drives, which helps protect your files and folders from unauthorized access if your device is lost or stolen. This option is enabled by default on some Windows systems. After the encryption is turned off, click **Try Again** on Data Assistant.

You can unlock your hard drive by using the following steps. It is recommended that you unlock your hard drive in the following order:

1. [Disable device encryption using Device encryption settings](#)
2. [Disable BitLocker](#)
3. [Unlock the files using an encryption password](#)
4. [Unlock the files using a recovery key](#)

 **NOTE:** Depending on the version of your Windows operating system, these steps might differ.

For more information, see [Automatic Windows Device Encryption/BitLocker on Dell Systems](#).

Disable device encryption using Device encryption settings

Steps

1. In the search box next to the start icon on the taskbar, enter **Device encryption**. Click **Device encryption settings** from the list of results.

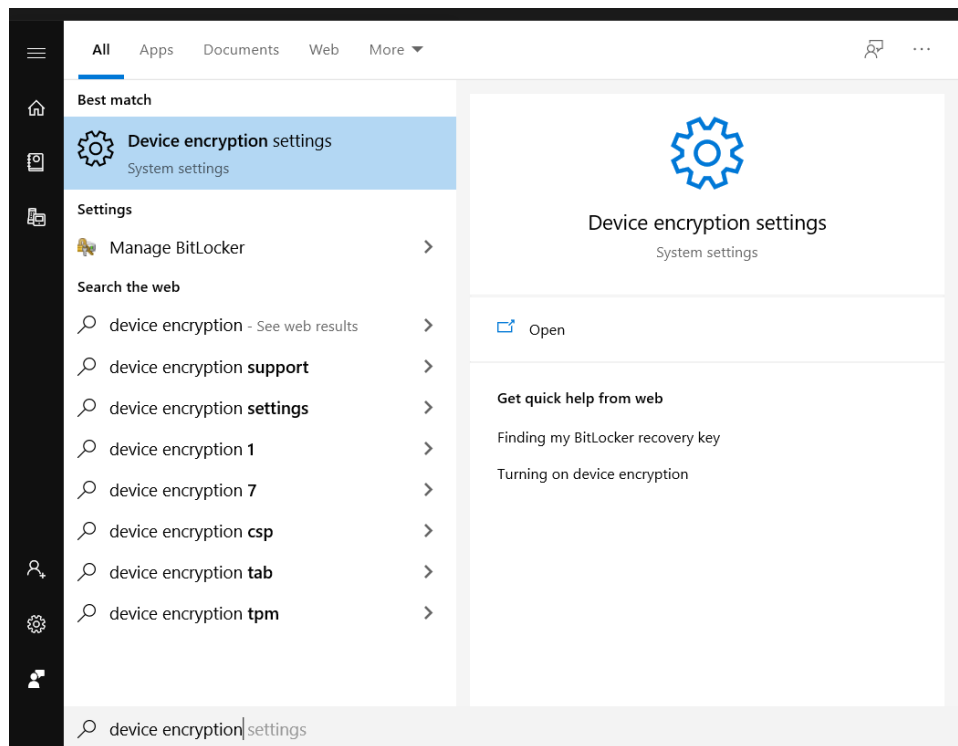


Figure 111. Opening Device encryption settings

The **Device encryption** page is displayed.

2. Click **Turn off** to disable the device encryption.

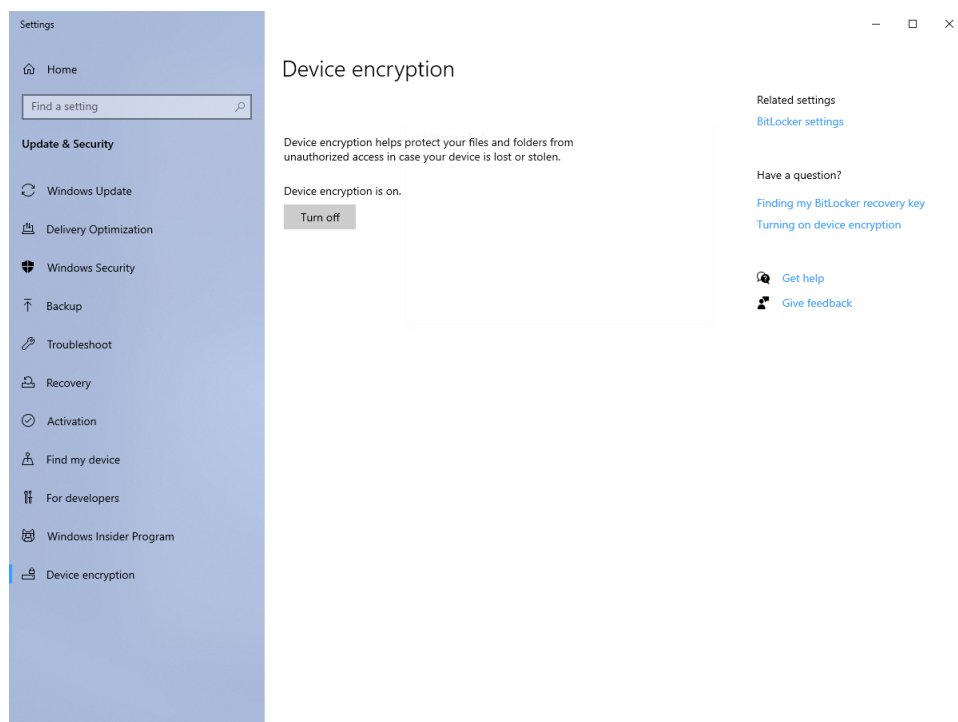


Figure 112. Device encryption

3. Click **Turn off** to confirm.

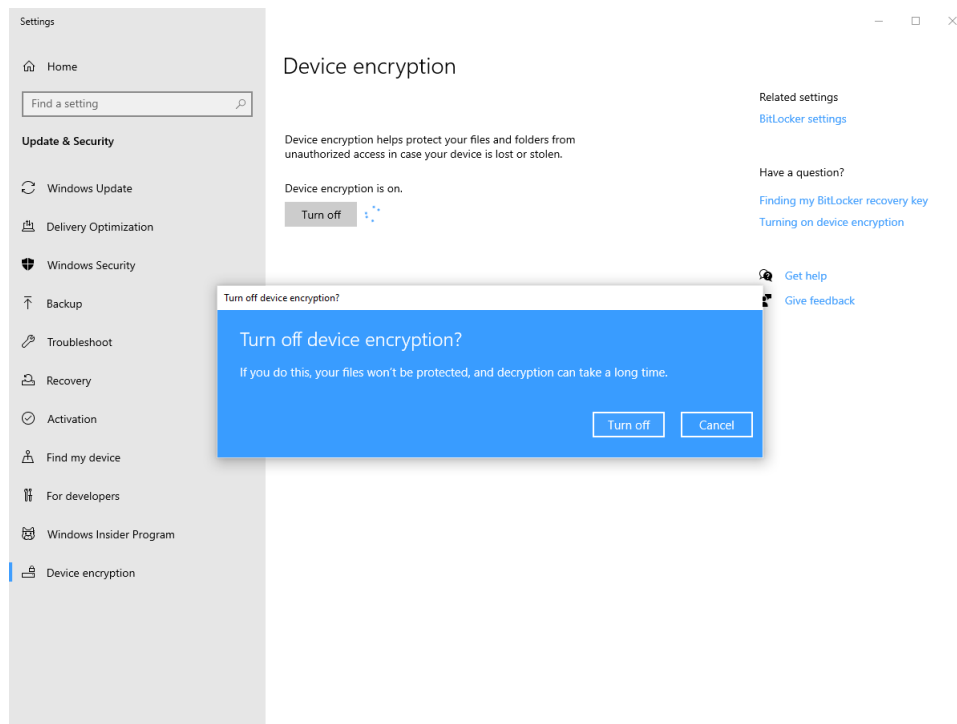


Figure 113. Turning off device encryption

It takes a few minutes to finish decrypting the device. Do not perform any other actions on the PC until decryption is complete.

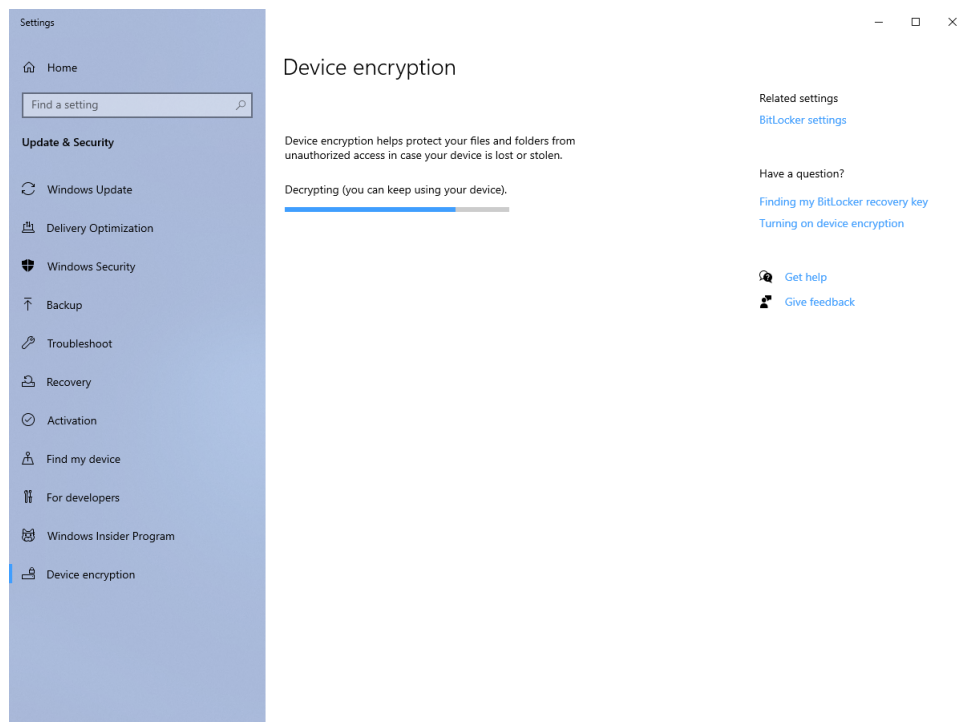


Figure 114. Device encryption decrypting the files

Disable BitLocker

Steps

1. In the search box next to the start icon on the taskbar, enter **BitLocker**. Click **Manage BitLocker** from the list of results.

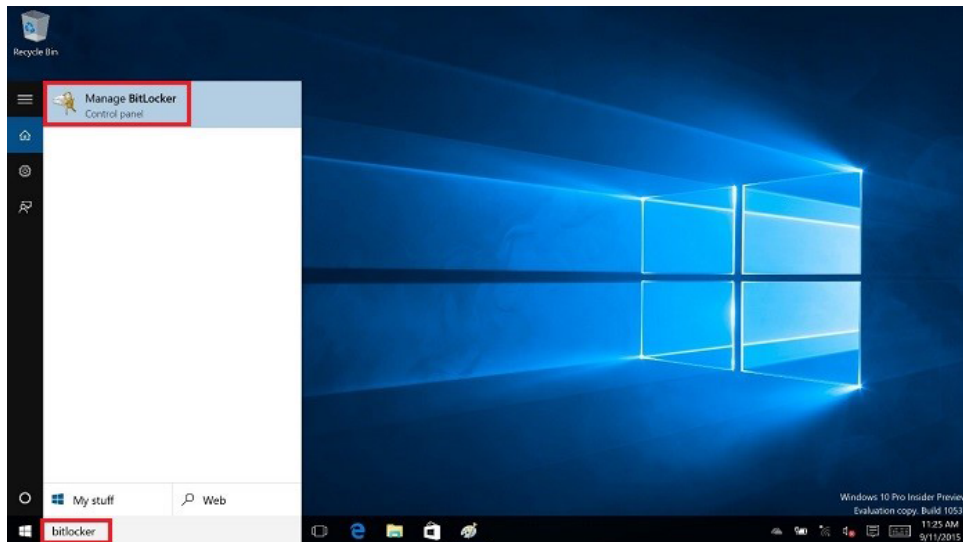


Figure 115. Starting BitLocker

2. Click **Turn off BitLocker**.

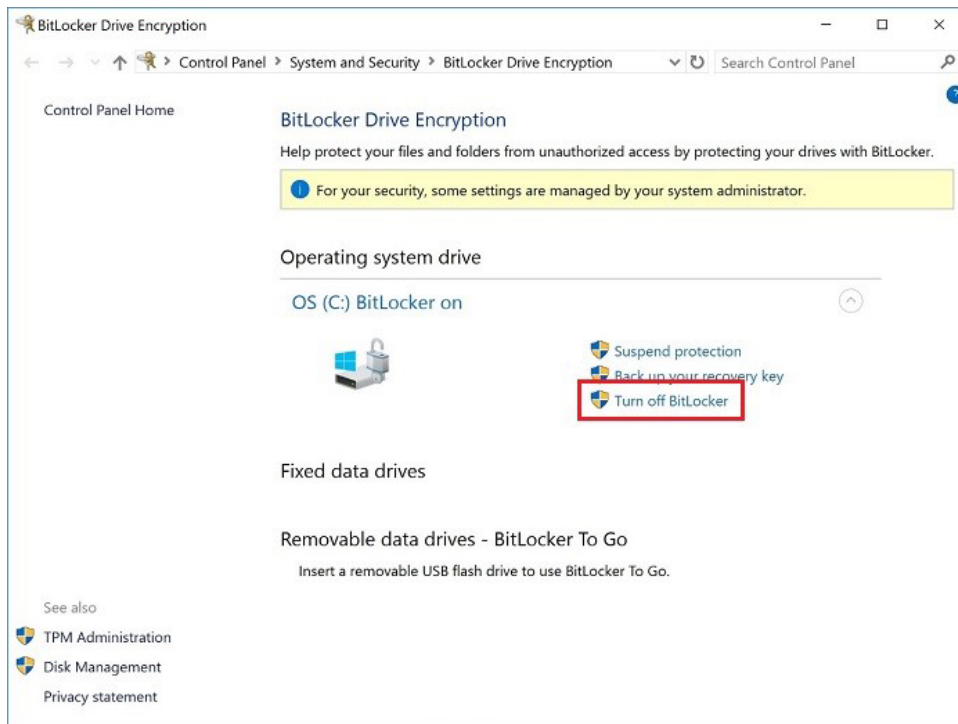


Figure 116. BitLocker Drive Encryption

3. Click **Turn off BitLocker**.



Figure 117. BitLocker Drive Encryption dialog box

The following page is displayed:

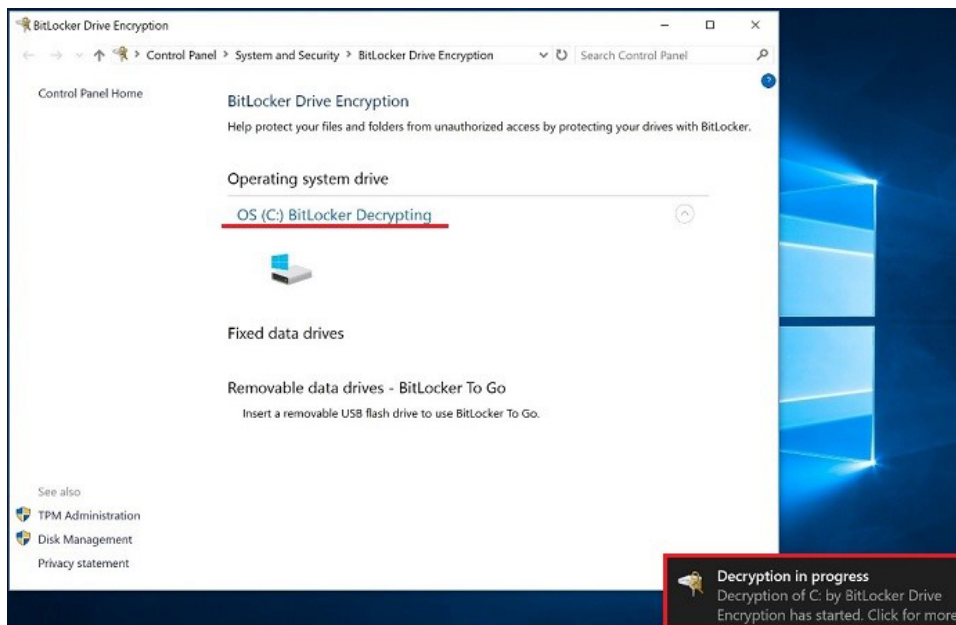


Figure 118. Decryption in progress

4. Wait for the decryption process to complete. To check the progress of decryption, click the notification.



Figure 119. Checking the progress of decryption

After the decryption process is complete, the following message is displayed: Decryption of C: is complete.



Figure 120. Decryption is complete

Unlock the files using an encryption password

Steps

1. Open File Explorer, and right-click the BitLocker encrypted drive, and then click **Unlock Drive**.

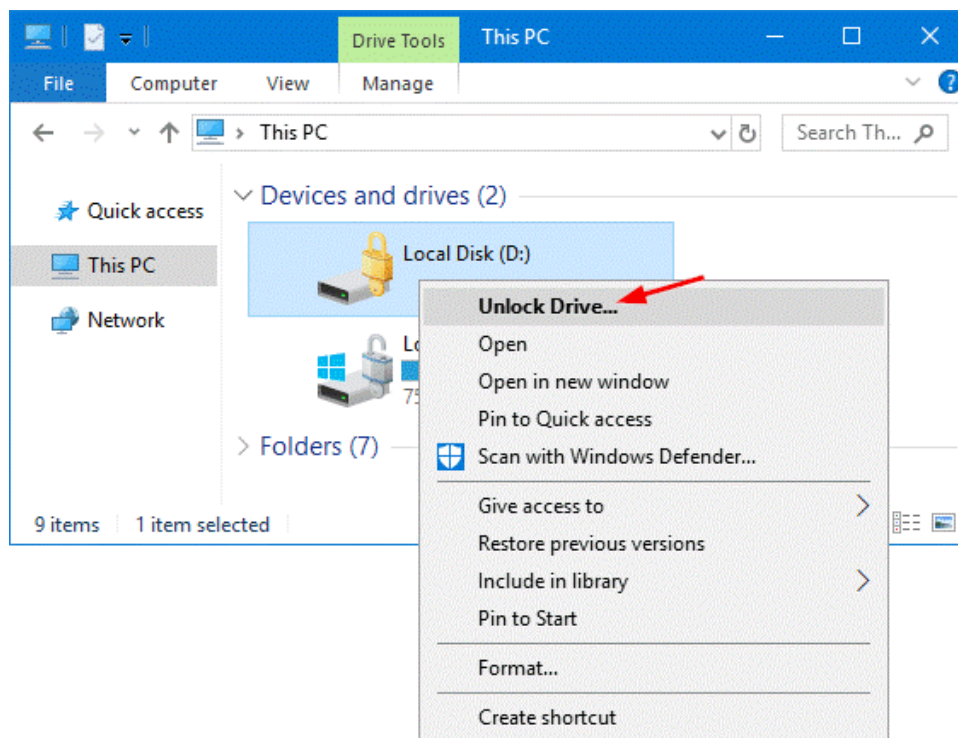


Figure 121. Unlocking the drive

2. Enter the BitLocker password, and click **Unlock**.

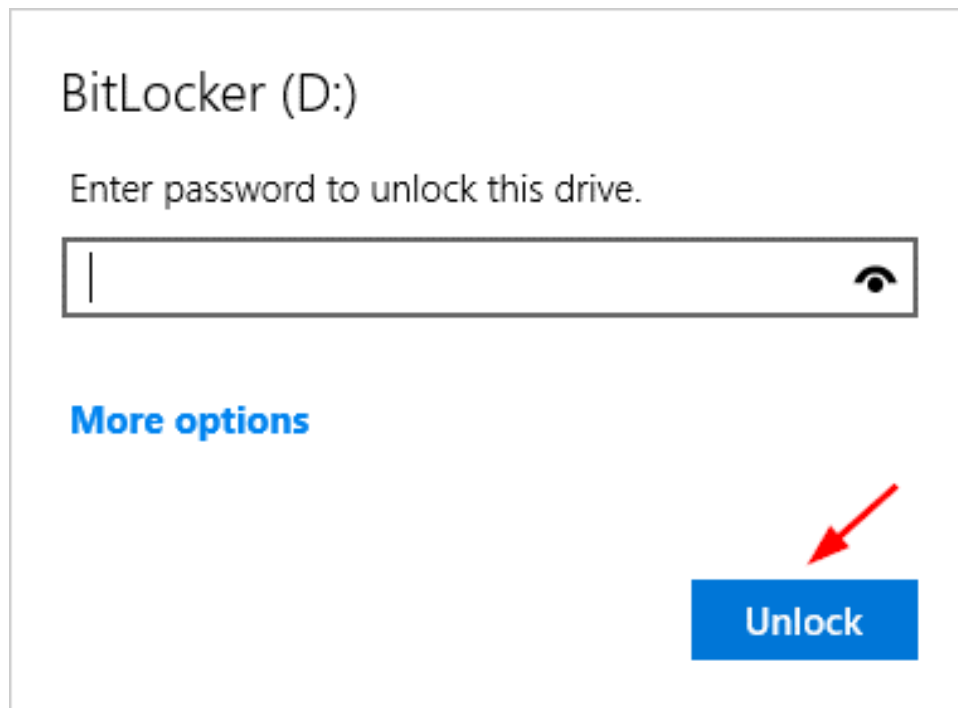


Figure 122. BitLocker dialog box

Results

The drive is unlocked.

Unlock the files using a recovery key

Steps

1. Open File Explorer, and right-click the BitLocker encrypted drive, and then click **Unlock Drive**.

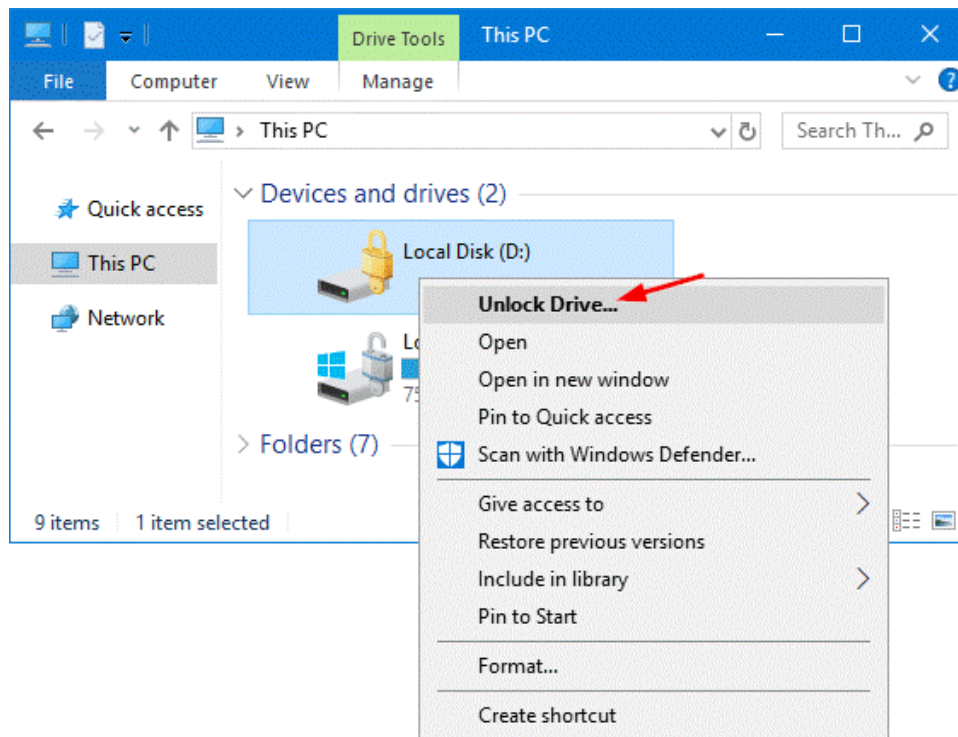


Figure 123. Unlocking the drive

2. If you do not remember your Windows BitLocker password, click **More Options**, and then click **Enter recovery key**.

