

laplink.

PCmover®

The Easiest Way to Move Into a New PC

Quick Start Guide

Laplink Software, Inc.

For technical support issues or questions, please visit:
www.laplink.com/support

For other inquiries, please see contact details below:

E-mail: CustomerService@laplink.com

Tel (USA): +1 (425) 952-6001

Fax (USA): +1 (425) 952-6002

Tel (UK): +44 (0) 870-2410-983

Fax (UK): +44 (0) 870-2410-984

Laplink Software, Inc.
14335 NE 24th Street, Suite 201
Bellevue, WA 98007
U.S.A.

Copyright / Trademark Notice

© Copyright 2007 Laplink Software, Inc. All rights reserved. Laplink, the Laplink logo, Connect Your World, and PCmover are registered trademarks or trademarks of Laplink Software, Inc. in the United States and/or other countries. Other brands and products are trademarks of their respective holder(s).

laplink
connect your world®

Laplink PCmover is the quick and easy way to migrate from one PC to another. This powerful application moves all of your selected files, settings, and programs from the old PC to the new PC, without overwriting anything on the new machine. The contents of your old PC will remain unchanged after the migration.

PCmover can migrate your PC across a network, Laplink USB cable, Laplink parallel cable, or any type of file storage device that can be read by both PCs. If your computer has multiple users, PCmover gives you the option to migrate some or all of the users at once. The security information about file ownership and access control is preserved for each user.

Pre-Installation Checklist

The source PC is the "old" PC that contains the applications, files, and settings that you wish to move to the destination, or "new" PC.

System requirements for each PC:

- CPU: Intel or compatible 486DX or higher
- RAM: at least 16 MB
- Available hard-disk space: 20 MB
- Windows 95/98/NT 4.0/Me/2000/XP (Home & Professional), including Windows XP Media Center and XP Tablet PC/Vista 32-bit. Please note: This version of PCmover is **not** supported on Windows XP 64-bit or on Windows Vista 64-bit. However, a new version of PCmover may be available through the **Check for Updates** selection (see page 3).
- The operating system on the new PC must be the same as or newer than the operating system on the old PC.
- All Microsoft high-priority updates should be applied to the new PC before migration:
<http://update.microsoft.com>
- Do not plug in the Laplink USB cable until directed to do so later. Please keep in mind that the USB cable that may have come with your product will require Windows 98 Second Edition or newer. If you have an older version of Windows, you must choose a different method of migration (see page 4).

IMPORTANT: When you purchase PCmover, you are purchasing a license that limits you to migrating the contents from one (1) old PC to one (1) new PC. You cannot use your serial number to install PCmover on another old PC. For complete details, refer to the End User License Agreement (EULA).

To purchase additional licenses, please visit www.laplink.com or contact our sales department at 1-800-LAPLINK or (425) 952-6001.

Installing PCmover

To install PCmover from a downloaded file, follow these steps on each PC:

1. Double-click on the **pcmover_en.exe** file in the folder where the file was saved. Follow the on-screen prompts.
2. At the end of the installation, restart your computer if prompted.
3. Repeat these steps on the second PC.

To install PCmover from a CD, follow these steps on each PC:

1. Insert the CD into the CD-ROM drive.
2. If the autorun feature is enabled, the installation begins automatically. Follow the on-screen prompts. If autorun is disabled, use Windows Explorer or some other file management program to display the contents of the CD. Browse to the **pcmover_en.exe** file to begin the installation. If you cannot find this file on the CD, click on **Start**, then **Search**, and type **pcmover_en.exe** making sure that the search is centered on your CD-ROM drive.
3. At the end of the installation, restart your computer if prompted.
4. Repeat these steps on the second PC.

