
What if I have issues after migration?

Even though we may have completed your migration, our campus wide migration plan will still be in effect. We have a deadline of January 14, 2020. Our ability to provide adequate levels of general technical support will be seriously challenged during this period.

To improve your ability to reach I.T. during this period we encourage everyone to use the YConnect self-service system: <https://ithelp.york.cuny.edu/> IT will triage and prioritize support as best they can but all requests determined to be non-emergencies or non-critical may be reset in the queue as personnel become available.

What about student systems and labs?

Most students systems have been migrated already. A similar process for migration is being followed for remaining student systems. Systems that fall below the Windows 10 requirements will be replaced.

Students can look forward to a new operating system along with the current suite of Microsoft office. This will be the same campus wide, making for a similar experience. Special applications in use will be maintained.

Will this migration improve support?

We hope so. Having every computer on campus on the same OS and standard suite of applications makes it easier to identify issues and supply solutions. Having a uniform platform allows for this and many other helpful support benefits.

Things to be aware of after migration

As with all plans there will always be something missed or things that need tweaking. We learned a lot in 2014 when we went from XP to Windows 7. Your system will be different regardless of the type of migration you experience. Here are some key items to check:

1. **My Documents data:** Check those critical files you work with daily. If you try to open them from recently opened files, that's not going to work. Everything is reset in this regard.
2. **Icons on Desktop:** These should be the same since your icons are stored on the network and that is not changing. You should have all the standard ones and any that are pushed out by our Active Directory. Report any critical ones you may be missing but first check that you have the applications they represented.
3. **Share Drives:** You should have at minimum a personal share even if you didn't have one before. My Documents folder is part of the network and the migration will not change this. Data you had there before will be there after. You should look out for any department shares you may have had.
4. **Outlook:** We expect your email data to be fine since it's not touched during the migration but your local configuration can be affected. Also, the auto complete when you are adding names to send emails will not work. Only as you start to send emails will this remember all over again your commonly sent email addresses. Check calendar access.
5. **Printing:** Are you able to print to the same printer you had access to before? Let us know if you have problems with this. Also, if you had an unsupported local printer, this could present a challenge but one we will work together on.
6. **Favorites:** Our technicians will check to back these up and make available after your migration but you may want to export these to local thumb drives and import after the migration especially if you have years of favorites saved.

If have any questions please contact IT using **YConnect**. Use the special category under called "**Win10Upgrd**". This will escalate your migration inquiry.

<https://www.york.cuny.edu/it/service-delivery-unit/y-connect>

You can also call our Service Desk Contact Center at Ext. 5311

Service Desk Call Center at York
<http://www.york.cuny.edu/it/service-delivery-unit>
Room: AC-2E03D
Tel: 718-262-5311

94-20 GUY R. BREWER BOULEVARD

YORK College

YORK College

Migration Off Of
Windows 7 /Office
2010

What you need to know before, during
and after the migration off of Windows
7/Office 2010

Students / Faculty / Staff

Why are we migrating off Win7?

As of January 14, 2020, Microsoft will end its support of the outdated Windows 7 operating system and other Office suites like Office 2010 productivity suite (Word 2010, Excel 2010, etc.). Consequently, after January 14, 2020, Microsoft will no longer issue updates to address new security vulnerabilities.

All CUNY schools are currently aware and have been making plans to migrate off a product which poses compliance challenges with CUNY IT security procedures and may violate contractual terms of use as well as the added risk of an adverse finding in an internal or external audit.

When is this migration starting?

The migration has already started. At the writing of this brochure we have over 1000+ systems which have either been migrated, installed and deployed in various departments and labs at York College. Our entire IT team across many groups and other support services on campus are involved in this coordinated effort.

Will I get a new computer?

While most of the computers on campus meet the requirements to support Windows 10, we have identified CPU's that fall below the minimum requirements and are making every effort to get those systems replaced as part of the migration.

When will I be migrated?

All departments will receive dedicated notifications at least 1 week ahead or your turn for migration. These will include dates and times and what to expect and what to prepare for. In order for the College to be in compliance with all security protocols its critical you do not miss your date of migration.

What can I expect before migration?

You will receive an email alerting you of your migration date at least one week before the start. We will inform you to clean up data on your computer My Documents as well as locating any source info on any non-standard apps we do not know about. On the day of migration PC Support will visit the machines and copy the My Documents folder to a network share among other duties they will be performing.

What can I expect during migration?

Your **password** may be reset if you are not present. During the migration there will be a team of IT support personnel in and out of your area. They will need access to your computer, it's best if you are around to avoid having your password reset. Expect to have your CPU upgraded, updated or replaced.

What can I expect after migration?

IT personnel will be making rounds to make sure your migrated systems are working properly and to escalate and resolve any issues or concerns. However if we miss you, use the "Need Migration Help" link at <https://www.york.cuny.edu/it/service-delivery-unit/service-desk/windows-10-deployment>

For escalated support.

What will happen to my data?

The "My Documents" folder is part of the IT network share system and should not need to be backed up unless data has been saved to other locations on your system. IT support technicians will be looking for this and insure all your files are backed if needed the day of the migration. We ask that everyone review their data before the migration and do some house cleaning in order to save time as backing up data if necessary will slow down progress. **Image files and music files not essential to work will need to be backed up by you.** Our web page has more details on this.

Can I retain my Admin account?

We realize that some users have administrator status accounts on the local machine. This is not a practice supported by Central security policies. However, sometime after the migration IT will be introducing a self installation process that will eliminate the need for this exception.

What about data on a shared machine?

Data on a machine with many user profiles will need to be surveyed and determined if there is any data the department needs to salvage. This will have to be handled on a case by case basis. If you have systems like this let us know ahead of time by using the "Need Migration Help" link on the migration web site below.

Where can I find additional info?

We have created a very extensive web page with details of the entire migration plan. We strongly recommend that you review all the information on this page and use it as your jump off point for communicating with us. There is a "Need Migration Help" link which will automatically open to a submission form for migration specific tickets with us. Here is the link to the main migration page:

<https://www.york.cuny.edu/it/service-delivery-unit/service-desk/windows-10-deployment>