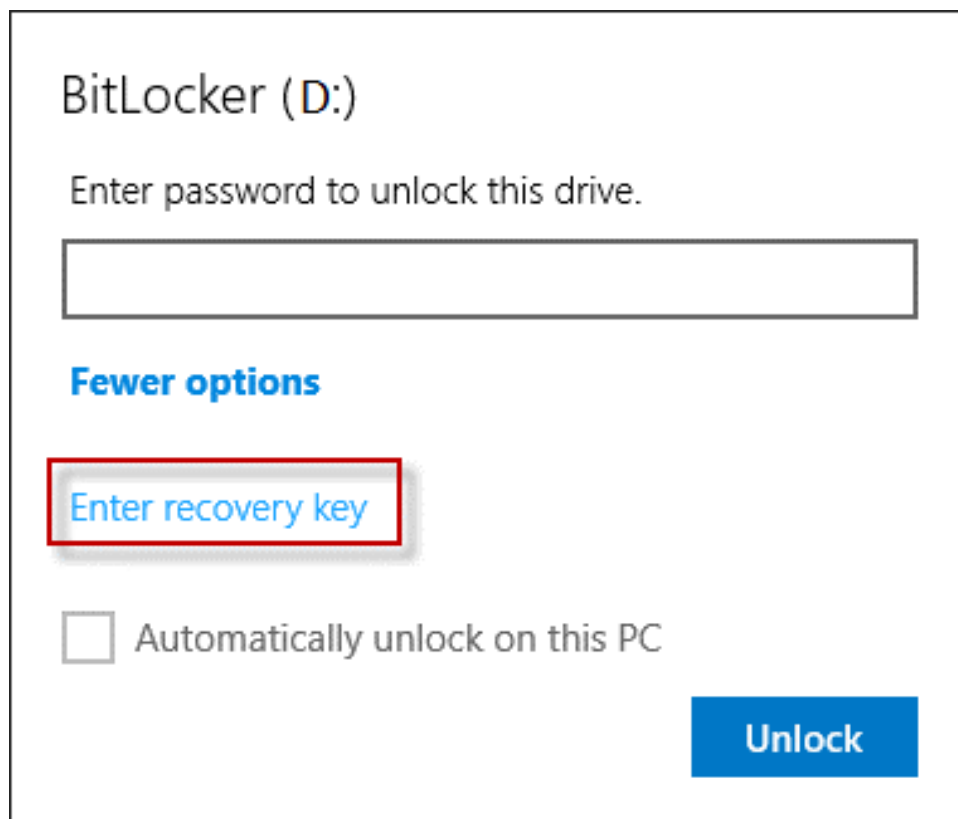


Figure 124. More options in BitLocker dialog box

3. Enter the BitLocker recovery key to unlock the drive. The recovery key is created when BitLocker is first set up. Use the recovery key that you have saved or printed while setting up BitLocker. Enter BitLocker recovery key, and click **Unlock**.



Figure 125. Recovery key in BitLocker dialog box

NOTE: For more information about how to find BitLocker recovery key, see [Finding your BitLocker recovery key in Windows 10](#).

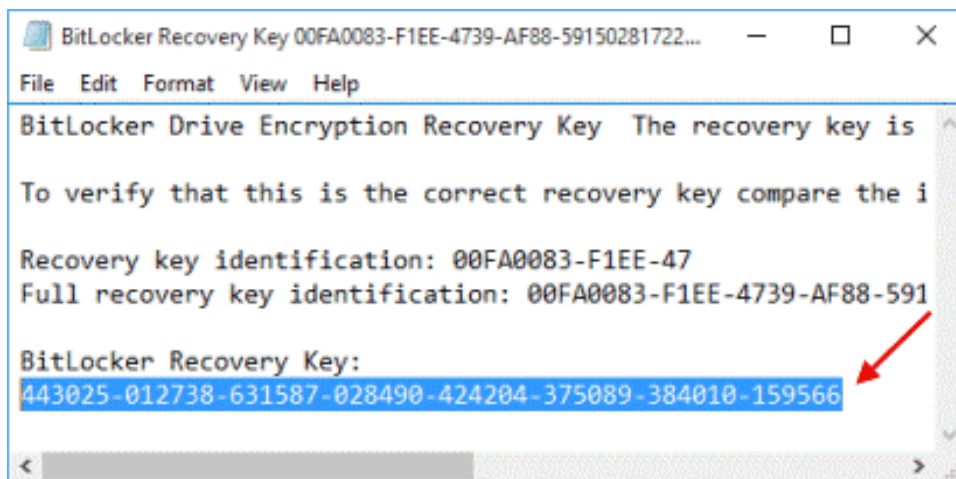


Figure 126. Recovery key in Notepad

Troubleshooting hard disk failure issues

If a disk failure error message is displayed, your hard drive is experiencing critical errors, and the erase process cannot be completed successfully. It is recommended that you back up all important data, and contact your vendor for possible options to replace the drive as soon as possible.

Data Assistant uses a utility that is called Self-Monitoring, Analysis, and Reporting Technology (S.M.A.R.T.) to check the health of the drive.

S.M.A.R.T. is a monitoring tool that is built into most of modern disk drives, such as HDDs, SSDs, eMMC drives, and so on. The primary function of S.M.A.R.T. is to detect and report various indicators of drive reliability with the intent of anticipating imminent hardware failures. By checking the value of parameters, the health status of a drive can be determined.

Data Assistant uses this S.M.A.R.T. information to prompt you when the drive health is likely to cause a failure during erase.

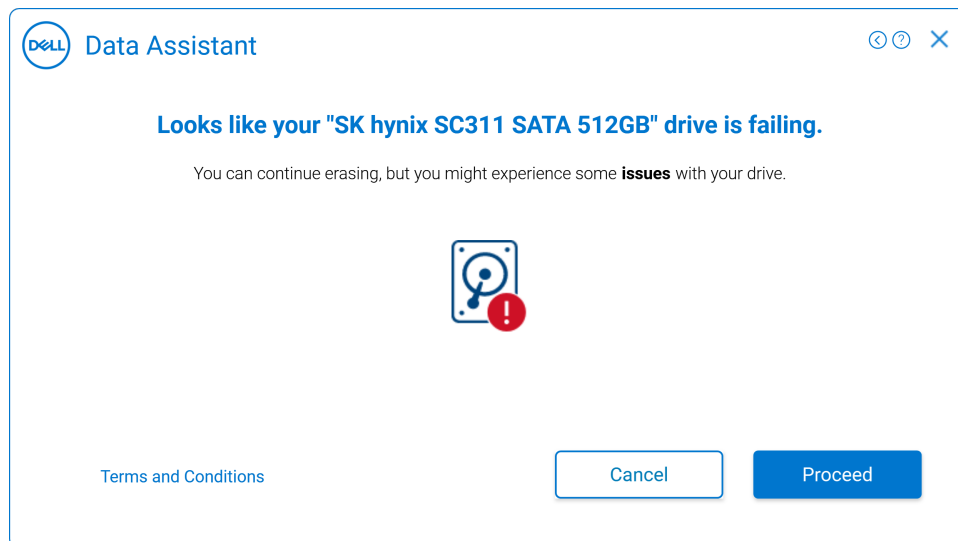


Figure 127. Hard disk failure

Since S.M.A.R.T. failures are hardware level issues, there are limited resolution options available:

- Perform the following steps to check for any errors, and repair the drives present on your system:
 1. Open **File Explorer**, and on the left pane, click **This PC**.
 2. Right-click any drive. For example, **C:**.
 3. Click **Tools**, and click **Check**.

Your system starts checking for any issues with the current drive. It also attempts to repair the issues it finds.

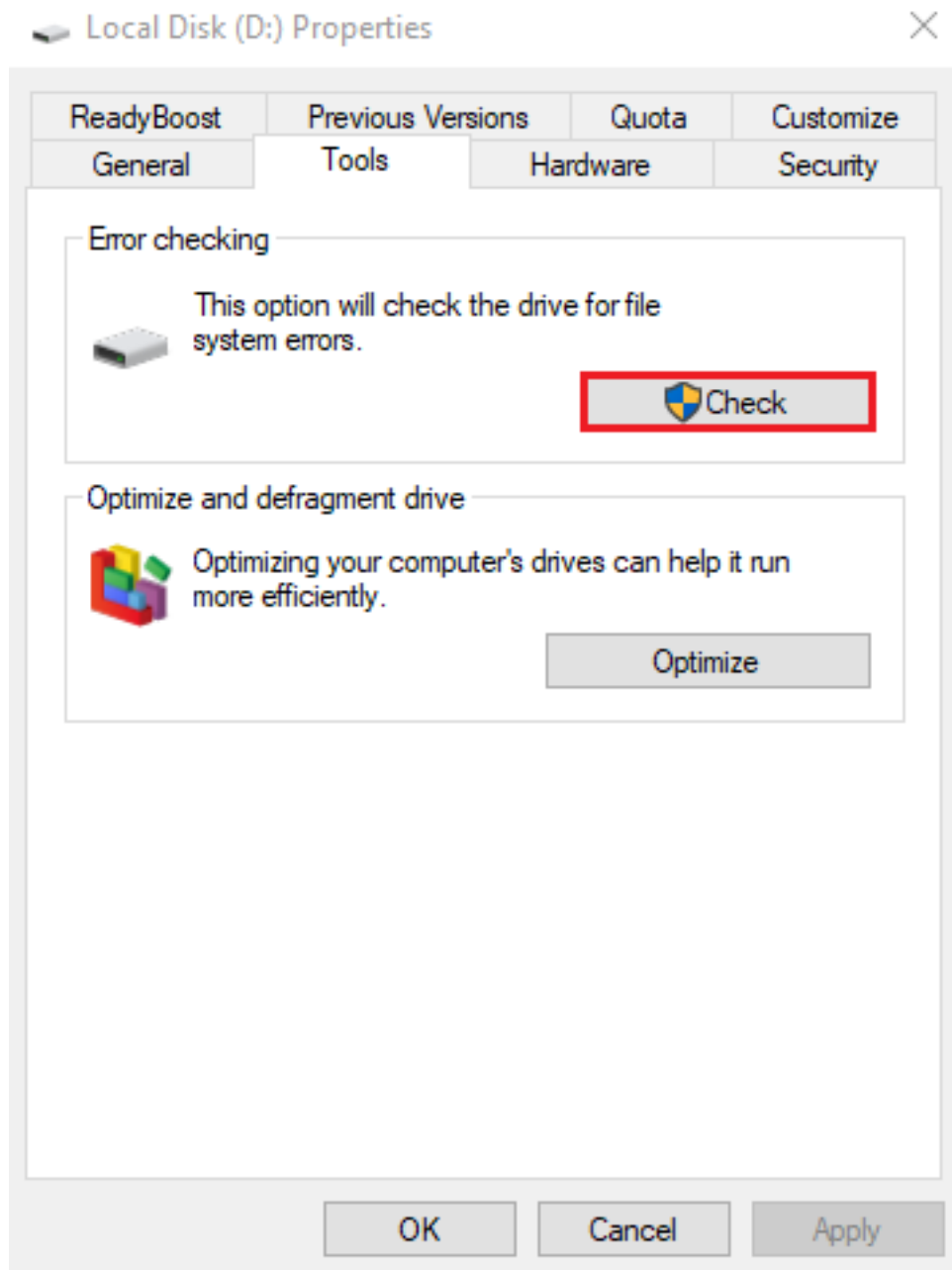


Figure 128. Error checking

- Perform the following steps to optimize the drive:
 1. Open **File Explorer**, and on the left pane, click **This PC**.
 2. Right-click any drive. For example, **C:**.
 3. Click **Tools**, and click **Optimize**.
 4. Repeat step 3 for all drives.

Your system should automatically start defragmenting and optimizing the drives. Depending on the type and hardware of your drive and the size of the drive, it can take from a few seconds to a few minutes.

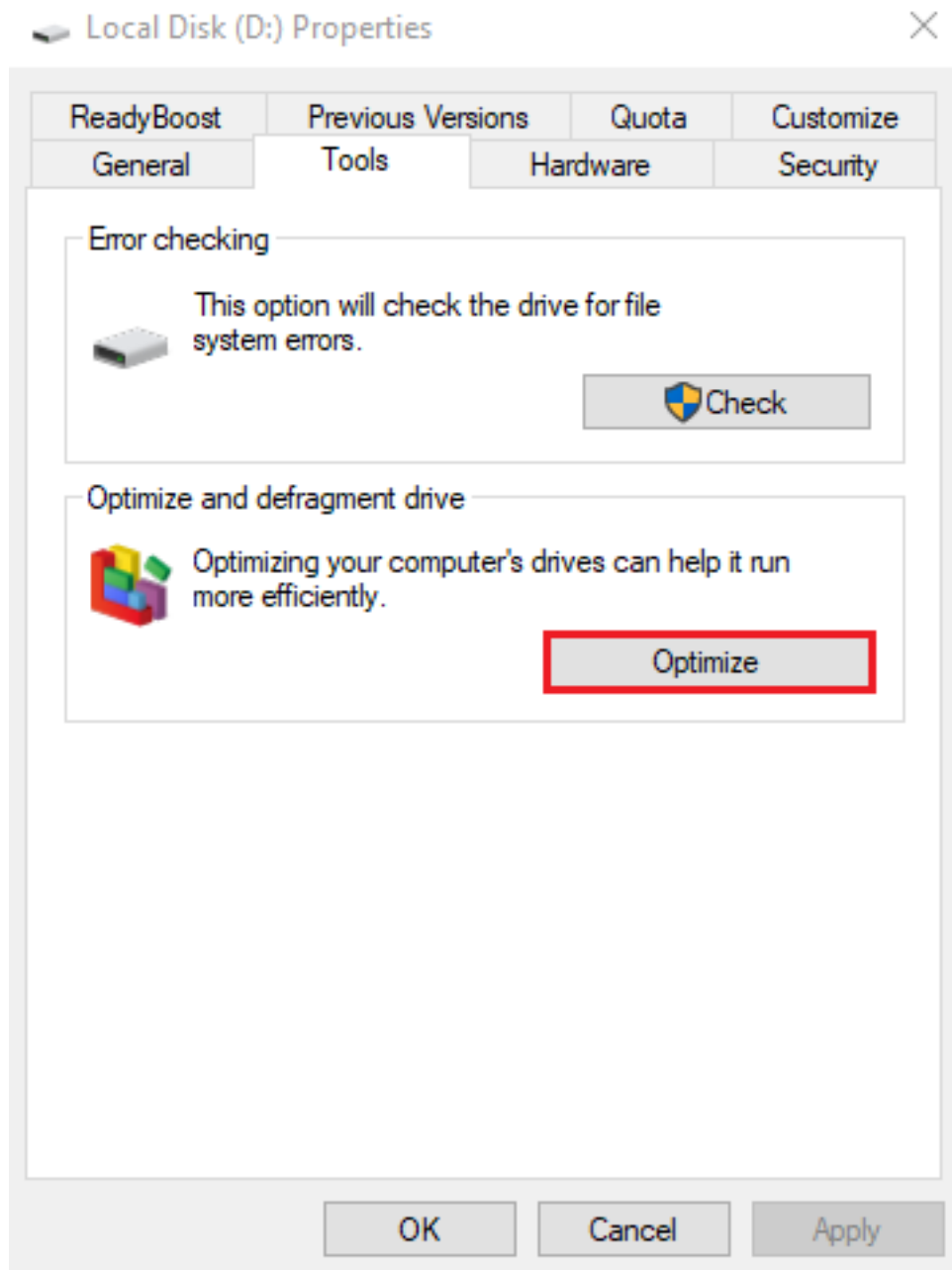


Figure 129. Optimize and defragment the drives

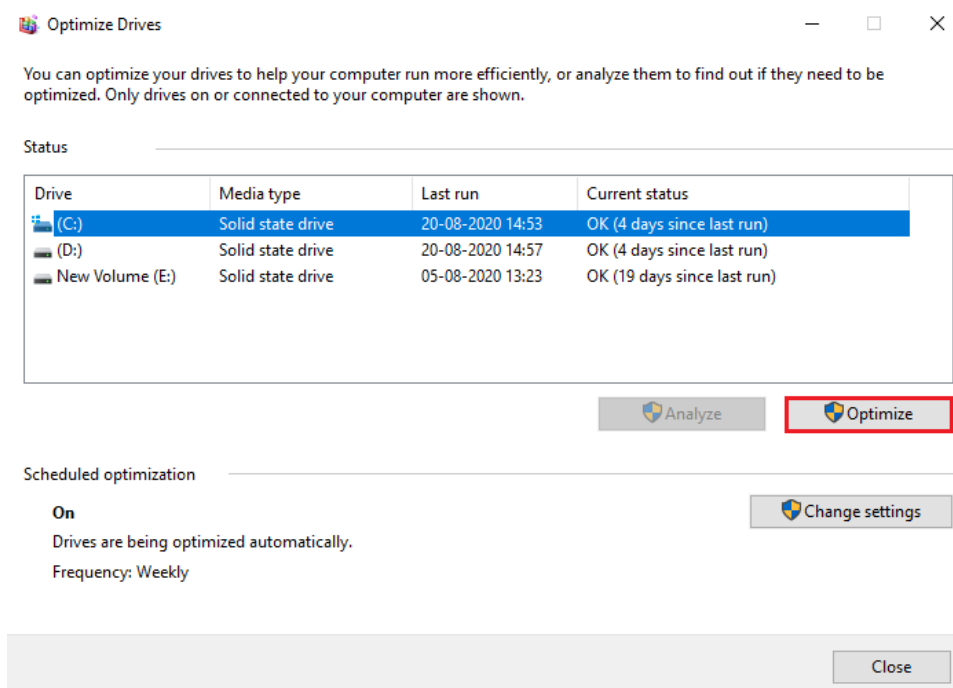


Figure 130. Optimizing drives

If these steps provided do not help, it is recommended that you back up all the important data, and contact your vendor for possible options to replace the drive as soon as possible.

Troubleshooting when external storage is found

On the old PC, Data Assistant runs the prechecks for erase to ensure that all the requirements are met before proceeding. When an external storage device is detected on the old PC, Data Assistant prompts you to disconnect the external device.

Erase is only performed on the local fixed storage of the PC. Erase does not remove data from any removable media or external storage components. It is recommended to disconnect the external storage devices as an additional precaution.

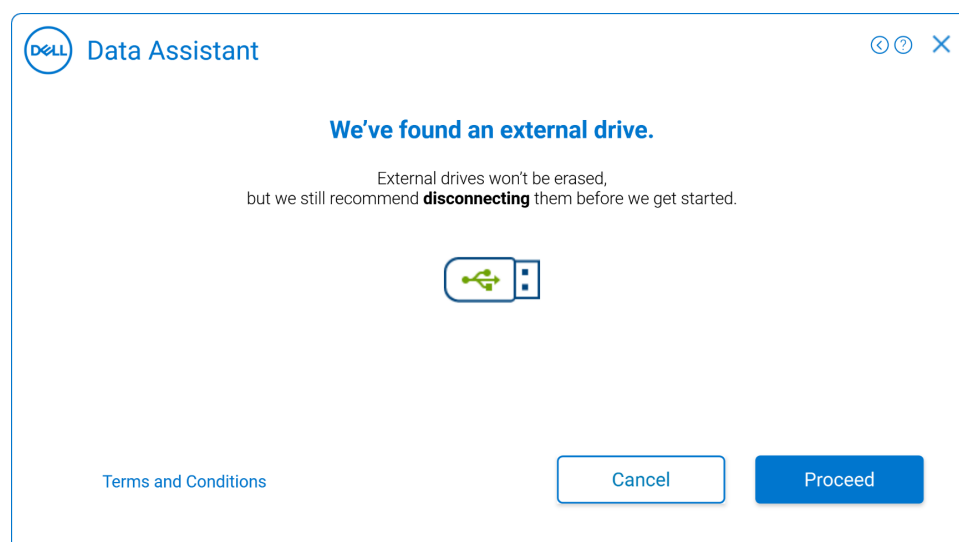


Figure 131. External drive found in Data Assistant

Set reminder

Steps

1. After the migration is completed, a prompt to erase your old PC is displayed. If you want to erase the PC at a future time, you can set a reminder. Select when you want to be reminded, and click **Okay**.

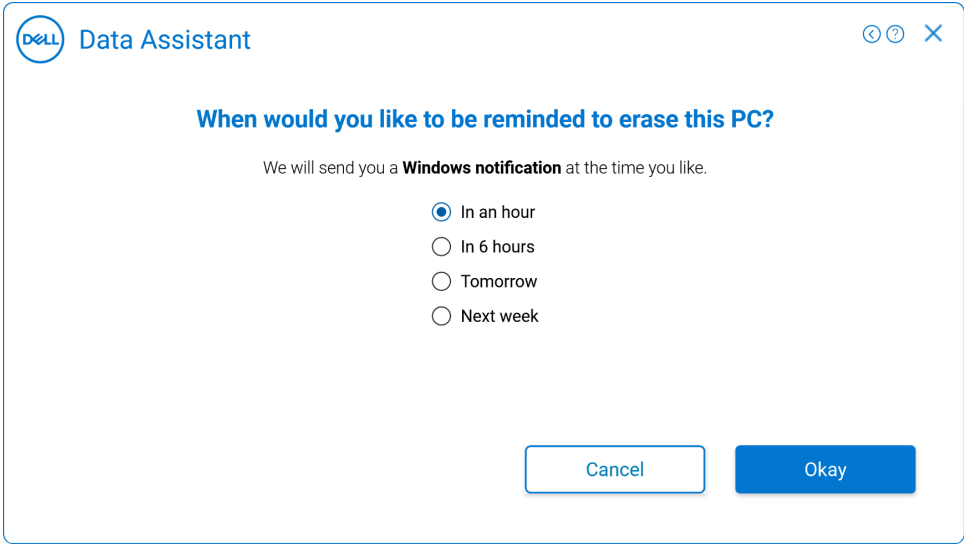


Figure 132. Reminder options

2. Select one of the following options:
 - **Perform Migration**
 - **Close**

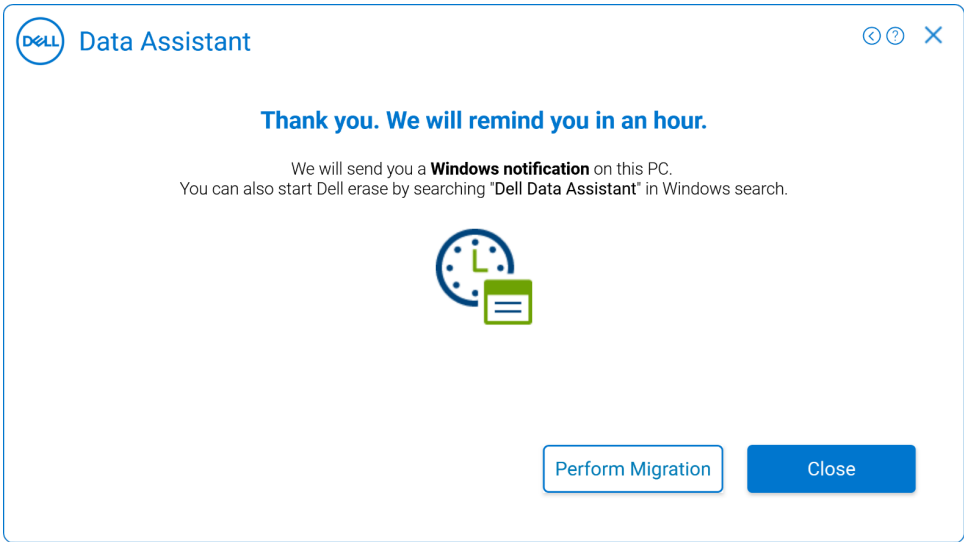


Figure 133. After choosing to be reminded later

Results

After the reminder time is lapsed, a Windows notification is displayed on your old PC.

