

laplink.

PCmover[®] Free

The Only Software that Moves Programs,
Files, and Settings to a New PC!

User Guide

Laplink Software, Inc.

Customer Service/Technical Support:

Web: <http://www.laplink.com/contact>

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.
600 108th Ave. NE, Suite 610
Bellevue, WA 98004
U.S.A.

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Laplink PCmover Free is the quick and easy way to transfer from one PC to another. This powerful application transfers **three** selected programs, and your files and settings, from the logged-on user of the old PC to the logged-on user of the new PC.

PCmover Free can perform a transfer across a network, Laplink Ethernet cable, or Laplink USB cable.

Support – PCmover FREE Transfer Assistance (877) 805-9179

Call this toll-free number (877) 805-9179, anytime, and a tech professional will guide you through the entire transfer.

If outside the USA/Canada, please visit: www.laplink.com/FTA and for all other inquiries, visit: www.laplink.com/contact

Glossary

Old PC/Source PC

The source PC is the “old” PC that contains the three applications, files, and settings that you wish to transfer to the destination, or “new” PC.

New PC/Destination PC

The “new” PC is the PC to which the three applications, files, and settings are transferred.

Transfer

The process of copying your three selected applications, files, and settings from your “old” PC to your “new” PC.

Pre-Installation Checklist (both PCs)

Note - Domain users: The transfer cannot be performed with the Free edition of PCmover if you are set up as a domain user on the old and/or new PC(s). See ‘PCmover Free vs. Other Editions (Limitations)’ on page 3 for more information.

System requirements for each PC:

- CPU: Intel® or compatible Pentium® or higher processor.
- RAM: Same as minimum required by operating system.

- Available hard disk space: 200 MB.
- Windows 8/7/Vista/XP, including Windows XP Media center and XP Tablet.
- The operating system on the new PC must be the same as or newer than the operating system on the old PC.

Other requirements:

- **Microsoft updates:** All Microsoft high-priority updates should be applied to the new PC:

<http://update.microsoft.com>

- **Laplink cable:** Do not plug in the Laplink USB cable or Laplink Ethernet cable until directed to do so later by the PCmover application.
- **Internet Connection:** Your new PC must be connected to the Internet in order to perform a transfer.
- **Logged-On User Only:** Make sure that the users currently logged on to the old and new computers are the users that you want to use in the transfer.

PCmover Free will only transfer the user who is logged on to the old PC at the time of the transfer to the user who is logged on to the new PC. If necessary, log off the current users and then log on as the correct user on both the old and new PCs.

Note: Access ‘Start’ to see the name of the current user, where you can also choose to log off.

- **Software Installation:** As a requirement for the installation and use of the Free Edition of PCmover, you agree to and acknowledge that certain modifications will be made to your new PC, including the installation of selected software and customization of certain settings.

During the use of PCmover Free, these modifications will be specifically identified at which time you will be prompted to agree to this condition of use (including acceptance of any EULAs specific to the software being installed).

Installing PCmover (both PCs)

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

1. Double-click on the **pcmoverf_en.exe** file in the folder where the file was saved. Follow the on-screen prompts.
2. When prompted, please enter your name and email address, which are required to complete installation.
3. At the end of the installation, restart your computer if prompted.
4. 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 (File) Explorer to display the contents of the CD. Browse to (or search for) the **pcmoverf_en.exe** file, and double-click the file to begin the installation. Follow the on-screen prompts.
3. When prompted, please enter your name and email address, which are required to complete installation.
4. At the end of the installation, restart your computer if prompted.
5. Repeat these steps on the second PC.

Pre-Transfer Checklist (both PCs)

The following items should be addressed and/or completed on both of your PCs *before* starting PCmover.

- **PCmover Installation:** PCmover has been installed on both PCs.
- **Administrator-level Permissions:** On some operating systems, you will

need Administrator-level permissions to perform a transfer.

- **Hard Disk Space (Old PC vs. New PC):** The hard drive(s) on the new computer has as much or more disk space as that on the old computer.
- **Windows Versions (Old vs. New):** The new PC has the same Windows version as or newer Windows version than that installed on the old PC.
- **Internet Explorer Versions (Old vs. New):** The new PC should have the same or newer version of Internet Explorer as that installed on the old PC.
- **Review Applications on Each PC:** You should not try to transfer applications that already appear on both PCs. Please see **Application Selections** on page 8 of this guide for details.

Example: Assume Microsoft Word is on the old PC and on the new PC. You should not attempt to transfer the Microsoft Word application, although transferring Word documents is fine.

IMPORTANT: Trial versions of applications should *always* be uninstalled from the new PC before transferring a full version of the same application from the old PC.

