Manage data after remote device refresh

Overview

As an inSync User if you want to change your existing device or upgrade it to the latest software versions or if your device needs to be replaced due to damage, or due to loss or theft, a new device can be procured for you with all your data intact. Your administrator can now remotely do a device replace for your new device and ship the new device to you with all your data restored on it.

After you receive the new device, inSync automatically:

- Restores the most recent data to the new device post-activation, including the data that was backed up on the old device, while the new replacement device was in transit.
- Triggers system settings and MAPI restores.
- Moves the data stored at the temporary location to the relevant paths and folders as required.

Move data from temporary restored data location to actual locations

If you are an Active Directory (AD) user, you will receive a new device with all your data (except for system settings and MAPI data), already restored at a temporary location on the device. In such a case you need to:

1. Login to the new device using your AD credentials.
2. System settings and MAPI data restore will start if they were backed up from the old device.
3. inSync Client will restore user profile data from the temporary location to the appropriate locations on the new device.
4. Any data which is not moved will continue to reside at the temporary location and will not be deleted.

If you are a non-AD user you will receive the new device with all your data and system settings already restored for you by inSync Client. In such a case you need to:

1. Login to the new device using credentials provided by the administrator and verify all the data and system settings have been moved and restored to the appropriate destination.
2. In case some data still resides at the temporary location, you can either create the missing destinations and then move the data by coping the data from the temporary location to the missing destination or let the data continue to reside at the temporary location. There will be no loss of data.
Note: On both Windows and Mac, for AD users, user permissions and ownership will be restored as they were set on the source device. For non-AD users the ownership continues to remain with the users.

After all the data has been moved to the identified destination, the temporary restore location contains only those files and folders which could not be moved either due to lack of permissions on the destination folder or no appropriate destination folder found.

**Restored data location directories**

All the data is stored at the following temporary locations. You can retrieve and map the data to its relevant destination paths and folders.

**Restored data location directory for Windows**

Windows: C:\ProgramData\Druva\inSync4\device_refresh_data

**Restored data location directory for Mac**

Mac: /Library/Application Support/inSync/device_refresh_data

**Quick folders**

are stored in \{Quick_Configs\} folder, like this:

- `device_refresh_data/<email ID of the user>/\{Quick_Configs\}/Desktop`
- `device_refresh_data/<email ID of the user>/\{Quick_Configs\}/Pictures`
- `device_refresh_data/<email ID of the user>/\{Quick_Configs\}/Home/some_folder`

**Wildcards**

There are five types of wildcards:

- `%homedir%/home%/userprofile%`: these will be stored here: `device_refresh_data/<email ID of the user>/\{Wildcard_Shares\}`
- `%appdata%`: this will be saved in `device_refresh_data/<email ID of the user>/\{Appdata_Wildcard\}`

If the wildcard share path does not start with the wildcard itself, then it is restored at the original location.

- `%username%`: this will be restored on the destination device at the original location from where it was backed up

"**All Drives**" or all users’ homes or the specific user’s home

If these were configured as an absolute path on the source device, then the home folders will be restored like these:

- `device_refresh_data/\{User_Profiles\}/User Name`
- `device_refresh_data/\{User_Profiles\}/some_other_user_on_source_machine`
Note: Only the current user’s profile in this folder will be moved and not the other profiles present in this folder.

**Drive/Volume not present**

If a volume or drive, for example E drive, which was present and backed up on the old device is not present on the new device then it is restored at the following location:

```
device_refresh_data/(E)
```

**All other**

fssets/files will be stored at their original locations.