

Laplink® PCmover® Express

The ONLY Software that Moves Your Files, Settings, and User Profiles!

User Guide

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Laplink PCmover Express is the quick and easy way to transfer from one PC to another. This powerful application transfers all of your selected files and settings from the old PC to the new PC. PCmover Express can transfer your PC across a network, Laplink USB cable, or Laplink Ethernet 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.

Support – PCmover FREE Transfer Assistance

Need help setting up a new PC? Visit www.laplink.com/FTA for more information about our Free Transfer Assistance, which includes a trained PC transfer expert.

For all other inquiries, visit: www.laplink.com/contact

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.

Additional Transfer Option - File Storage Device

Transfer to the new PC by creating a Transfer File which is stored on an internal drive or on external media, such as an external hard drive.

Click **Advanced Options** on the **Welcome** screen and follow the on-screen prompts. See additional instructions in the **Welcome to PCmover** step on page 5.

Pre-Installation Checklist (both PCs)

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 10/8.1/8/7/Vista/XP

Note for XP users (old PC only): PCmover is compatible with XP on the old PC only. For example, you may use PCmover to migrate from a Windows XP PC to a PC with a newer operating system such as Windows 10. PCmover cannot be used to migrate from an XP PC to an XP PC.

See additional instructions on page 6 if transferring from an old PC with Windows XP.

- Do not plug in the Laplink USB cable or Laplink Ethernet cable until directed to do so later in this user guide.

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.

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

1. Insert the CD into the CD-ROM drive.
2. In the AutoPlay dialog that appears, click **Run Welcome.exe**, which will start the PCmover installation. Follow the on-screen prompts.

You may also see the User Account Control dialog. If so, click **Yes** to start the PCmover installation.

If you don't see the AutoPlay dialog and the PCmover installation hasn't started, use Windows (File) Explorer to display the contents of the CD. Browse to (or search for) the **pcmover_en.exe** file, and double-click the file to begin the installation. Follow the on-screen prompts.

3. 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.
- **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/Applications:** Using the Windows Task Scheduler (within Administrative Tools), turn off any tasks or applications that are set to automatically run, as these will interfere with a PCmover transfer.
- **Exit All Applications:** Exit all applications that are running on both computers.

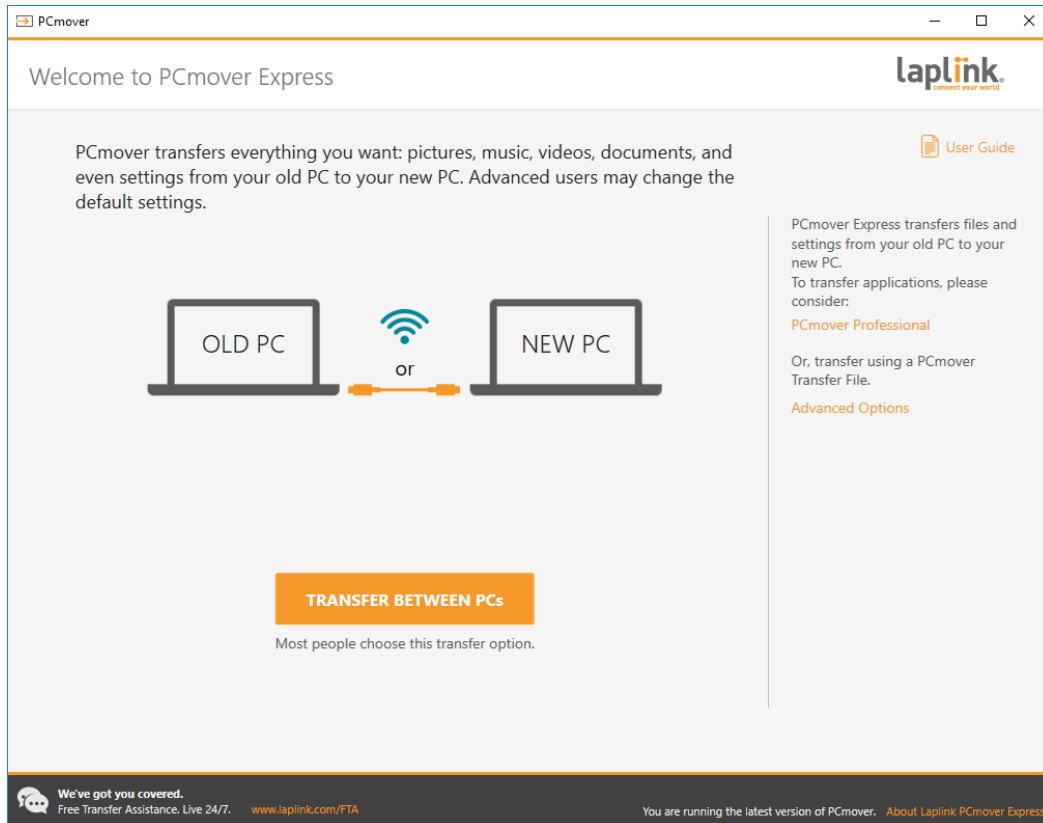
Transfer Information

- **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 **Choose What to Transfer**.

