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PCmover® Image Assistant™

The ONLY Way to Restore an Old Image to a New PC!

User Guide

Laplink Software, Inc.

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Restore an Old Image to a New PC: PCmover Image 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 Image Assistant Wizard, select the programs, files, and settings that you want to restore to your new PC.

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.

Restoration

The process of transferring your 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 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.

- Windows 2000/XP, including Windows XP Media Center and XP Tablet PC/Vista/ Windows 7.

   PCmover Image Assistant 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 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.

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Installing PCmover

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

1. Double-click on the PCmover executable file in the folder where the file was saved. Follow the on-screen prompts.

    IMPORTANT: If you see an error message indicating that Windows is unable to verify the publisher of the driver software, click "Install this driver software anyway". The driver is published by Laplink Software.

2. At the end of the installation, restart your computer if prompted.

To install PCmover from a CD, follow these steps on your new 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 Explorer or some other file management program to display the contents of the CD. Browse to the PCmover executable file to begin the installation.

    IMPORTANT: If you see an error message indicating that Windows is unable to verify the publisher of the driver software, click "Install this driver software anyway". The driver is published by Laplink Software.

3. At the end of the installation, restart your computer if prompted.

Pre-Restoration 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 **Choose Applications** on page 8 of this guide 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**: Screen savers, hibernation protocols, and power-saving options on your computer 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 PC needs to remain on and completely "awake" during the image 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 restoration is likely to take a longer time than the battery life.

*   **Disable All Scheduled Tasks/Programs**: Using the Windows Task Scheduler, turn off any tasks or programs that are set to automatically run, as these will interfere with the image restore.

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- **Exit All Programs**: Exit all programs that are running on your PC. Turn off system tools such as virus scanners, spyware scanners, and desktop search utilities.

  Due to the nature of these types of applications, you should choose not to restore them from the image, as they are unlikely to be restored correctly to your new PC.

- **Reinstalling Certain Applications**: System tools (e.g., virus scanners, spyware scanners, 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. 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 a Restoration' on page 15 of this guide for instructions.

Image Restore Information

- **Restore Steps**: To restore an image, first mount the image as a drive on your new PC. If you are running Windows 7 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. Otherwise, mount the disk image using your disk imaging software (i.e., Laplink DiskImage), or 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, start PCmover Image 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 **Exclude Specific Folders** on page 9, and **Choose Applications** on page 8 of this guide.

- **Updates For Applications**: Some older applications may not work correctly after restoration 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.

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-Restoration 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**

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

   a.   **VHD in Windows 7 - Recommended**: If you are running Windows 7 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.

   Click the **Start** button, type "compmgmt.msc" 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**, choose the VHD file that you want to mount, and click **Open**. Click **OK** to confirm the mounting.

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b.   **Disk Imaging Software**: If mounting a VHD in Windows 7 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**

Start PCmover Image Assistant on your new PC. Follow the on-screen instructions.

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.

Click **Check for Updates** to make sure you are running the latest version of PCmover. If there is a newer version available, you will be taken to a Web page from which you can download the updated version, as well as the latest guide. Click **Next**.

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

3.   **Important Information**
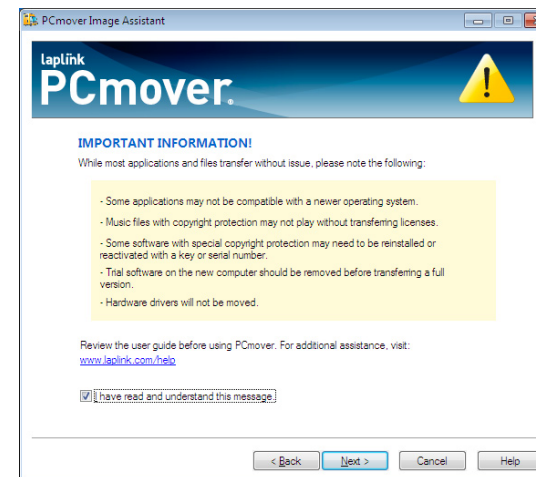
This screen alerts you to important information you should know about the image restore process. Please review all items listed, check the box, and click **Next.**

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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.
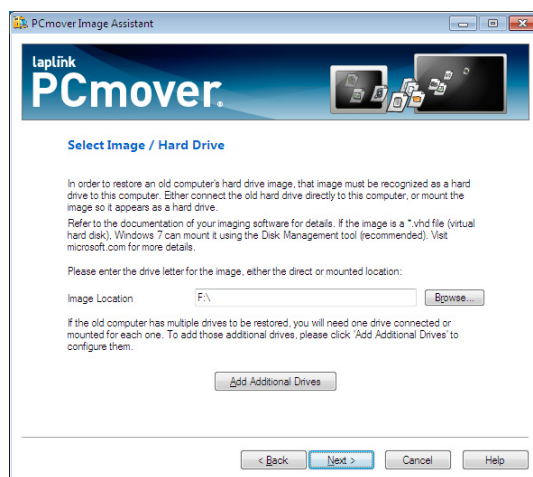
Proxy Servers:

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".

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5.   Select Image / Hard Drive

Click **Browse** and choose 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** once you have made your selection, 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).

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 drives must be configured in PCmover Image Assistant. Click **Add Additional Drives** and then click **Add**. 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:\"). 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** when finished.

If the computer from which the image was created had the Windows operating system located somewhere other than C:\Windows, type in the **Windows Folder** box the correct file path as it was on the original computer. Click **OK** when finished.

