

laplink.

# PCmover<sup>®</sup> Home

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

## User Guide

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connect your world

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

PCmover Home can transfer your PC across a network, Laplink USB cable, or Laplink Ethernet cable.

### Support – PCmover FREE Transfer Assistance (877) 924-9644

Call this toll-free number (877) 924-9644, anytime, and a tech professional will guide you through the entire transfer.

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

## Glossary

<b>Old PC/Source PC</b>	The source PC is the “old” PC that contains the applications, files, and settings that you wish to transfer to the destination, or “new” PC.
<b>New PC/Destination PC</b>	The “new” PC is the PC to which the applications, files, and settings are transferred.
<b>Transfer</b>	The process of copying all of your selected applications, files, and settings from your “old” PC to your “new” PC.

## Pre-Installation Checklist (both PCs)

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

**Note - Domain users:** The transfer cannot be performed with the Home edition of PCmover if you are set up as a domain user on the old and/or new PC(s). See ‘PCmover Home vs. Professional (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/Window 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:

- All Microsoft high-priority updates should be applied to the new PC:  
<http://update.microsoft.com>
- Do not plug in the Laplink USB cable or Laplink Ethernet cable until directed to do so later by the PCmover application.
- 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 Home 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:** The name of the current user is listed under **Start** on each PC. Access **Start** to log off the current user.

**IMPORTANT:** When you purchase PCmover Home, you are purchasing a license that limits you to transferring the contents from one (1) old PC to one (1) new PC. Only the current user who is logged on to the old PC will be transferred to the new PC. You cannot use your serial number to install PCmover on another PC or to transfer additional users from the original old PC. For complete details, refer to the End User License Agreement (EULA).

To purchase additional licenses, please visit <http://www.laplink.com> or contact our sales department at (800) LAPLINK (527-5465) or (425) 952-6001.

## Installing PCmover (both PCs)

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

1. Double-click on the **pcmoverh\_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 (File) Explorer to display the contents of the CD. Browse to (or search for) the **pcmoverh\_en.exe** file, and double-click the file to begin the installation. Follow the on-screen prompts.
3. At the end of the installation, restart your computer if prompted.
4. 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 9 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. Please see **Application Selections** on page 9 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 and files you would like to transfer. For more details, see **Customize the Transfer** on page 8.
- **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 Home vs. Professional (Limitations)

The following functionality is specific to PCmover Home. If you need one or more of these options for your transfer, you need PCmover Professional, which offers additional functionality.

- **Multiple Hard Drives Not Supported:** PCmover Home 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 Home 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:** To log off the current user, and then log on as a different user, access 'Start' and choose to log off. Then, at the logon screen, choose to log on as the other desired user. Make sure to complete these steps on both the old and new PCs if necessary.

- **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 Home 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. Right-click on 'Computer' and select 'Properties'. The domain your PC belongs to will be listed as the 'Domain'. If, instead of 'Domain', you see 'Workgroup', your PC is not a member of a domain.

**Note:** If you need to 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 Home 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 Pro, start PCmover Home. On the 'Welcome to PCmover' screen, click 'Buy PCmover Pro Now', or visit:

[www.laplink.com/pcmover](http://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.

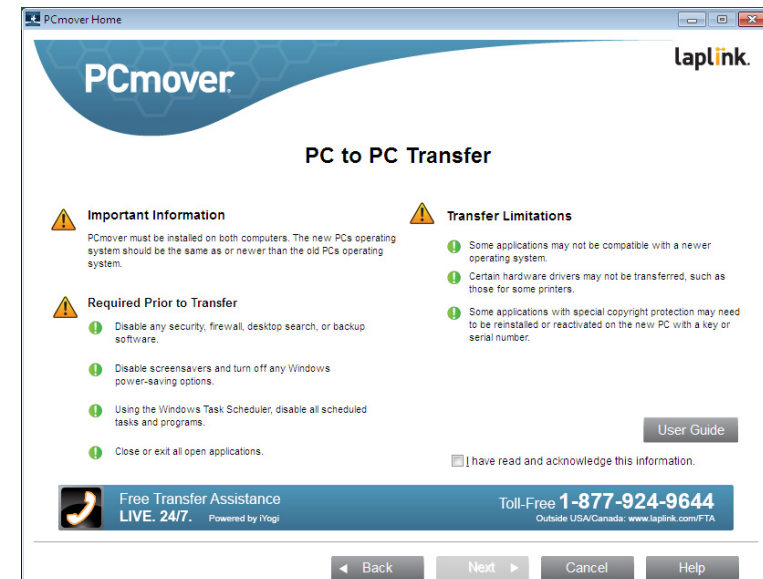
**IMPORTANT:** If a new version is available, please install the new version on **BOTH** computers immediately.

Click **Next**.

**Note:** Certain buttons are disabled on this screen due to functionality of PCmover Home. If you need to upgrade from Windows XP/Vista 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 PCmover Pro 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.