Pre-Migration Checklist

- PCmover has been installed on both PCs.
 - On some operating systems, you will need Administrator-level permissions to do a migration.
 - The hard drive(s) on the new computer has as much or more disk space as that on the old computer.
 - The new PC has the same Windows version as or newer Windows version than that installed on the old PC.
- IMPORTANT:** Trial versions should *always* be uninstalled from the new PC before migrating a full version of the same application from the old PC, because PCmover will not migrate an application it thinks is already on the new PC, and trial versions commonly have the same filenames as full versions.
- Any .Net Framework version (look in Add/Remove programs) that exists on the old PC should be installed on the new PC prior to the migration. To install the .Net Framework, go to the Microsoft Updates page on the new PC:

<http://update.microsoft.com>

Click on **Custom** and **Software, Optional**. Then select the .Net Framework updates as previously identified on the old PC.

- The new PC should have the same or newer version of Internet Explorer as that installed on the old PC.
- Corporate PCs on a network domain should be connected and logged into the domain at least once prior to the migration.
- For migration using a Laplink USB cable, plug the cable into the USB ports on both PCs prior to starting the program. If PCmover is already running, you should plug in the USB cable before you get to the Method of Migration screen.
- Laplink recommends that you run ScanDisk or a similar disk checking utility, as well as antivirus and antispyware software on the old and the new computers before the migration.
- Screen savers, hibernation protocols, and power-saving schemes should be turned OFF. They can be turned back on after migration. Laptops **must** be plugged into a power outlet, rather than running on their batteries, as the migration is likely to take a longer time than the battery life.
- Exit all programs that are running on both computers. Turn off system tools such as virus scanners and spyware scanners on both PCs. Due to the nature of these types of applications, you should choose not to migrate them, as they are unlikely to migrate correctly. Please see the "Choose Applications" section on Page 9 of this Guide for details.
- If your copy of PCmover came with SpySweeper, do not install it until after migration; it is an anti-spyware utility and as such may interfere with a successful migration. This is true of many utilities, such as anti-virus and firewall applications as well.

Note: As a safeguard, PCmover makes it possible, if necessary, to revert back to the original state and settings of your new PC. See the "Undoing a Migration" section on page 12 of this guide for instructions.

- Migration may take quite a while, depending on several factors: the size of the hard drive(s) you are migrating, the amount of data on them, their level of fragmentation, the number and size of applications and other files and folders you are migrating, and other factors.
- PCmover allows you to choose which applications and files you would like to migrate. For more details, see the "Deselect Folders Not to Migrate" section on page 7, and the "Choose Applications" section on page 9 of this Guide.

IMPORTANT: Some applications with a copy-protection process known as Digital Rights Management may not function correctly after migration. These include such music-sharing programs as iTunes, MusicMatch and Napster, which will probably require reactivation on the new PC, possibly a Repair done through the Windows Control Panel, and possibly reinstallation. Certain other applications, such as Microsoft Office, may also require reactivation.

Preparing the New PC for Migration

1. Welcome to PCmover



Start PCmover on your new PC. Follow the on-screen instructions. Click the **Check for Updates** button to make sure you are running the latest version of PCmover. If there is a newer version available, you will be taken to a web page from which you can download the update. On this web page, you will find a link to the latest version of this Guide, which you should also use. If you receive an error message at this time, click **OK** and proceed. If you are running PCmover on a Vista machine and receive an error message, contact Technical Support. Click **Next**.

IMPORTANT: If an update is available, please install the new version on BOTH computers immediately.

2. Important Information



This screen alerts you to important information you should know about migration. Please review all items listed, check the box, and click **Next**.

3. Preparing Your Computers for Migration

Choose **New**, and then click **Next**.

4. Method of Migration



Select your method of data transfer, and then click **Next**. For complete details about each transfer method, click **Help**.

If the USB cable is plugged into both PCs and the USB option is grayed out, click **Cancel** on both PCs to close PCmover. Next, unplug the USB cable from both PCs, reverse the direction of the cable by switching connection ends, and plug the USB cable back into both PCs. Then, restart PCmover on both PCs. If additional troubleshooting is still required, please visit:

<http://www.laplink.com/support/kb/article.asp?ID=1058>

5. Ready to Start

PCmover is ready to accept data using your selected transfer method. Click **Next**.

6. Migration In Progress - Waiting for Connection

PCmover is now waiting for the connection from your old computer. Please proceed to the next section to prepare your old PC for migration.

