Laplink® PCmover® Express

The Easiest Way to Move into a New Windows® PC

User Guide

MN-PCMXPRESS-WEBROOT-EN-10 (REV. 2016-1-26)

Contents

Laplink PCmover Express is the quick and easy way to transfer from one PC to another PC. This powerful application transfers all of your selected files and settings across a WiFi or Wired Network (or Laplink cable).

If your computer has multiple users, PCmover gives you the option to transfer some or all of the users. The security information about file ownership and access control is preserved for each user.

Glossary

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

New PC/Destination PC: The "new" PC is the PC to which the files and settings are moved.

Transfer: The process of copying all of your selected files and settings from your "old" PC to your "new" PC.

Pre-Installation Checklist (both PCs)

System requirements for each PC:
- Internet connectivity is required for the new PC to activate and register PCmover.

- CPU: Intel® or compatible Pentium® or higher processor.

- RAM: Same as minimum required by operating system.

- Available hard disk space: 200 MB.

- Windows 10/8.1/8/7/Vista/XP

Installing PCmover (both PCs)

To install PCmover from a downloaded file, follow these steps on each PC:
1. Double-click on the PCmover EXE file in the folder where the file was saved. Follow the on-screen prompts.

    You may see the User Account Control dialog. If so, click **Yes** to allow "Setup Launcher" to run, which will start the PCmover installation.

2. Repeat these instructions 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.

- **Network Domain PCs**: Corporate PCs on a network domain should be connected and logged into the domain at least once prior to the transfer.

- **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.

- **Close All Programs**: Close all programs that are running on both computers.

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 section 'Undoing a Transfer' 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**. 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**).

- **Length of Time**: The transfer may take quite a while, depending on several factors: the size of the hard drive(s) you are transferring, the amount of data on them, their level of fragmentation, the number and size of files and folders you are transferring, and other factors.

- **Folder/File Type Exclusion Option**: PCmover allows you to exclude folders and file types from the transfer, if desired. For more details, see the section **Customize the Transfer**.

Old PC: Setting Up the Transfer

IMPORTANT: The sections 'PCmover Pre-Transfer Checklist' and 'Transfer Information' should be reviewed and completed before beginning a PCmover transfer.

1. **PCmover Tips**

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

Note: If you see a Windows Security Alert (User Account Control dialog), select 'Unblock' or 'Yes' to proceed with running PCmover. The Security Alert is a standard Windows message that appears when starting most programs on your PC.

Review the PCmover transfer tips. After addressing all items listed, click **Next**.

2. **Welcome to PCmover**

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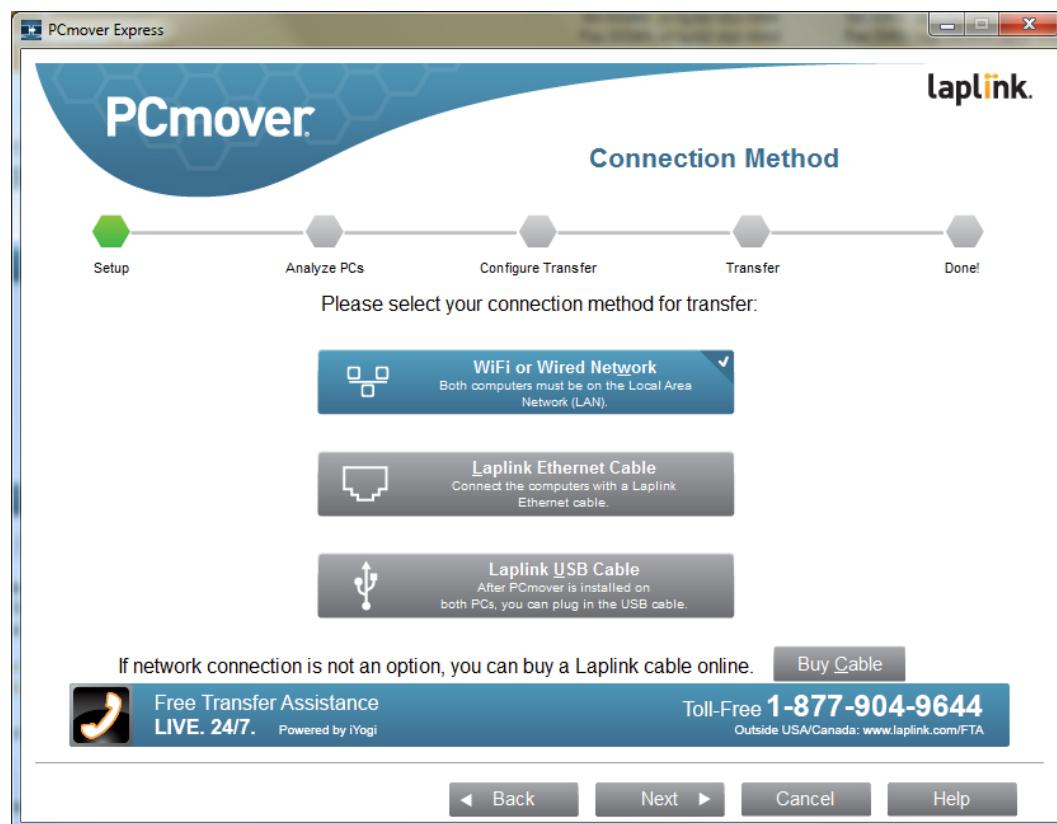
IMPORTANT: If a new version is available, please install the new version on BOTH computers immediately.

