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PCmover[®] Image & Drive Assistant[™]

The **ONLY** Way to Restore an Old Image or Hard Drive
to a New PC!

User Guide

MN-PCM-ImgDrAssist-EN-08 (REV. 5/29/2014)

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Restore an Old Image to a New PC: PCmover Image & Drive Assistant is the only software capable of restoring an old image or the contents of an actual hard drive to a new PC without overwriting anything. Using the wizard, select the programs, files, and settings that you want to restore to your new PC.

Support – PCmover FREE Transfer Assistance (877) 904-9644

Call this toll-free number (877) 904-9644, anytime, and a tech professional will guide you through the entire restore.

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

Glossary

Old PC	The computer from which the disk image was created, or from which the hard drive was taken.
New PC	The computer to which you will restore applications, data, and/or settings from the mounted disk image or old hard drive.
Transfer	The process of restoring your selected applications, data, and settings from the mounted disk image or old hard drive to your new PC.
Mounting an Image	The process that allows you to take the copy of a drive (i.e. image file) created from the "Old PC" so it appears as an additional drive (e.g., a new driver letter "L:") on the "New PC". See the 'Setting Up Image Restore' section (page 3) for detailed instructions on how to mount an image.
Mounting a Hard Drive	The process of physically connecting (internally or in an external drive enclosure [USB, FireWire, etc.]) a Hard Drive to your PC. In most cases, Windows will automatically detect the drive and assign it a new drive letter.

Pre-Installation Checklist

System requirements for your PC:

- CPU: Intel® or compatible Pentium® or higher processor.
- RAM: Same as minimum required by operating system.
- Available hard disk space: 200 MB.
200 MB is only the hard disk space required for the PCmover Image & Drive Assistant application. Make sure your PC also has enough hard disk space for the selected programs, files, and settings that you will restore to your PC from the disk image.
- Window 8/7/Vista/XP, including Windows XP Media center and XP Tablet.
PCmover does not support full server restorations, such as is found on Windows Server 2003 and Server 2008. It will execute on these operating systems and can be used to restore accounts and applications. However, it will not properly restore any of the systems services and settings such as the Domain Name Service or Terminal Licensing.
- The operating system on your new PC must be the same as or newer than the operating system on the PC from which the image was created (i.e., if you created an image from a PC running Windows XP, the new PC to which you restore the image must be running XP or newer).
- All Microsoft high-priority updates should be applied to your new PC before restoring the image:

<http://update.microsoft.com>

IMPORTANT: When you purchase PCmover Image & Drive Assistant, you are purchasing a license that limits you to restoring disk images to one (1) PC. You cannot use your serial number to install PCmover on another (second) 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

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

1. Double-click on the **pcmoveria_en.exe** file in the folder where the file was saved.
2. You may see the User Account Control dialog. If so, click **Yes** to allow "Setup Launcher" to run, which will start the PCmover installation.
3. Follow the on-screen prompts to complete the installation.

Pre-Restore Checklist

The following items should be addressed and/or completed on your new PC *before* starting the image restore process.

- **PCmover Installation:** PCmover has been installed on your PC.
- **Administrator-level Permissions:** On some operating systems, you will need Administrator-level permissions to do an image restore.
- **Hard Disk Space:** The hard drive(s) on the new computer has as much or more disk space as the size of the image that you will restore to your new PC.
- **Windows Versions:** The new PC has the same Windows version as or newer Windows version than the operating system on the PC from which the image was created (i.e., if you created an image from a PC running Windows XP, the new PC to which you restore the image must be running XP or newer).
- **Internet Explorer Versions:** The new PC should have the same or newer version of Internet Explorer as that installed on the PC that the image was created from.
- **Review Applications on New PC:** You should not try to restore applications that appear on both the disk image and your new PC. Please see **Application Selections** on page 9 for details.

Example: Assume Microsoft Word is on the new PC and the old disk image. You should not attempt to restore the Microsoft Word application, although restoring Word documents is fine.

IMPORTANT: Trial versions of applications should always be uninstalled from the new

PC before restoring a full version of the same application from the disk image or old hard drive.