- **Computer Cleanup:** 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 transfer.
- **PC Power Settings/Options:** Screen savers, hibernation protocols, and power-saving options on both computers should be turned OFF (i.e. All power management options in the Control Panel should be set to "Never" so they are completely disabled). Both computers need to remain on and completely "awake" during the transfer and must not go into screensaver or sleep/hibernation mode.

A laptop PC must be plugged into a power outlet, rather than running on its batteries, as the transfer is likely to take a longer time than the battery life.
- **Disable All Scheduled Tasks/Programs:** Using the Windows Task Scheduler (within Administrative Tools), turn off any tasks or programs that are set to automatically run, as these will interfere with a PCmover transfer.
- **Exit All Programs:** Exit all programs that are running on both computers. Turn off system tools such as virus scanners, spyware scanners, firewall software, and desktop search utilities on both PCs. Due to the nature of these types of applications, you should choose not to transfer them, as they are unlikely to transfer correctly. See **Application Selections** on page 8 of this guide for details.

Note: As a safeguard, PCmover makes it possible, if necessary, to revert back to the original state and settings of your new PC. See 'Undoing a Transfer' on page 13 of this guide for instructions.

Transfer Information

- **Set Up Old PC First:** To perform a PCmover transfer, start PCmover on your old PC first. Complete the PCmover screens as directed in the section **Old PC: Setting Up the Transfer** (see page 4).

Then, when instructed to do so by PCmover, start PCmover on the new PC. Complete the screens to prepare your new PC and perform the transfer (beginning with the section **New PC: Setting Up the Transfer** on page 6).

- **Length of Time:** The transfer may take quite a while, depending on several factors: the size of the hard drive you are transferring, the amount of data on them, their level of fragmentation, the number and size of applications and other files and folders you are transferring, and other factors.
- **Application/Folder Selection:** PCmover allows you to choose which applications (limited to three) and files you would like to transfer. For more details, see **Customize the Transfer** on page 7.
- **Updates For Applications:** Some older applications may not work correctly after transfer without an update, especially if the operating system on the new PC is a more recent one than on the old. If you find this to be the case, please check with the application's manufacturer for an update.

IMPORTANT: Some applications with a copy-protection process known as Digital Rights Management may not function correctly after the transfer. 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.

PCmover Free vs. Other Editions (Limitations)

The following functionality is specific to PCmover Free. If you need one or more of these options for your transfer, you need a different edition of PCmover, which will offer

additional functionality.

- **Three Application Limit:** With PCmover Free, you can choose up to three applications to transfer from your old PC to your new PC. Transfer of more than three applications is not supported with this edition of PCmover.
- **Multiple Hard Drives Not Supported:** PCmover Free will only transfer data from the C: drive on the old computer to the C: drive on the new computer. Other hard drives (e.g., D:) will be excluded from the transfer.
- **Logged-On User Only (No Multiple Users):** PCmover Free will only transfer the user who is logged on to the old PC at the time of the transfer to the user who is logged on to the new PC. User-specific settings and files will only be transferred from the old PC if they belong to the current user.

Note: Access 'Start' to see the name of the current user, where you can also choose to log off.

- **Domain Users Not Supported:** If you are set up as a domain user on the old and/or new PCs, the transfer cannot be performed with the Free edition of PCmover. If your PC(s) is connected to a typical business network, then you may be a domain user.

To determine if your PC is joined to a domain, view the properties of your PC. Press the **Windows key+E**. In the window that appears, right-click on **Computer**, and click **Properties**. The domain your PC belongs to will be listed under **Computer Name** as the **Domain**. If, instead of **Domain**, you see **Workgroup**, your PC is not a member of any domain.

Note: If you need to transfer more than three applications, you need PCmover Home.

If you need to transfer more than three applications, plus transfer more than one user or hard drive, or a domain user, then you need PCmover Professional.

Also, as noted on the 'Welcome to PCmover' screen (see page 4), PCmover Free does not support upgrading to a newer Windows version on the same PC, or restoring from an image or an old hard drive. These options are available in PCmover Pro.

To buy PCmover Home or PCmover Pro, start PCmover Free. On the 'Welcome to PCmover' screen, click 'Buy Upgrade Now', or visit:

www.laplink.com/pcmover

Old PC: Setting Up the Transfer

IMPORTANT: 'PCmover Pre-Transfer Checklist' (page 2) and 'Transfer Information' (page 3) should be reviewed and completed before beginning a PCmover transfer.

1. Welcome to PCmover



If PCmover is not already running, start PCmover on your old PC.

Note: If you see a Windows Security Alert(s), select 'Unblock' and proceed. The Security Alert is a standard Windows message that appears when starting most programs on your PC.