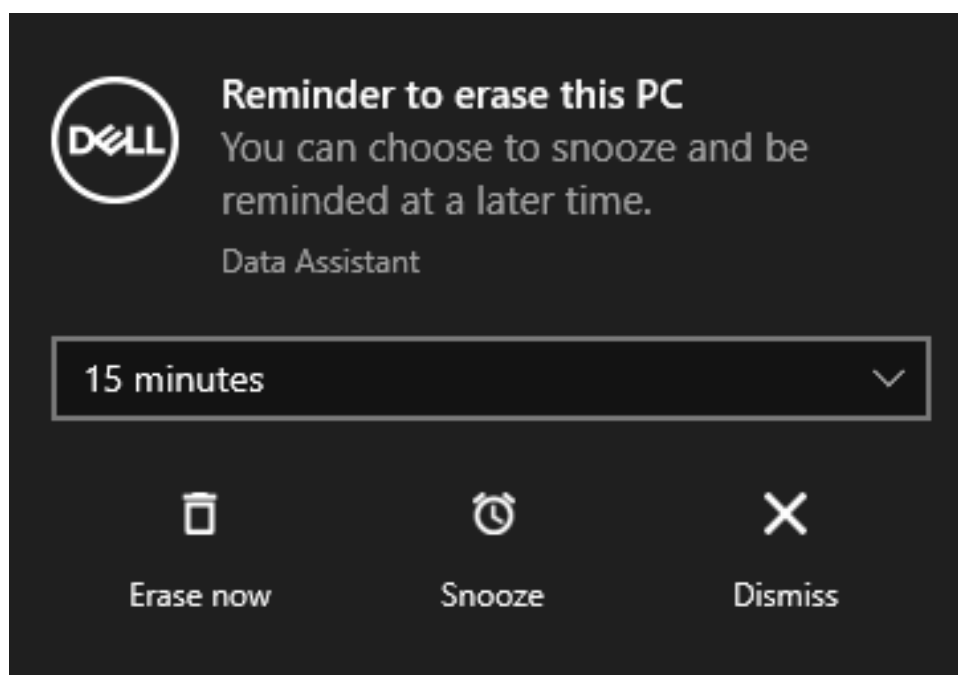


Figure 134. Notification for Windows 10

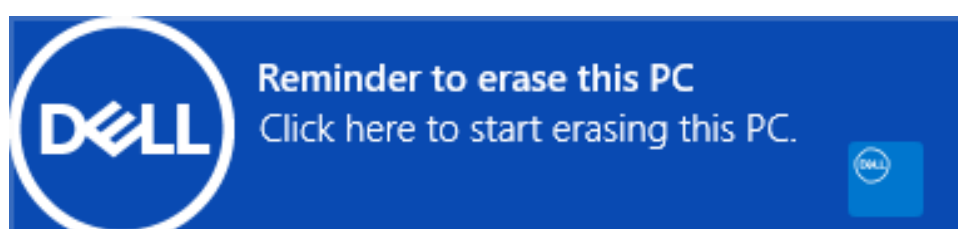


Figure 135. Notification for Windows 8 and 8.1

NOTE: If your old PC is turned off at the time the notification should have been displayed, the notification is displayed next time you power on your old PC.

Levels of erase

If you are selling, donating, returning, gifting, or transferring ownership of your Windows PC, you must erase your personal data from the device.

No data removal process leaves a hard drive or system as free from residual data as a new product. Dell makes no recommendations regarding the security needs of a customer or representations regarding the effectiveness of one method of data removal over another.

General levels of erase

There are different levels of data erase are:

- Level 1—the first level of removing data is to delete the file. This level includes running commands such as `fdisk` or `format` on the drive. Deleting the file does not completely remove the data from the drive, and the data may be retrievable using specific software programs.
- Level 2—the next level of removing data is an overwrite, is called a level 2 wipe. An application overwrites the part of the disk where the file previously existed. This level of data removal provides a higher level of comfort for home and small office users where customer or financial data are concerns. A level 2 wipe requires sophisticated tools to recover the data, and recovery is not certain.

Data Assistant provides a level 2 erasure on the drive while retaining the partition used to restore the operating system. For more information about terms and conditions of the Data Assistant service, see www.dell.com/servicecontracts.

- Higher level erase—Some users might need to meet requirements or standards, such as former Department of Defense method 5220.22-M or NIST SP-800-88, Revision 1. Specialized software is available to meet these requirements.

For more information, see [How Do I Erase Data from My Hard Drive?](#).

Solid-state drive considerations

If you need a higher-level erase standards for your solid-state drive (SSD), you might must use manufacturer-specific, proprietary tools. It is recommended to contact the manufacturer of your SSD for more information.

Data Assistant


Data Assistant is designed to maintain a balance between utility, ease-of-use, and effectiveness by:


- Being a simple-to-use solution, data erasing, and automatically restoring the system to the first-boot experience.
- Erasing personal data to a reasonable standard such as level 2.
- Retaining the usefulness of the PC by leaving the Windows operating system, reset capability, and drivers intact.
- Running as a stand-alone software solution that does not require additional hardware or tools.

Higher-level erase solutions might:

- Require additional hardware.
- Delete all operating system and recovery partitions, leaving a blank hard drive without an operating system.
- Not meet specific erasure standards.
- Not guarantee that the drive is free from residual data.
- Require manual steps and different media to restore the original functionality of the PC.

Data Assistant works by leveraging special recovery software that is built into modern Dell Windows PCs that includes both the ability to overwrite or erase user-addressable portions of the hard drive while also being able to reset the system to a new operating state. Data Assistant:

1. Determines sectors of the hard drive that contain Dell OS Recovery tools.
2. Overwrites all other sectors of the hard drive. These sectors are considered user addressable, and are located where personal data and the operating system is stored.
 **NOTE:** This erase is more thorough than a level 1 erase, and might take several hours to complete.
3. Verifies that all sectors have been successfully overwritten.
4. Initiates Dell OS Recovery, which begins rebuilding the operating system and Dell tools, restoring the system to a first-boot experience.

 **NOTE:** There is no guarantee that erased data cannot be retrieved.

Reset SupportAssist OS Recovery

Related video: [How to erase and reset your old PC using Dell reset](#)

About this task

After data migration is complete, and you click **Erase This PC** on your old PC, the Data Assistant runs the prechecks for erase. For more information, see [Prechecks for erase](#). Data Assistant uses the installed version of SupportAssist OS Recovery on your old PC. For more information, see [Dell SupportAssist OS Recovery](#).

Steps

1. If your PC supports SupportAssist OS Recovery, the following message is displayed after you click **Erase This PC**: We're ready to reset this Dell PC. Click **Reboot to Begin Dell Reset** to restart your PC and begin the reset process. If the PC does not restart automatically, see [Manual Reboot](#).

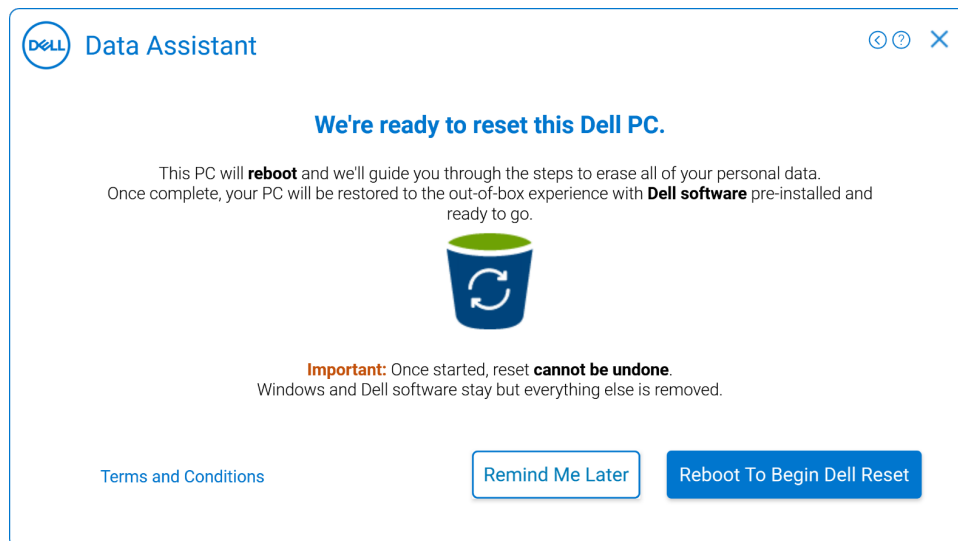


Figure 136. Rebooting PC to start Dell Reset in Data Assistant

2. After the PC is rebooted, the SupportAssist OS Recovery process for PC reset begins. Perform the following steps to continue with the reset process. Based on your PC configuration, the SupportAssist OS Recovery tool suggests the recommended option for PC Reset.
 - Select **Reset to factory settings** to reset your operating system and default applications to the state they were in when your PC was shipped from the Dell factory. For more information, see [Reset your computer](#).
 - Select **Reset and update** to reset your PC, and update the operating system of your PC to the latest available version. This updates the operating system to a version that is more current than the operating system installed at the Dell factory. For more information, see [Resetting and updating your computer](#).

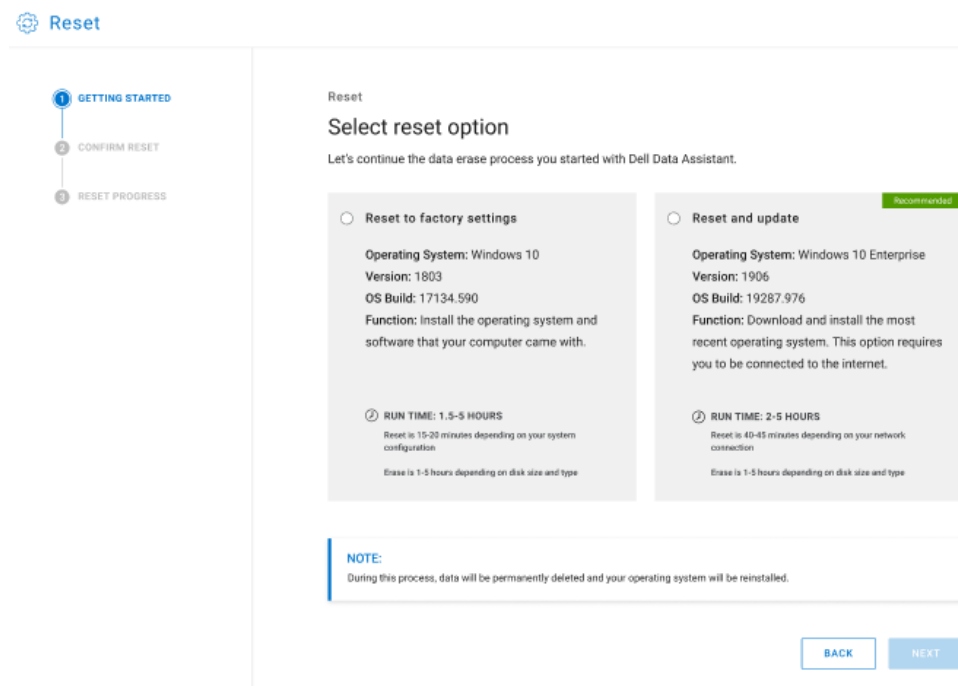


Figure 137. Selecting reset option

3. Select the terms and conditions, and click **NEXT**.

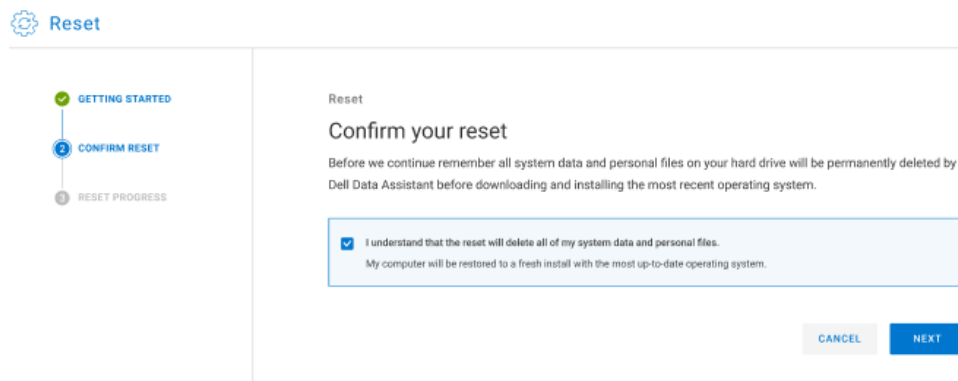


Figure 138. Confirming your reset

The progress of the reset process and the estimated time for completion is displayed.

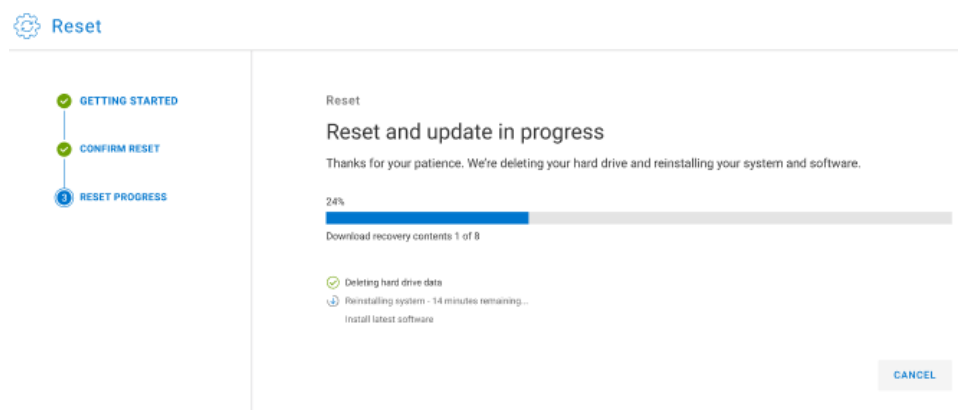


Figure 139. Reset and update in progress

Your old PC reboots few times to complete the erase and operating system recovery process.

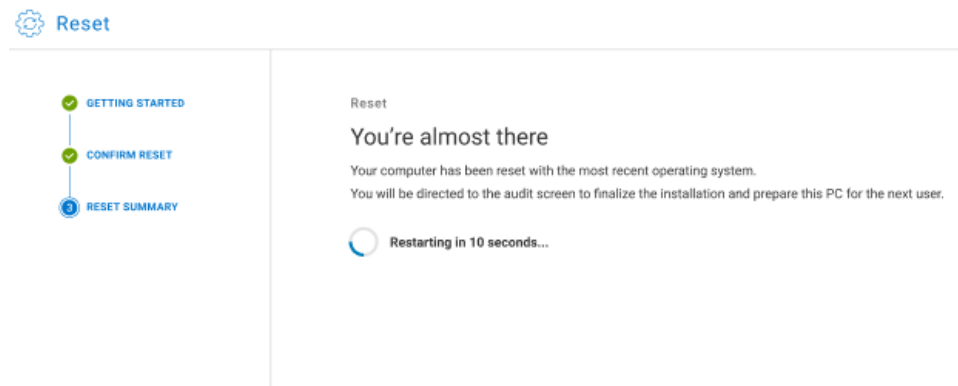


Figure 140. PC reset in progress

After the PC reset or erase is completed, the PC automatically begins the operating system reinstallation, and the progress is displayed.

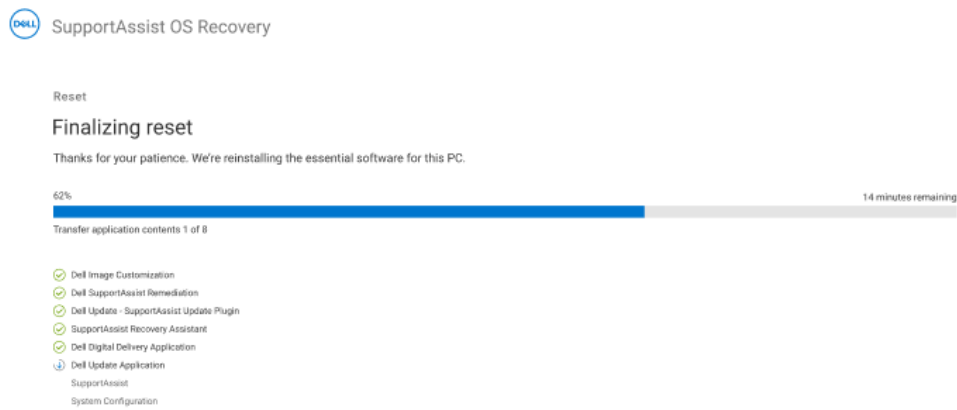


Figure 141. Operating system reinstallation in progress

After the process for reset and update is completed, reset successful message is displayed.

4. Click **SHUTDOWN** to finish the reset process.

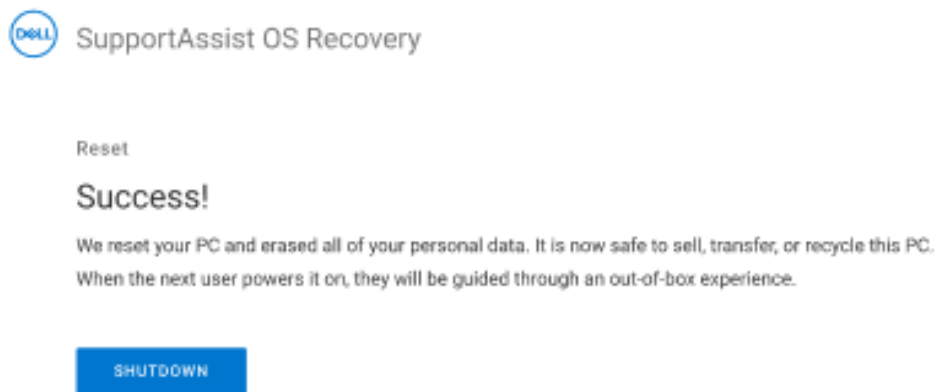


Figure 142. Reset process completed

Next steps

The following user who must use the fresh operating system can boot the computer, with the Windows setup process guiding them.

Windows reset Windows 10

Related video: [How to erase and reset your old PC using Windows reset](#)

You can proceed with the Windows reset using one of the following options:

- **Keep my files**—to reuse the system personally and want to refresh the operating system to the factory state. This option retains your data, and only removes the installed applications and application data.
- **Remove everything**—to pass on the system to your family members, or to sell or trade-in the system. This option provides you with two levels of reset depending on how the system is intended to be used post reset.

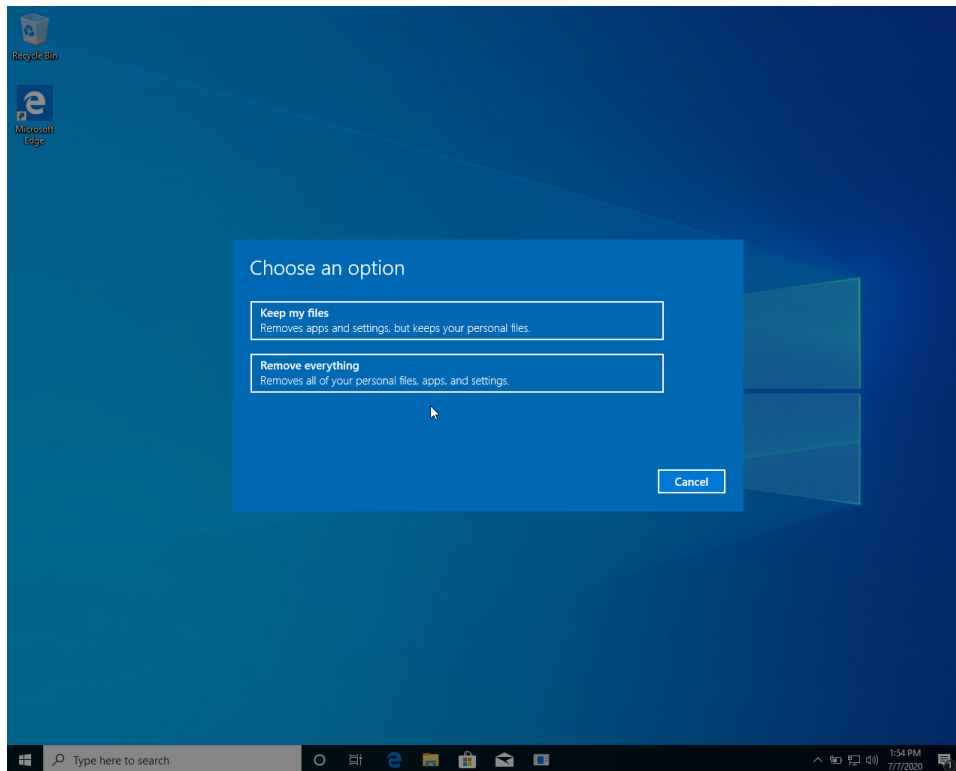


Figure 143. Windows reset options

Prerequisites for resetting Windows 10

You can reset Windows 10 Home, Pro, Enterprise, and Education editions.

NOTE: Data Assistant prompts you to perform Windows reset if you are using a non-Dell PC, or if you do not have SupportAssist OS Recovery 5.3 or later installed on your Dell PC.

- Ensure that you back up all important data, and close all applications before proceeding with Windows reset.
- Ensure that your PC is connected to a power outlet before proceeding with reset. If the system shuts down during reset, your system might end up in an unusable state.
- Ensure that your system supports Windows reset.
- Ensure that you have either a recovery media, such as a USB drive or a DVD, or a recovery partition on your system.

Computer manufacturers (OEMs) usually ship systems with recovery partitions. To check if your system has recovery partitions:

1. Press Windows + R key to open **Run**.
2. Enter **diskmgmt.msc**, and press Enter.

Recovery or **System Reserved** partition is displayed.