With **PC to PC Transfer** selected, 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**: If selecting **Laplink Ethernet Cable**, 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.

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

5. 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. PCmover Tips

Start PCmover on your new PC.

Note: If you see a Windows Security Alert (User Account Control dialog), select 'Unblock' or 'Yes' to proceed with running PCmover. The Security Alert is a standard Windows message that appears when starting most programs on your PC.

Review the PCmover transfer tips. After addressing all items listed, click **Next**.

2. Welcome to PCmover

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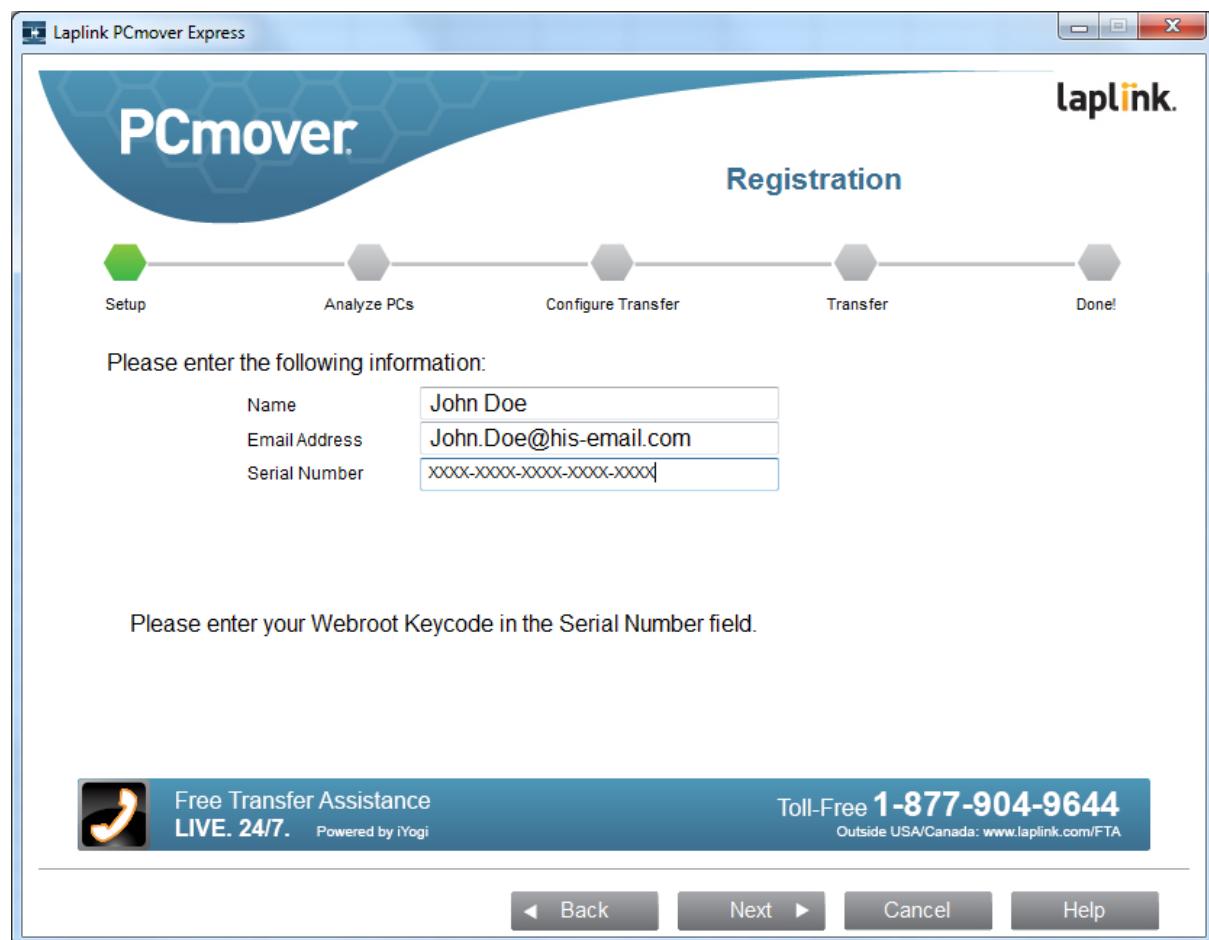
IMPORTANT: If you downloaded a new version on the old PC, you MUST also download the new version on the new PC. Both PCs must be running the same version of PCmover.