If you see the **New Version Available** button, click the button to get the latest version of PCmover. You will be taken to a Web page from which you can download the updated version, as well as the latest guide.

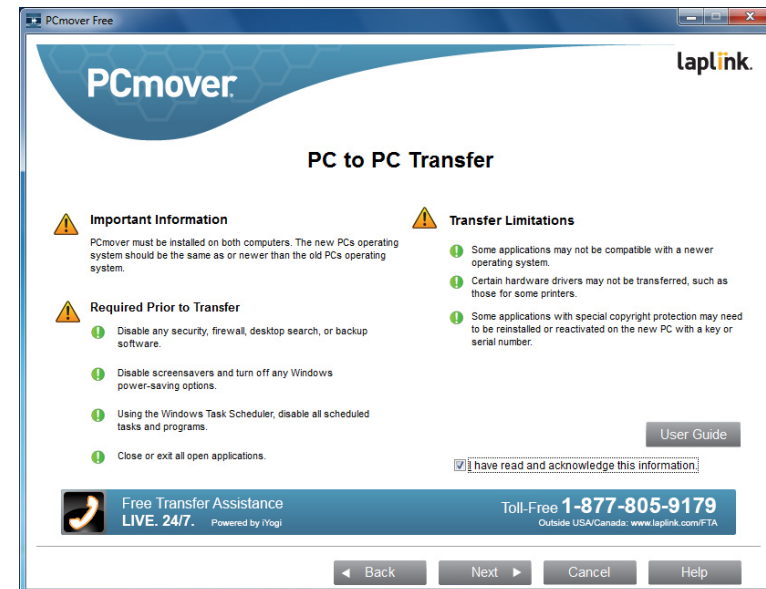
IMPORTANT: If a new version is available, please install the new version on **BOTH** computers immediately.

Click **Next**.

Note: Certain buttons are disabled on this screen due to functionality of PCmover Free. If you need to upgrade to Windows 7 or Windows 8 on the same PC, or restore from an image or an old hard drive, then you need PCmover Professional. With PCmover Pro, you will have access to these additional two options on this screen.

To buy PCmover Pro, click the 'Buy Upgrade Now' link on this screen.

2. PC to PC Transfer: Requirements and Limitations



Required Prior to Transfer: Make sure these important items are completed before continuing with the PCmover transfer.

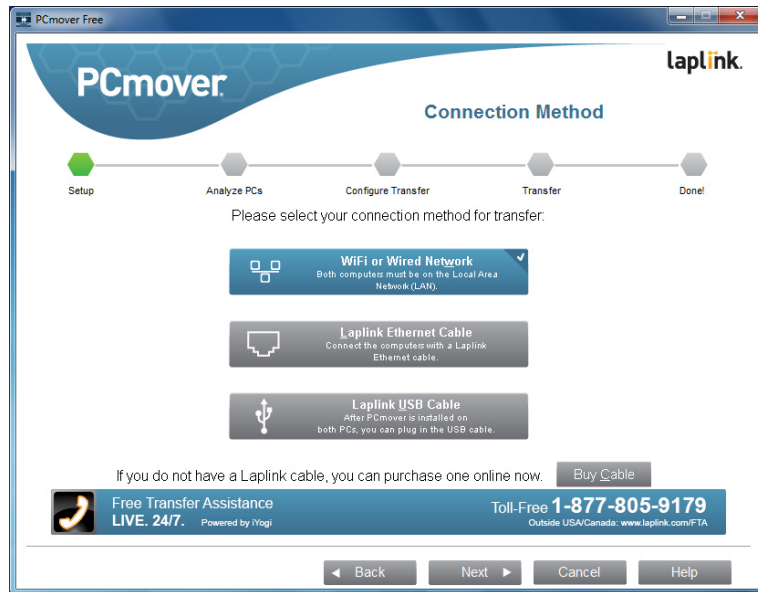
Transfer Limitations: Review important information about transferring certain types of applications.

After addressing all items listed, check the box and click **Next**.

3. Preparing Computers for Transfer

Choose **Old** (computer) and click **Next**.

4. Connection Method



Select your connection method, follow instructions below for that connection method, and then click **Next**.

- **WiFi or Wired Network:** Both your old and new PCs must be on the same WiFi or Wired Network.
- **Laplink Ethernet Cable:** After selecting **Laplink Ethernet Cable** and clicking **Next**, you will see the **Using a Laplink Ethernet Cable** screen. Please review the information on this screen and plug the Laplink Ethernet cable into your old PC.

Click **Next** and continue with step 5 of this section.

Note: As instructed on this screen, you should **ONLY** plug the Laplink Ethernet cable into your old PC. Do **NOT** plug the cable into your new PC yet. You will be instructed on the new PC when to complete this step.