Old PC and New PC: Validate Serial Number and Connect

IMPORTANT: The sections 'PCmover Pre-Transfer Checklist' and 'Transfer Information' 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 (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 applications on your PC.

If you see the notice about a new version of PCmover, click the link 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.

Old PC to New PC Transfer: If you are transferring from your old PC to your new PC, click **Transfer Between PCs**, and go to step 2.

Note for XP users (old PC only):

If transferring from Windows XP on the old PC, skip steps one through five in this “Old PC” section. As prompted on the PCmover screen on the old PC, go to the new PC to continue the transfer. Continue with step one of the “New PC: Set Up Transfer” section on page 10. Do not click **Close** on the screen on the old PC until transfer is complete.

Use Wi-Fi or an Ethernet cable to connect your two PCs when transferring from an XP PC. Other connection options, such as the USB 2.0 cable, are not supported for this type of transfer.

Additional Transfer Option - File Based Transfer

Note: The steps in the remainder of this guide, beyond this “Additional Transfer Options” section, are for those transferring via a network or Laplink cable. When creating a Transfer File, the screens you see and the order they are shown in will be different. Follow the instructions in this section below and the on-screen instructions.

Transfer to the new PC by creating a Transfer File which is stored on an internal drive or on external media, such as an external hard drive.

1. Click **Advanced Options** on the **Welcome** screen, choose **File Based Transfer** and click **Next**.
2. Follow the on-screen prompts to create the Transfer File and save it to external media.
3. To customize what is transferred from the old PC, such as selecting user accounts and drives, click **Customize Transfer File**. See the **Choose What to Transfer** and **Transfer Summary** steps on pages 11 and 12 in this guide for more details on what you can select.
4. When prompted, start PCmover on your new PC. Follow the screens to unload the Transfer File on your new PC and complete the transfer.

2. Validate Serial Number

PCmover

Validate Serial Number

laplink
connect your world

Please enter your serial number and additional information below.

Your User Name:

Your Email Address:

Serial Number:

Need a serial number?
[Purchase Online](#) or call +1.425.952.6001

BACK **NEXT**

We've got you covered.
Free Transfer Assistance. Live 24/7. www.laplink.com/FTA

You are running the latest version of PCmover. [About Laplink PCmover Express](#)

Enter your user name, email 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 email containing your serial number. If you no longer have the email message, visit the “My Downloads” page of your Laplink Support Account at:
<http://www.laplink.com/mysupport/myStore.asp>

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.

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 **Validate Serial Number** screen, first disable all security software, such as virus scanning, spyware scanning, and firewalls, and try again.

If that does not work, click **Validate Using Another PC**. A screen will appear with your Network Name and Session Code.