With **PC to PC Transfer** selected, click **Next**.

3. Preparing Computers for Transfer
Choose **New** (computer), and click **Next**.

4. Registration

To activate PCmover, please enter your Webroot Keycode in the Serial Number field and click **Next**.

Note: Your Webroot Keycode is located on the back of the DVD case.

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 6 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**: If selecting **Laplink Ethernet Cable**, 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.

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

6. Standard or Customized

Depending on the configuration of your PCs, you may need to review certain settings before proceeding with the transfer. In this case, the **Standard or Customized** screen will not appear and the **Customize the Transfer** screen will be presented next. Any settings requiring review will be marked with an "Attention" symbol.

- **Standard:** To transfer using default settings, select **Standard** and click **Next**. Continue with step 8, **Ready to Transfer** (skipping the **Customize the Transfer** screens).

- **Full Customization:** To make changes to transfer settings, such as selecting drives and deselecting folders, select **Full Customization** and click **Next**. Continue with step 7, **Customize the Transfer**.

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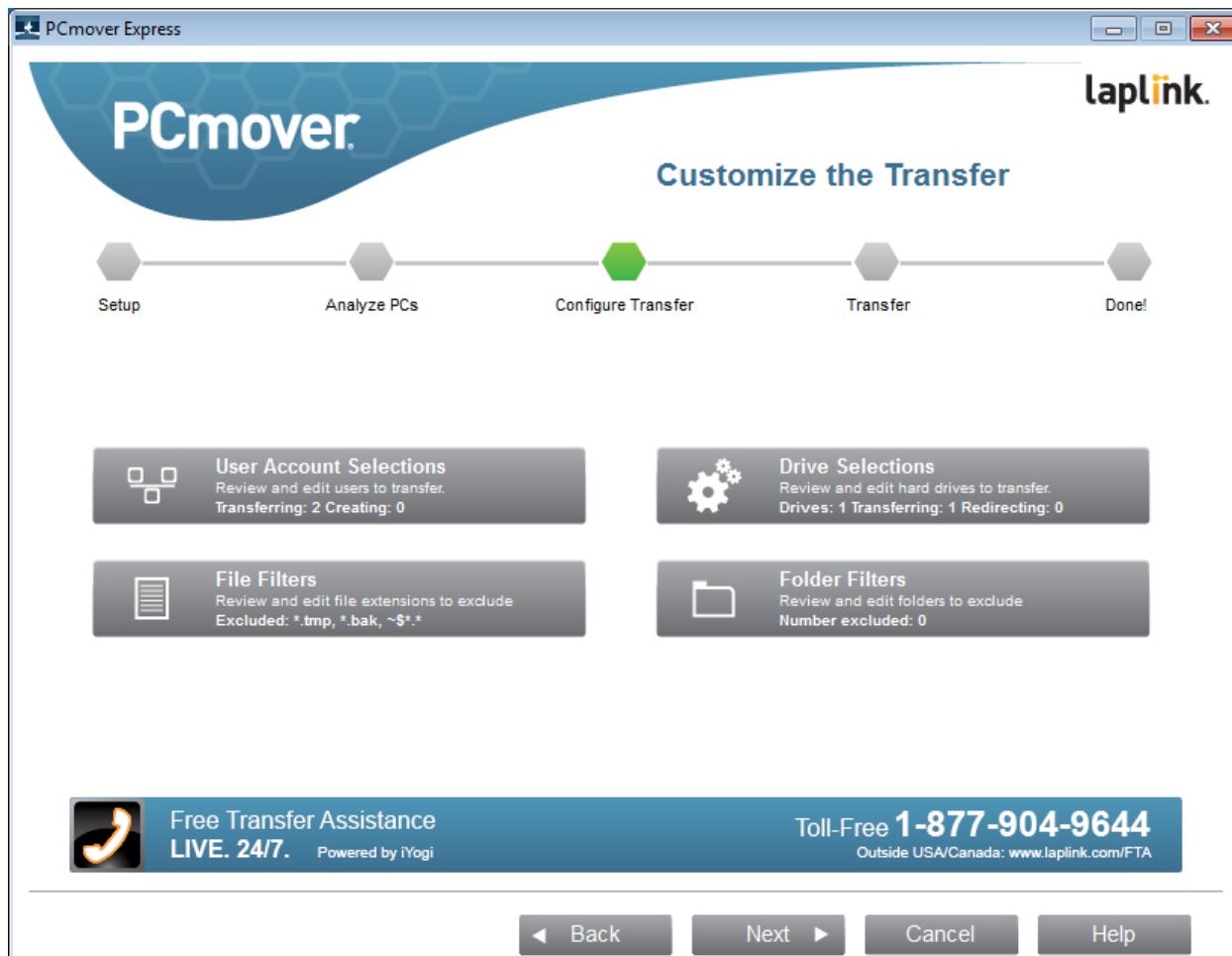