3. Verify that the system contains a recovery partition.

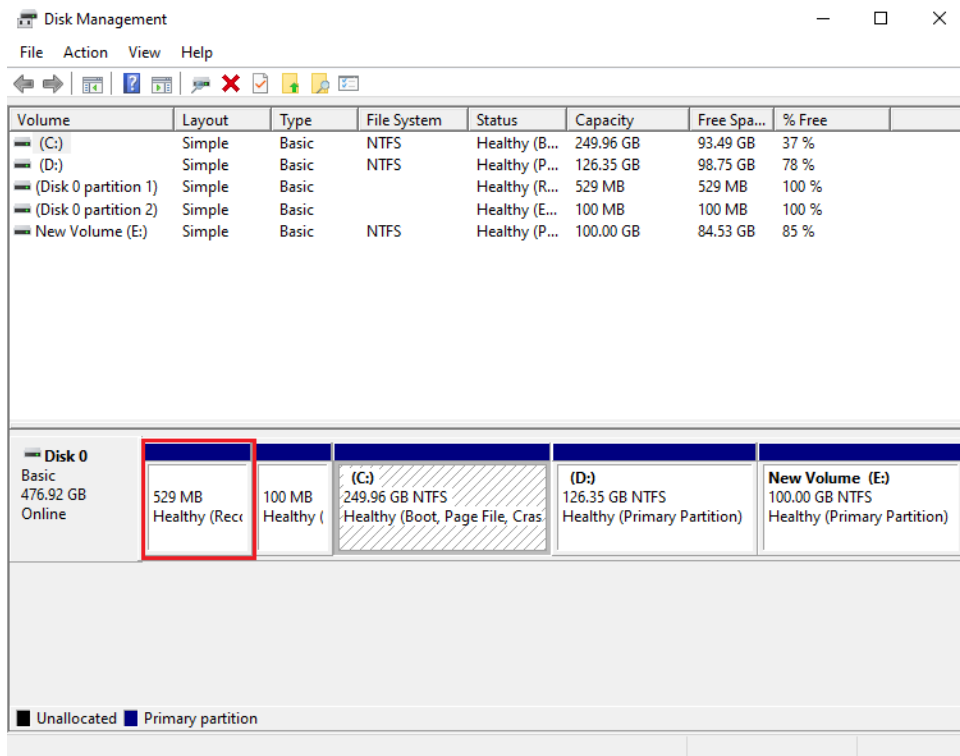


Figure 144. Partition layout for Windows 10 GPT

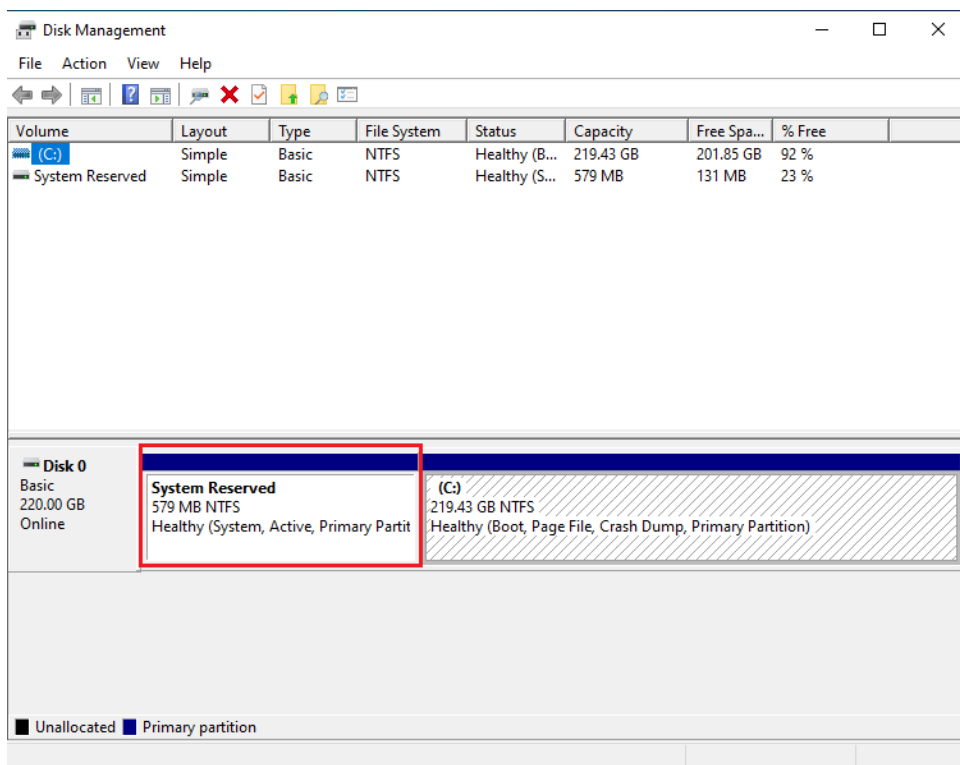


Figure 145. Partition layout for Windows 10 MBR

Reset Windows 10 using the Keep my files option

Steps

1. Click **Keep my files**.

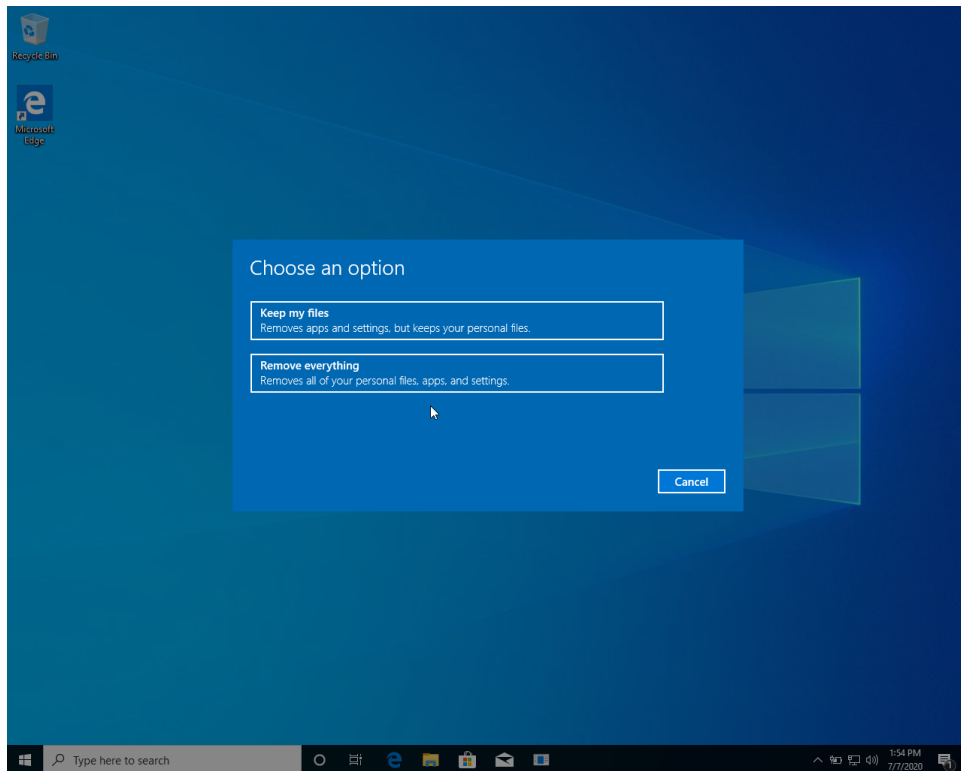


Figure 146. Windows reset options

2. Review the list of applications that will be removed from the system after the reset is complete, and click **Next**.

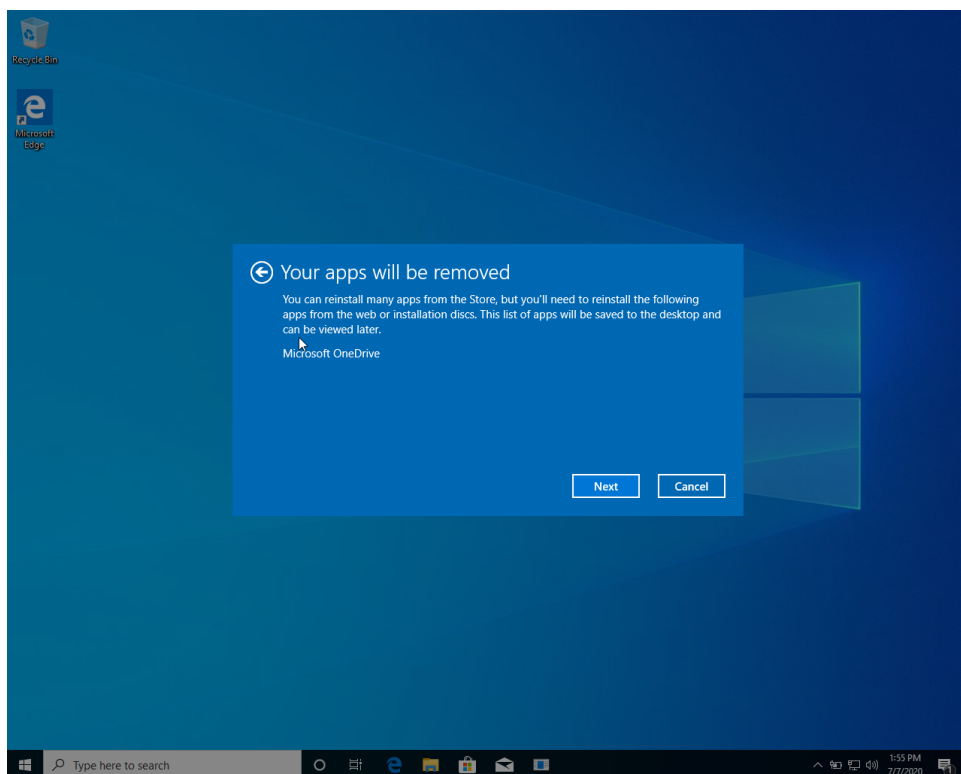


Figure 147. Reset your PC using Keep my files option

3. After confirmation, the PC scans for the applications and a message is displayed stating that it is ready for reset. Click **Reset** to proceed further. The PC reboots and starts the reset process. After the PC is rebooted, the PC resets, and a status bar is displayed with information about the time remaining for the completion of the Windows reset process.

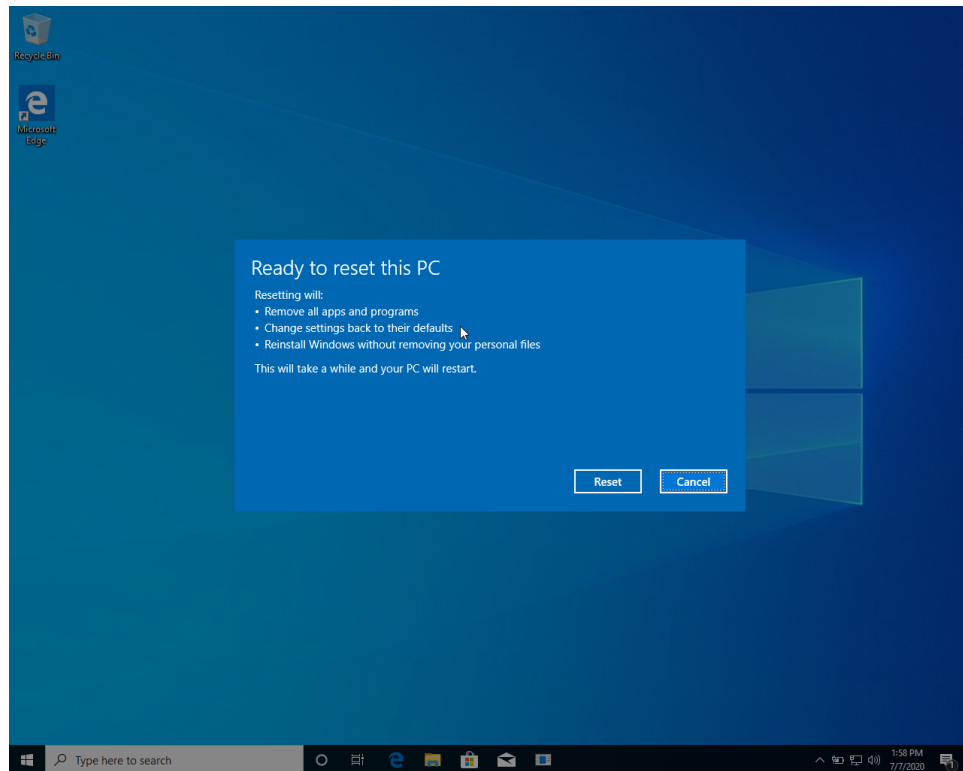


Figure 148. Ready to reset your PC using the Keep my files option

Reset Windows 10 using the Remove everything option

Steps

1. Click **Remove everything**.

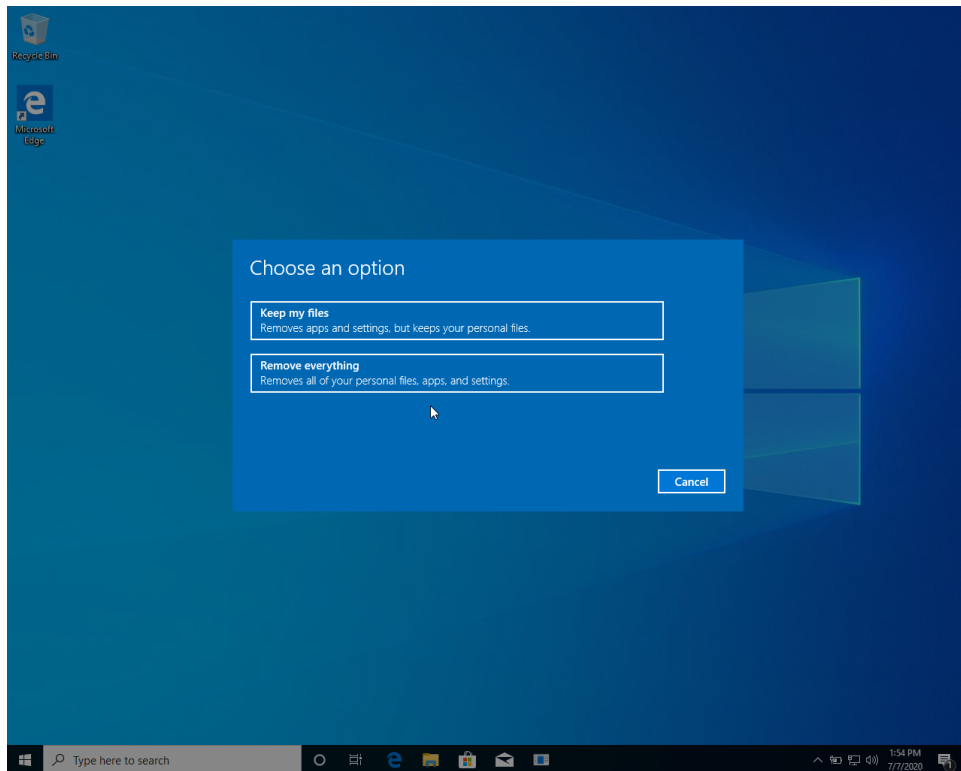


Figure 149. Windows reset options

2. Perform one of the following steps to perform the PC reset:
 - Click **Just Remove my files** if you want to perform a quick format, such as overwrite files on the drive, on your local drives. It is advisable to use this option if you want to retain the operating system.
NOTE: You can recover your data using third-party tools if you choose this method of reset.
 - Click **Remove files and clean the drive** if you are planning to give this PC to someone, or repurpose the PC, and you want to ensure that all data is removed from the system. Depending on the type, size of disks, and configuration of the system, the process can take from an hour to a few hours.

Just Remove my files is quicker than **Remove files and clean the drive**, but it is less secure.

After selecting the type of reset, a summary of what will be removed from the PC is displayed.
3. Review the information about the page, and click **Reset** to proceed further.

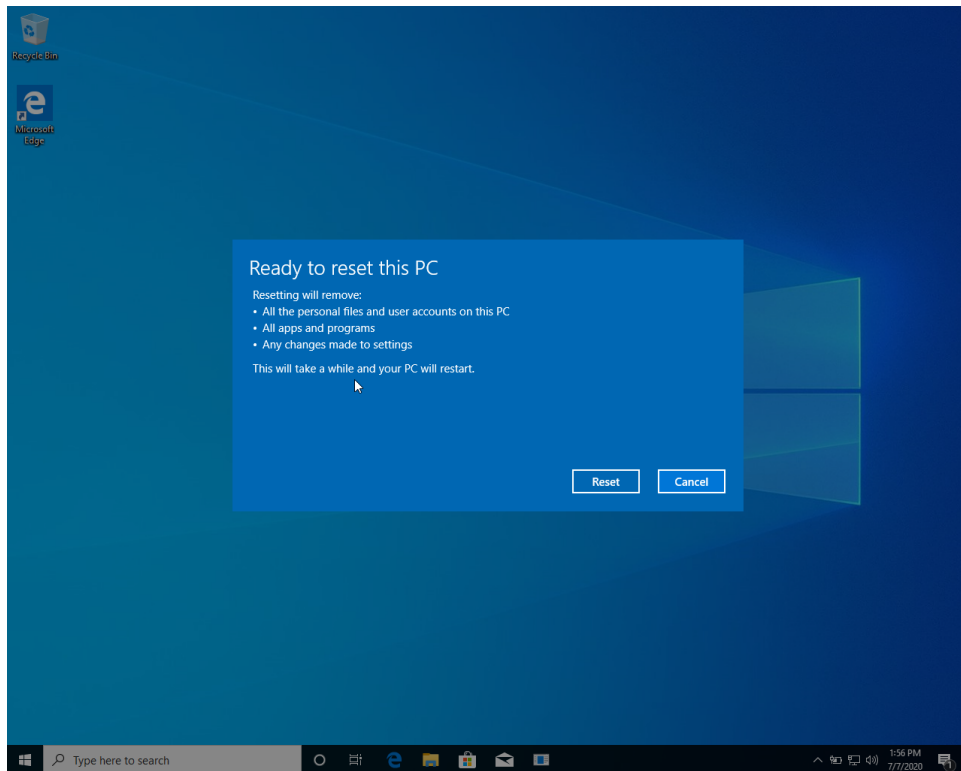


Figure 150. Removing everything in your PC

The operating system starts configuring the reset process.

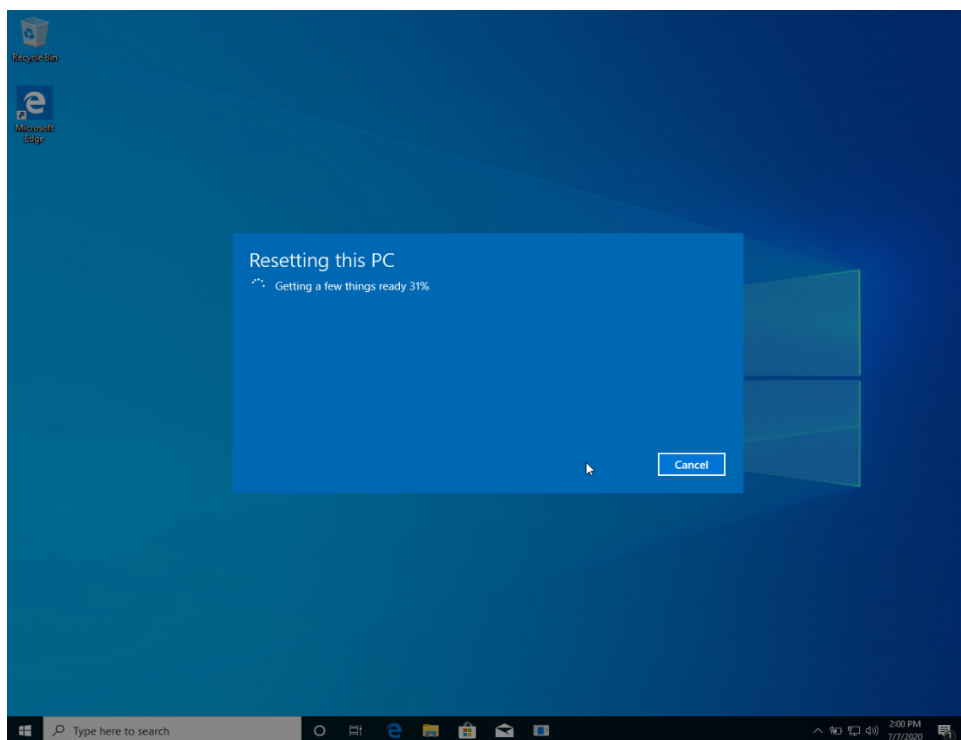


Figure 151. Resetting in progress

This is your last opportunity to cancel the reset. If you want to cancel the reset, click **Cancel**, or Windows begins to gather information for reset. This can take a few minutes after which the system restarts and uninstalls the applications, removes the settings, user configurations, and clean the drive if a specific option is selected.

NOTE: Depending on the number, type, size of disks, and configuration of the system, the process can take from an hour to a few hours.

A progress bar indicating the progress of Windows reset is displayed.

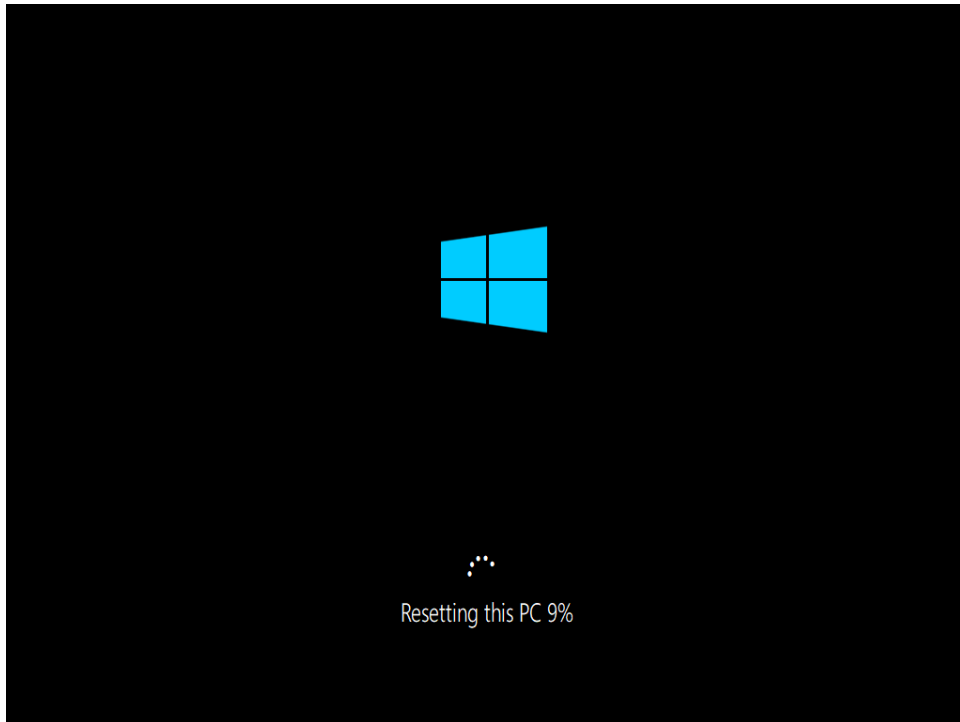


Figure 152. Resetting in progress

After the reset is completed, the system restarts and reinstalls Windows.

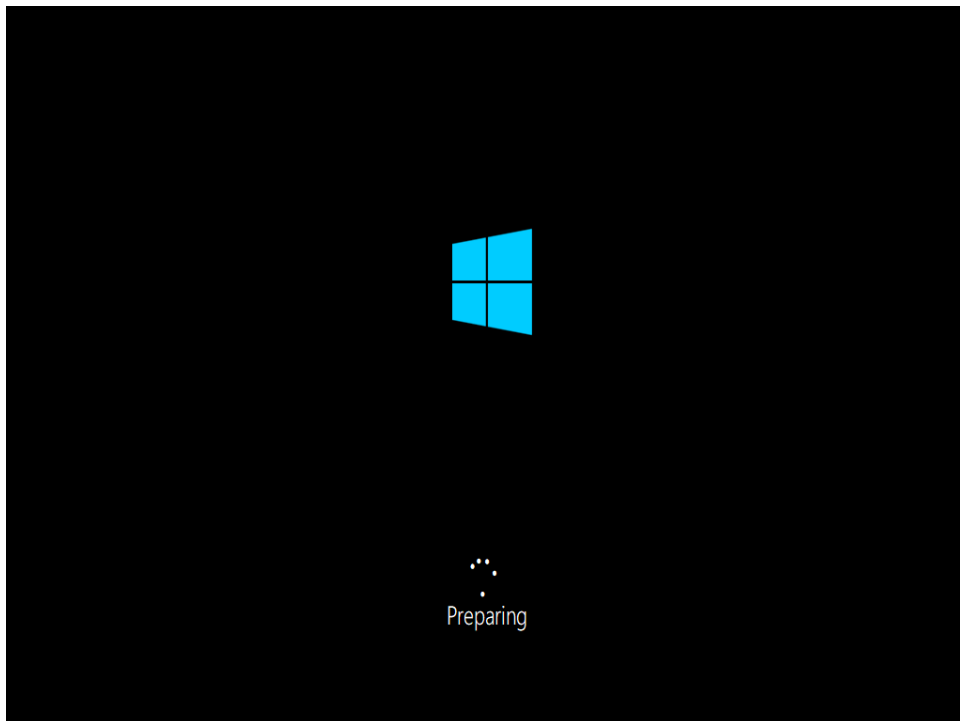


Figure 153. Preparing for operating system reinstallation

After Windows installation is completed, Windows starts with an out-of-box experience to configure Windows, and set up user profiles or accounts.