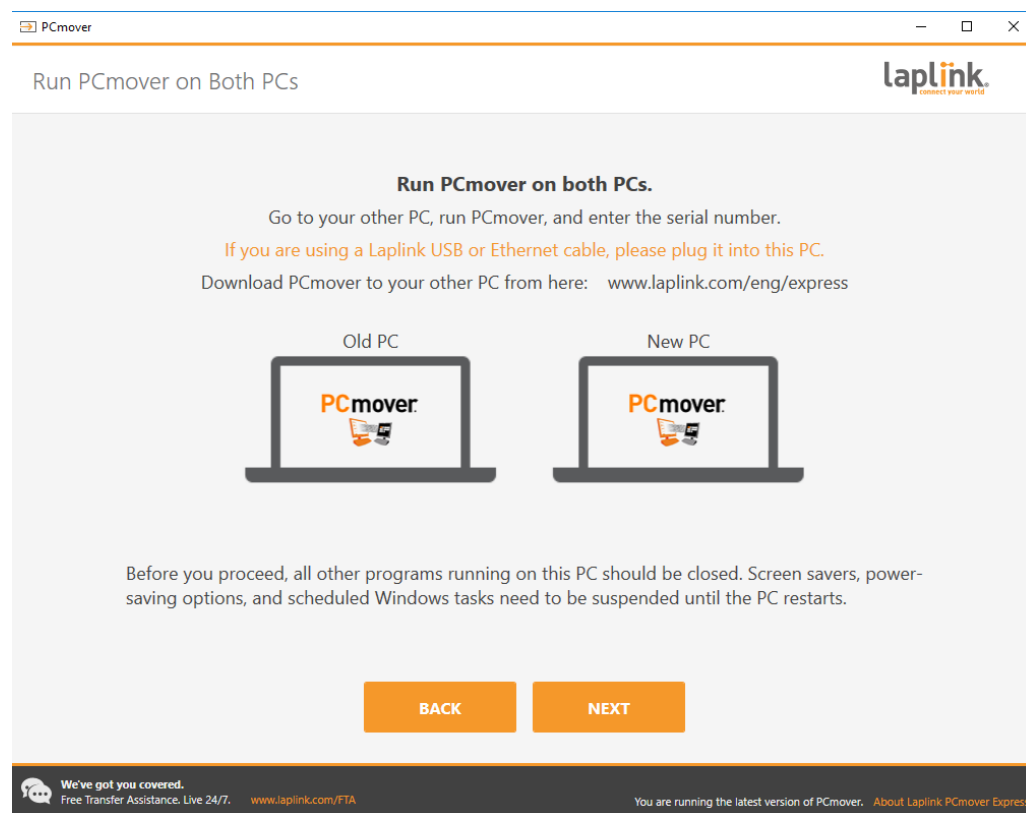
You will need the Network Name and the Session Code, along with your PCmover Serial Number, in order to obtain the Validation Code, which will be used in place of your serial number to activate the product.

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 +1-425-952-6001.

3. Run PCmover on Both PCs



The screenshot shows a window titled "PCmover" with the following content:

- Header: "Run PCmover on Both PCs" and the "laplink" logo.
- Section: "Run PCmover on both PCs."
- Text: "Go to your other PC, run PCmover, and enter the serial number."
- Text: "If you are using a Laplink USB or Ethernet cable, please plug it into this PC."
- Text: "Download PCmover to your other PC from here: www.laplink.com/eng/express"
- Diagram: Two laptops labeled "Old PC" and "New PC". Both screens show the PCmover logo and a small icon of a laptop and a PC.
- Text: "Before you proceed, all other programs running on this PC should be closed. Screen savers, power-saving options, and scheduled Windows tasks need to be suspended until the PC restarts."
- Buttons: "BACK" and "NEXT" in orange boxes.
- Footer: "We've got you covered. Free Transfer Assistance. Live 24/7. www.laplink.com/FTA" and "You are running the latest version of PCmover. [About Laplink PCmover Express](#)"

Go to your New PC and follow the previous steps one and two on your New PC. Once you see the **Run PCmover on Both PCs** screen on your New PC, go to step four.

Note: Do not click 'Next' on either PC until step four has been completed.

4. Connect Your Old and New PCs

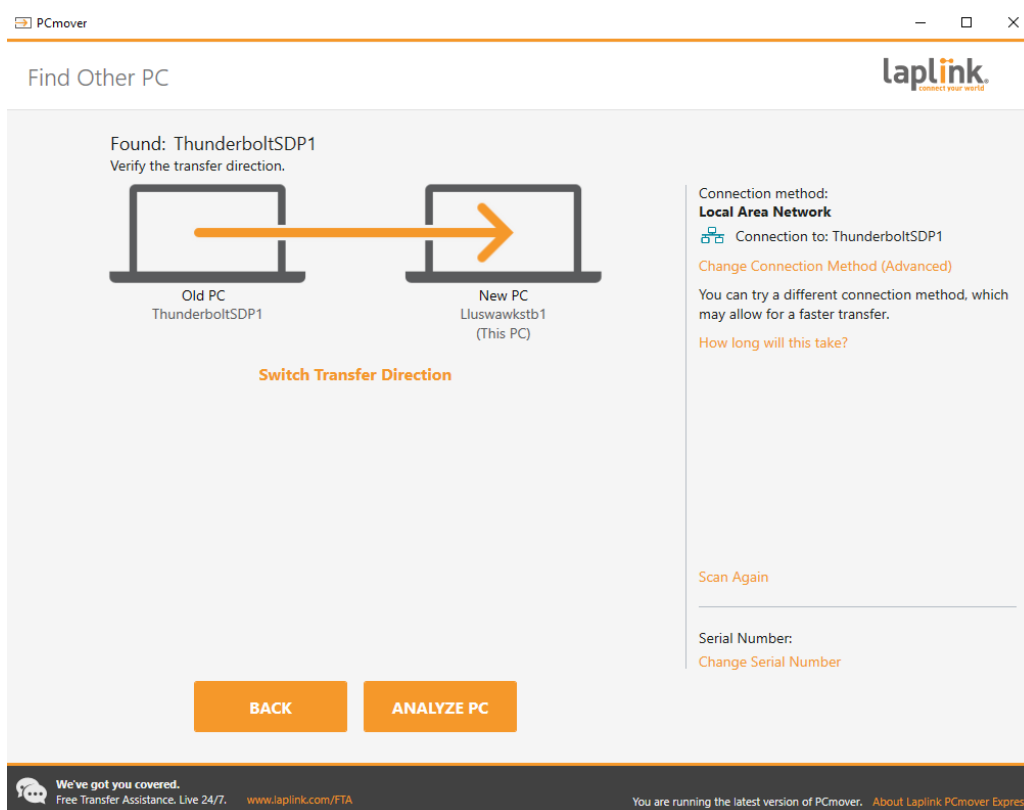
Choose which method you will use to connect your Old and New PCs for the transfer. Laplink recommends using a WiFi or Wired Network if available.