- **Network Domain PC:** A corporate PC on a network domain should be connected and logged into the domain at least once prior to restoring the disk image.
- **Computer Cleanup:** Laplink recommends that you run ScanDisk or a similar disk checking utility, as well as antivirus and antispyware software on the new computer before restoring the image.
- **PC Power Settings/Options:** Screen savers, hibernation protocols, and power-saving options should be turned OFF (i.e. All power management options in the Control Panel should be set to "Never" so they are completely disabled). Your computer needs to remain on and completely "awake" during the restore 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 restore 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 restore.
- **Exit All Programs:** Exit all programs that are running on your PC. Turn off system tools such as virus scanners, spyware scanners, firewall software, and desktop search utilities on both PCs.
- **Reinstalling Certain Applications:** System tools (e.g., virus scanners, spyware scanners, firewall software, and desktop search utilities) and music-sharing applications are unlikely to be restored correctly to the new PC, due to the nature of these types of applications, so you should choose not to restore them. Please see **Application Selections** on page 9 of this guide for details.

Laplink recommends that you have full backup copies of these applications and reinstall them on your new PC once you have completed the image restore.

Note: As a safeguard, PCmover makes it possible, if necessary, to revert back to the original state and settings of your new PC prior to the image restore. See 'Undoing PCmover' on page 14 of this guide for instructions.

Image Restore Information

- **Restore Steps:** To restore from an image or old hard drive, first mount the image or connect the hard drive to your new PC:
 - **VHD image format:** If you are running Windows 7 or Windows 8 on your new PC and the disk image is in VHD (i.e., virtual hard disk) format, you can mount the image using the Disk Management tool included in Windows 7 and Windows 8.
 - **Other image formats:** If the image is not in VHD, mount the disk image as a drive using your disk imaging software (i.e., Laplink DiskImage).
 - **Hard drive:** Physically connect your old hard drive directly to your new PC.

See the **Setting Up Image Restore** section (page 3) for more information on these three options.

After the image is mounted as a drive or the hard drive is connected, start PCmover Image & Drive Assistant on your new PC. Complete the PCmover screens as directed in the **Setting Up Image Restore** section (see page 3) and restore your selected programs, files and settings to your PC.

- **Length of Time:** The image restore process may take quite a while, depending on several factors: the size of the disk image you are restoring, the amount of data in the disk image, the number and size of applications and other files and folders you are restoring, and other factors.
- **Application/Folder Selection:** PCmover allows you to choose which applications and files you would like to restore from the disk image to your new PC. For more details, see **Customize the Transfer** on page 7.
- **Updates For Applications:** Some older applications may not work correctly after the restore without an update, especially if the operating system on the new PC is a more recent one than in the disk image. If you find this to be the case, please check with the application's manufacturer for an update.
- **Accessing Applications in Windows 8:** Applications restored to Windows 8 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:** Any shortcuts that you previously had on your Desktop on your old computer 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 restored 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.

IMPORTANT: Some applications with a copy-protection process known as Digital Rights Management may not function correctly after being restored to your new PC. 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.

Setting Up Image Restore

IMPORTANT: The 'Pre-Restore Checklist' and 'Image Restore Information' sections (page 2-3) should be reviewed and completed before beginning the image restore process.

1. Mount Image as Drive (or Connect Hard Drive)

Mount the disk image file as a drive on your new PC. Laplink recommends using the first option 'a':

- a. **VHD in Windows 7 and Windows 8 - Recommended:** If you are running Windows 7 or Windows 8 on your new PC and the disk image is in VHD (i.e., virtual hard disk) format, you can mount the image using the Disk Management tool included in Windows 7 and Windows 8.

Go to **Start**, type "compmgmt.msc" (on Windows 7, type in the Search box), and press ENTER. The **Computer Management** window will open. On the left menu under **Storage**, click **Disk Management**, and wait for the list of drives and partitions to be displayed.

Right-click on **Disk Management**, and click **Attach VHD**. In the dialog box that appears, click **Browse**, select the VHD file that you want to mount, and click **Open**. Click **OK** to confirm the mounting.

Note: In Windows 8, 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.

- b. **Disk Imaging Software:** If mounting a VHD is not an option, mount the disk image using your disk imaging software (i.e., Laplink DiskImage). For more information on Laplink DiskImage, including a user guide with instructions on mounting an image as a drive, please see:

<http://www.laplink.com/diskimage/pro>

- c. **Connect Hard Drive Directly to PC:** As a third option, you may connect your old hard drive directly to your new PC. Mounting the drive separately is not necessary in this case, as Windows will automatically detect the drive and assign it a drive letter (e.g., E:\).