Preparing the Old PC for Migration

1. Welcome to PCmover

Start PCmover on your old PC. Click **Check for Updates** to make sure you are running the latest version of PCmover. Click **Next** when ready.

2. Important Information

This screen alerts you to important information you should know about migration. Please review all items listed, check the box, and click **Next**.

3. Preparing Your Computers for Migration

Choose **Old**, and then click **Next**.

4. Choose Migration Type

PCmover allows you to perform a one-time limited functionality trial migration that does not require a serial number. Only the files of one type, which you are allowed to choose, will migrate to the new PC.

To perform a trial migration, select "Perform limited trial migration", click **Next**, and continue in the section "Performing a Limited Trial Migration" (page 12).

To perform a full migration, select "Perform full migration", click **Next**, and continue with step 5 ("Serial Number Validation") of this section.

5. Serial Number Validation

The location of your serial number depends on how you purchased PCmover:

- **Download:** When you purchased the product, you should have received a confirmation email containing your serial number. If you no longer have the email message, visit the "My Downloads" page of your Laplink Support Account at:

www.laplink.com/support

Once there, enter the email address you supplied when you purchased the product. If you have forgotten your password, please enter your email address and click on the **Forgot Your Password** link.

- **CD:** Affixed to the CD sleeve.

To complete serial number verification automatically for either type of purchase, you will have to be connected to the Internet on one of your PCs. If you are connected to the Internet but are unable to validate the serial number, first disable all security software, such as virus scanning, spyware scanning, and firewalls, and try again. If that does not work, click "**No Internet Access**" and follow the on-screen instructions. You can also find help with this problem here:

<http://www.laplink.com/support/faq/faq2.asp?ID=213>

If an Internet connection is not available to you on either PC, please call our Customer Service at (425) 952-6001.

6. Method of Migration

Select the same method of data transfer as you selected on the new PC. If you selected Network, the Identify New Computer dialog box will appear. If the new PC is not listed, click **Browse** to find the new computer to which you will migrate. If this does not solve the problem, we recommend closing PCmover on both computers, disabling all firewall, antivirus, and antispyware applications, and starting the migration again. Click **Next**.

For complete details about each method of transfer, click **Help**.

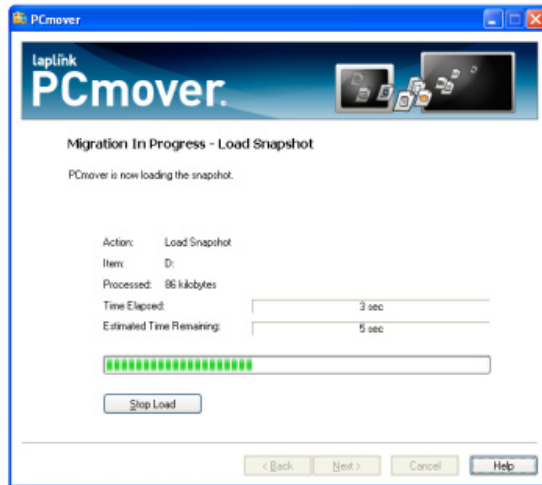
If the USB cable is plugged into both PCs and the USB option is grayed out, click **Cancel** on both PCs to close PCmover. Next, unplug the USB cable from both PCs, reverse the direction of the cable by switching connection ends, and plug the USB cable back into both PCs. Then, restart PCmover on both PCs. If additional troubleshooting is still required, please visit:

<http://www.laplink.com/support/kb/article.asp?ID=1058>.

7. Ready To Start - Load Snapshot

Click **Next**.