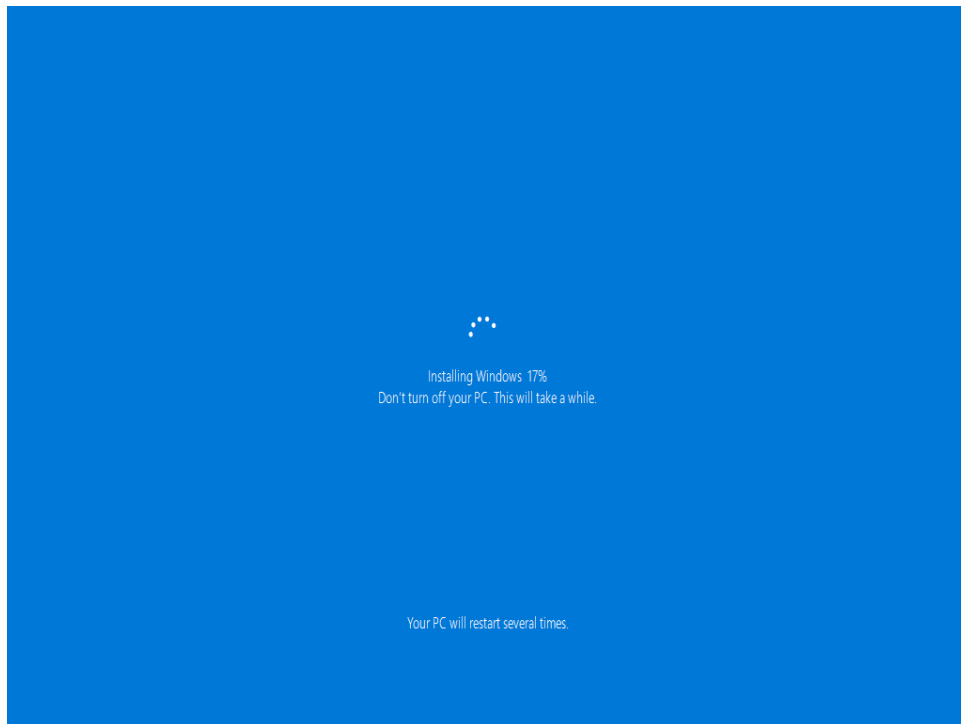


Figure 154. Reinstalling Windows

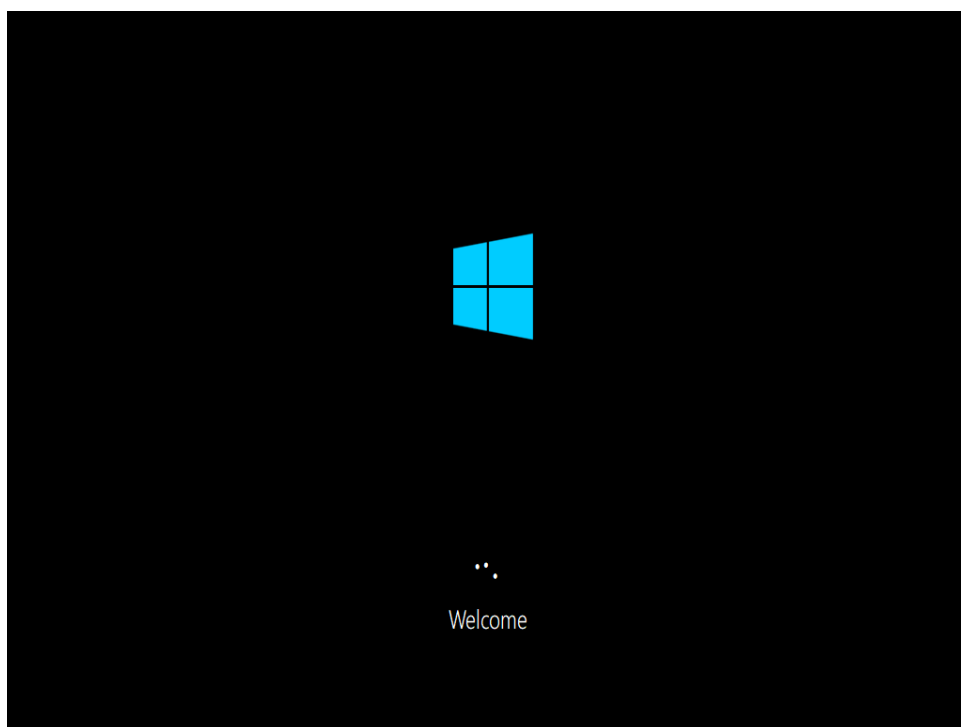


Figure 155. Windows welcome page

4. Select a region.

NOTE: You can choose to shut down the system forcefully by holding down the power key if another user continues the setup process. If you plan on keeping the PC, you can setup the system yourself.

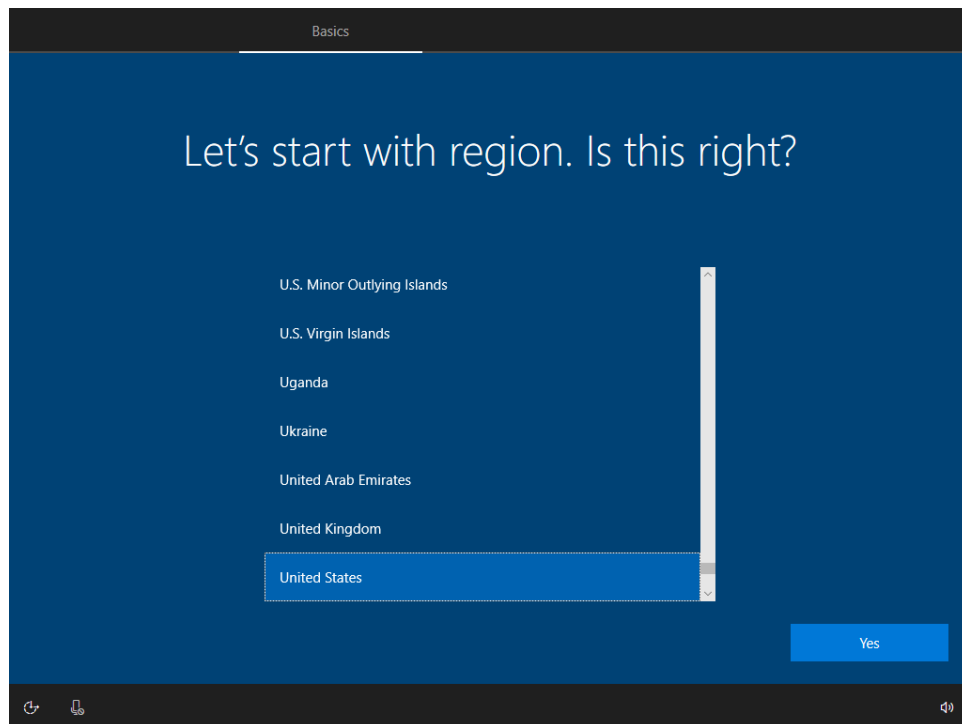


Figure 156. Selecting your region

Prerequisites for resetting Windows 8.1

You can reset for Windows 8.1 Home and Pro.

NOTE: If you have upgraded Windows 8 to Windows 8.1, Windows reverts to Windows 8 after reset. You have to manually upgrade from Windows 8 to Windows 8.1.

- Ensure that you back up all important data, and close all applications before proceeding with Windows reset. Also, ensure that you have disconnected all external media, such as USB drive, external hard disk, and so on, except for recovery media if applicable.
- Ensure that your PC is connected to a power outlet before proceeding with reset. If the system shuts down during reset, your system might end up in an unusable state.
- Ensure that your system supports Windows reset.
- Ensure that you have either a recovery media, such as USB drive or DVD, or a recovery partition on your system.

Computer manufacturers (OEMs) usually ship systems with recovery partitions. Perform the following steps to check if your system has recovery partitions:

1. Press Windows + R key to open **Run**.
2. Enter **diskmgmt.msc** and press Enter.

Disk Management is displayed.

3. Verify that the system contains a recovery partition.

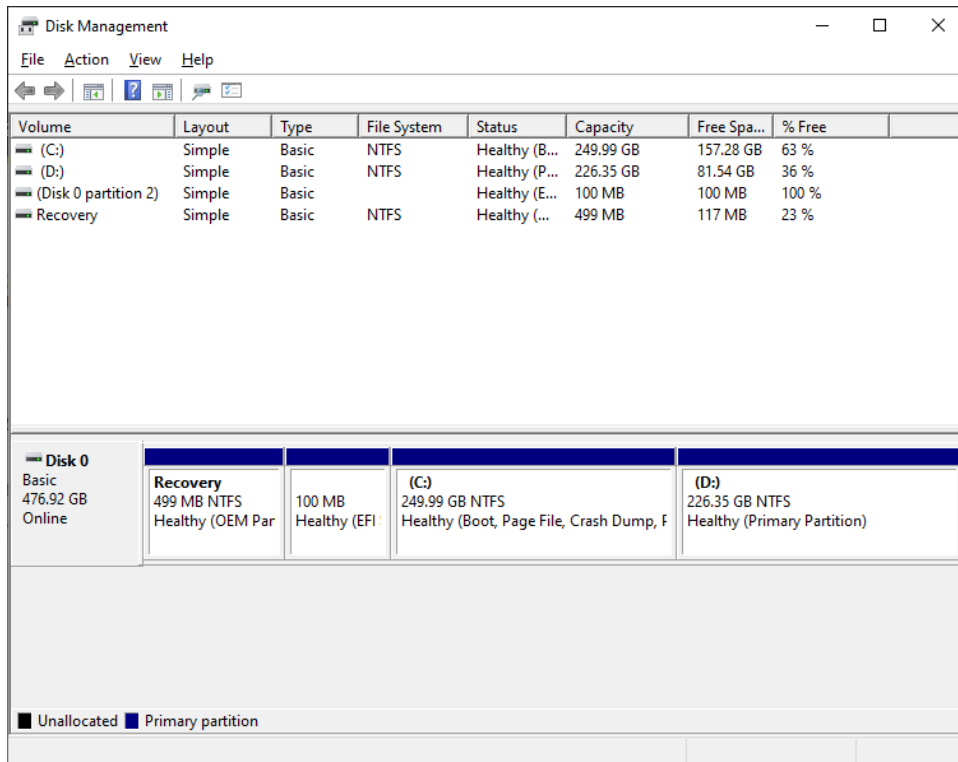


Figure 157. Checking partition in Disk Management

If your OEM has provided you with a recovery media, such as USB drive or DVD, connect the media before proceeding. Perform the following steps to check if your system has recovery media:

1. Press Windows + R key to open **Run**.
2. Enter **diskmgmt.msc**, and press Enter.

Disk Management is displayed.

3. Verify that the system contains a recovery media.

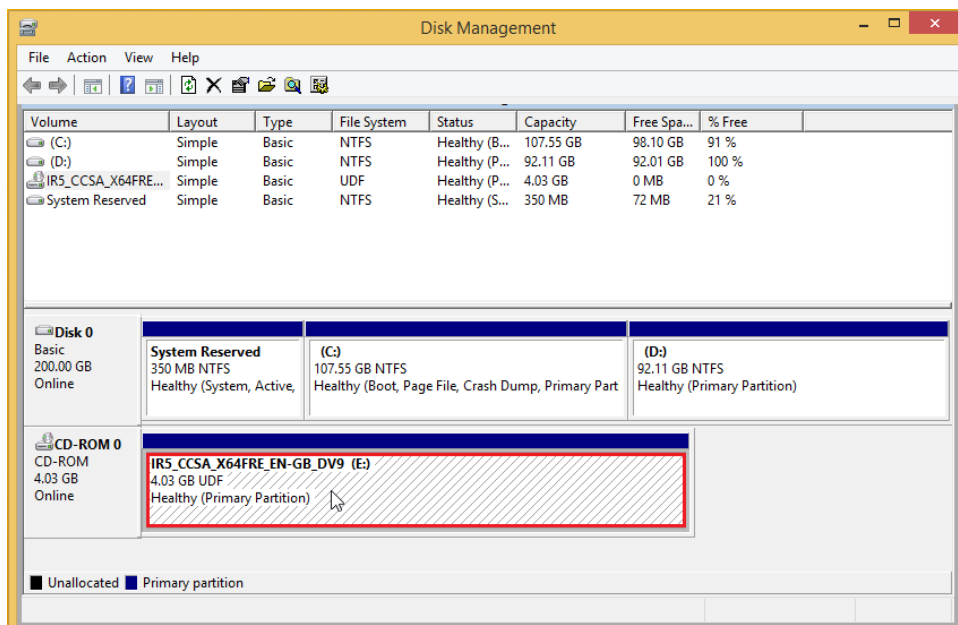


Figure 158. Primary partition displayed in Disk Management

If you are unable to find the Recovery partition, and you do not have any recovery media, contact your device manufacturer for more information.

Reset Windows 8.1

Steps

1. Click **Start**, and enter **reset**, and then select **Remove everything and reinstall Windows**.

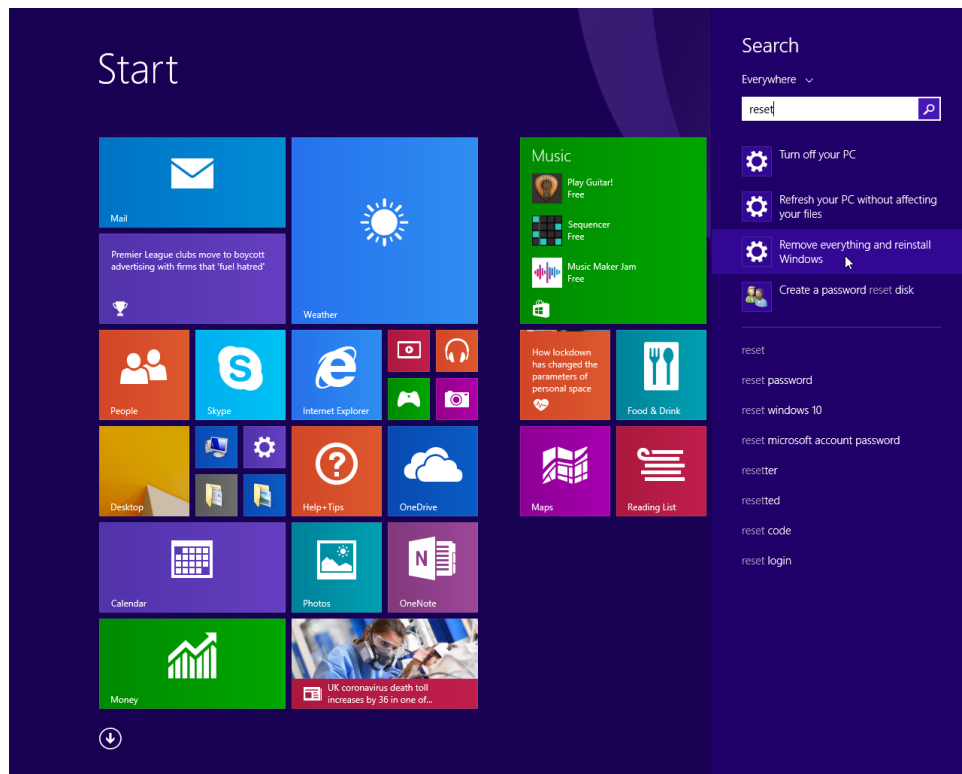


Figure 159. Searching for Reset settings

The **Recovery** page inside **Update and Recovery** settings is displayed.

2. Click **Remove everything and reinstall Windows**, and click **Get Started**.

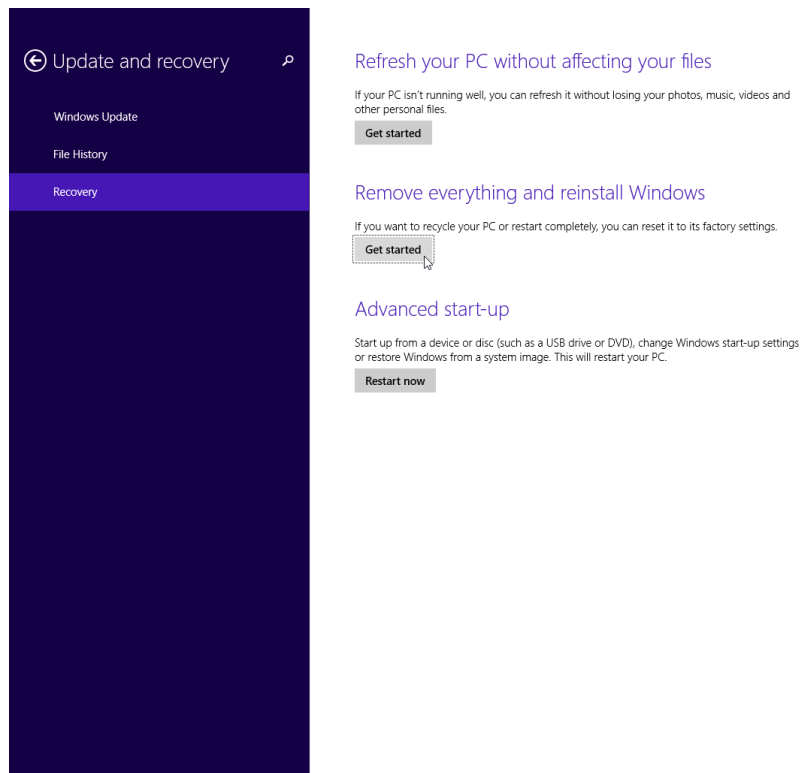


Figure 160. Resetting the Settings page

Information about what changes are made and what data gets erased is displayed.

3. Click **Next**.

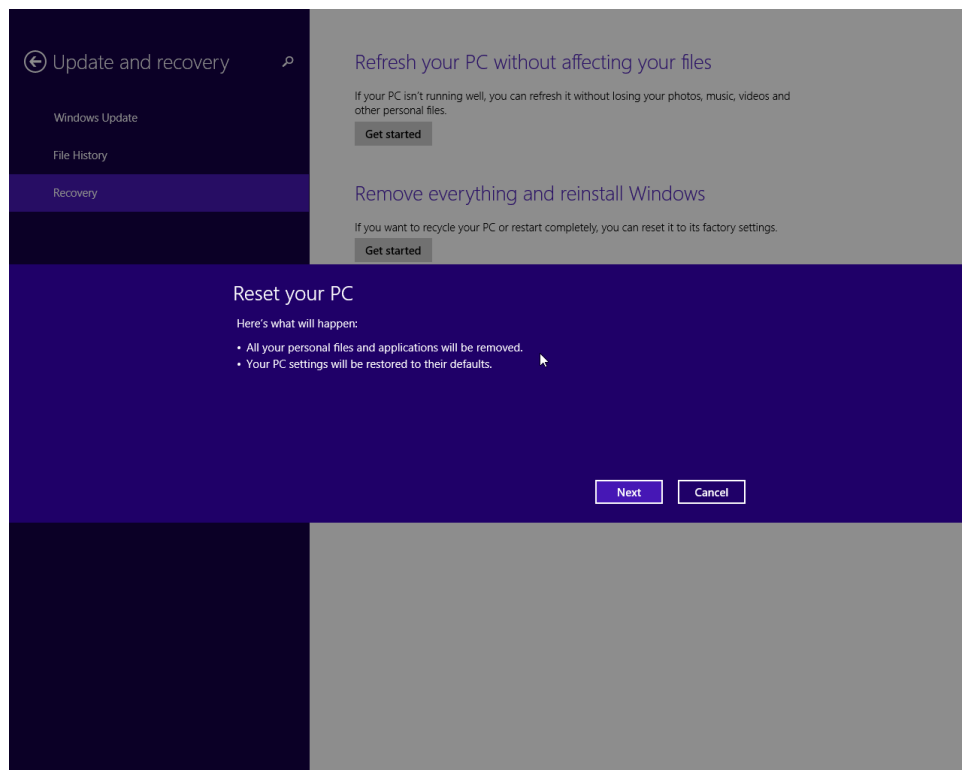


Figure 161. Reset prompt

- If you have multiple partitions or multiple disk drives in your system, Windows prompts if you want to only clean the Windows installation drive or clean all the drives. Select **All drives** or skip this step.

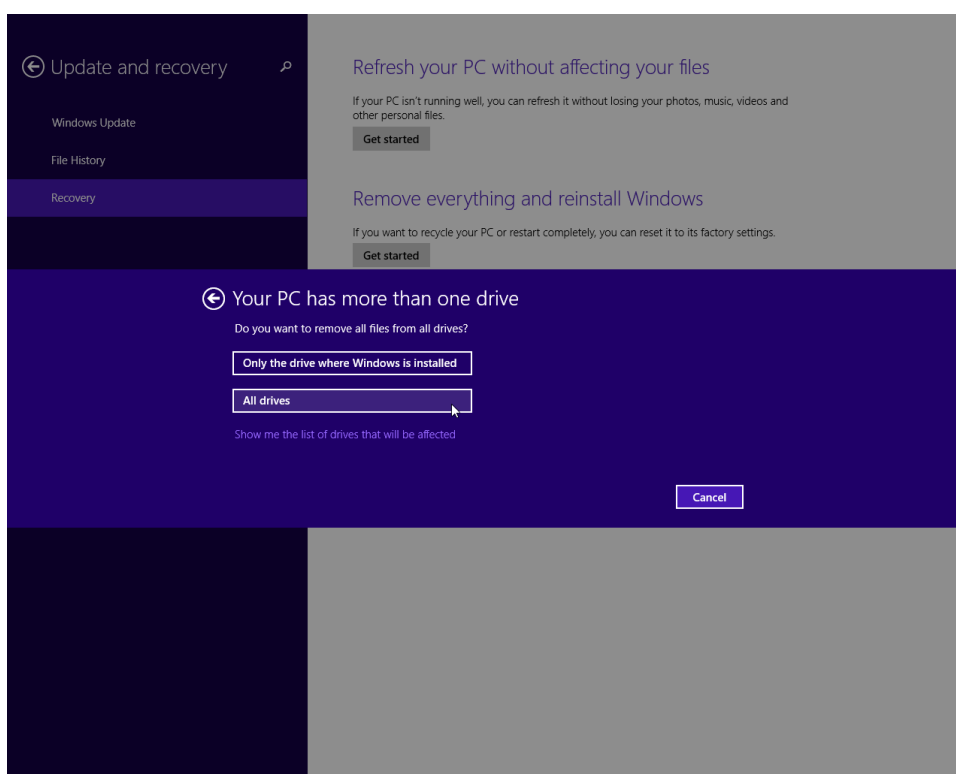


Figure 162. Resetting the drives

- Click **Clean the drive fully** to perform complete reset and remove all personal data.