Select an item you wish to customize. Once finished with an item, you will return to this screen.

Click **Next** when finished customizing the transfer, and continue with step 8.

• **User Account Selections**: You may review and edit the settings for how user accounts will be transferred. See step 7a for further instructions.

• **Drive Selections**: If the old computer has multiple drives, all drives will transfer by default. If desired, you may review and edits settings for how drives will be transferred. See step 7b for further instructions.

• **File Filters**: You may choose to exclude certain file types from the transfer. Filter is by file extension. See step 7c for further instructions.

• **Folder Filters**: You may choose to exclude certain folders from the transfer. See step 7d for further instructions.

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

7a. User Account Selections
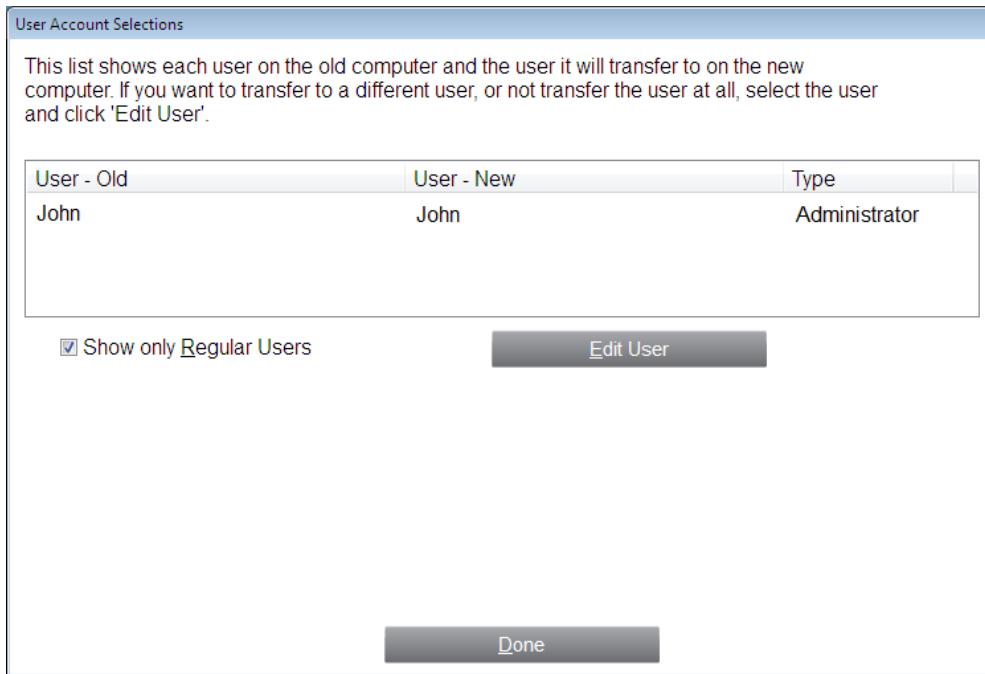
The settings and associated files for the users on your old PC will be transferred to the user accounts on your new PC as shown in the list. If you have already established settings for the users on your new PC prior to the transfer, these settings will remain the same and will not be overwritten by the transfer. The user names and passwords for the users on the new PC will also remain the same.