8. Migration in Progress - Load Snapshot



Please wait while PCmover loads the snapshot. If you are unable to load the snapshot, please go to:

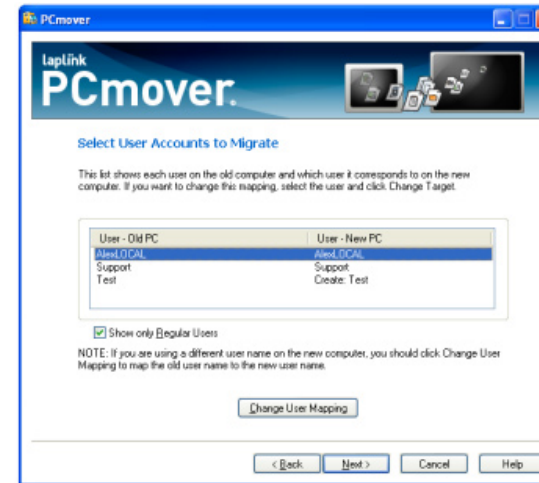
<http://www.laplink.com/support/faq/faq2.asp?ID=214>.

9. Select Migration Modifications

If you wish to customize your migration, click **Customize Migration**. To continue with a normal migration, click **Next**.

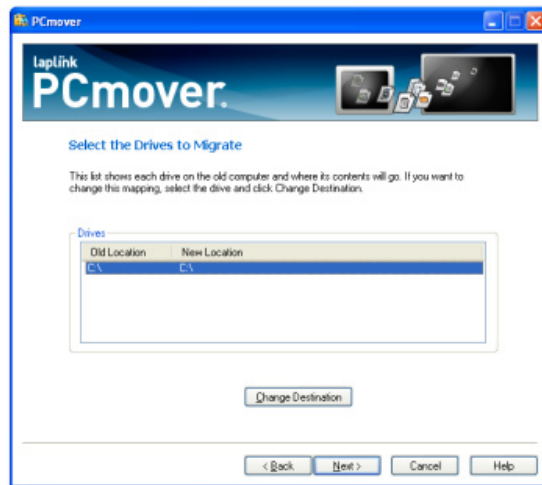
Note: This option does **NOT** allow you to select specific applications or files to move. It will however allow you certain options in your migration. To learn how to select specific applications, please see the "Choose Applications" section on page 9.

10. Select User Accounts to Migrate



If your old PC has more than one user, you can migrate the settings and associated files for all or only some of the users. To migrate all of the users without changing their original user names, click **Next**. To specify the users and/or to modify user names for your new PC, click **Change User Mapping**. Click **Done** when finished, and then click **Next**.

11. Select the Drives to Migrate

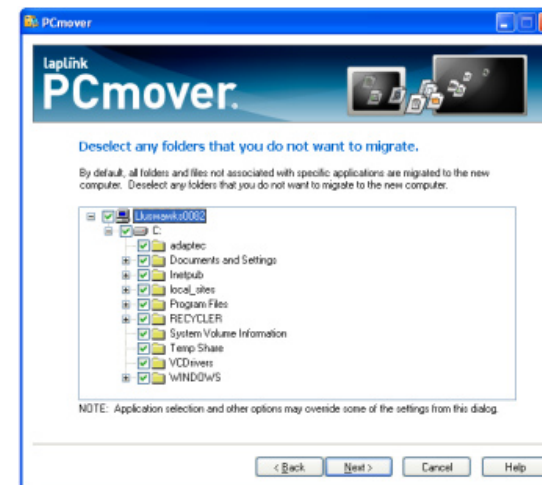


If the old PC contains more disk drives than the new PC, PCmover will create a folder for each drive that does not exist on the new PC.

Click **Done** to accept this mapping. To change the mapping, select the drive and click **Change Destination**. In the "Change Drive Mapping" dialog, assign a name to the folder that will represent this drive on the new PC, or choose not to migrate it.

Note: To run properly, some applications require installation to the same drive on which they were originally installed. If any applications that were installed on a secondary drive do not work on the new machine, uninstall them from the secondary drive and reinstall them on the primary drive.

12. Deselect Folders Not to Migrate



PCmover allows you to choose specific folders *not* to migrate. If for instance you do not want to migrate any of the files in the My Pictures or My Music folders, you can deselect those folders in this screen, and they will not migrate to the new PC. You cannot choose specific *files*, but you can choose specific *folders*.