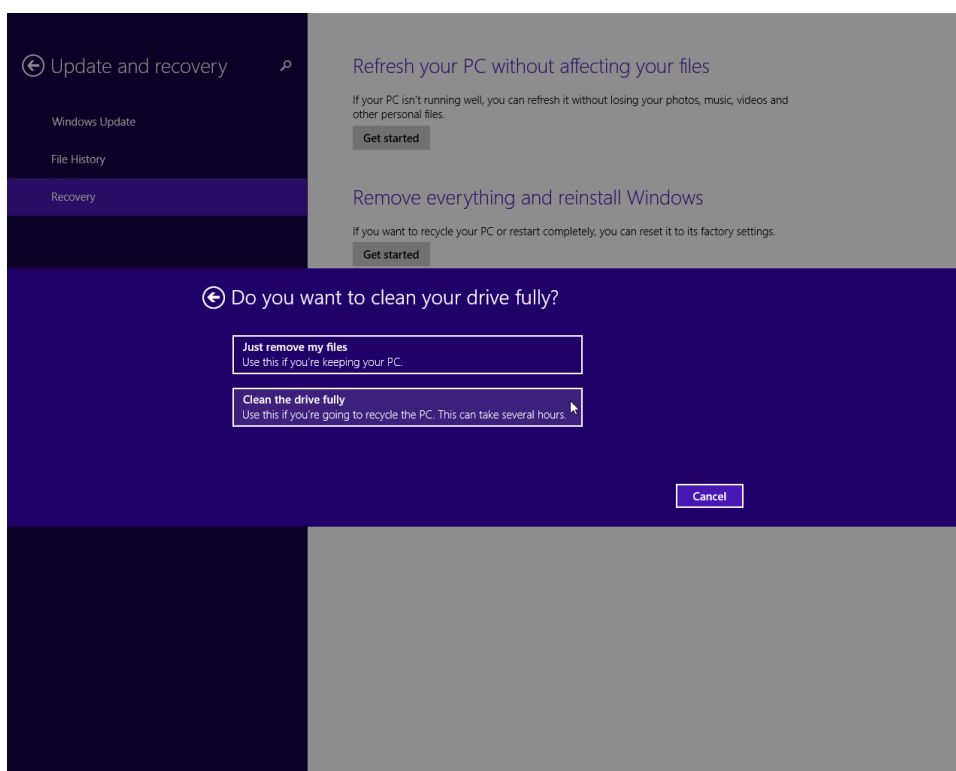


Figure 163. Selecting Clean the drive fully option

6. Click **Reset** to proceed with the system reset.

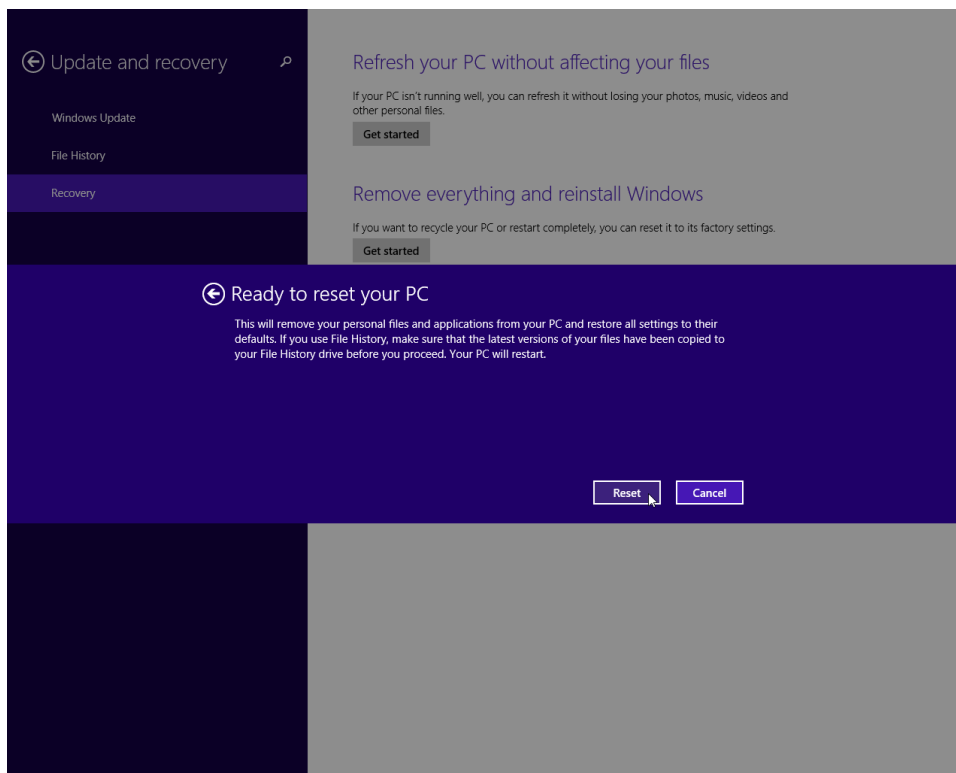


Figure 164. Reset confirmation page

NOTE: Depending on the number, type, size of disks, and configuration of the system, the reset can take from an hour to a few hours.

The system restarts and resets the system.

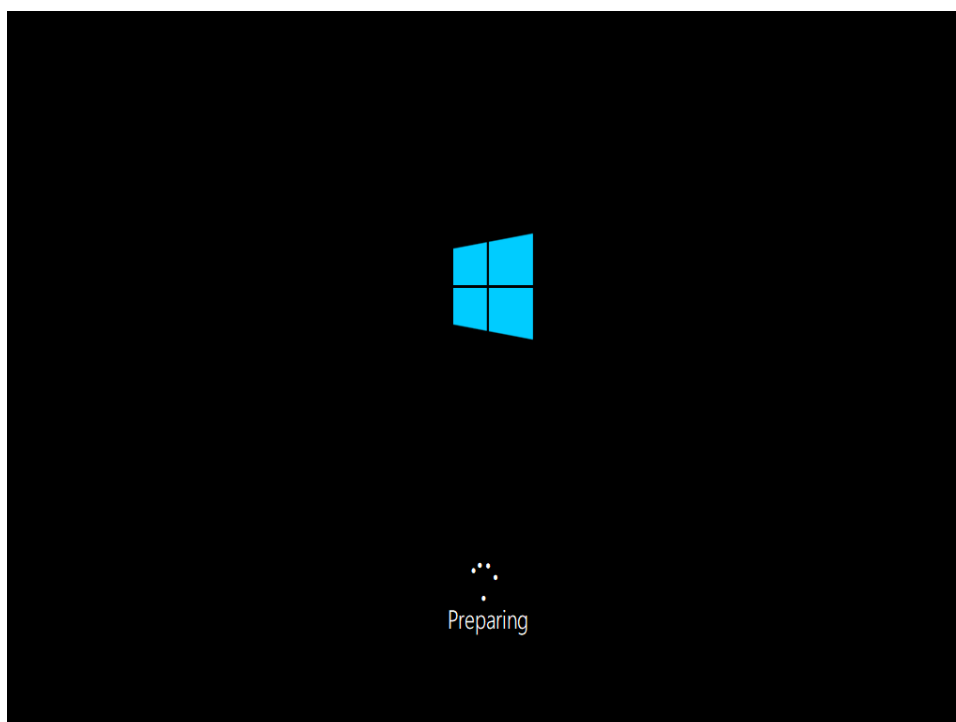


Figure 165. Preparing for Windows reset

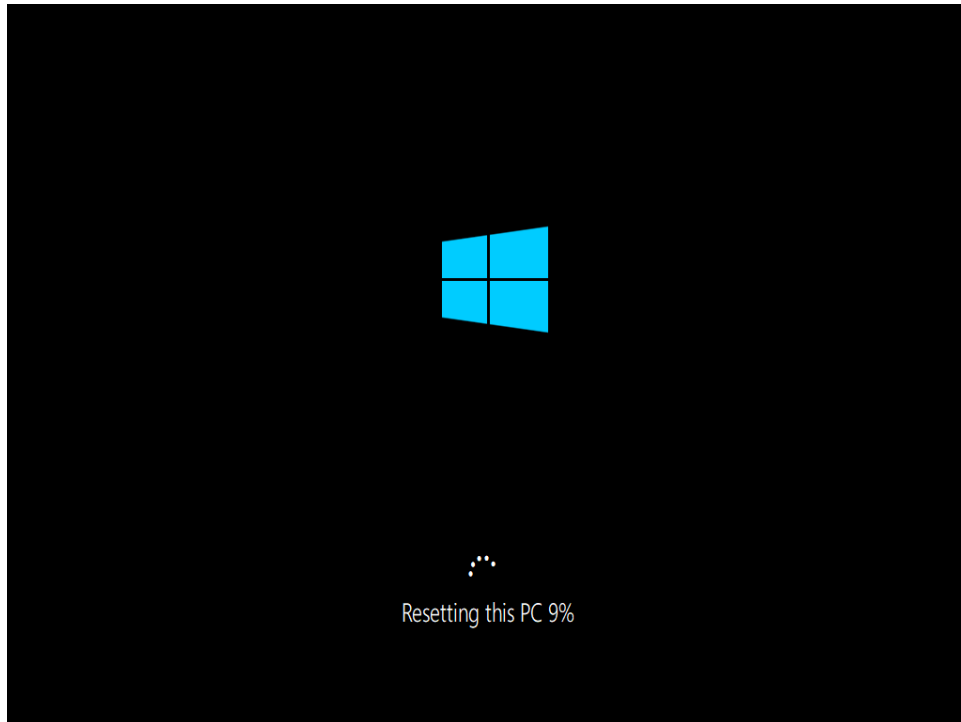


Figure 166. Resetting in Progress

After reset is complete, Windows restarts to set up the system for a new installation.

i **NOTE:** Your system might restart a few times. This is the expected behavior.

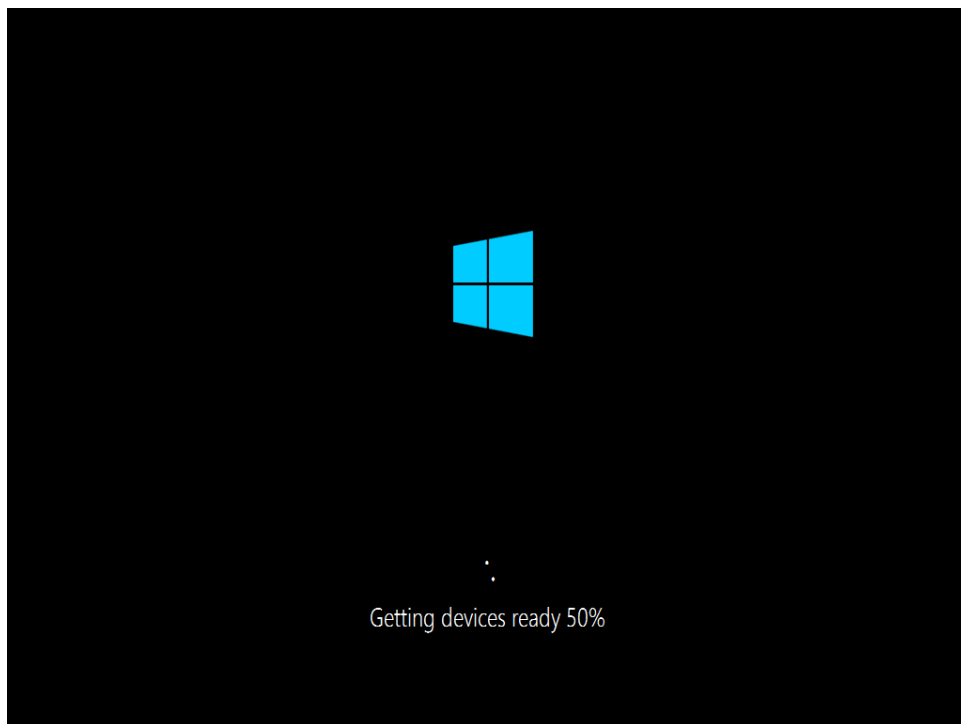


Figure 167. Setting Windows post reset

After the system is rebooted, the out-of-box experience (OOBE) page is displayed.

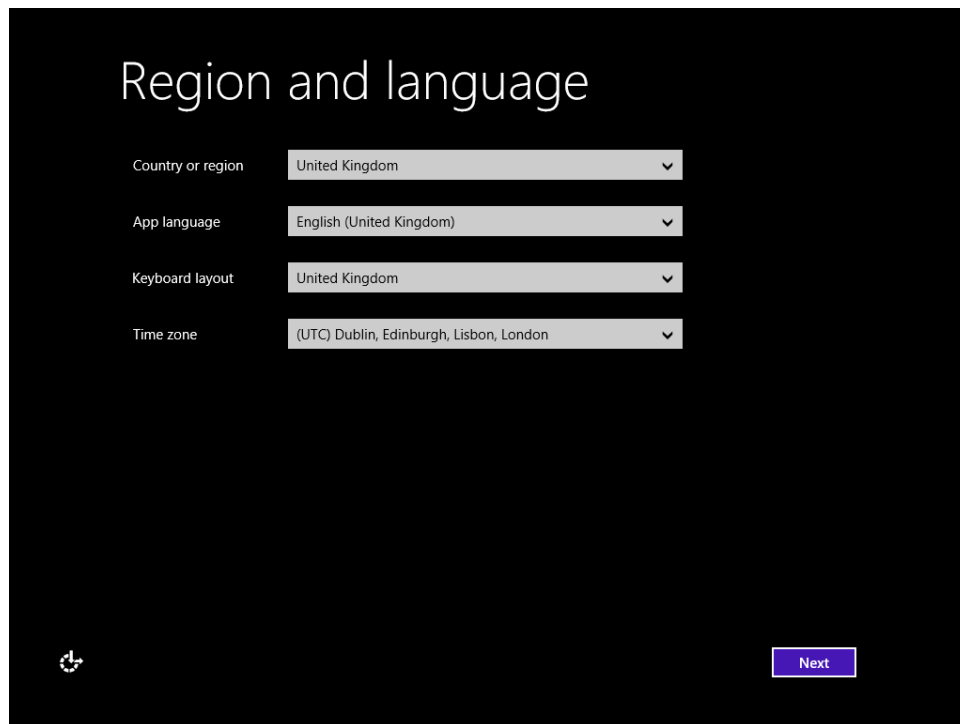


Figure 168. Out-of-box experience landing page

7. You can either shut down the system forcefully by holding the power button, and let another user set up the system if you intend if you sell, gift, or trade in the system. You can also set the system up yourself.

Erase Windows 7

Dell Migrate allows you to delete your personal data from your old PC after performing a migration. However, in Windows 7, this functionality is not available as both Dell Factory Reset option and Windows Reset capabilities are not supported on Windows 7.

To erase your personal data from PCs running Windows 7, perform one of the following:

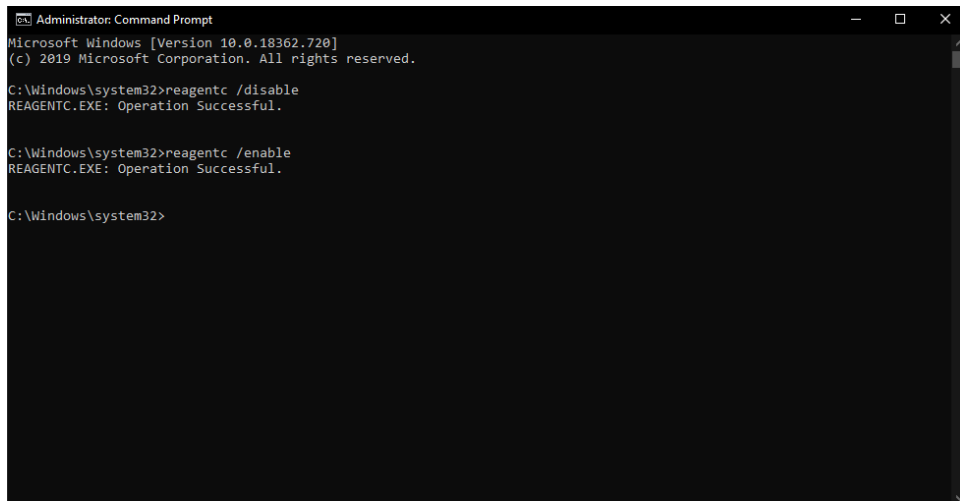
- Completely erase your hard drive to erase Windows 7 and make your PC nonfunctional until a new operating system is installed. For more information, see [How Do I Erase Data from My Hard Drive?](#)
- Upgrade to Windows 10 and then perform **Reset this PC**. After the reset is completed, the PC retains Windows 10. For more information, see [Windows 10 upgrade walkthrough](#) and [Reset or reinstall Windows 10 on your Dell computer](#).
- Reinstall Windows 7 or Factory Reset without restoring data. This might require installation media that came with your PC. For more information, see [Restore, Factory Reset or Reinstall Windows 7 on your Dell Computer](#).

Troubleshooting Windows reset

The troubleshooting steps are applicable to both Windows 10 and Windows 8.1.

Steps

1. Perform the following steps to disable and reen able **reagentc**.
 - a. Open Command Prompt as an administrator.
 - b. Enter **reagentc.exe /disable**.
Operation Successful message is displayed.
 - c. Enter **reagentc.exe /enable**.
Operation Successful message is displayed.



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.18362.720]
(c) 2019 Microsoft Corporation. All rights reserved.

C:\Windows\system32>reagentc /disable
REAGENTC.EXE: Operation Successful.

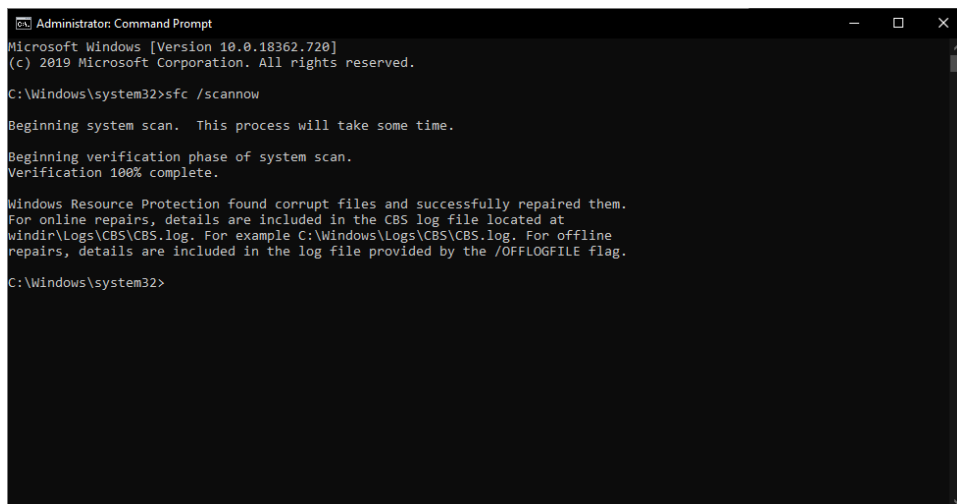
C:\Windows\system32>reagentc /enable
REAGENTC.EXE: Operation Successful.

C:\Windows\system32>
```

Figure 169. Reagentc Command

2. Perform the following steps to run a system-wide file scan to check if any files are missing and try to repair them:
 - a. Open Command Prompt as an administrator.
 - b. Enter **sfc /scannow**.

This process takes some time to scan the system and attempt any repairs if possible.



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.18362.720]
(c) 2019 Microsoft Corporation. All rights reserved.

C:\Windows\system32>sfc /scannow

Beginning system scan. This process will take some time.

Beginning verification phase of system scan.
Verification 100% complete.

Windows Resource Protection found corrupt files and successfully repaired them.
For online repairs, details are included in the CBS log file located at
windir\Logs\CBS\CBS.log. For example C:\Windows\Logs\CBS\CBS.log. For offline
repairs, details are included in the log file provided by the /OFFLOGFILE flag.

C:\Windows\system32>
```

Figure 170. System File Checker

3. Restart your PC after the scan is complete, and reset your PC again.
4. Perform the following steps to clean and repair the Windows image. You can attempt either a basic scan or an advanced scan.
 - a. Open Command Prompt as an administrator.
 - b. Enter **dism /Online /Cleanup-Image /CheckHealth**.
 - c. If step 4b does not resolve the issue, enter **dism /Online /Cleanup-Image /ScanHealth** for a more advanced scan and repair. This step takes a longer time to complete.

After the scan is complete, restart the system, and reset your PC again.

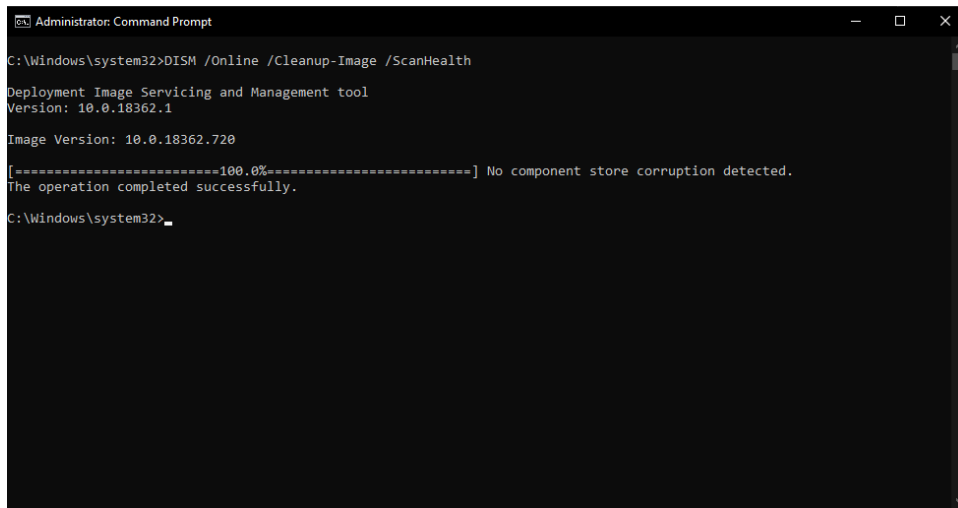


Figure 171. DISM Advanced Scan

5. If all the methods mentioned above fail to provide a resolution to the issue, create an external recovery media to use Windows reset, or use existing Windows installation media to perform Windows reset. For more information about creating an external recovery media based on your Windows, see [Create a recovery drive](#). For more information about resetting your PC, see [Recovery options in Windows 10](#).

Manual Reboot

About this task

If Data Assistant fails to automatically reboot the old PC for the reset process, you must perform a manual reboot for the erase process to complete.

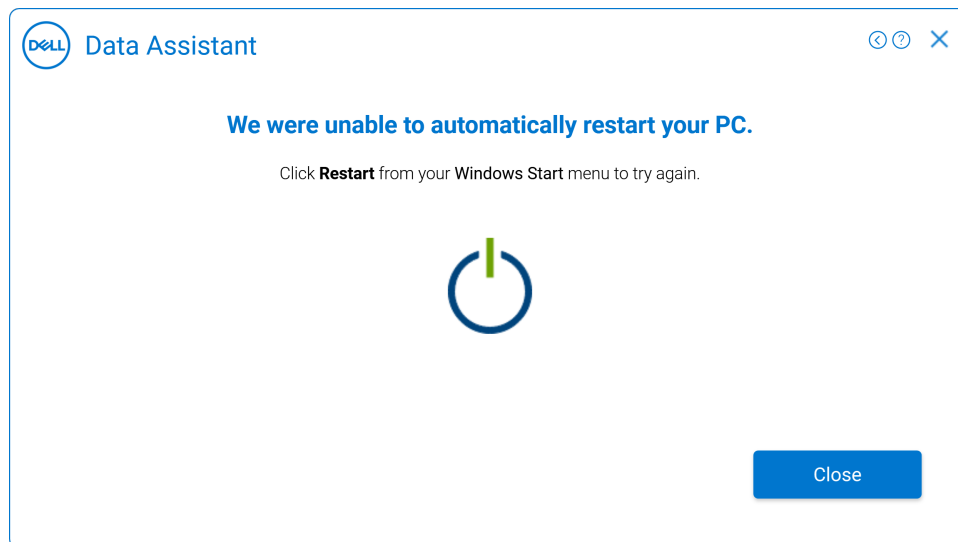


Figure 172. Migration cancelled on your new PC

Steps

Click **Start**, and click **Power**, and then select **Restart**.