Connect your old hard drive to your new PC via USB using a hard drive enclosure, or directly install the old hard drive in an extra hard drive bay in the physical tower of your new PC.

Follow your computer manufacturer's and hardware manufacturer's instructions for connecting a hard drive directly to your PC.

2. Welcome to PCmover



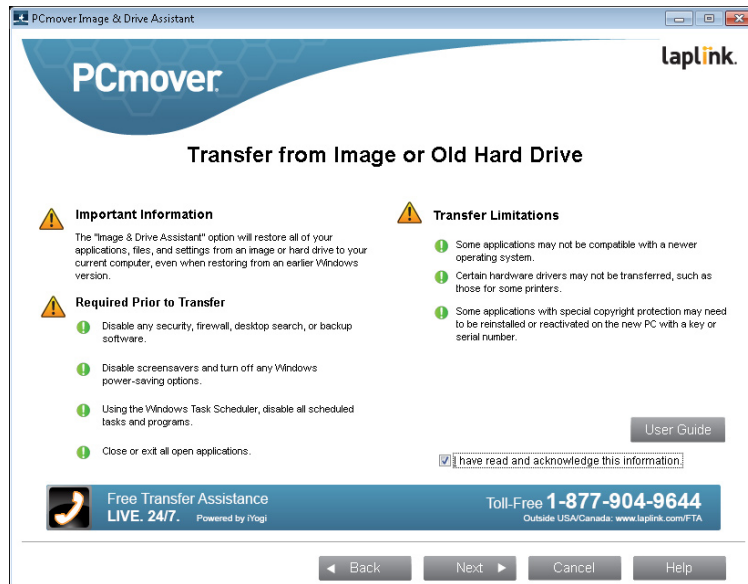
If PCmover is not already running, start PCmover on your new PC.

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.

Click **Next**.

3. Image & Drive Assistant: Requirements and Limitations

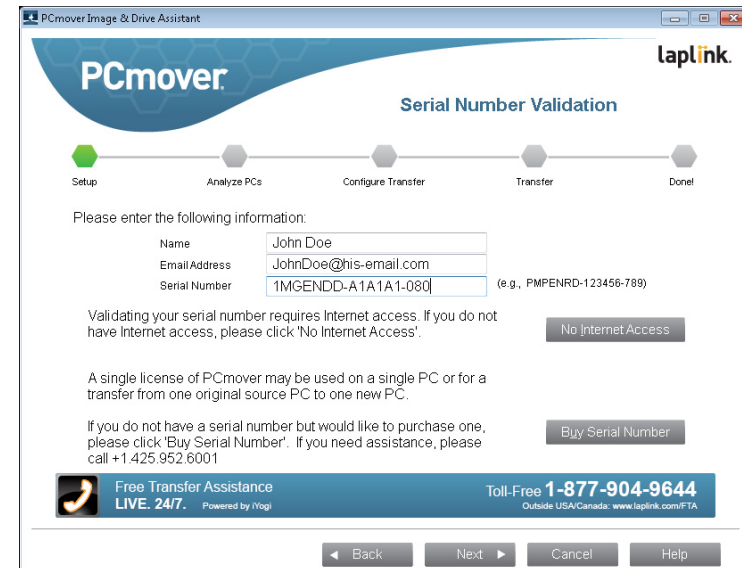


Required Prior to Restore: Make sure these important items are completed before continuing with the PCmover restore.

Limitations: Review important information about restoring certain types of applications.

After addressing all items listed, check the box 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 old 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 either 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, "Select Image / Hard Drive".

5. Select Image / Hard Drive



Click **Browse** and select the mounted image that you want to restore to your PC (i.e., the disk image file that you mounted as a drive in step one).

Click **OK**, and then click **Next**.

IMPORTANT: PCmover does not directly read an image file. The image file must first be mounted.

If you have not yet mounted the disk image (or connected your hard drive directly to your new PC), you must do so now before you can complete this screen. Follow the instructions in step one of 'Setting Up Image Restore' (page 3).