- **WiFi or Wired Network:** Both your old and new PCs must be on the same WiFi or Wired Network. If so, your computers are already connected. Click **Next** on both your Old and New PCs on the **Run PCmover on Both PCs** screens.
- **Laplink Ethernet Cable or Laplink USB Cable:** Plug the Laplink Cable into the applicable Ethernet or USB ports on both your Old and New PCs. Click **Next** on both your Old and New PCs on the **Run PCmover on Both PCs** screens.

Note: 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. Old PC: Find Other PC



Your Old PC and New PC are connected if you see the names of both PCs listed on the **Find Other PC** screen on your Old PC.

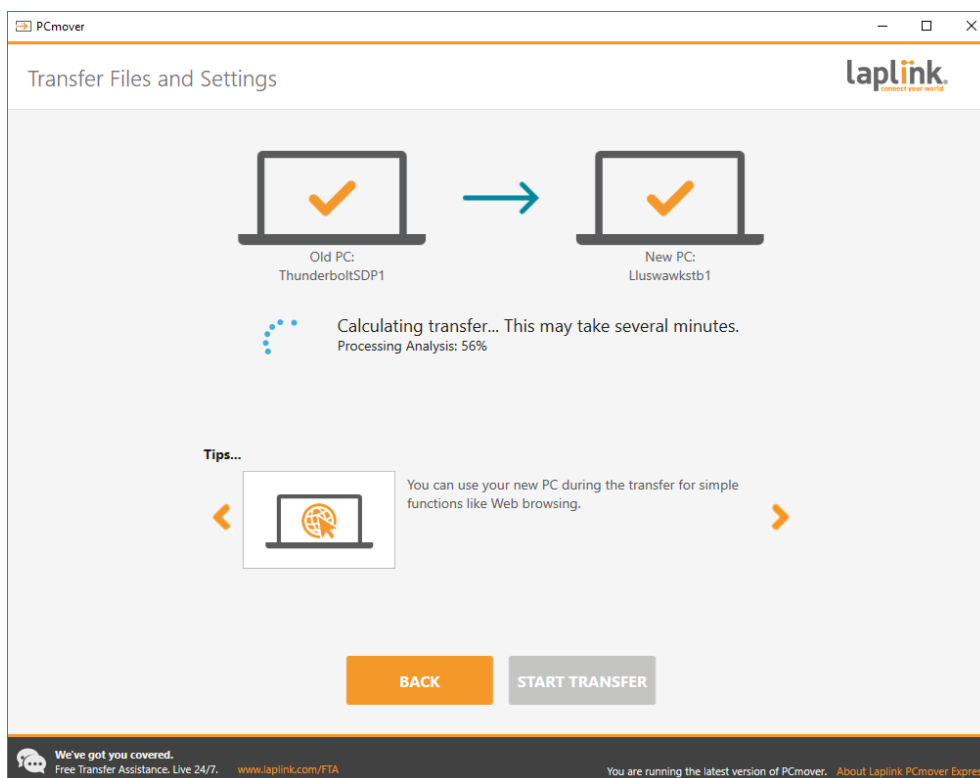
Note: If you don't see both PCs listed, click 'Scan Again' on your Old PC. You may see a dialog with the name of your New PC. If so, select the PC and click 'OK'.