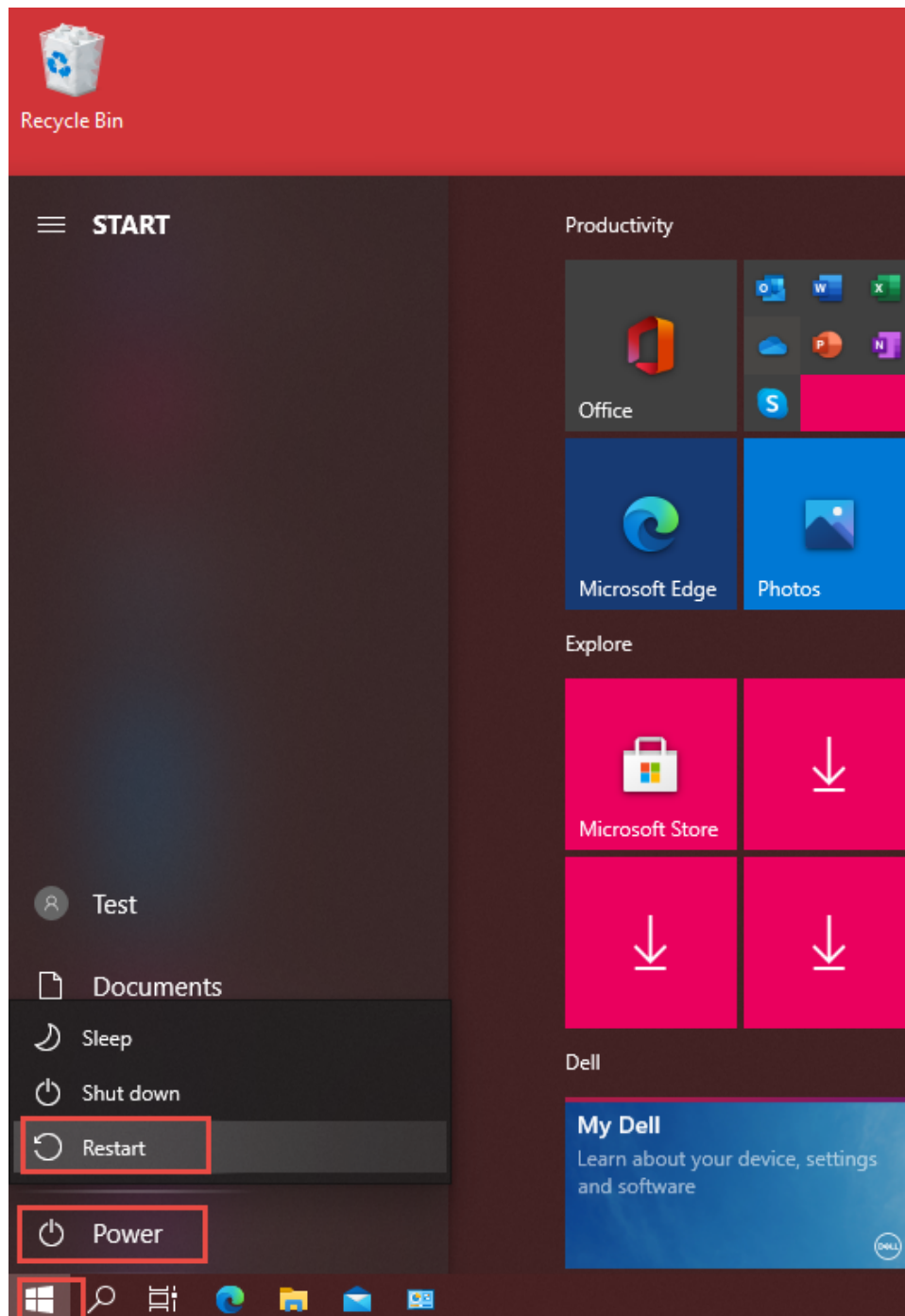


Figure 173. Restarting the system

The PC is rebooted and the erase process continues automatically.

Running Dell Migrate on desktop PCs

This section provides tips and information about migrating data using Dell Migrate when one or both of your PCs are a desktop.

Prerequisites

1. Dell SupportAssist for Home PCs must be installed on your new PC. If SupportAssist is not installed on your PC, download and install SupportAssist. For more information about installing SupportAssist, see the latest version of *SupportAssist for Home PCs User's Guide* on the [SupportAssist for Home PCs](#) documentation page.
2. You must be signed in as an administrator on both the old and the new PCs.
3. Both the old and the new PCs must be connected to the same local network.
4. Both the old and the new PCs must be connected to a power outlet throughout the data migration process.
5. For data migration, the operating system installed on old PC must be Windows 7 or later.
6. For data erase, the operating system installed on old PC must be Windows 8.1 or later.
7. The operating system that is installed on new PC must be Windows 10 or later.
8. Dell Data Assistant must be installed on your old PC. Download and install **Dell Data Assistant** from www.dell.com/DataAssistant

Tips to migrate data from one desktop PC to another

In certain scenarios, where you have only one set of peripheral devices (one monitor, one keyboard, and one mouse) while migrating data between two desktop PCs, use the following tips:

1. You need one monitor for each PC. If you have only one monitor, check if the monitor has multiple input ports available such as HDMI, DVI, VGA, and DVI. If so, connect the monitor to both the PCs. Use the monitor settings to switch the input source between the two PCs as you progress through the steps.

Alternatively, most televisions can be used as monitors. You may connect either your old PC or the new PC to a television for the duration of the migration.

2. You need one mouse for each PC. If you have only one mouse, switch the mouse between the PCs at various steps.
3. You need one keyboard for each PC. If you have only one keyboard, connect it to your old PC and use the on-screen virtual keyboard on your new PC. To launch the on-screen keyboard, enter **on-screen keyboard** in the search box next to the start icon on the taskbar and launch it from the search results.
4. If your new PC does not have WiFi capabilities, use a LAN cable to directly connect both the PCs. Connect one end of the LAN cable to the new PC and one end to the old PC. This establishes a PC-to-PC network.

General tips

1. If your old PC has more drives than your new PC, use the drive mapping feature to map data from multiple drives to a single drive on your new PC. For more information, see [Mapping the drives](#).
2. If you do not have enough hard drive capacity on your new PC, select only the most important files to migrate. For more information, see [Select files to migrate](#).

Update .NET Framework

Prerequisites

The old PC must contain .NET Framework 4.5 or later.

About this task

If your PCs are running Windows 8.1 or later, .NET framework is automatically updated to the latest version. If your PCs are running Windows 7, .NET Framework is not automatically updated to the latest version, and Data Assistant prompts you to update .NET Framework.

Steps

1. Open Data Assistant on the old PC. If you do not have Data Assistant, download it from www.dell.com/DataAssistant.
2. If the old PC does not contain .NET Framework, **Microsoft .NET Framework** dialog box is displayed.
3. Select **I have read and accept the license terms**, and click **Install**.
4. After the installation is completed, click **Finish**.

Results

Data Assistant is launched, and you can start the migration process.

Tips for faster data migration

This section provides tips and tricks to speed up data transfer rate while migrating data using a LAN cable or WiFi.

- It is recommended that you use a secured or a private network while migrating data to get the fastest data transfer speed.
- It is recommended that you use a LAN cable for the fastest data migration. The Internet is not used for data migration. PCs are connected only through a local network.
- Migrating data with a LAN cable can be up to 55 times faster than migrating over WiFi.
- If a LAN cable is not available, a 5 GHz WiFi band is up to 18 times faster than a 2.4 GHz band.

While migrating data from the old PC to the new PC, there are three connectivity options starting from the slowest data transfer speed to the fastest:


Option 1: Data migration using 2.4 GHz WiFi

Option 2: Data migration using 5 GHz WiFi

Option 3: Data migration using LAN Cable

The following table helps you determine how much time you can save by following the tips in this section. It compares wireless to wired (LAN cable) networks.

Table 3. Comparison of time taken to migrate data

	2.4 GHz WiFi (Normal)	5 GHz WiFi (Fast)	LAN Cable (Fastest)
Transfer Speed Range  NOTE: Speed ranges are approximate and are affected by multiple factors including the quantity and size of files being migrated, software and hardware, and network quality and interference.	1 to 4 Mbps	4 to 18 Mbps	10 to 60 Mbps
Time taken for typical migration—20 GB of data	1.5 to 5.5 hours	18 to 80 minutes	5.5 to 32 minutes
Time taken for large migration—100 GB of data	6.6 to 26.5 hours	1.5 to 6.6 hours	28 minutes to 2.5 hours

Tips for faster data migration using LAN cable

Prerequisite for data migration using LAN cable

You must have a Cat5e or newer LAN cable.

Using a LAN cable

Connect both the PCs using a LAN cable. If a LAN port is not available, you can use a USB A or USB C adapter. Alternatively, you can perform data migration by connecting the PCs to a router through a LAN cable.

Types of LAN cables

Local area network cables are typically referred to as LAN cables or Ethernet cables. You can connect these to your router and network port of your computer.

LAN cables come in various standards, including Cat5, Cat5e, Cat6, Cat6a, Cat7, Cat7a, and Cat8. Regardless of type, they have the same RJ45 connector on each end.

In general, performance improves with each standard. Cat5e cables are faster than Cat5.

Most LAN cables have the standard name printed on the cable body.


Procedure for connecting PCs using a LAN cable

Physically connect one end of the LAN cable to the old PC and the other end to the new PC. Ensure that both the PCs are connected using the same port for network sharing.

To complete the Data migration process, see [Migrate and erase data from old PC](#).

Tips for faster data migration using WiFi

You can perform data migration using a 5 GHz or 2.4 GHz WiFi router based on the availability. If you have no option of being closer to the router or you have no LAN cables, you can opt for a WiFi connection for data migration.

 **NOTE:** Data migration using WiFi is slower than data migration using a LAN cable.

- 5 GHz is faster, but the range is less—approximately 122 meters. Ensure that you have kept the laptop closer to the WiFi router or the WiFi range extender.
- 2.4 GHz is slower than 5 GHz, but the range is greater—approximately 244 meters.

Data migration using 5 GHz band

If you are facing difficulties in connecting to the WiFi network, perform the following steps to establish a wireless connection between the PC and the router:

1. Go to the **Start** menu and select **Settings > Network & Internet > Status > Network and Sharing Center**.
2. Select **Set up a new connection or network**. The PC detects the router, and a WiFi icon is displayed in the notification area.
3. To check the connection, click the WiFi icon and see which WiFi network shows as **Connected**.
4. Click the network name and enter the password. The connection is established.


To complete the data migration process, see [Migrate and erase data from old PC](#).

Data migration using 2.4 GHz band

If you do not have a 5 GHz WiFi band frequency, then you can use a 2.4 GHz WiFi band. The 2.4 GHz network provides a wider coverage area but operates at lower frequencies that slows down the data transmission. Use the following tips to speed up data transfer.

1. **Reset the connection**—turn your computer resources off, then on again. This includes the router, modem, and other devices that are connected to WiFi. Rebooting calibrates the modem to the default starting speed, making it compatible with the ISP signal.
2. **Position your router at a central location**
 - Aim for a central location to position your router where the signal is best optimized and can offer consistent coverage. Avoid placing your router in the corner of a room as the radio waves from other devices such as phone, microwave, bluetooth speakers, and so on, might interrupt the WiFi signal.
 - It is best to upgrade to a newer model with wireless 802.11ac and dual-band support for the fastest wireless speeds possible.

3. **Align the router antennas**—if the antennas are external and adjustable, adjust router antennas to get the best WiFi signal strength. Point your router antennas vertically to emit the WiFi signal to be sent horizontally, and conversely. Router antennas are omnidirectional that spread the signal equally in all directions.
4. **Choose the right WiFi frequency band**—to achieve maximum speed, switch to the 5 GHz band on each device as routers usually support two frequency bands, 2.4 GHz and 5 GHz.
5. **Change the frequency band channel**—you might experience sudden slow data rates due to the frequency band channels of router that can interrupt the WiFi speed. If so, change the channel to a less-crowded WiFi channel or nonoverlapping channels to speed up the data transfer rate and remove any interference which is slowing down the WiFi speed.
6. **Upgrade router firmware**—if you are facing router issues, consider updating your router firmware. This ensures security and fixes issues to offer an enhanced user experience.
7. **Extend your network range**—if the signal is weak and you are experiencing connectivity issues, use the following tips to optimize the network coverage:
 - Use a WiFi booster device that sits between the router and the dead zone to amplify the WiFi signals and transmit them across all corners of the rooms.
 - Connect wired access points to a wired router using a LAN cable to distribute WiFi signals to a designated area.
 - Use two Powerline WiFi extenders or adapters that require two outlets. Connect one adapter to your router using a LAN cable. Connect the other adapter to the outlet that sends network data through electrical wiring.

 **NOTE:** A Powerline adapter is not as reliable as a LAN connection from your router to PC.

 - Get Mesh WiFi routers with multiple access points that work together to secure the network with faster speed and greater coverage. It operates on a single network that links to the modem to emit strong signals throughout the entire area.

General tips for faster data migration

- If you have installed any anti-virus applications, it is recommended that you pause them as they may try scanning each file being transferred, leading to slow data transfer.
- If an external drive is connected to your old PC, you do not need to use Dell Migrate to move the data on that drive. Rather, connect that drive to your new PC to save time.

Migration of OneDrive files

Dell Technologies recommends that you sign in to the same OneDrive account on both the old and the new PCs before starting migration. For more information, see [Why should I sign in to the same OneDrive account on both the PCs?](#)


Frequently asked questions

How do I know if I am using OneDrive?

When you sign in to your PC using your Microsoft account, OneDrive might sync some of your files to the OneDrive cloud even if you have not explicitly installed or configured OneDrive on your PC. OneDrive is pre-installed on Windows 10.

How do I find my OneDrive email address?

Perform the following steps:

1. Right-click , and click **Settings**.
2. Click **Account** to view your email address.

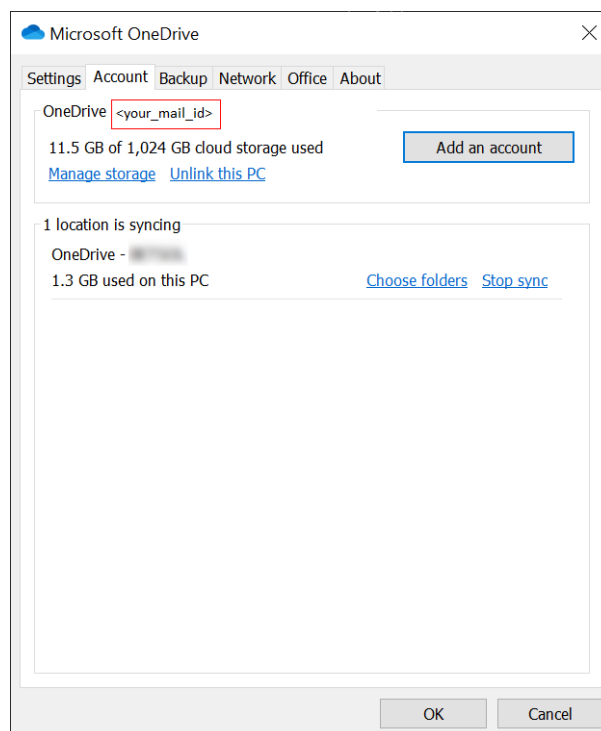


Figure 174. OneDrive email address in Settings

How do I find my email address if I have signed out of OneDrive?

Your OneDrive email address is the same as your Microsoft or Office365 email address. Perform the following steps to find your email address:

1. Sign in to your PC using your Microsoft account.

2. Click **Settings**.
 3. In the **Accounts** section, click **Email & accounts**.
- Your email address is displayed in the **Email & accounts** section.

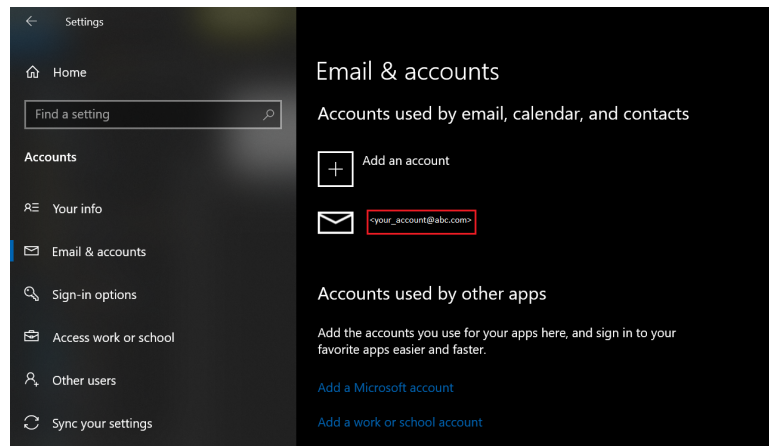


Figure 175. Microsoft email address in Settings

How do I retrieve or reset my OneDrive password?

Your OneDrive email address is the same as your Microsoft or Office365 email address. You can use the same password that is used in your Microsoft or Office365 account to sign in to OneDrive. For more information about resetting the password for your Microsoft account, see [Change your Microsoft account password](#).

What if I have never signed in to OneDrive?

Check if you were automatically signed in to OneDrive as part of your Windows setup. If you have never used OneDrive on your old PC and have not chosen to back up your files with OneDrive during Windows setup, then no files would have been added to OneDrive. So, you need not sign in to OneDrive for migration. If you are not using OneDrive, but Dell Data Assistant prompts you to sign in to OneDrive, you can skip the sign-in process.

Why should I sign in to the same OneDrive account on both the PCs?

When you sign in to the same OneDrive account on both the old and the new PCs, OneDrive downloads or syncs your OneDrive files to your new PC. This eliminates the redundant work of migrating these OneDrive files by using Dell Data Assistant and avoids migration issues due to conflicts with OneDrive. Dell Data Assistant checks if you have logged in to the same OneDrive account on both the PCs so that the OneDrive files are synced. If you are already using OneDrive on your old PC, but have not signed in, Dell Data Assistant prompts you to sign in at startup.

What if I signed in to OneDrive on the old PC but cannot sign in to the same OneDrive Account on my new PC?

If you are signed in to OneDrive on your old PC, but are not signed in to the same OneDrive account on your new PC, Dell Data Assistant detects this and tries to manually migrate your OneDrive files to your new PC to ensure that these files are not missed. If you plan to sign in to OneDrive on your new PC later, or you do not need those OneDrive files on your new PC, choose to skip those files by manually clearing them from the **Let me choose what to move** page during file selection. See [Select files to migrate](#).

If you want Dell Data Assistant to manually migrate your OneDrive files to your new PC, continue with your migration. Any file that OneDrive has virtualized and removed the local copy from your old PC, can be downloaded from OneDrive on the old PC before they are transferred to your new PC. Due to this, your migration may take longer time than usual depending on your Internet speed. Dell Technologies recommends you sign in to your same OneDrive account on your new PC before starting the migration.

What if I do not sign in to OneDrive on my old PC when prompted?

If you had previously signed in to OneDrive on your old PC, but were logged out for some reason, for example, the password for your Microsoft account password was updated, then OneDrive does not sync your files to the cloud unless you sign in to OneDrive. Dell Data Assistant detects that you are not signed in to OneDrive and prompts you to sign in. If you still do not sign in, Dell Data Assistant tries to manually migrate your OneDrive files to your new PC. However, OneDrive may not keep the local version of your files on your PC and only maintains a cloud version. As OneDrive is not signed in, it cannot bring back those virtual files from the cloud. Even if Dell Data Assistant tries to manually migrate your OneDrive files to your new PC, these files that OneDrive virtualized on your old PC do not get migrated, and results in migration failure. These failures are not a limitation of Dell Data Assistant, but because you have chosen OneDrive to manage those files but are not signed in to OneDrive to let it complete syncing.

Why do I see a prompt for OneDrive sign in when Dell Data Assistant starts?

If OneDrive is installed on your PC and you have signed out of OneDrive, the sign-in page is displayed on Dell Data Assistant startup. See [Why should I sign in to the same OneDrive account on both the PCs?](#)

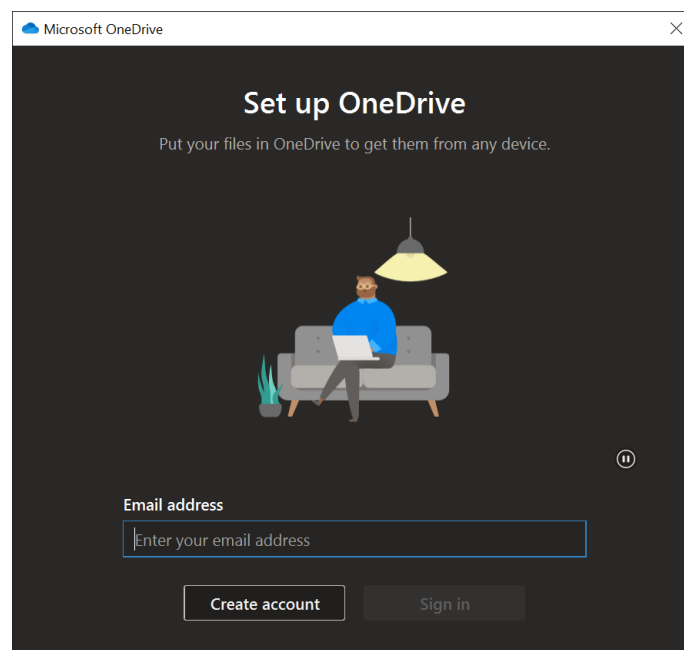


Figure 176. OneDrive sign-in page

Why do I see OneDrive error prompt when Dell Data Assistant starts?

If you have updated the password of your Microsoft account and the updated password is not yet updated in OneDrive running on the PC, an error is displayed. Click **OK** to go to the OneDrive sign in page and sign in to OneDrive using your updated credentials.

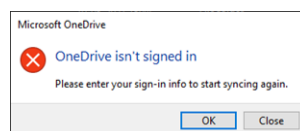


Figure 177. OneDrive error prompt

Why is the sign-in prompt for OneDrive not displayed on Windows 8.1 operating system when Dell Data Assistant starts?

SkyDrive, an older version of OneDrive, is installed on Windows 8.1 operating system which is not supported by Dell Data Assistant. In this case, your SkyDrive files are migrated along with the rest of the non-OneDrive files. If you do not want to migrate the SkyDrive folder, clear the option to migrate SkyDrive files on the **Let me choose what to move** page.

What are OneDrive virtual files?

To save space on your computer, OneDrive uses a *File On-Demand* approach, where OneDrive uploads the file and deletes the contents of the file on the local file system. OneDrive keeps the virtual file on File Explorer which only contains the file details. If you attempt to open or copy this virtual file, OneDrive downloads the file from the cloud, and allows the open or copy operation to proceed.

You can change the **File On-Demand** option if you do not want OneDrive to make your files virtual by default from the OneDrive settings.