Restoring Multiple Drives: If the old computer has multiple drives to be restored, you will need one drive connected or mounted for each one. Make sure you have mounted or connected the drives per the instructions in step one of **Setting Up Image Restore** (page 3).

Once the drives are connected or mounted, these additional drives must be configured in PCmover:

1. Click **Add Additional Drives** and then click **Add**.
2. In the **Original Drive** box, type the name that the drive had on the original computer (i.e., if the drive name was E:, type "E:\").
3. In the **Mounted Drive** box, type the folder address that is now used to point to the root of the Original Drive (i.e., if original drive E: is mounted at F:, specify "F:\"). Click **OK**, and **OK** again, and then click **Next**.

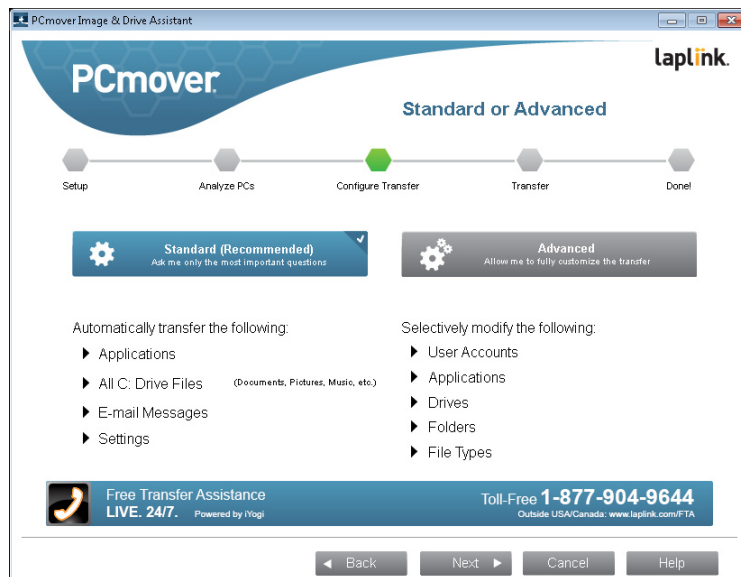
Note: If the computer from which the image was created had the Windows operating system located somewhere other than C:\Windows, click 'Add Additional Drives' and then 'Add Windows.Old Folders'.

In the 'Windows.old Folder' box, type the correct file path as it was on the original computer. Click 'OK' when finished, and 'OK' again, and then click 'Next'.

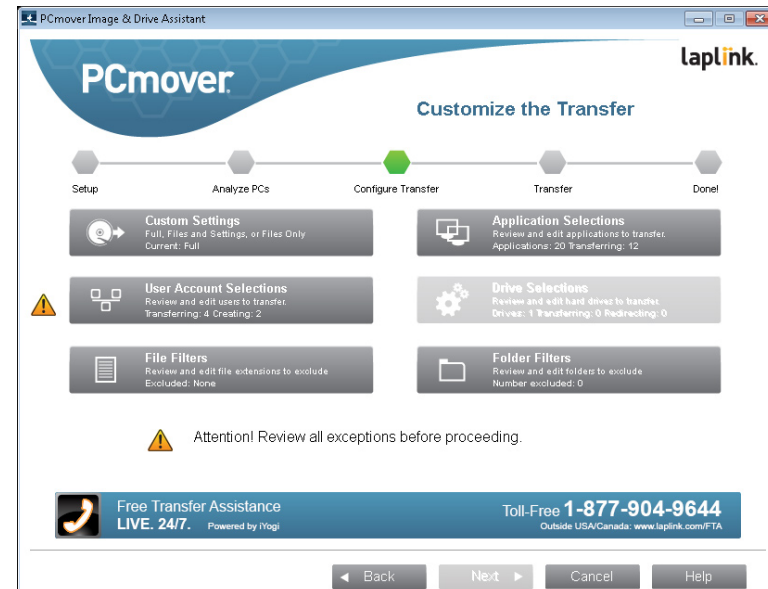
- **Standard:** To restore using default settings, select **Standard** and click **Next**. Continue with step 8, **Ready to Transfer**, on page 10 (skipping the **Customize the Transfer** screens).
- **Advanced:** To make changes to restore settings, such as selecting applications and users, select **Advanced**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

Note: Depending on the configuration of the new PCs, PCmover may require review of certain settings before proceeding with the restore. 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.