Later in this Guide, you will see how to exclude specific *file types*, as well as how to choose specific *applications* to migrate. Please see the "Exclude Specific File Types" section, next, and the "Choose Applications" section on page 9 for more details.

13. Exclude Specific File Types



PCmover also allows you to choose file types to *exclude* from migration. For instance, if you want to include all graphic files on your old computer except for those in .jpg format, this is where you choose those files you wish to *exclude*.

Some file types are already set up for you in this screen, such as temporary files (.tmp). These files are generally small, but if you have a large number of them, they can take up quite a bit of hard drive space.

14. Search for Applications



Please wait while your computer is scanned for applications to migrate. PCmover will bring up a list of applications, both registered and unregistered, that you have installed on your old PC, and will give you the option to migrate each of these applications. Please see the "Choose Applications" section (next) for more details.

15. Choose Applications

On this screen, you can choose which applications that you wish to migrate. Applications and programs you should *not* migrate include:

- Those that are incompatible with the operating system on the new PC.
- Those that are already installed on the new PC, especially if they are different versions than those installed on the old PC.
- Those that have a trial version of the application installed on one PC and the full version on the other PC.

IMPORTANT: Trial versions should always be uninstalled from the new PC before migrating a full version of the same application from the old PC, because PCmover will not migrate an application it thinks is already on the new PC, and trial versions commonly have the same filenames as full versions.

- System tools, such as virus scanners, spyware detectors, and firewall software, which are unlikely to migrate correctly.

NOTE: “Unregistered Applications” are those that do not appear in the Add/Remove Programs Control Panel in Windows. The term “Unregistered” does not, in this case, refer to whether you have registered a given application with its manufacturer.

16. Ready to Start - Build Moving Journal

Click **Next**.

17. Migration in Progress - Build Moving Journal

PCmover is creating a journal that it will use to fill the moving van, which is the package of files, settings, and other data to migrate.

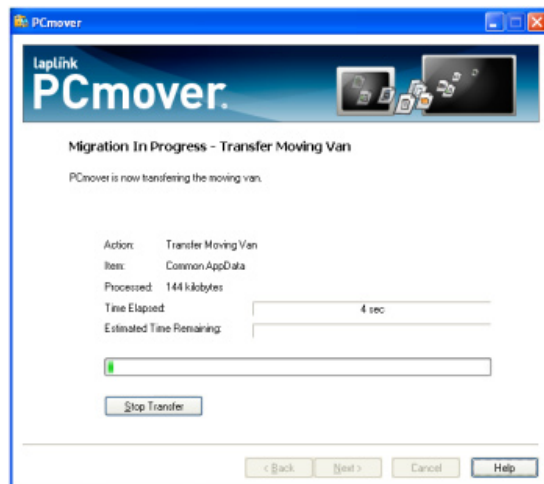
18. Ready to Transfer

This window presents a summary of files, settings and total data that will be transferred during the migration. Click **Next** when ready.

19. Ready To Start - Transfer Moving Van

Your moving van is ready to be moved to the new PC. Click **Next** to begin migration.

20. Migration in Progress - Transfer Moving Van



PCmover is now transferring all of your programs, data files and registry settings to the new PC. The length of time required to perform the move depends on the configuration of the computers and the amount of data to be transferred, and could be as much as several hours or more.

Note: In very rare occasions the transfer of data will not continue; if you do not see any progress for more than an hour, you should restart the migration.

21. Moving Van Transferred

Click **OK** when ready.

22. Done

Click **Finish**. You are done with the old PC and have just a few steps to complete on the new PC.

Note: To maximize system compatibility, PCmover may not transfer certain system settings as well as hardware configurations. After the migration, the following software may have to be reinstalled or reactivated on the new PC:

- Antivirus and antispyware applications
- Hardware-specific drivers
- Files with Digital Rights Management (eg. copy-protected music files)

If reinstallation or reactivation does not resolve problems, you may need to contact the appropriate vendor for specific instructions. For more details regarding difficulty with applications running on the new PC, please see the "Helpful Hints" section on page 11.