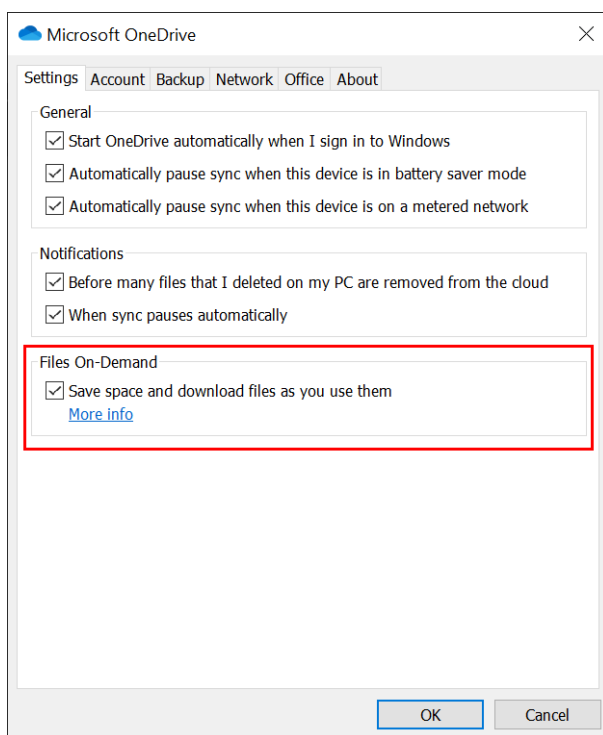


Figure 178. OneDrive settings window

For more information about how OneDrive creates virtual files, see [Save disk space with OneDrive Files On-Demand for Windows 10](#).

Why are there multiple OneDrive accounts on my PC?

OneDrive allows you add one or more accounts to a single PC. However, you can only have one personal OneDrive account and multiple schools or work accounts.

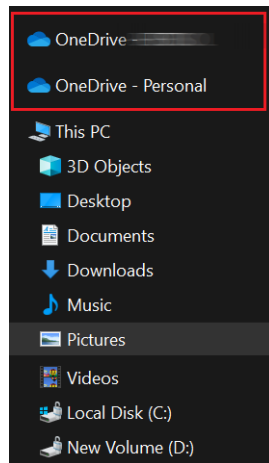


Figure 179. Multiple OneDrive accounts

For each OneDrive account, you have a separate system tray icon. You can find the account emails by right-clicking each of the system tray icons and selecting settings as described in the [How do I find my OneDrive email address?](#) section.

NOTE: If you need the data from all your OneDrive accounts that are used on your old PC, sign in to all the same OneDrive accounts on your new PC as well before starting the migration. Dell Data Assistant prompts you to sign in to only one of the accounts.

For more information about adding multiple OneDrive accounts, see [How to add an account in OneDrive](#).

Why are my Desktop, Documents, and Pictures folders under OneDrive?

Your Desktop, Documents, and Pictures folders can be under OneDrive because:

OneDrive changes the default location of Desktop, Documents, and Pictures folders

During Windows setup, on the **Back up your files with OneDrive** or **Protect your files with OneDrive** page, select one of the following options:

- **Next**—to set up OneDrive as your default location to save files. Desktop, Documents, and Pictures folders are moved to `C:\Users\\OneDrive\` and are automatically uploaded to OneDrive.
- **Only save files to this PC**—to set up PC as your default location to save files. Desktop, Documents, and Pictures folders are moved to `C:\Users\\` and are not uploaded to OneDrive.

You can change this setting at any time through OneDrive. For more information, see [Set where your files are saved](#).

If you manually sign in to your OneDrive account after Windows has started, the **Manage folder backup** option to select Desktop, Documents, and Pictures folders for OneDrive backup is displayed.

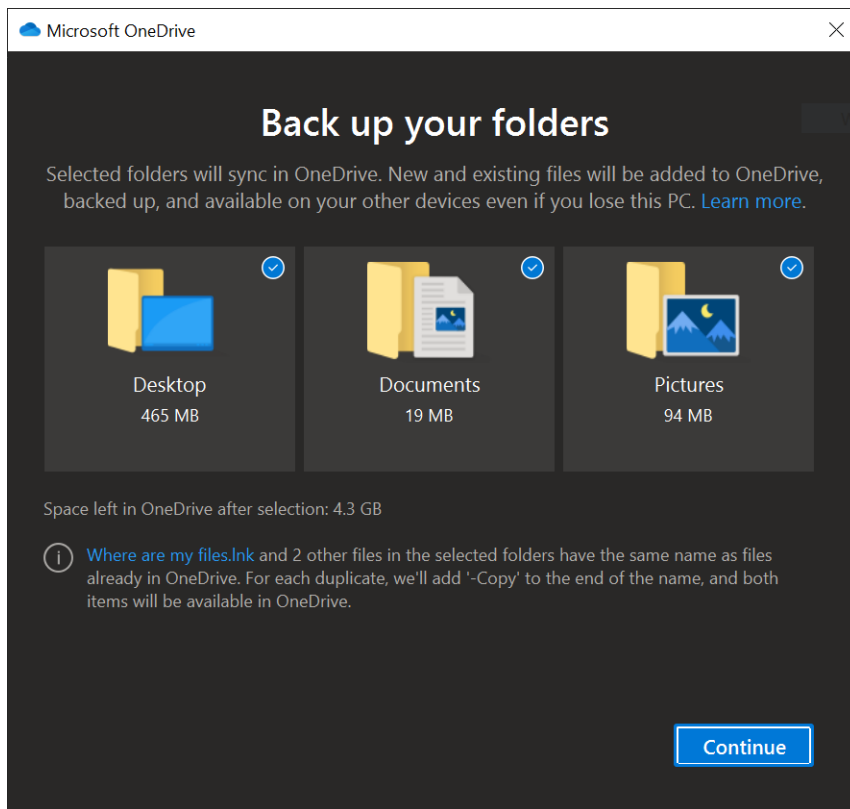


Figure 180. Option to select Desktop, Documents, and Pictures folders for backup

Select the folders to backup and click **Start backup**.

Before you click **Start Backup**, the default location of Desktop, Documents, and Pictures folders is C : \Users\<username>\.

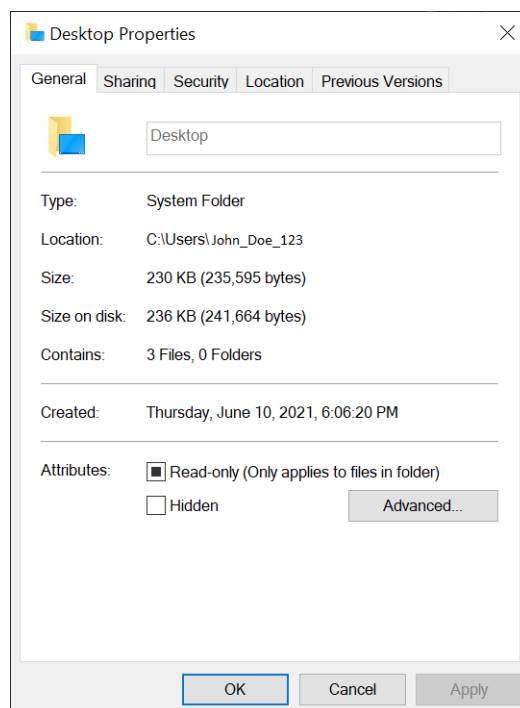


Figure 181. Desktop Properties window before clicking Start Backup

After you click **Start Backup**, the default location of Desktop, Documents, and Pictures folders changes to C : \Users\<username>\OneDrive\.

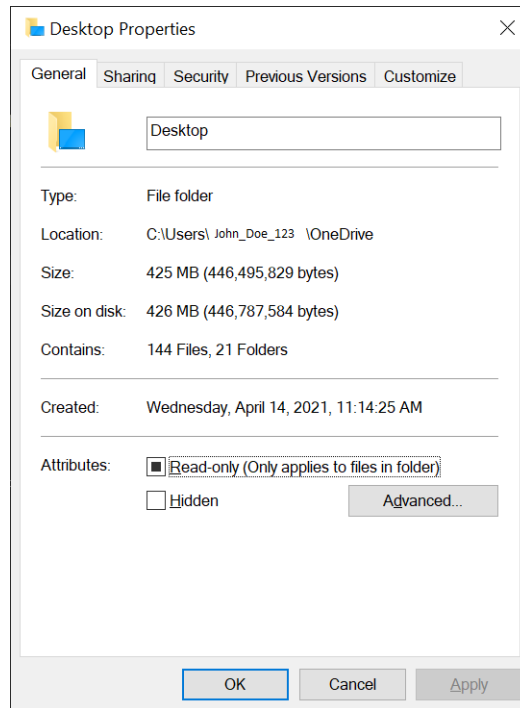


Figure 182. Desktop Properties window after clicking Start Backup

Customization of default location of Desktop, Documents, and Pictures folders

If you want to customize the default location of Desktop folder, perform the following steps:

1. Navigate to the location where the Desktop folder is present and right-click on the folder.
2. Select **Properties**, and then select **Location**.
3. Click **Move**, and then select the new path of the location where you want to save the desktop files.

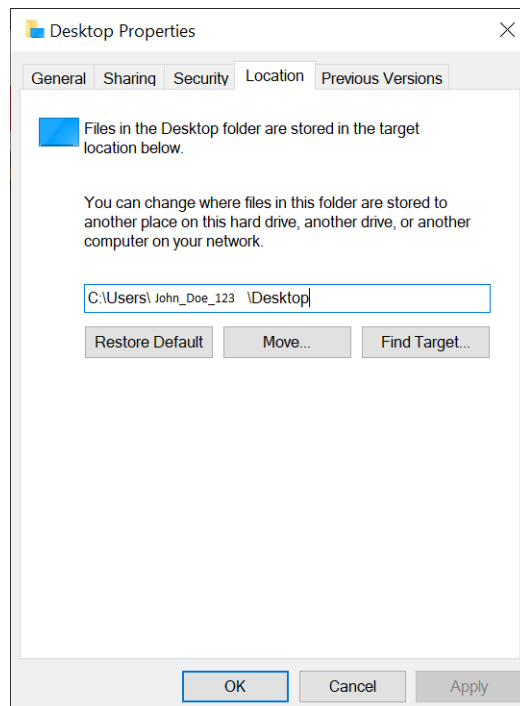


Figure 183. Desktop Properties window

NOTE: Dell Technologies does not recommend to change the default locations. If the location was changed on your PC, click **Restore Default** to restore the default location.

How do I stop backing up Desktop, Pictures, and Documents folders in OneDrive?

If you want to stop backup of your folders to OneDrive, update your folder selections in OneDrive settings. If you are already using OneDrive, Dell Technologies recommends signing in to your same OneDrive account on your new PC rather than disabling your backups. Perform the following steps:

1. Click  in your notification area, click **Help & Settings**, and then click **Settings**.

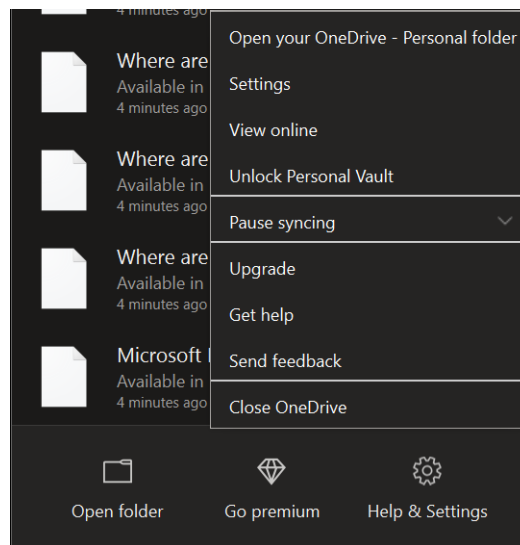


Figure 184. OneDrive settings

2. Select the **Backup** tab, and click **Manage backup**.

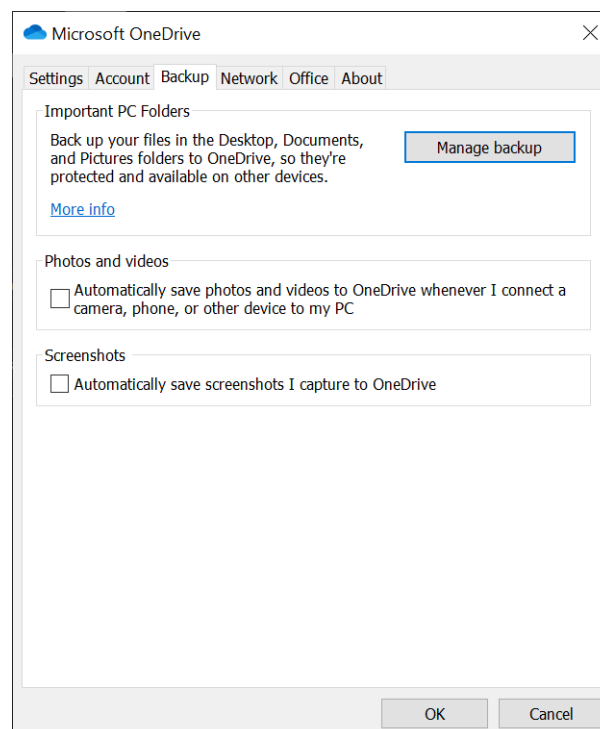


Figure 185. OneDrive — Manage backup

3. Click **Stop backup** for the Desktop, Documents, and Pictures folders.

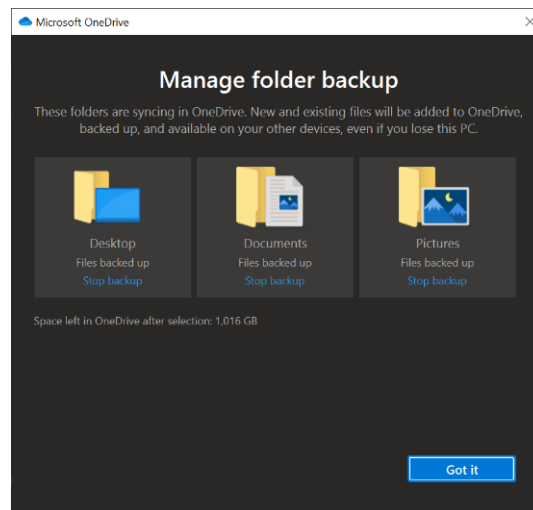


Figure 186. OneDrive — Stop backup

This restores the Desktop, Documents, and Pictures folder locations to their original location on the hard drive. After you stop backing up a folder, the files that were already backed up by OneDrive stays in the OneDrive folder and is not displayed on your local device folder.

For more information, see [Back up your Documents, Pictures, and Desktop folders with OneDrive](#).

How does Dell Data Assistant migrate Desktop, Documents, and Pictures folders?

Dell Migrate allows you to migrate files by selecting individual files or by selecting all the files at once. The behavior of Desktop, Documents, and Pictures migration differ based on the following scenarios:

OneDrive not configured on the new PC and old PC

Dell Migrate takes the default location of the Desktop, Documents, and Pictures folders for migration. If you have modified the location of any of these paths, then the modified location is picked up for migration.

For example, if the Desktop folder on the old PC is `C:\Users\John\Desktop`, and the Desktop folder on the new PC is `C:\Desktop`, all the files are migrated from the old PC `C:\Users\John\Desktop` folder to the new PC `C:\Desktop` folder.

By default, Desktop, Documents, and Pictures folders are selected for migration.

Logged in to the same OneDrive account on the new PC and the old PC

OneDrive syncs your OneDrive files if you sign in to the same account on both the old and new PCs. The migration from the old PC OneDrive folder to the new PC OneDrive folder does not happen and the OneDrive files are excluded from migration because the files are already synced through OneDrive.

Logged in to different OneDrive accounts on the new PC and the old PC and have selected Desktop, Documents, and Pictures folders for backup on both PCs

The files are migrated from the OneDrive folder on the old PC to the `<Drive name>: \Users\<Username>\<old PC-Machine Name> OneDrive` folder on the new PC. Shortcuts icons are created on the actual Desktop, Documents, and Pictures folders that redirect to `<Drive name>: \Users\<Username>\<old PC-Machine Name>`.

For example, if the Desktop folder on the old PC is `C:\Users\John\OneDrive\Desktop`, and the Desktop folder on the new PC is `C:\Users\Ross\OneDrive\Desktop`, all the Desktop files are migrated from the old PC `C:\Users\John\OneDrive\Desktop` folder to the new PC `C:\Users\Ross\<old PC-Machine Name>\Desktop` folder.

All the files are migrated from the old PC `C:\Users\John\OneDrive\` folder to the new PC `C:\Users\John\OneDrive\Desktop` folder except the Desktop, Documents, and Pictures folders.

A shortcut is created in the `C:\Users\Ross\OneDrive\Desktop` folder, which redirects to `C:\Users\Ross\<old PC-Machine Name>\Desktop` folder.

Since the old PC has Desktop, Documents, and Pictures folders in the OneDrive folder, clearing the OneDrive folder automatically stops the migration of all the files and folders in it including the Desktop, Documents, and Pictures folders.

Logged in to OneDrive on the old PC and selected Desktop, Documents, and Pictures for backup

The files are migrated from the OneDrive folder on the old PC to the default location of the Desktop, Documents, and Pictures folder on the new PC.

For example, if the Desktop folder on the old PC is `C:\Users\John\OneDrive\Desktop`, and the Desktop folder on the new PC is `C:\Users\Ross\Desktop`, all the files are migrated from the old PC `C:\Users\John\OneDrive\Desktop` folder to the new PC `C:\Users\Ross\Desktop` folder.

Since the old PC has Desktop, Documents, and Pictures folders in the OneDrive folder, clearing the OneDrive folder automatically stops the migration of all the files and folders in it including the Desktop, Documents, and Pictures folders.

Logged in to OneDrive on the new PC and selected Desktop, Documents, and Pictures for backup

The files are migrated from the default location of Desktop, Documents, and Pictures folder to the `<Drive name>:\Users\<Username>\<old PC-Machine Name>` folder on the new PC.

For example, if the Desktop folder on the old PC is `C:\Users\John\Desktop`, and the Desktop folder on the new PC is `C:\Users\Ross\OneDrive\Desktop`, all the files are migrated from the old PC `C:\Users\John\Desktop` folder to the new PC `C:\Users\Ross\<old PC-Machine Name>\Desktop` folder.

A shortcut is created in the `C:\Users\Ross\OneDrive\Desktop` folder to which redirects to the `C:\Users\Ross\<old PC-Machine Name>\Desktop` folder.

Default exclusions from migration

During migration, files, folder, and settings are migrated from the old PC to the new PC. However, certain files and settings that interfere with the Windows operating system operations are excluded from migration.

The following files and folders are excluded:

- C:\Program Files
- C:\Program Files (x86)
- C:\Windows
- C:\Windows.old
- C:\Windows10Upgrade
- C:\ProgramData
- C:\MSOCache
- C:\Intel
- C:\Dell
- C:\PerfLogs
- C:\temp
- C:\swapfile.sys
- C:\pagefile.sys
- C:\hiberfil.sys
- C:\config.sys
- C:\Config.Msi
- C:\Documents and Settings
- C:\OneDriveTemp
- C:\Recovery
- C:\\$WINDOWS. ~BT
- C:\autoexe.bat
- C:\\$RECYCLE.BIN
- C:\\$GetCurrent
- C:\System Volume Information
- C:\Users\User1
- C:\Users\User3
- C:\Users\User2\AppData
- C:\Users\User2\ntuser.dat

The following paths are excluded for non-OS drives:

- D:\\$WINDOWS. ~BT
- D:\\$RECYCLE.BIN
- D:\System Volume Information

Error codes

Table 4. Error codes that appear during migration and data erase

Error code	Error description	Resolution
<ul style="list-style-type: none"> 2100 2101 2468 	The migration process failed due to an unexpected error.	Restart both the PCs and then retry migration. If the problem persists, contact Dell technical support.
2206	The migration process stopped on the old PC.	Restart Dell Data Assistant on the old PC and then restart migration. If the problem persists, contact Dell technical support.
2207	The migration process paused as data erase was initiated on the old PC.	Perform one of the following steps: <ul style="list-style-type: none"> Resume to erase data on the old PC if all your files are migrated. Cancel the erase process and resume the migration process if there are files to be migrated. If the problem persists, contact Dell technical support.
2466	<ul style="list-style-type: none"> Unable to bind to a network interface. Unable to pair the PCs. 	Enable network cards from network settings in the PC. If the problem persists, contact Dell technical support.
2467	The migration process failed due to a network error.	Restart both the PCs and retry migration. If the problem persists, contact Dell technical support.
2482	One of your PCs is not connected to a network.	Connect both the old and new PC to the same network and restart the migration process.
2485	Locale information not found.	Contact Dell technical support.
2493	The names of the logged in user profiles do not match.	Cancel the migration and log in to your old PC with a matching account, or choose to continue migration anyway.
2498	The connection between the PCs is blocked by firewall.	Contact Dell technical support.
2502	Unable to locate the other PC.	Check if both the PCs are connected to the same network and then restart migration. If the problem persists, contact Dell technical support.
2505	The connection to the network has been interrupted. We are continuing to search for the connection.	Reconnect both the old and new PC to the same network to automatically continue migration. If you are unable to connect the PCs, cancel the migration process, and try again later. You may have to choose some migration options again, but the migration process is resumed from where you left off during the transfer.
2508	Unable to close the application.	Restart the new PC and then restart migration. If the problem persists, contact Dell technical support.
2600	Unable to fetch the user settings information.	Reinstall SupportAssist and retry migration. If the problem persists, contact Dell technical support.
2601	Unable to fetch the migration information.	Restart both the PCs and retry migration. If the problem persists, contact Dell technical support.

Table 4. Error codes that appear during migration and data erase (continued)

Error code	Error description	Resolution
2602	Drive mapping has failed.	Restart both the PCs and retry migration. If the problem persists, contact Dell technical support.
2604	Unable to gather information from the old PC.	Restart the old PC and retry migration. If the problem persists, contact Dell technical support.
2606	Unable to fetch folder tree details.	Restart the old PC and retry migration. If the problem persists, contact Dell technical support.
2607	Unable to fetch PC space information.	Restart the migration. If the problem persists, contact Dell technical support.
2701	Dell Data Assistant version does not match.	Download the latest version of Dell Data Assistant and retry migration. If the problem persists, contact Dell technical support.
<ul style="list-style-type: none"> • 2959 • 2960 • 2962 • 2964 	The migration process has failed due to corrupt executables.	Perform the following steps: <ol style="list-style-type: none"> 1. Download the executable file again on the old PC. 2. Reinstall SupportAssist on the new PC. 3. Restart migration. If the problem persists, contact Dell technical support using the SupportAssist Get Support tab.
2961	The migration process has failed due to an error in the CDM process.	Terminate the <code>DellDataManager</code> service from the Task Manager. If the problem persists, contact Dell technical support.
2965	The migration process has failed due to an error in the remote configuration of Dell file transfer utility.	Restart both the PCs and retry migration. If the problem persists, contact Dell technical support.
2967	The migration process has failed due to an error in the file channel server.	Restart both the PCs and retry migration. If the problem persists, contact Dell technical support.
2969	The migration process has failed due to an unknown error.	Restart both the PCs and retry migration. If the problem persists, contact Dell technical support.
2970	The migration process has failed due to a file transfer error.	Restart both the PCs and retry migration. If the problem persists, contact Dell technical support.
<ul style="list-style-type: none"> • 2971 • 2972 	The migration process has failed due to permission issues.	Perform the following steps: <ol style="list-style-type: none"> 1. Clean the ProgramData for the application. 2. Reinstall the application and retry migration. If the problem persists, contact Dell technical support.
2973	The migration process has failed due to an error in adding an entry to the migration status table.	Restart migration. If the problem persists, contact Dell technical support.
2974	The migration process has failed due to an error in the audit migration status.	Restart migration. If the problem persists, contact Dell technical support.
2975	The migration process has failed due to an error in updating the migration state status.	Restart migration. If the problem persists, contact Dell technical support.
2977	The migration process has failed due to a change in the system-specific key.	Perform the following steps: <ol style="list-style-type: none"> 1. Download the executable file again on the old PC. 2. Reinstall SupportAssist on the new PC. 3. Restart migration. If the problem persists, contact Dell technical support.