To transfer all of the users to the new PC as listed, click **Done**.

To modify how a user is transferred to the new PC, select the user in the list and click **Edit User**. In the dialog box that appears, you may choose to transfer to a different user on the new PC, or you may create a new user on the new PC. You may also choose to not transfer the user at all. Click **OK** when finished, and then click **Done**.

7b. Drive Selections
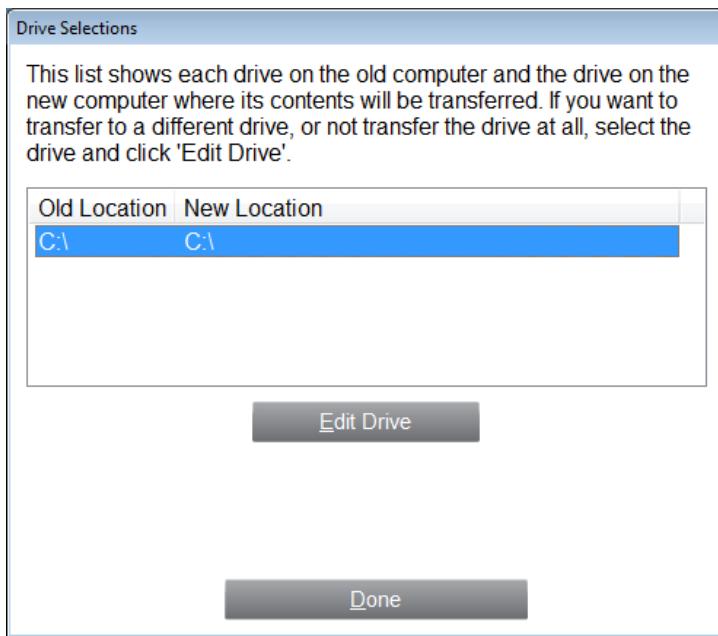
If the old PC contains more disk drives than the new PC, PCmover will create a folder for each drive that does not exist on the new PC.

To transfer all of the drives to the new PC as listed, click **Done**.

To modify how a drive is transferred to the new PC, select the drive and click **Edit Drive**. In the dialog box that appears, you may modify the drive and/or default folder to which the drive from the old PC is transferred. Make these changes in the "Transfer to New Directory" text field. You may also choose to not transfer the drive from the old PC. Click **OK** when finished, and then click **Done**.