Finishing on the New PC

Done



Congratulations! You have successfully moved into your new PC. You will need to restart your new PC for all of the settings to take effect. Click **Finish** to restart automatically.

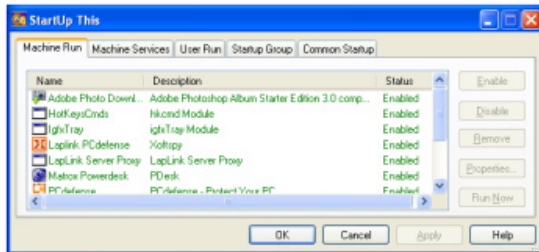
Choose Your Startup Options on the New PC

1. StartUp This



After your PC restarts, the **StartUp This** program opens. Click **Run "StartUp This"**.

2. StartUp This - Options



You can choose to activate the programs that were deactivated during migration. Click **OK** when finished.

Usually, you will not need the start-up programs from your old PC. Therefore, most of these programs should stay deactivated. If you deselect "Display StartUp This When Windows Starts" and wish to access StartUp This at any time, go to **Start, Programs, PCmover, StartUp This**. For more information on using StartUp This, refer to the StartUp This Help File. You can find this by opening StartUp This, and then clicking on the **Help** button in the lower left corner of the window.

Helpful Hints

Because the software PCmover moves is often changing, we have to keep changing PCmover. And this means that occasionally, some users may have some problems with transferred applications.

- PCmover will migrate Microsoft Outlook and Outlook Express, but may not update your contacts and messages correctly. For help on updating these, please see:
<http://www.laplink.com/support/faq/faq2.asp?ID=324>
- If an application does not work or displays errors on the new machine, try a Repair done through the Windows Control Panel, and if that does not suffice, try uninstalling and reinstalling it. Because of the new architecture used in Windows Vista, some applications designed for older versions of Windows may not function correctly in Vista. You will need to contact the manufacturer of that application to determine if a Vista-compatible version is available.

- If Microsoft .Net was installed on the old computer but was not on the new computer before the migration, applications that depend on it may not work. To correct this situation, access the **Control Panel** on the new PC, then **Add/Remove programs**. Select the **Microsoft .Net Framework** application and click **Change/Remove**. If there is an option to "repair" the installation, select that option.

If not, you will need to uninstall and reinstall .Net Framework. To do this, select the Microsoft .Net Framework application and click **Change/Remove** and follow the prompts to remove .Net Framework. Then, go to:

<http://update.microsoft.com>

Click on **Custom** and **Software, Optional**. Then select the .Net Framework updates that were installed on the old PC but aren't on the new PC.

- If Internet Explorer 7 was installed on the old computer but not on the new computer before the migration, the new computer may use the old version of Internet Explorer. To fix this, access the **Control Panel** on the new PC, then **Add/Remove programs**. Select the **Internet Explorer 7** application and click **Change/Remove**. If there is an option to "repair" the installation, select that option.

If not, you will need to uninstall and reinstall Internet Explorer 7. To do this, select the Internet Explorer 7 application and click **Change/Remove** and follow the prompts to remove Internet Explorer 7. Then, go to:

<http://update.microsoft.com>

Click **Express** and accept all Internet Explorer 7 updates available.

- With Windows Vista, the names of certain folders are different than their equivalents on older versions of Windows. "My Documents" appears in Vista as "Documents" and "My Music" is called "Music", etc. If you have trouble finding or accessing your files that were previously stored in the "My Documents" folder, please go to the Microsoft support web page:

<http://support.microsoft.com>

Click **Search Knowledge Base**, select "Windows Vista" under Search Product, and search for the phrase "my documents".

- Because of the copy-protection methods, music files that are copy-protected may not play on the new computer without transferring the licenses for the music files. Look at the music application help files for information on transferring the licenses, or contact the music application vendor. You may also need to reinstall the music application.
- Reinstall any antivirus or antispyware software.