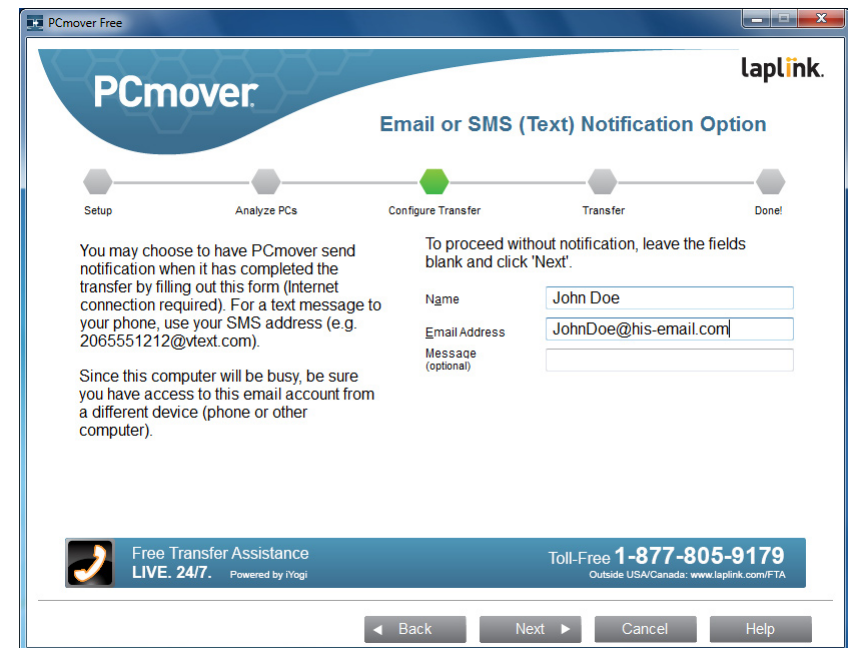
- **Laplink USB Cable:** With PCmover installed on both PCs, plug in the USB cable to both PCs now.

Note: PCmover must be installed on both PCs before plugging in the USB cable.

If the **New Hardware Detected Wizard** is displayed when you plug in the USB cable on Windows XP, select “No, not this time” and click ‘Next’.

If you see the dialog window stating that “Connection with a USB cable cannot be detected”, please verify that the cable is plugged in to both PCs.

5. E-mail or SMS (Text) Notification Option



If you want to be notified by e-mail when the transfer is complete, enter your Name, E-mail Address, and a custom Message (if desired).

For a text message to your phone, use your SMS address (e.g., 2065551212@vtext.com).

If you want to proceed without notification, leave the boxes blank.

Click **Next** when finished.

Note: You must have access to your e-mail from another computer or a mobile device in order to receive the notification.

6. In Progress

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

New PC: Setting Up the Transfer

1. Welcome to PCmover

Start PCmover on your new PC.

If you see the **New Version Available** button, click the button to get the latest version of PCmover. You will be taken to a Web page from which you can download the updated version, as well as the latest guide.

IMPORTANT: If you downloaded a new version on the old PC, you **MUST** also download the new version on the new PC. Both PCs must be running the same version of PCmover.

Click **Next**.

2. Transfer to a New Computer: Requirements and Limitations

Required Prior to Transfer: Make sure these important items are completed before continuing with the PCmover transfer.

Transfer Limitations: Review important information about transferring certain types of applications.

After addressing all items listed, check the box and click **Next**.

3. Preparing Computers for Transfer

Choose **New** (computer), and click **Next**.

4. Registration

Enter your name and e-mail address, and click **Next**.

Note: Your new PC must be connected to the Internet in order to perform the transfer. If you are connected to the Internet but are unable to continue past the 'Registration' screen, disable all security software, such as virus scanning, spyware scanning, and firewalls, and try again.

Proxy Servers:

PCmover supports Basic Authentication and NTLM Proxy Servers.

If you are using a Basic Authentication Proxy Server, a dialog box will appear after you enter your registration information, asking you for your credentials. Enter your credentials and click **OK**.

If you are using an NTLM proxy server or no proxy server at all, this dialog box

will not appear. Continue to step 5, "Connection Method".

5. Connection Method

Select the same method of data transfer as you selected on the old PC, follow instructions below for that connection method, and then click **Next**.

- **WiFi or Wired Network:** Both your old and new PCs must be on the same WiFi or Wired Network. Once you have selected **WiFi or Wired Network** and clicked **Next**, you will see the **Identify Old Computer** screen.

If the old PC is not listed, click **Browse** to find the old computer. If you do not see your old computer in the list, click **Re-scan**. Select your old computer and click **OK**.