Once your Old and New PCs are connected, setup on the Old PC is complete. Go to the New PC and continue to the next section to finish setting up the transfer.

New PC: Set Up Transfer

1. Find Other PC

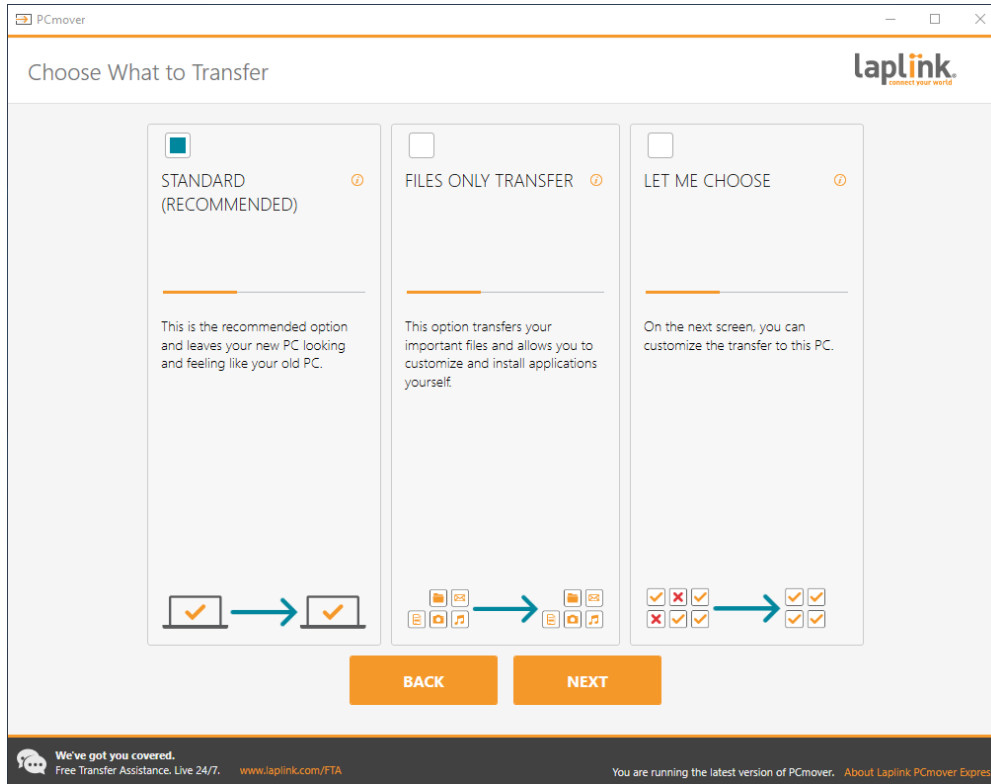
On the New PC, click **Analyze PC**.



When analysis is complete, decide what you want to transfer to your new PC:

- **Choose What to Transfer:** If you want to transfer only some files and settings to the new PC, click the text link **Choose What to Transfer**, and continue to step two.
- **Transfer Everything:** If you want to transfer all files and settings to your new PC, click **Next**. Skipping step two and three, go to step four to finalize setup and start the transfer.

2. Choose What to Transfer



- **Standard:** To transfer all user accounts, files, and settings, then choose this option and click **Next**. Skip step three and go to step four to complete the transfer.
 - **Files Only Transfer:** To transfer only files, choose this option and click **Next**. Skip step three and go to step four to complete transfer.
- Important: This option does NOT transfer user accounts or settings. To transfer these, click 'Let Me Choose' and make selections on what you want transferred.**
- **Let Me Choose:** To choose what user accounts, files, and settings transfer, choose this option and click **Next**. Continue to step three to make these selections.

3. Transfer Summary

PCmover

Transfer Summary

To modify the transfer, select a category below:

Transfer Size: 4.4 GB (Estimated)
Transfer Time: 2 minutes (Estimated)

Applications 0.0 bytes 3 4 20	Music 1.8 KB 4 files
Documents 2.5 GB 1,230 files	Other Files 1.9 GB 5,514 files
Pictures 3.0 KB 10 files	User Accounts 3 users
Videos 1.8 KB 4 files	Advanced

