Sandia's Windows 7 Lite Touch Migration

Project status one year later

Roman Selever

CSU Technology Development

Sandia National Laboratories

The Original Concept

Utilize existing images, scripts and OS deployment capabilities of existing SCCM infrastructure.

Make Full Backup Image

Builds Start At 6PM

Capture USMT Data

Visit U

Make Full Backup Image

Help End User With Any Additional Issues
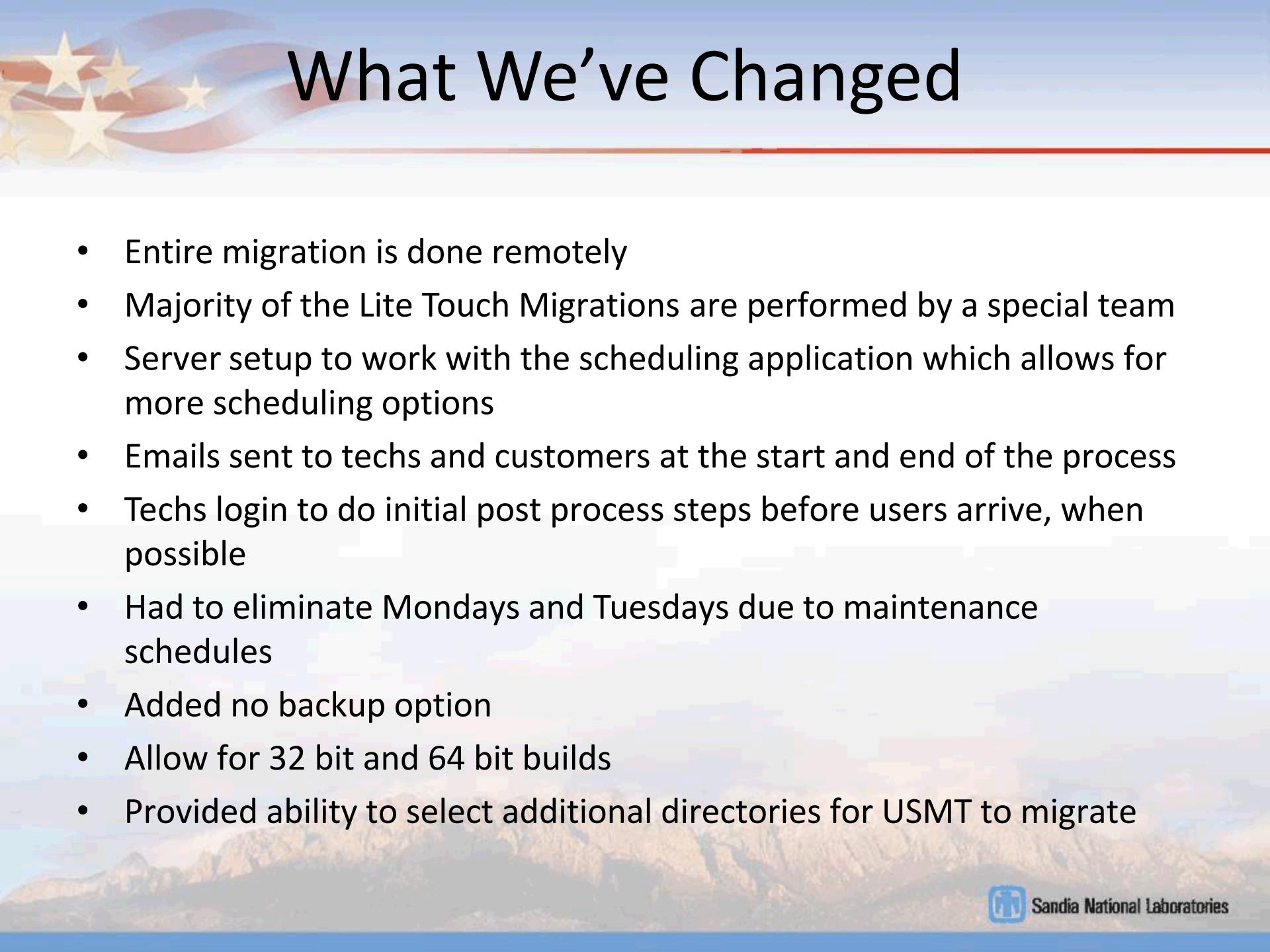
Install New OS

Restore USMT Data

Run Scheduling App At Customer Desk

Address Any Driver Issues

Reinstall Applications

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What We've Changed

- Entire migration is done remotely

- Majority of the Lite Touch Migrations are performed by a special team

- Server setup to work with the scheduling application which allows for more scheduling options

- Emails sent to techs and customers at the start and end of the process

- Techs login to do initial post process steps before users arrive, when possible

- Had to eliminate Mondays and Tuesdays due to maintenance schedules

- Added no backup option

- Allow for 32 bit and 64 bit builds

- Provided ability to select additional directories for USMT to migrate

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Where We Are Today

- Over 700 successful migrations completed to date
- Over 90% success rate
- Jobs are run only three days a week
- Team of four techs handle majority of migrations
- Utility is only used to perform in place migrations
- Builds take between two hours (no data) and sixteen hours (large amounts of data)
- Used to migrate Windows XP and Vista machines to Windows 7, as well as to rebuild Windows 7 machines

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Where We're Going

- Pre-Cache all files needed for migrations

- Create code to allow for Monday and Tuesday migrations

- Adding additional backup options

- Allow for migrations when machines are being replaced

- Adding additional applications to be reinstalled automatically

- Working on method to obtain drivers from Windows Update when no driver present

- Adding more troubleshooting steps to the task sequence

- Working to add additional logging of problems and failure emails

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Issues We've Addressed

- USMT hangs due to SEP and network issues

- Bios passwords stopping the process

- Large USMT migrations

- Stopped common services that caused issues

- Unscheduled maintenance

- Network SIPS

- SCCM Certificate issues

- Created tool to retrieve USMT encryption key

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Outstanding Issues

- Corrupt file systems stop the Windows OS staging step

- SCCM clients not authorized for site

- Credant registration issues

- DNS issues with Commvault

- Driver updates break task sequence

- Loss of network connection

- Badly damaged SCCM client or OS

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Questions

Thank You

Managing the Desktop
Windows 7 Migration Process utilizing Sandia's Zero Touch Installation Tool

Mark Holtzclaw, SNL   Salon 1

Roman Selever

rselev@sandia.gov

505-844-4787

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