Click **Next** and proceed with step 8 of this section.

Note: If your old computer isn't listed after clicking 'Re-scan', click 'Cancel' on both PCs to exit PCmover. Disable all firewall, antivirus, and antispyware applications on both PCs, confirm that both your old PC and new PC are connected to the Network and restart PCmover on both PCs.

- **Laplink Ethernet Cable:** After selecting **Laplink Ethernet Cable** and clicking **Next**, you will see the **Using a Laplink Ethernet Cable** screen. Please review the information on this screen, plug the Laplink Ethernet cable into your new PC, and click **Next**.

On the **Identify Old Computer** screen, your old PC should be listed in the **Network Name** text field.

Click **Next** and proceed with step 6 of this section.

Note: Per the instructions, the Laplink Ethernet cable should now be plugged into both computers, connecting your old and new PCs.

If you do not see your old PC listed in the text field, wait a moment for the connection between PCs to be established. If connection has not occurred after 60 seconds, click 'Browse' and manually select your old PC from the list.

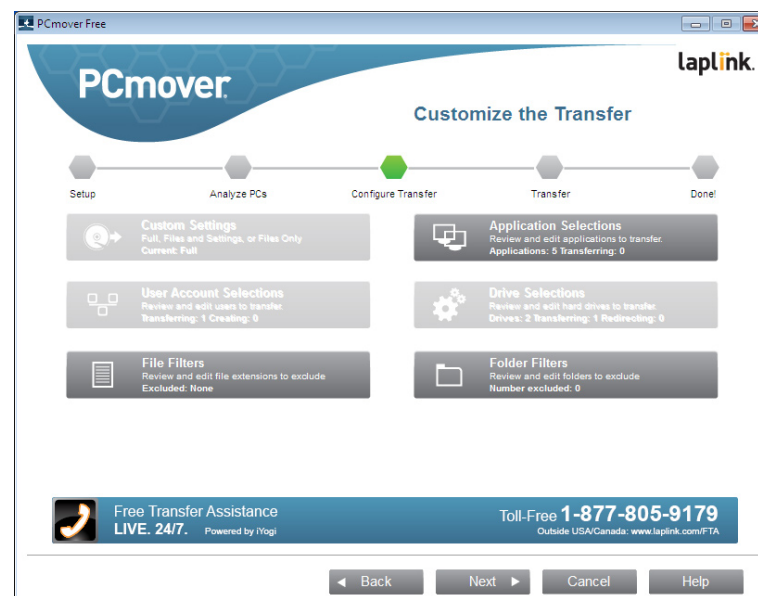
If you do not see your old computer in the list, click 'Re-scan'. Select your old computer and click 'OK'.

If your old computer isn't listed after clicking 'Re-scan', click 'Cancel' on both PCs to exit PCmover. Verify the Laplink Ethernet cable is plugged into both PCs and restart PCmover.

- **Laplink USB Cable:** Per the previous instructions for the old PC, the USB cable should already be plugged into both PCs.

Note: If you see the dialog window stating that "Connection with a USB cable cannot be detected", please verify that the cable is plugged in to both PCs.

6. Customize the Transfer



Select an item you wish to customize. Once finished with an item, you will return to this screen.

Click **Next** when finished customizing the transfer, and continue with step 7 on page 10.

Note: Certain buttons are disabled on this screen due to functionality of PCmover Free. If you need to transfer more than one user or hard drive, or a

domain user, then you need PCmover Professional. With PCmover Pro, you will also have access to all the Advanced settings on this screen.

To buy PCmover Pro, close PCmover Free and restart the application. On the 'Welcome to PCmover' screen, click 'Buy Upgrade Now'.

- **Application Selections:** Select up to three applications to transfer to the new PC. No applications are pre-selected by PCmover, so in order for applications to transfer, you must select them on this screen. See step 6a on page 8 for further instructions.
- **File Filters:** You may choose to exclude certain file types from the transfer. Filter is by file extension. See step 6b on page 9 for further instructions.
- **Folder Filters:** You may choose to exclude certain folders from the transfer. See step 6c on page 9 for further instructions.

Note: Any exceptions(s) marked with the "Attention" symbol must be reviewed before continuing.

6a. Application Selections

The following is a list of applications on your computer. Place a check mark beside any application that you wish to transfer. Clear the check mark beside any application that should not transfer.

3 applications

Application Name	Transfer Information
<input checked="" type="checkbox"/> Application 1	Selected by User
<input checked="" type="checkbox"/> Application 2	Selected by User
<input checked="" type="checkbox"/> Application 3	Selected by User

Show matching applications Show unregistered applications

Deselect All Restore Defaults Done

On this screen is a list of the applications on your old computer. Select up to three applications to transfer to the new PC.