BACK NEXT

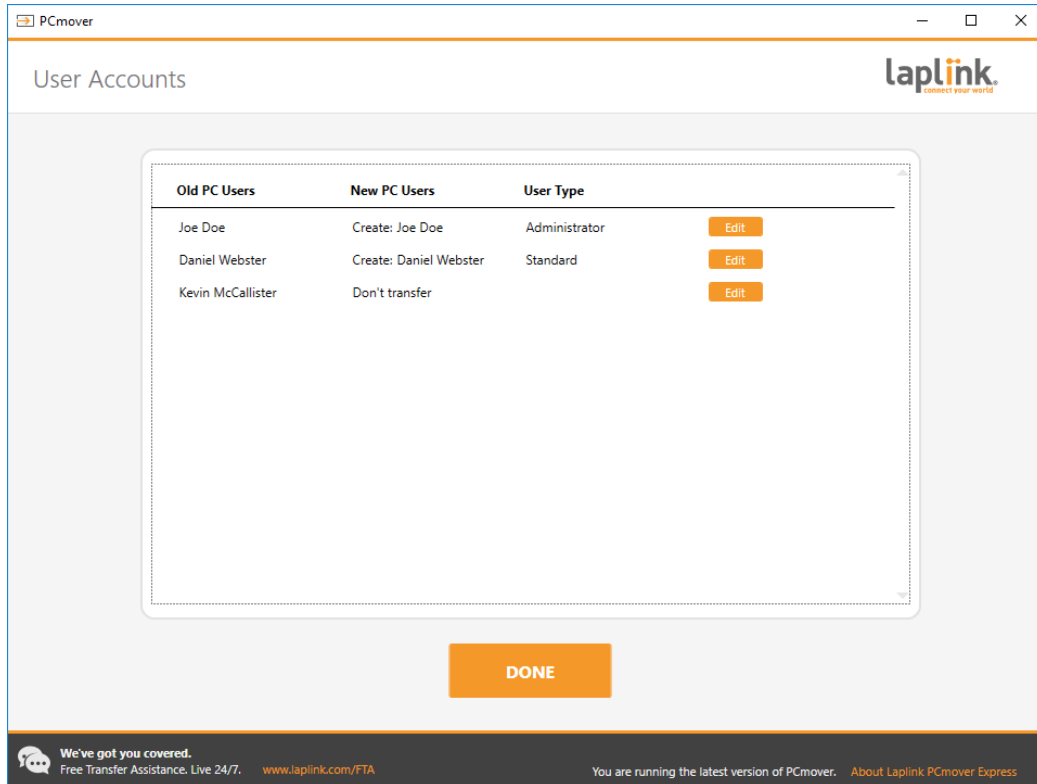
We've got you covered.
Free Transfer Assistance. Live 24/7. www.laplink.com/FTA

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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 4.

- **Documents / Pictures / Videos / Music / Other Files:** All items in each category are selected by default. Deselect any items you don't want transferred and click **Done**.
- **User Accounts:** You may review and edit the settings for how user accounts will be transferred. See step 3a for further instructions.
- **Advanced:** You may review and edit settings for how drives and certain file types are transferred. Other custom changes can also be made to the transfer settings if needed (advanced users only). See step 3b for further instructions.