6. Standard or Advanced



7. Customize the Transfer



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

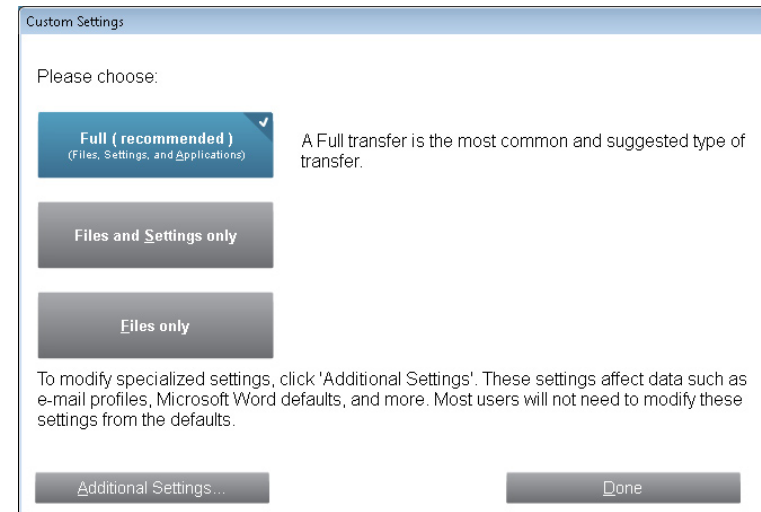
Click **Next** when finished customizing the restore, and continue with step 8 on

page 10.

- **Custom Settings:** Applications, files, and settings will be restored by default. On this screen, you may choose to exclude all applications and restore files and settings only, or files only. See step 7a on page 8 for further instructions.
- **Application Selections:** All applications that can be restored are selected by default. If desired, you may deselect specific applications that you don't want restored to the new PC. See step 7b on page 9 for further instructions.
- **User Account Selections:** You may review and edit the settings for how user accounts will be restored. See step 7c on page 9 for further instructions.
- **File Filters:** You may choose to exclude certain file types from the restore. Filter is by file extension. See step 7d on page 10 for further instructions.
- **Folder Filters:** You may choose to exclude certain folders from the restore. See step 7e on page 10 for further instructions.

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

7a. Custom Settings



- To continue with a full restore, leave the default **Full** selected, and click **Done**. Otherwise, you may select **Files and Settings only** or **Files only**.

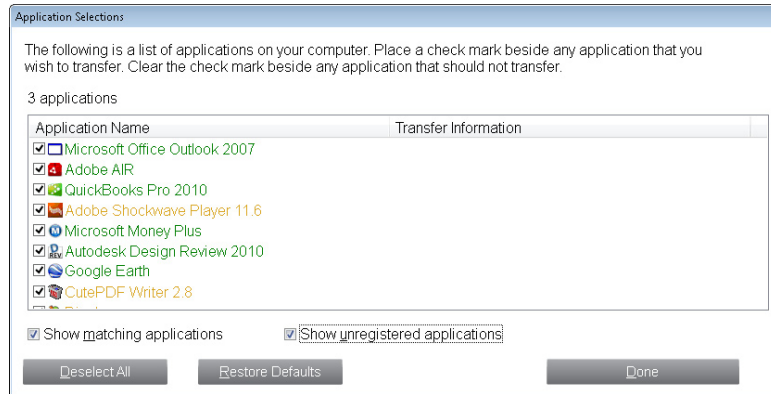
Note: For most users, no change from the default is needed. However, if you do choose 'Files and Settings only' or 'Files only', the other 'Customize the Transfer' screens will operate in conjunction with this selection.

Your choices on certain screens may also produce a different restore result than if you had chosen to perform a full restore. See specific screens for more information.

- To make other custom changes to the restore settings, click **Additional Settings**.

Note: Only specialized restores will need revision of these settings. Be very careful when changing from the defaults, as any changes will have a significant impact on the results.

7b. Application Selections



On this screen is a list of the applications on your old image or hard drive. All applications that are likely to restore successfully are selected by default to restore to the new PC. You may deselect any applications that you do not wish to have restored.

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

Do not restore:

- Applications incompatible with the operating system on the new PC. Occasionally this may occur when restoring from an older operating system to a newer operating system, or when restoring from a 32-bit OS to a 64-bit OS.
- System tools, such as virus scanners, spyware detectors, firewall software, and desktop search utilities, which are unlikely to restore correctly.