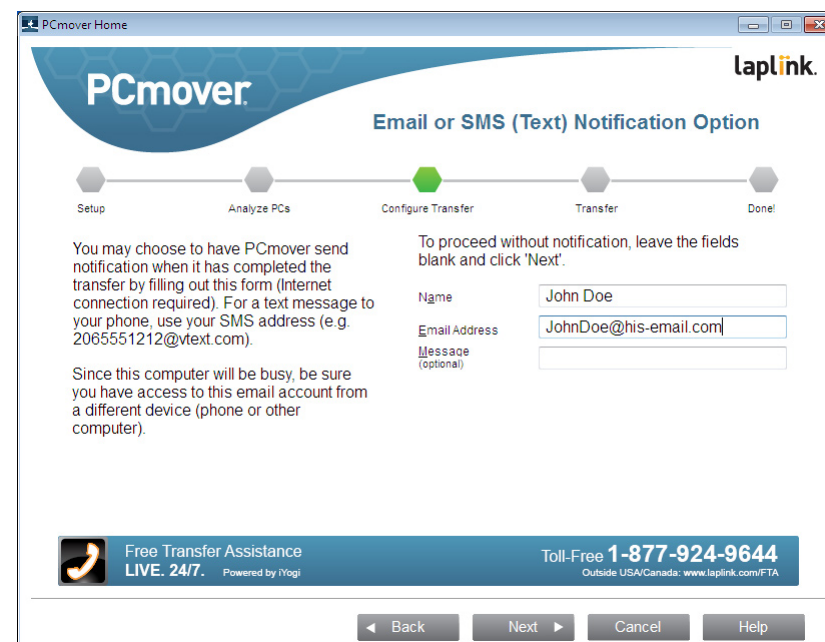
- **Laplink USB Cable:** With PCmover installed on both PCs, plug in the USB cable to both PCs now.

**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. Serial Number Validation

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

**Serial Number:** The location of your serial number depends on how you purchased PCmover.

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

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

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



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

When you enter your serial number into PCmover, it is “validated” (checked for authenticity) using your new computer’s Internet connection. If you are connected to the Internet but are unable to continue past the **Serial Number Validation** screen, 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**. A screen will appear with your Network Name and Session Code.

You will need the Network Name and the Session Code, along with your PCmover Serial Number, in order to obtain the Validation Code, which will be used in place of your serial number to activate the product.

On another PC with Internet access, go to:

<http://www.laplink.com/validation/>

Select **PCmover**, and follow the instructions on the page.

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

#### 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 serial number, 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. Standard or Advanced



- **Standard:** To transfer using default settings, select **Standard** and click **Next**. Continue with step 8, **Ready to Transfer**, on page 10 (skipping the **Customize the Transfer** screens).
- **Advanced:** To make changes to transfer settings, such as selecting applications, select **Advanced** and click **Next**. Continue with step 7, **Customize the Transfer**, on page 8.

**Note:** Depending on the configuration of the old and new PCs, PCmover may require review of certain settings before proceeding with the transfer. In this case, you will not see this 'Standard or Advanced' screen, and you will automatically be shown the 'Customize the Transfer' screen so you can review the settings. These settings requiring review will be marked as exceptions with the "Attention" symbol.

## 7. 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 8 on page 10.

**Note:** Certain buttons are disabled on this screen due to functionality of PCmover Home. 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.

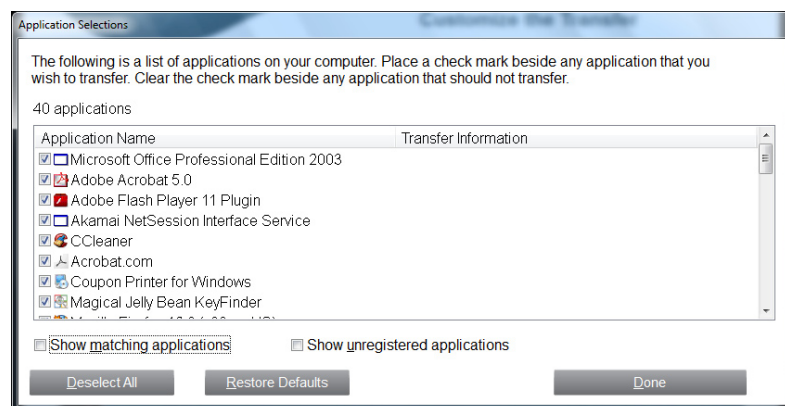
To buy PCmover Pro, close PCmover Home and restart the application. On the 'Welcome to PCmover' screen, click 'Buy PCmover Pro Now'.

- **Application Selections:** All applications that can be transferred are selected by default. If desired, you may deselect specific applications that you don't want transferred to the new PC. See step 7a on page 9 for further instructions.
- **File Filters:** You may choose to exclude certain file types from the transfer. Filter is by file extension. See step 7b on page 9 for further instructions.

- **Folder Filters:** You may choose to exclude certain folders from the transfer. See step 7c on page 10 for further instructions.