Note: If you need to transfer more than three applications, you need PCmover Home or PCmover Professional.

To buy a PCmover upgrade, close PCmover Free and restart the application.

On the 'Welcome to PCmover' screen, click 'Buy Upgrade Now'.

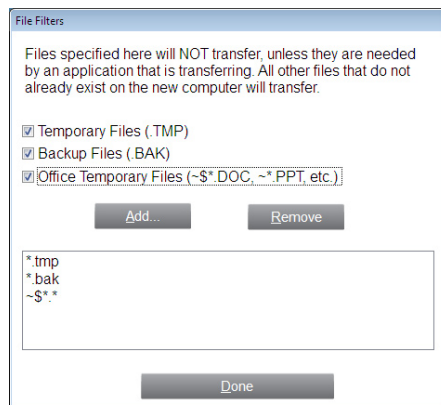
Click **Done** when finished. Applications not likely to transfer successfully are noted under the Transfer Information column and should not be selected. Also, see list below for applications you should not transfer.

Do not transfer:

- Applications incompatible with the operating system on the new PC. Occasionally this may occur when transferring from an older operating system to a newer operating system, or when transferring from a 32-bit OS to a 64-bit OS.
 - Applications already installed on the new PC.
 - Applications with a trial version installed on one PC and the full version on the other PC.
- IMPORTANT:** Trial versions of applications should *always* be uninstalled from the new PC before transferring a full version of the application from the old PC.
- System tools, such as virus scanners, spyware detectors, firewall software, and desktop search utilities, which are unlikely to transfer correctly.

IMPORTANT: "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.

This Unregistered Applications list will often include applications that are specific to hardware installed on the old computer. These will only work on the hardware for which they are designed, and may interfere or conflict with hardware for which they are not designed.

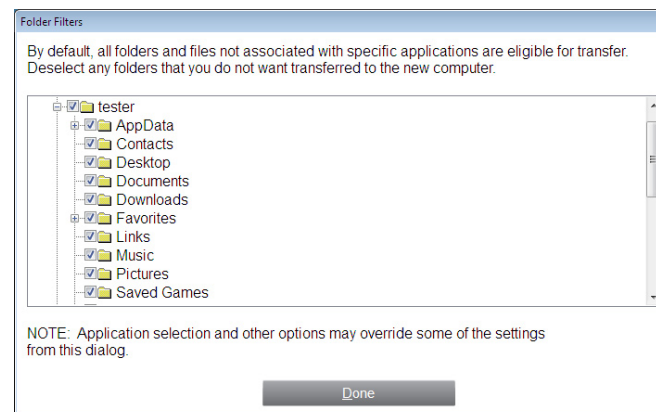
6b. File Filters

PCmover allows you to list file types to exclude from the transfer.

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. To exclude any of these file types, select the check box(es).

To exclude other file types not shown on this screen, click **Add** and type the file type extension(s) of the file(s) you wish to exclude. For instance, if you want to exclude all files in .jpg format, this is where you list "*.jpg". Click **OK** when finished listing file types.

Click **Done** when finished.

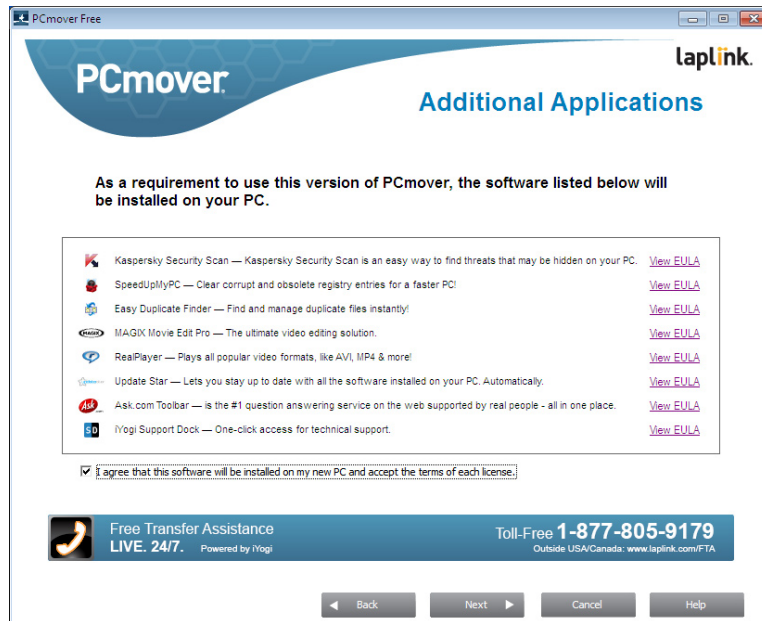
6c. Folder Filters

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

All folders that remain selected in this screen will transfer to the new PC.