3a. User Accounts

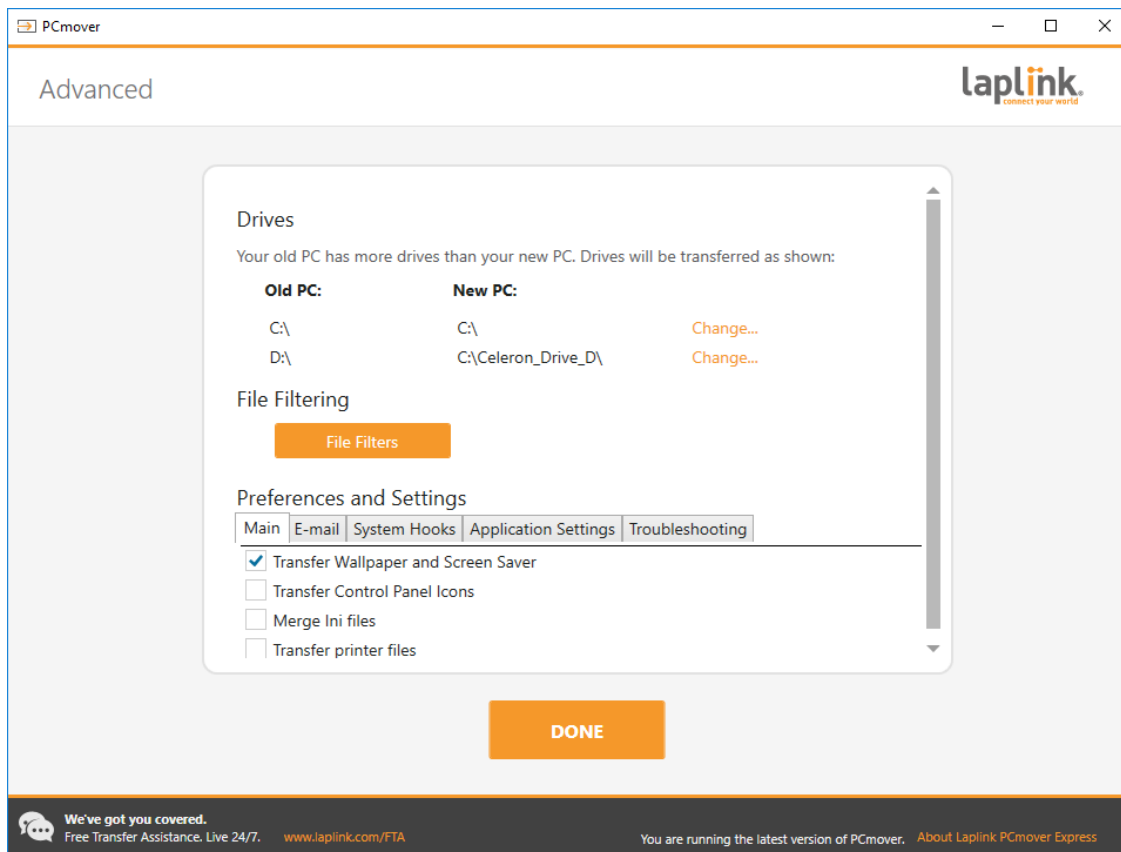


The settings and associated files for the users on your old PC will be transferred to the user accounts on your new PC as shown in the list. If you have already established settings for the users on your new PC prior to the transfer, these settings will remain the same and will not be overwritten by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

3b. Advanced



Drives: 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 modify how a drive is transferred to the new PC, click **Change**. 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. You may also choose to not transfer the drive from the old PC. Click **OK** when finished, and then click **Done**.

File Filtering: To exclude certain file types from the transfer, click **File Filters**.

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 **Done** when finished listing file types.

Preferences and Settings: Other custom changes can be made to the transfer settings if needed. Only advanced users should modify selections in this section.

Click **Done** when finished making changes on the **Advanced** screen.

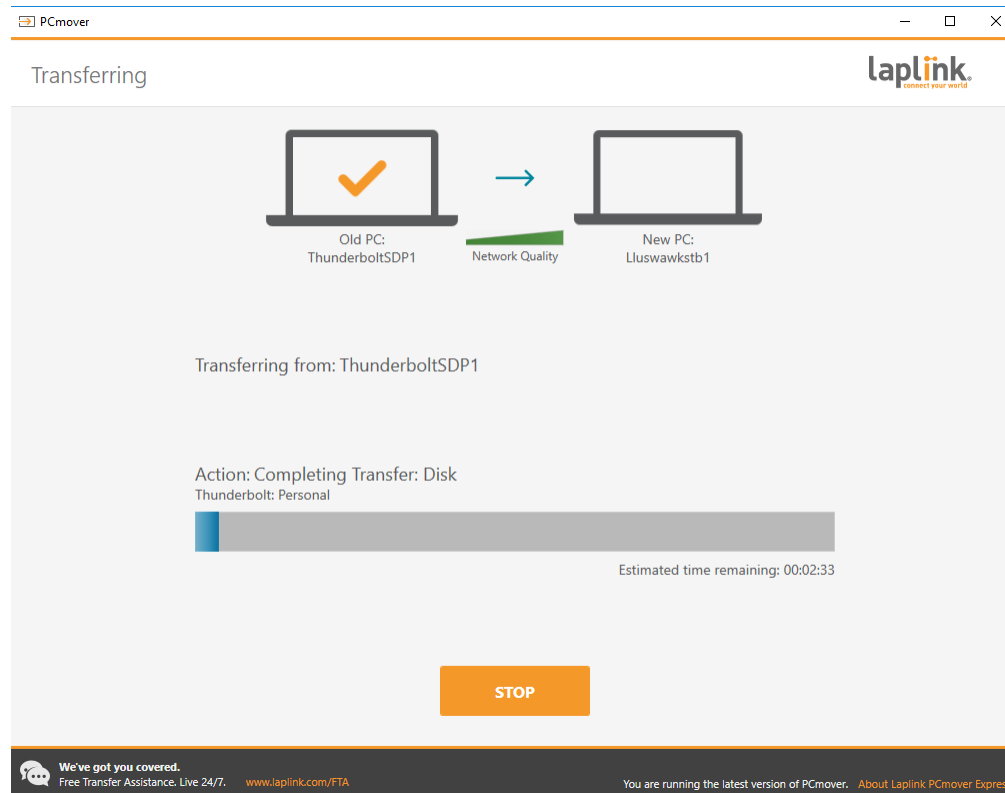
4. Start Transfer

Click **Start Transfer** to begin the PCmover transfer to your New PC.