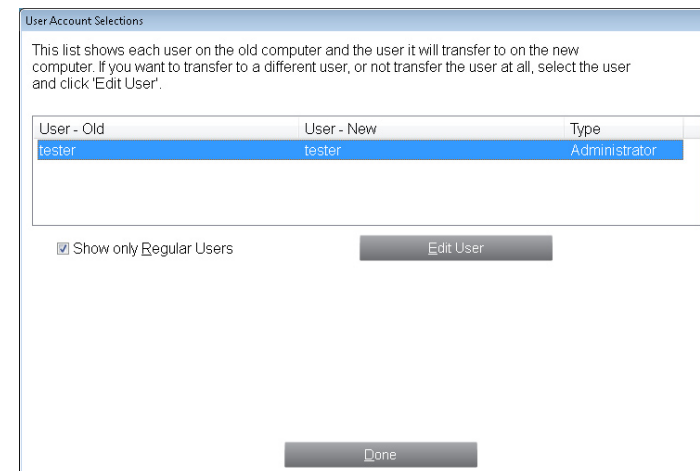
IMPORTANT: “Unregistered Applications” are those that do not appear in the Add/Remove Programs Control Panel in Windows. The term “Unregistered” does not, in this case, refer to whether you have registered a given application with its manufacturer.

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.

Note for ‘Files and Settings only’ and ‘Files only’ restores: Applications will not be restored, based on your previous selection.

7c. User Account Selections



The settings and associated files for the users on your image/old hard drive will be restored to the user accounts on your new PC as shown in the list.

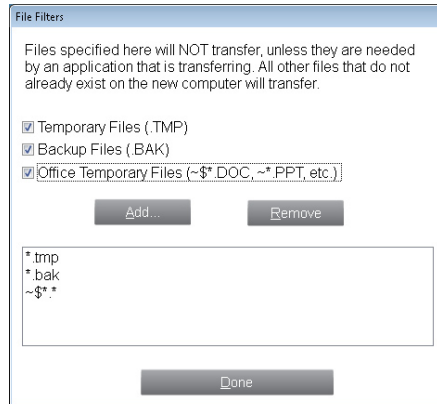
Note: All users are restored to the new PC as administrators by default. If you want a user to be assigned to a different account type, select the user, click ‘Edit User’ and change the user settings.

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

To modify how a user is restored to the new PC, select the user in the list and click **Edit User**. In the dialog box that appears, you may choose to restore 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 restore the user at all. Click **OK** when finished, and then click **Done**.

Note for ‘Files only’ restores: If you chose ‘Files only’ on the ‘Custom Settings’ screen, no user settings will be restored, only user files.

7d. File Filters



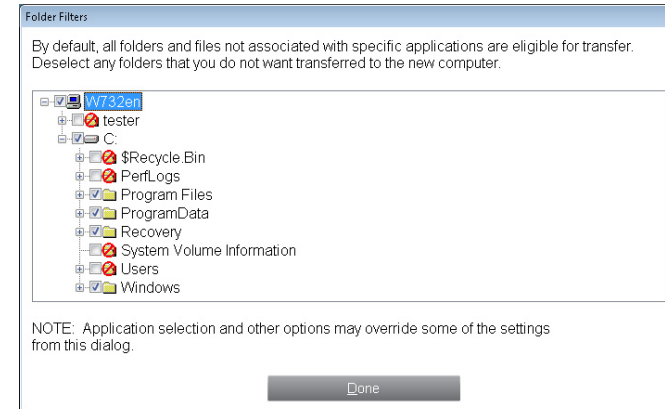
PCmover allows you to list file types to exclude from the restore.

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.

7e. Folder Filters



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

All folders that remain selected in this screen will be restored 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 restored. Click **Next** when ready.

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

PCmover Image & Drive Assistant

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Email or SMS (Text) Notification Option

Setup Analyze PCs **Configure Transfer** Transfer Done!

You may choose to have PCmover send notification when it has completed the transfer by filling out this form (Internet connection required). For a text message to your phone, use your SMS address (e.g. 2065551212@vtext.com).

Since this computer will be busy, be sure you have access to this email account from a different device (phone or other computer).