7c. File Filters
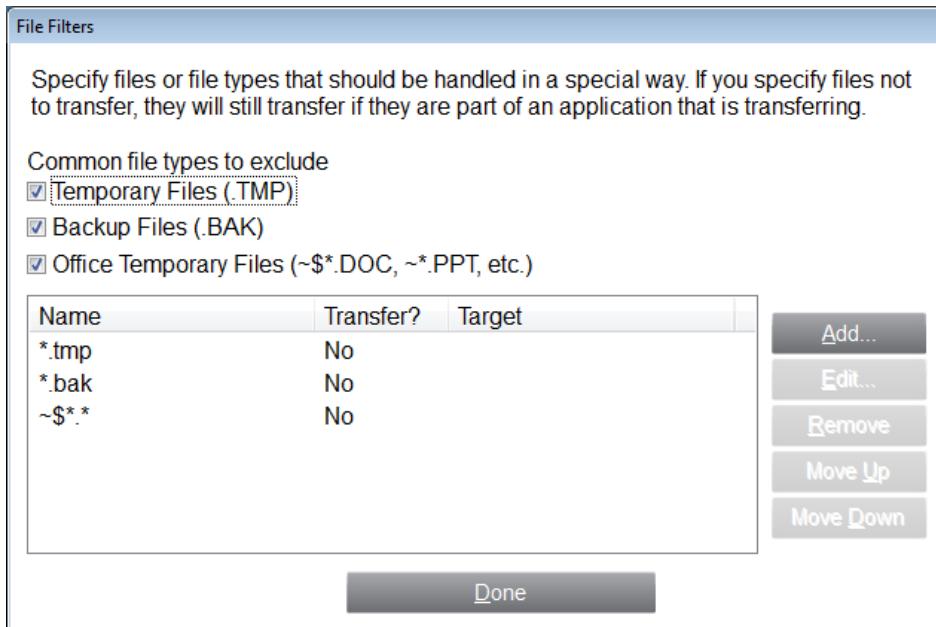
PCmover allows you to list file types to exclude from the transfer.

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.

7d. Folder Filters
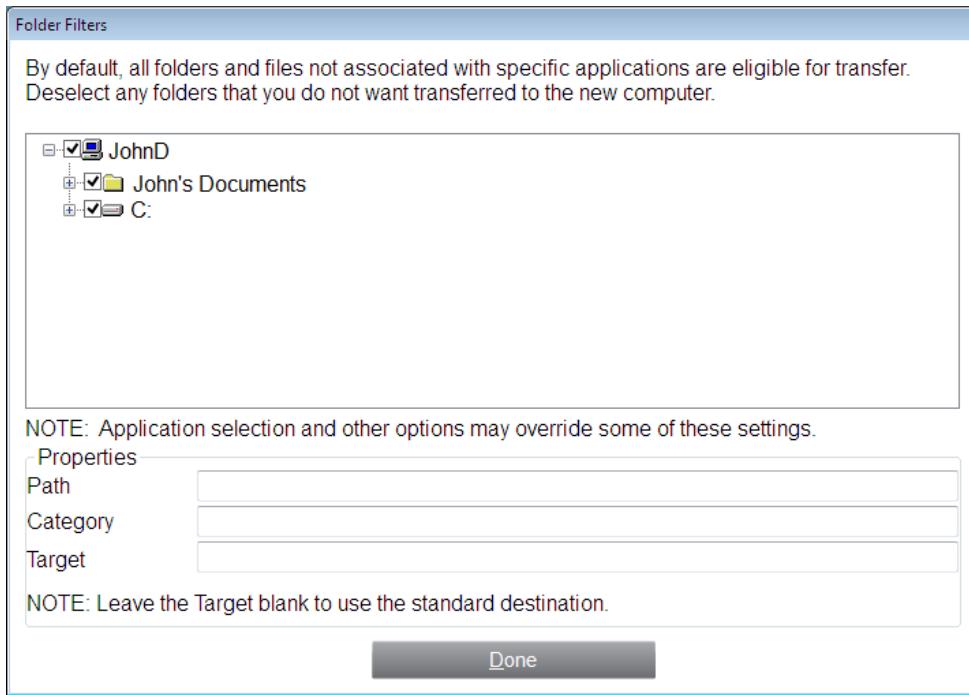
PCmover allows you to deselect and exclude specific folders from the transfer. If, for instance, you do not want to transfer any of the files in the Pictures or Music folders, you can deselect those folders in this screen, and they will not transfer to the new PC. You cannot exclude specific files, but 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. Depending on the speed of your connection, hardware configuration, and other factors, your transfer time may vary.

Click **Next** when ready.