Depending on the speed of your connection, hardware configuration, and other factors, your transfer time may vary.

Transferring from the Old PC to the New PC

1. Transferring

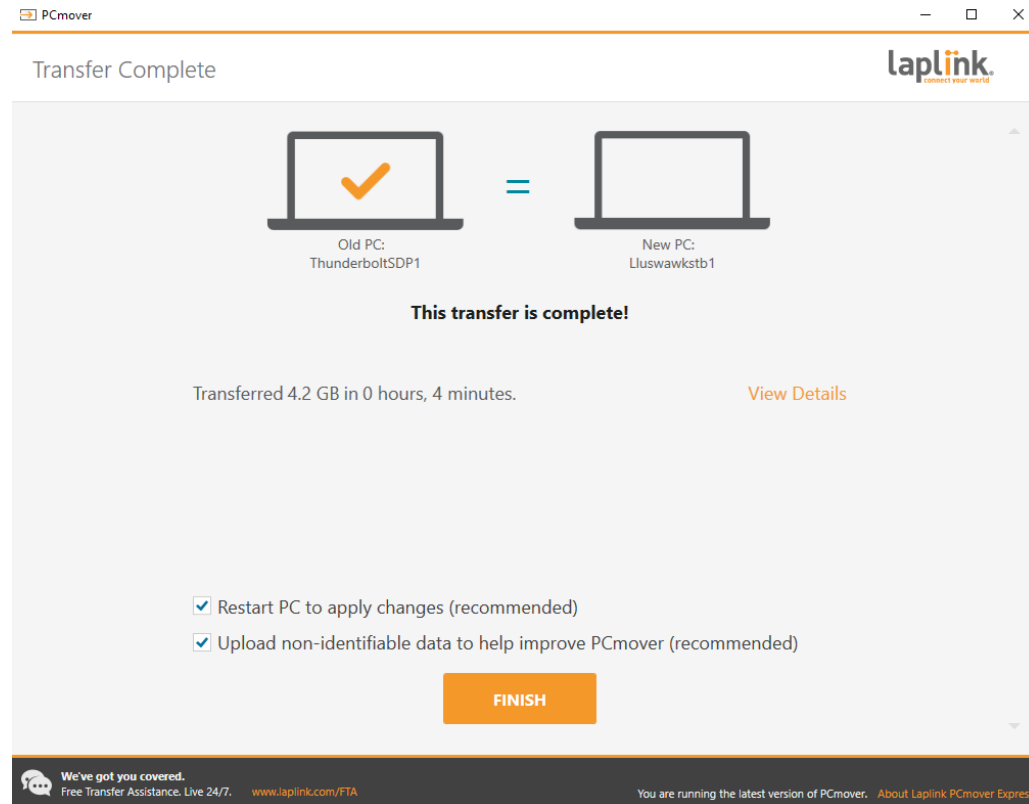


PCmover is now transferring all of your selected user accounts, files, and settings to the new PC. Click **OK** and allow the transfer to complete.

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. Transfer Complete



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

- **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 **Validate Serial Number** screen, first disable all security software, such as virus scanning, spyware scanning, and firewalls, and try again.

If that does not work, click **Validate Using Another PC**. 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 +1-425-952-6001.

- **New PC Not Listed When Using Laplink Ethernet Cable or Laplink USB Cable**
Once you have reached the **Find Other PC** screen on the Old PC when using the Laplink Ethernet cable or Laplink USB cable method of transfer, your New PC's name should be listed on the screen.

If you do not see your New PC listed, first make sure that the Laplink 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 **Scan Again**. Select your New PC from the list if shown and click **OK**.

If your New PC isn't listed after clicking **Scan Again**, click **Cancel** on both PCs to exit PCmover. Verify the Laplink Ethernet cable or Laplink USB cable is plugged into both PCs and restart PCmover.

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.

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

Click **Undo Transfer** and click **Next**.

2. Undo

Follow the wizard screens to finish the Undo process.

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>

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.