To proceed without notification, leave the fields blank and click 'Next'.

Name:

Email Address:

Message (optional):

Free Transfer Assistance
LIVE. 24/7. Powered by Yogi

Toll-Free 1-877-904-9644
Outside USA/Canada: www.laplink.com/FTA

Back Next Cancel Help

If you want to be notified by e-mail when the restore 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.

Restoring to the New PC

1. In Progress - Transfer From Image

PCmover Image & Drive Assistant

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In Progress - Transfer From Image

Setup Analyze PCs Configure Transfer **Transfer** Done!

PCmover is now transferring directly from the image.

Action: Completing Transfer: Disk
Item: Program Files
Processed:

Time Elapsed:

Stop Transfer

Free Transfer Assistance
LIVE. 24/7. Powered by Yogi

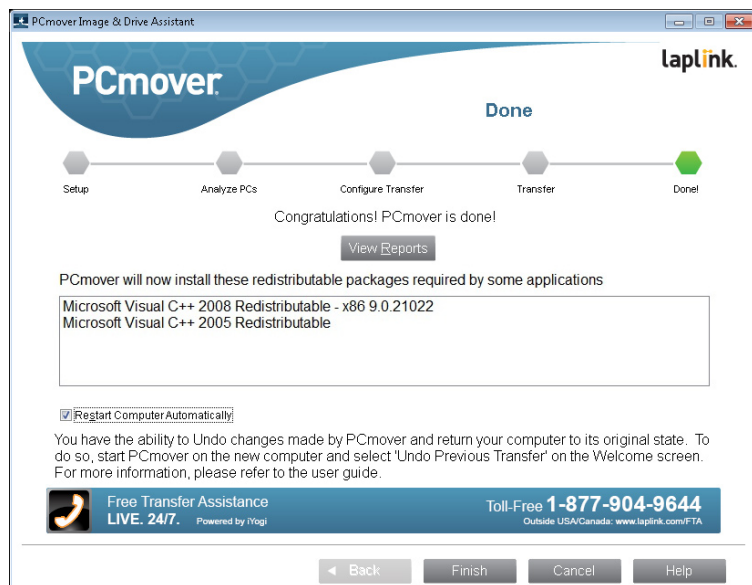
Toll-Free 1-877-904-9644
Outside USA/Canada: www.laplink.com/FTA

Back Next Cancel Help

PCmover is now restoring all of your selected programs, data files and registry settings to the new PC. The length of time required to perform the restore depends on the configuration of your new computer and the amount of data to be restored, 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 restore.

2. Done



Congratulations! You have successfully restored to your new PC.

Please verify that your PC is connected to Internet. 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 restore certain system settings as well as hardware configurations. After the restore, 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 13.

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.

- **"Internal Compression" Error**

This error can occur during the restore if firewalls or other software are running in the background. Click **Cancel** on your new PC, disable all firewalls and other programs running, and start the restore again.

- **"Windows Location" Error on 'Select Image / Hard Drive' Screen**

1. First, check that the image or drive you want to restore is mounted on the new PC.

Press the **Windows key+E**. In the window that appears, click **Computer** on the left sidebar. The mounted image or connected drive should be listed under Hard Disk Drives.

2. If the image or drive is not listed, it has not yet been mounted or connected. Choose from one of the three following options to mount the disk image file or

connect the hard drive to your new PC. Laplink recommends using the first option 'a':

- a. **VHD in Windows 7/8 - Recommended:** If you are running Windows 7 or Windows 8 on your new PC and the disk image is in VHD (i.e., virtual hard disk) format, you can mount the image using the Disk Management tool included in Windows 7 and Windows 8.

Go to **Start**, type "compmgmt.msc" (on Windows 7, type in the Search box), and press ENTER. The **Computer Management** window will open. On the left menu under **Storage**, click **Disk Management**, and wait for the list of drives and partitions to be displayed.

Right-click on **Disk Management**, and click **Attach VHD**. In the dialog box that appears, click **Browse**, select the VHD file that you want to mount, and click **Open**. Click **OK** to confirm the mounting.

Note: In Windows 8, 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.