Click **Done** when you have finished deselecting folders.

7. Additional Applications



As part of the PCmover Free edition, the software listed on this screen will be installed on your new computer. Click **Next**.

8. Ready to Transfer

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

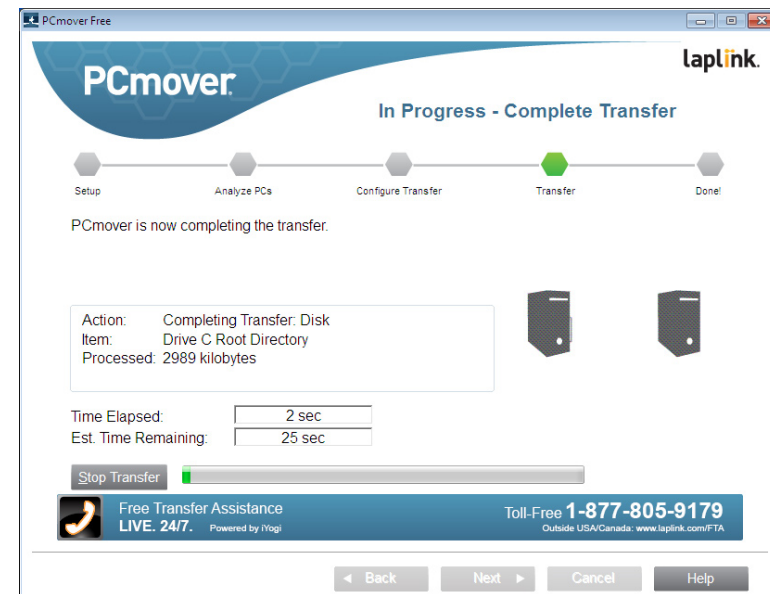
9. E-mail or SMS (Text) Notification Option

If you already entered your information for E-mail or SMS Notification on the old PC, leave the fields blank and click **Next**.

If you would like to receive notification and did not enter your information on the old PC, please follow the steps on the screen or refer back to page 5 of this guide.

Transferring from the Old PC to the New PC

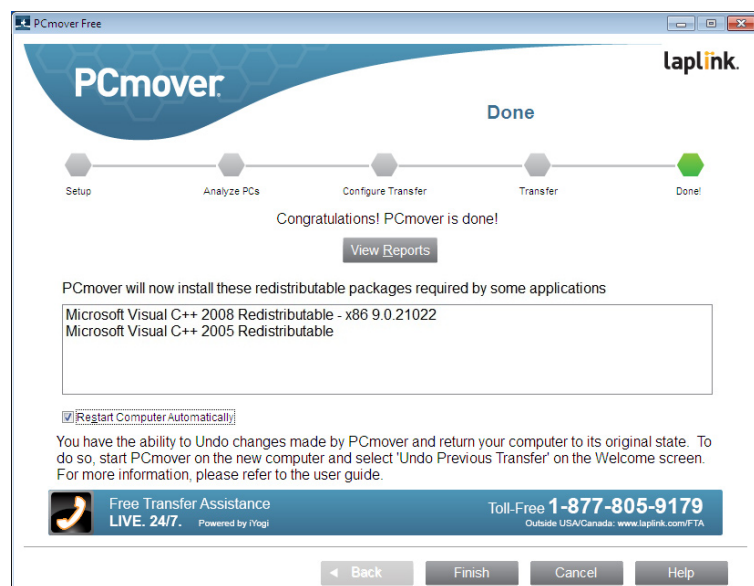
1. In Progress - Complete Transfer



PCmover is now transferring your selected programs, data files and registry settings to the new PC. The length of time required to perform the transfer 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 transfer.

2. Done



Congratulations! You have successfully transferred to your new PC.

At this point, if you used the Laplink Ethernet cable for your transfer and have a wired Internet connection, you should now unplug the Ethernet cable from your new PC and reconnect your Internet cable.

Internet connectivity is required so PCmover can install Microsoft Redistributable packages required by some of your applications.

You will need to restart your new PC for all of the settings to take effect. Click **Finish** to restart automatically.

Once you restart your new PC, the additional applications included with PCmover Free (see step 7 on page 10) will be installed on your computer.

Note: To maximize system compatibility, PCmover may not transfer certain system settings as well as hardware configurations. After the transfer, 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 (e.g., 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 'Helpful Hints' on page 12.