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

## 7a. Application Selections



On this screen is a list of the applications on your old computer. All applications that are likely to transfer successfully are selected by default to transfer to the new PC. You may deselect any applications that you do not wish to have transferred.

Click **Done** when finished. Any applications not selected by PCmover are not likely to transfer successfully and should not be selected. See list below for applications and programs 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.

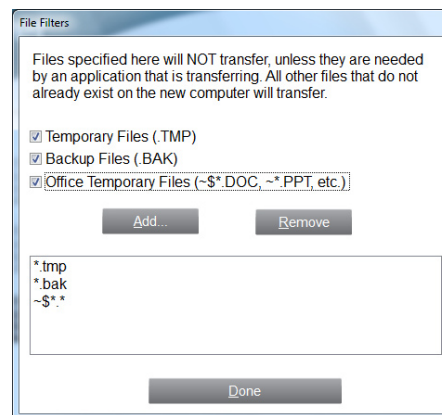
**IMPORTANT:** Trial versions of applications should *always* be uninstalled from the new PC before transferring a full version of the application from the old PC.

- 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.

## 7b. File Filters



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

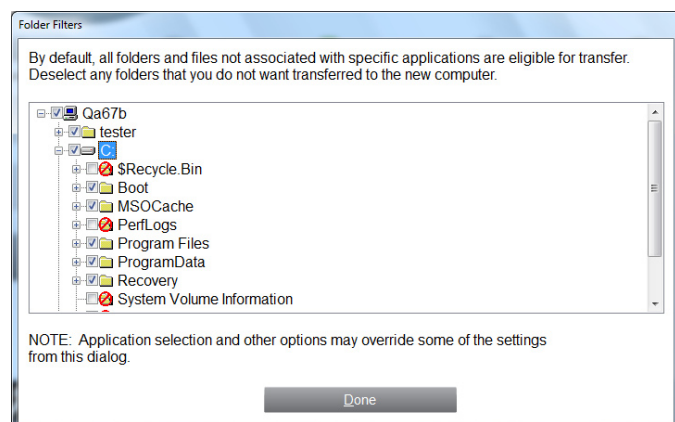
Some file types are already set up for you in this screen, such as temporary files (.tmp). These files are generally small, but if you have a large number of them, they can take up quite a bit of hard drive space. To exclude any of these file types, select the check box(es).

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.

### 7c. 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.

### 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

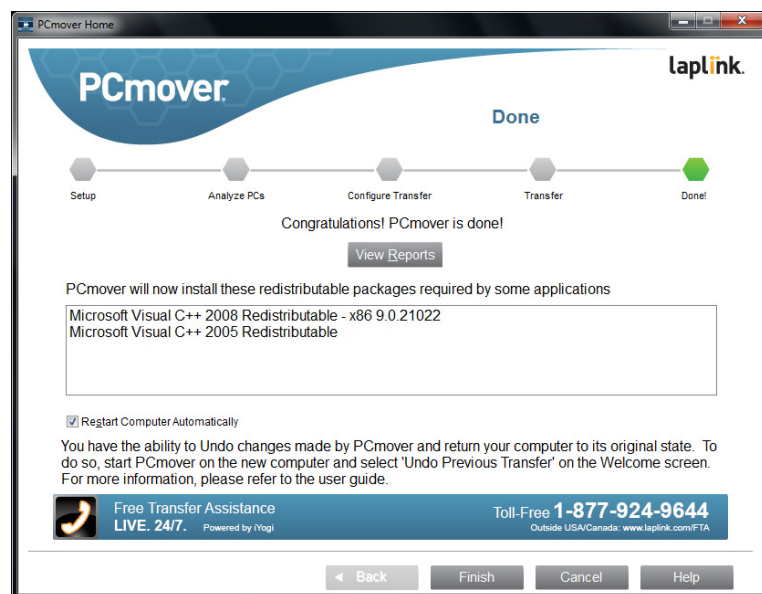
### 1. In Progress - Complete Transfer



PCmover is now transferring all of 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.

**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 - Validation Code

When you enter your serial number into PCmover, it is "validated" (checked for authenticity) using your new computer's Internet connection. If you are connected to the Internet but are unable to continue past the **Serial Number Validation** screen, 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**. A screen will appear with your Network Name and Session Code.

You will need the Network Name and the Session Code, along with your PCmover Serial Number, in order to obtain the Validation Code, which will be used in place of your serial number to activate the product.

On another PC with Internet access, go to:

<http://www.laplink.com/validation/>

Select **PCmover**, and follow the instructions on the page.

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

#### • 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

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

- **Microsoft Outlook/Outlook Express/Windows Mail:** PCmover will 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.

If you have trouble locating your files, please go to the Microsoft support Web address:

<http://support.microsoft.com>

- **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](mailto: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>

**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 Web site at <http://www.laplink.com/contact> for information on the various methods of obtaining support directly from Laplink.**