- b. **Disk Imaging Software:** If mounting a VHD in Windows 7 or 8 is not an option, mount the disk image using your disk imaging software (i.e., Laplink DiskImage). For more information on Laplink DiskImage, including a user guide with instructions on mounting an image as a drive, please see:

<http://www.laplink.com/diskimage/pro>

- c. **Connect Hard Drive Directly to PC:** As a third option, you may connect your old hard drive directly to your new PC. Mounting the drive separately is not necessary in this case, as Windows will automatically detect the drive and assign it a drive letter (e.g., E:).

Connect your old hard drive to your new PC via USB using a hard drive enclosure, or directly install the old hard drive in an extra hard drive bay in the physical tower of your new PC.

Follow your computer manufacturer's and hardware manufacturer's instructions for connecting a hard drive directly to your PC.

3. Once the image is mounted or the drive is connected, click **Browse** on the **Select Image / Hard Drive** screen and select the mounted image or drive that you want to restore to your PC.

4. If you have confirmed that the image is mounted or the drive is connected but

you still receive the error, then follow the instructions in the **Windows Location** dialog box.

Note: If the computer from which the image was created had the Windows operating system located somewhere other than C:\Windows, click 'Add Additional Drives' and then 'Add Windows.Old Folders'.

In the 'Windows.old Folder' box, type the correct file path as it was on the original computer. Click 'OK' when finished, and 'OK' again, and then click 'Next'.

- **Not All Programs, Files, and/or Settings Restored to New PC**

If the disk image of the old PC has multiple drives, each drive must be mounted separately and then configured on the **Select Image / Hard Drive** screen. Otherwise, only the programs, files, and settings from one of the drives (C: drive by default) will be restored to the new PC. If you didn't mount and configure each drive correctly, do another restore and this time mount and select the drive that was previously omitted.

See **Setting Up Image Restore** (beginning on page 3) and follow the instructions to perform another restore.

Helpful Hints

- **Accessing Applications in Windows 8:** Applications restored to Windows 8 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:** Any shortcuts that you previously had on your Desktop on your old computer 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 restored 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 will restore 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: The Windows 7 and Windows 8 operating systems do not include an e-mail program. If restoring the disk image to Windows 7 or Windows 8, your mail data will be restored, but you will need to obtain an e-mail client in order to use your mail data.

- **Using Restored Applications:** If an application does not work or displays errors on the new PC, 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 restore without an update, especially if the operating system on the new PC is a more recent one than on the PC from which the image was created. 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 restoring 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 restore. 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 PC 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.

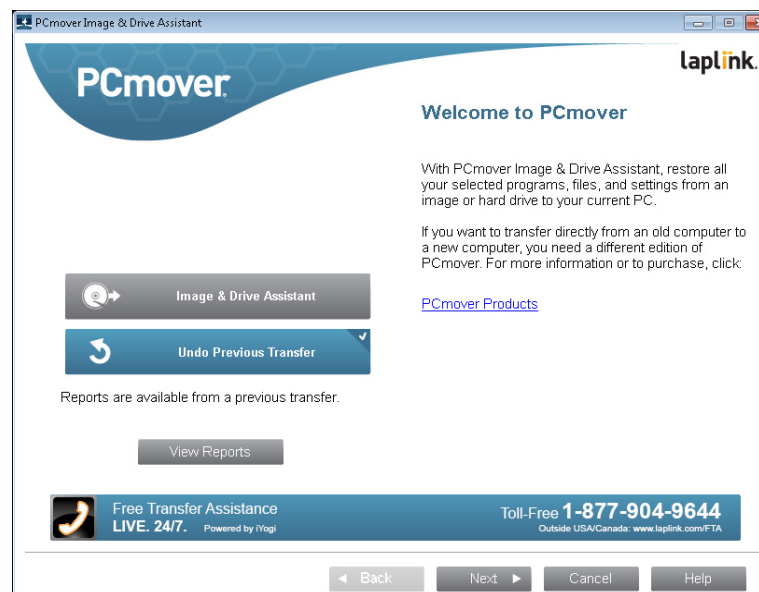
- **Antivirus/Antispyware Applications:** Reinstall any antivirus or antispyware software. As previously stated, these types of applications are unlikely to be restored correctly to the new PC.

Undoing PCmover

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

Note: If PCmover was interrupted and did not complete the entire restore process, please select 'Image & Drive Assistant' (NOT 'Undo') to complete the restore now.

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 always invite your comments on how 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.