We also invite your comments on how well PCmover performed. Contact us at:

feedback@laplink.com

In addition to the contact information at the top of this page, you can engage in a live chat online with a Technical Support Representative at the link below, during the hours listed on the webpage:

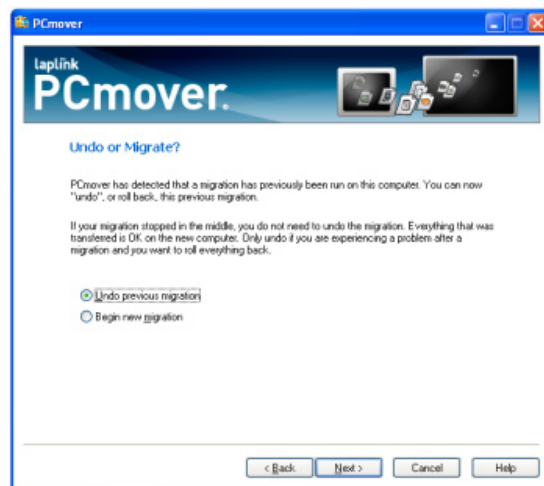
<http://www.laplink.com/mysupport/mychat.asp>

Note: Laplink is fully committed to your satisfaction with PCmover. Even if you purchased PCmover as a bundle with your new PC, please do NOT contact your retailer for support. If you have any problems, please visit our website at www.laplink.com/support for information on the various methods of obtaining support directly from Laplink.

Undoing a Migration

PCmover allows you to restore your new PC to its original state before the migration. If you wish to undo your migration, please start PCmover on your new PC and follow these steps:

1. Undo or Migrate?



Select Undo Previous Migration. Click **Next**.

2. Ready to Start - Undo Migration

Review the information in the dialog box. Click **Next**. Click **Yes** when prompted.

3. Migration In Progress - Undo Migration

Please wait while PCmover is undoing the migration.

4. Undo Complete

Review the information in the dialog box. Click **OK**.

5. Done

Click **Finish**.

Performing a Limited Trial Migration

If you have not yet prepared your new PC for migration as described in the section "Preparing the New PC for Migration", or completed **Steps 1 - 4** in the section "Preparing the Old PC for Migration", please do so now. After completing these tasks, the following steps should be completed on your old PC.

5. Trial Migration Registration

Enter your name and email address into the appropriate fields. Note that the registration process requires Internet access. Click **Next**.

6. Method of Migration

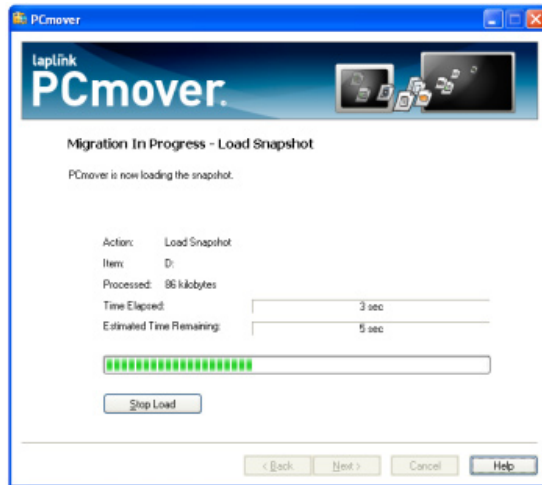
Select the same method of migration as you chose on the new PC.

If you chose to migrate over the network, PCmover will automatically search the network and display the name of the new PC inside the "Network Name" box of the "Identify New Computer" dialog.

If the name does not appear, click **Browse** to search for it manually. If you cannot locate the new PC on the network, contact your Network Administrator or choose another method of migration (you will need to repeat the section "Preparing the New PC for Migration"). Click **Next**.

7. Ready To Start - Load Snapshot

PCmover will now load a snapshot of the new computer and determine which files it will migrate. Click **Next**.

8. Migration in Progress - Load Snapshot

Please wait while PCmover loads the snapshot. If you are unable to load the snapshot, please go to:

<http://www.laplink.com/support/faq/faq2.asp?ID=214>.