# Transferring from the Old PC to the New PC

1. In Progress - Complete Transfer
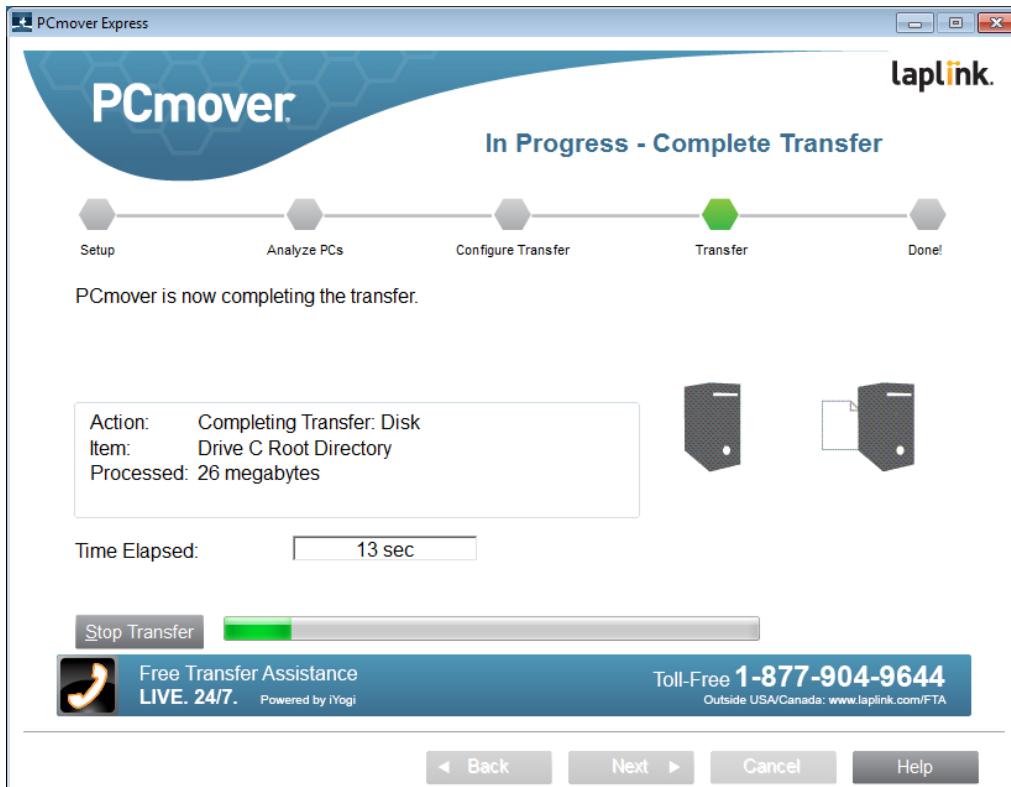
PCmover is now transferring all of your selected files and settings to the new PC. The length of time required to perform the transfer depends on the configuration of the computers and the amount of data to be transferred, and could be as much as several hours or more.