Additional Assistance

Troubleshooting

- **Registration**
If you are connected to the Internet but are unable to continue past the **Registration** screen, disable all security software, such as virus scanning, spyware scanning, and firewalls, and try again.
- **USB Cable - Connection Cannot Be Detected**
If you see the dialog window stating that "Connection with a USB cable cannot be detected", please verify that the cable is plugged in to both PCs.
- **Old PC Not Listed When Using Laplink Ethernet Cable**
Once you have reached the **Identify Old Computer** screen on the new PC when using the Laplink Ethernet cable method of transfer, your old PC should be listed in the **Network Name** text field.
If you do not see your old PC listed in the text field, first make sure that the Laplink Ethernet cable is plugged into both computers, connecting your old and new PCs.
Then, wait a moment for the connection between PCs to be established. If connection has not occurred after 60 seconds, click **Browse** and manually select your old PC from the list. If you do not see your old computer in the list, click **Re-scan**. Select your old computer and click **OK**.
If your old computer isn't listed after clicking **Re-scan**, click **Cancel** on both PCs to exit PCmover. Verify the Laplink Ethernet cable is plugged into both PCs and restart PCmover.
- **"Cannot Transfer PC Analysis" on "In Progress - Transfer PC Analysis" Screen**
Click **Cancel** on both PCs to exit PCmover. Then, restart PCmover and, on the

Welcome screen, if you see the **New Version Available** button, click this button to get the latest version of PCmover. 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.

IMPORTANT: If a new version is available, please install the new version on BOTH computers. Both PCs must be running the same version of PCmover.

- **“Internal Compression” Error**

This error can occur during transfer if firewalls or other software are running in the background. Click **Cancel** on both PCs, disable all firewall and other programs running, and start the transfer again.

Helpful Hints

- **Accessing Applications in Windows 8:** Applications transferred to your new Windows 8 PC can be accessed by clicking on the application’s “tile” on the Windows Start screen.

To access the Start screen from the Desktop, move your mouse to the lower-left corner of the Desktop, and click on the Start icon that appears. Once on the Start screen, scroll to the right to find your applications, which will be listed as individual “tiles”.

Certain applications can also be accessed from shortcuts on your Desktop.

- **Accessing Shortcuts in Windows 8:** Shortcuts that you previously had on your Desktop on your old PC and that you chose to transfer to your new PC can still be found on the Desktop in Windows 8. To access the Desktop from the Start screen, click the Desktop tile.
- **Accessing Documents in Windows 8:** Documents transferred to Windows 8 can be accessed from both the Start screen and the Desktop by pressing the **Windows key+E**. Then, in the window that appears, click the **Documents** listing under **Libraries** on the left sidebar.
- **Microsoft Outlook/Outlook Express/Windows Mail:** PCmover can transfer Microsoft Outlook, Outlook Express, and Windows Mail but may not update your contacts and messages correctly. For help on updating these, please see:

<http://www.laplink.com/faq324.html>

Note: Windows 7 and Windows 8 operating systems do not include an e-mail program. If transferring to Windows 7 or Windows 8, your mail data will still be transferred, but you will need to obtain an e-mail client in order to use your mail data.

- **Using Transferred Applications:** 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. You may need to run the installation file as an Administrator. For more information on running programs as an Administrator, please check Windows Help.
- **Updates For Applications:** Some older applications may not work correctly after the transfer without an update, especially if the operating system on the new PC is a more recent one than on the old. If you find this to be the case, please check with the application’s manufacturer for an update.
- **Windows Folder Names and/or Locations:** When moving/upgrading from an older Windows operating system to a newer one, you may find that folder names and/or locations may have changed. For example, in Windows XP, files located in the ‘My Documents’ folder can later be found within the ‘Documents’ folder of Vista, Windows 7, or Windows 8.

For more information: www.laplink.com/kbart1084

- **Programs Requiring Reactivation:** Some applications with a copy-protection process known as Digital Rights Management may not function correctly after the transfer. 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.
- **Music Files:** 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.
 - **Antivirus/Antispyware Applications:** Reinstall any antivirus or antispyware software. As previously stated, these types of applications are unlikely to transfer correctly.

Undoing a Transfer

PCmover allows you to restore your new PC to its original state before the transfer. If you wish to undo your transfer, please start PCmover on your new PC and follow the screens.

1. Welcome to PCmover



Select **Undo Previous Transfer**. Click **Next**.

2. Undo Previous Transfer

Required Prior to Undo: Make sure these important items are completed before continuing with the Undo. After addressing all items listed, check the box and click **Next**.

3. Done

Click **Finish** to restart automatically.

Feedback and Support

We invite your comments on how well PCmover performed. Please feel free to contact us at:

feedback@laplink.com

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

<http://www.laplink.com/contact/mychat.html>