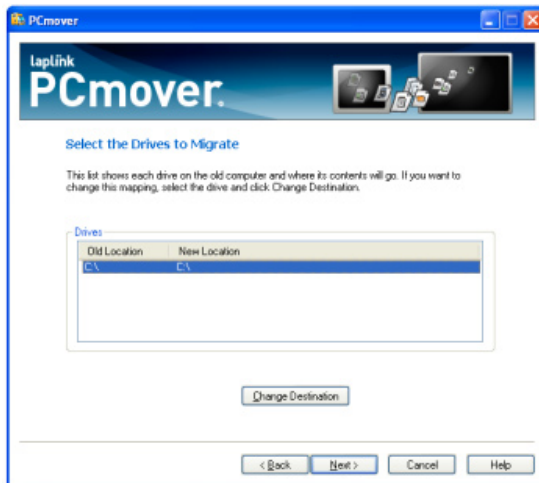
9. Specify File Type

The trial version of PCmover will migrate all the files of the type that you specify in the "Select file type" drop menu, except those that already exist on the new PC.

During migration, PCmover will put each file into the corresponding folder on the new PC. If the new PC does not have a folder with the same name in the appropriate location, PCmover will create a new empty folder, then migrate the file to it. Click **Next**.

10. Ready to Start - Build Moving Journal

PCmover will now determine which files it will transfer to the new PC. Click **Next**.

11. Select the Drives to Migrate

If the old PC contains more disk drives than the new PC, PCmover will create a folder for each drive that does not exist on the new PC.

Click **Done** to accept this mapping. To change the mapping, select the drive and click **Change Destination**. In the “Change Drive Mapping” dialog, assign a name to the folder that will contain this drive’s files on the new PC, or choose to not migrate it.

12. Migration in Progress - Build Moving Journal

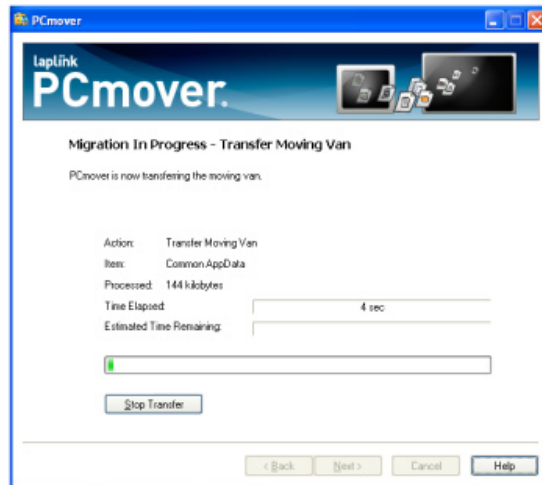
PCmover is creating a journal that it will use to fill the moving van, which is the package of files, settings, and other data to migrate.

13. Ready to Transfer

This dialog presents a summary of the files that PCmover will transfer during the migration. Click **Next** when ready.

14. Ready To Start - Transfer Moving Van

The migration package is ready. Click **Next** to begin.

15. Migration in Progress - Transfer Moving Van

PCmover is now transferring the files that you selected for migration. The length of time required to perform the move depends on the configuration of the computers and the amount of migration data.

You may not be able to open the migrated files if the appropriate application does not exist for these files on the new PC. In the full version, PCmover would also migrate programs, registry settings, and user-specific files.

16. Done

Congratulations! You have successfully moved your files to the new PC. Click **Finish** to close PCmover on the old PC. You have just a few steps to complete on the new PC. Please go to the section "Finishing on the New PC" (page 10) to finish your migration.

Undoing a Trial Migration

PCmover allows you to restore your new PC to its original state before the migration. If you wish to undo your trial migration, please start PCmover on your new PC and follow these steps:

1. Undo or Migrate?

Select Undo Previous Migration. Click **Next**.

2. Ready to Start - Undo Migration

Review the information in the dialog box. Click **Next**. Click **Yes** when prompted.

3. Migration In Progress - Undo Migration

Please wait while PCmover is undoing the migration.

4. Undo Complete

Review the information in the dialog box. Click **OK**.

5. Done

Click **Finish**.