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
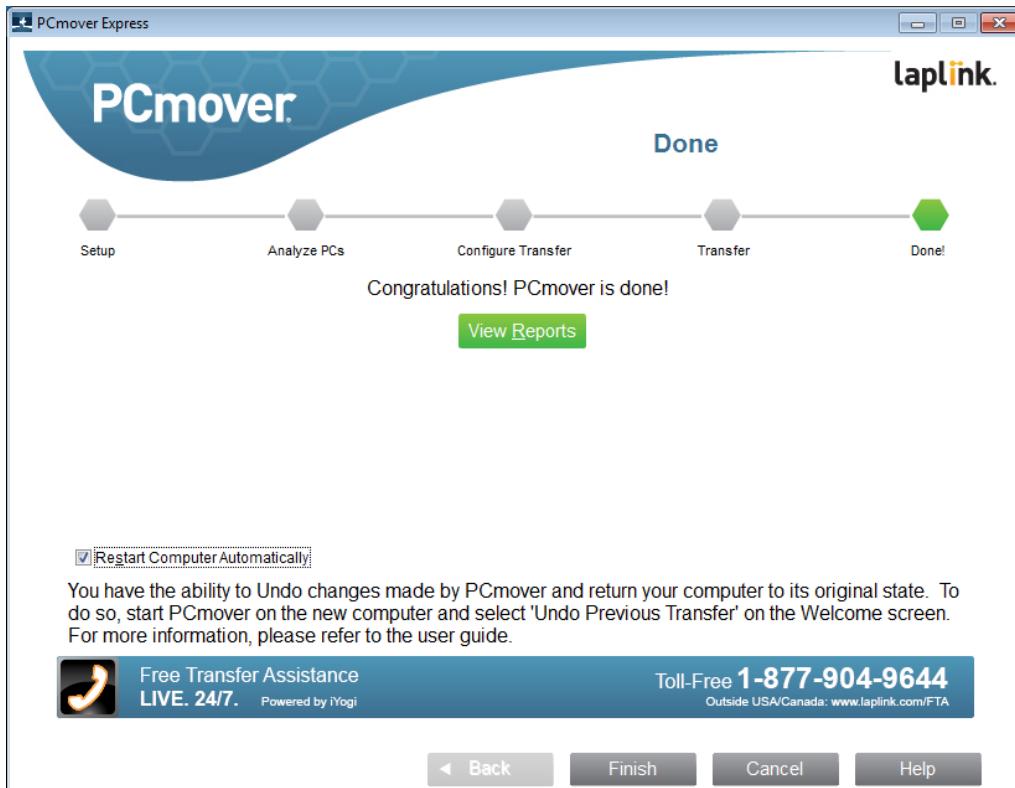
Congratulations! You have successfully transferred to your new PC.

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.

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

Additional Assistance

Troubleshooting

- **"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.

- **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.

- **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.


Helpful Hints

- **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.

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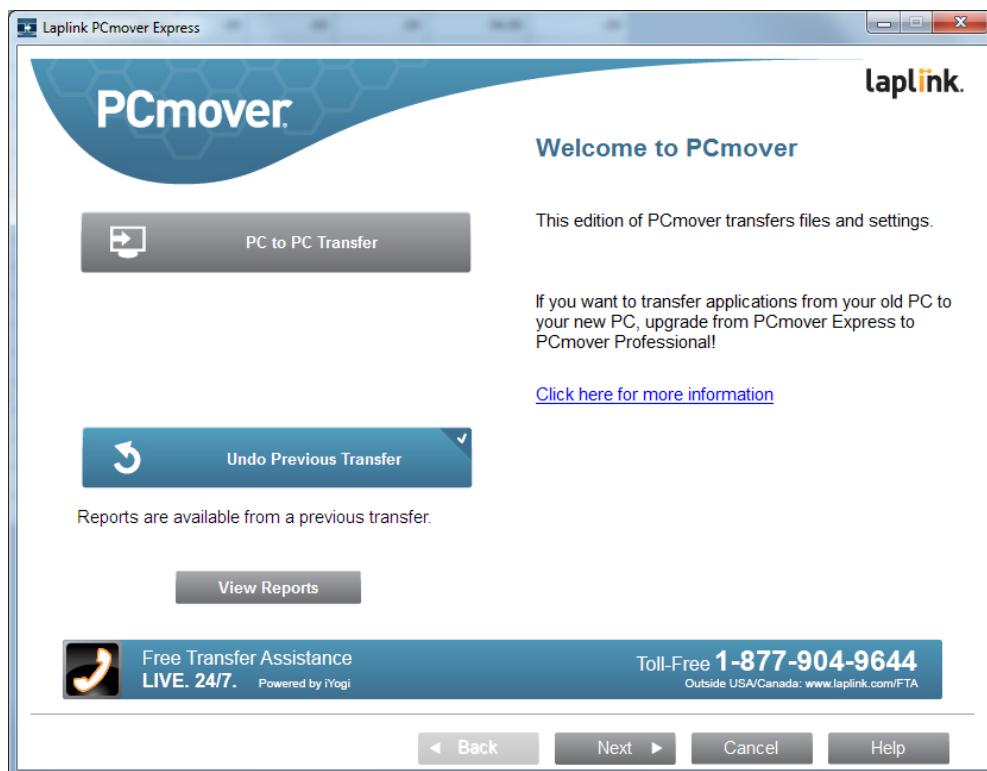
Select **Undo Previous Transfer**. Click **Next**.

2. 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