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6.   Choose Transfer Type
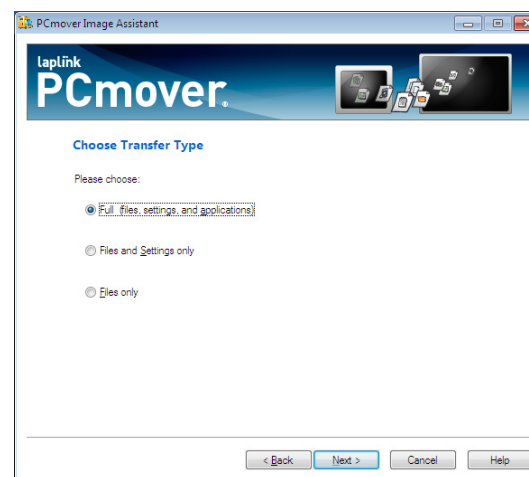
To continue with a full restore of your image's files, settings, and applications, leave the default chosen and click **Next**. Otherwise, choose "Files and Settings only" or "Files only" if you want to omit all applications and/or settings from the restoration.

Note: For most image restores, no change from the default is needed. However, if you do choose "Files and Settings only" or "Files only", the forthcoming screens will operate in conjunction with this selection.
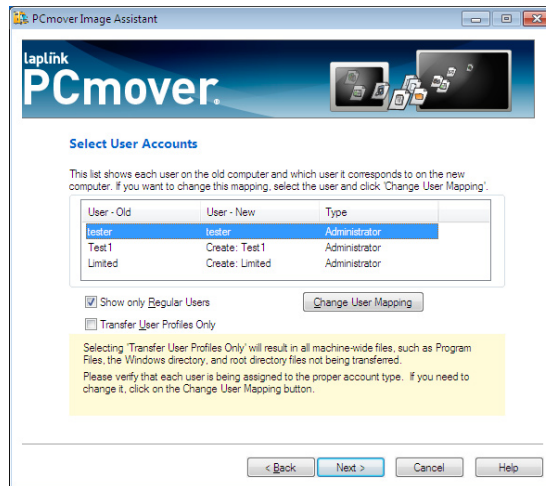
Certain screens may be omitted from the restore setup if no longer needed. Your choices on other screens may also produce a different result than if you had chosen to perform a full restoration. See specific screens for more information.

7.   Custom Settings

PCmover will restore the files, applications, and settings that do not exist on the new computer. Click **Next** to continue using typical settings.

Note: Most users will not need to modify the advanced user options. Basic options to specify the files, folders, and applications appear in forthcoming screens. Click 'Next' to proceed.

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8.   Select User Accounts

The settings and associated files for the users from the image will be restored 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 restoration, these settings will remain the same and will not be overwritten. The user names and passwords for the users on the new PC will also remain the same.

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

To modify how a user is restored to the new PC, select the user in the list and click **Change User Mapping**. 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 to which you will restore the user from the image. Click **OK** when finished, and then click **Next**.

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 'Change User Mapping' and change the user settings.

"Files only" restoration: If you chose "Files only" on the **Choose Transfer Type** screen, no user settings will be restored (i.e., only user files).

9.   Ready To Proceed - Search For Applications

PCmover will now scan the disk image for applications that can be restored to your new PC. Click **Next.**
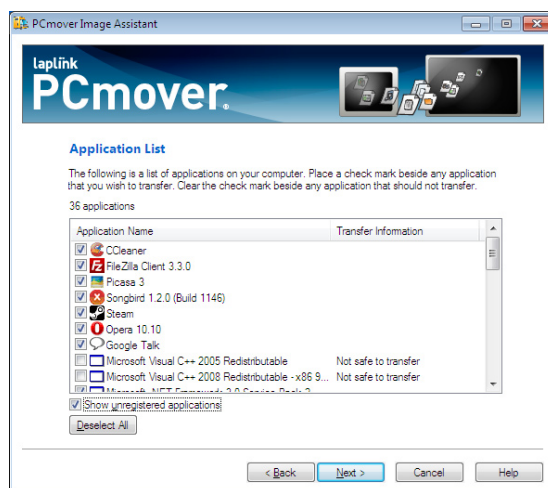
10.   In Progress - Search for Applications
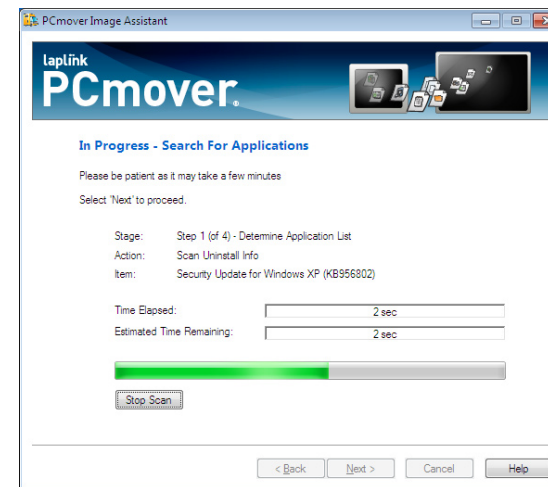
Please wait while the image is scanned for applications. PCmover will bring up a list of applications, both registered and unregistered, that are on the image, and will give you the option to restore each of these applications. Please see **Choose Applications** (next) for more details.

"Files only" restoration: This screen and the following **Choose Applications** screen will not be displayed as part of your restore setup, since you previously chose to omit all applications from the restoration.

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11.   Choose Applications

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

Click **Next** when finished. 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.

• Applications already installed on the new PC.

• Applications with a trial version on the image and the full version on the new PC or vice versa.

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

• System tools, such as virus scanners, spyware detectors, firewall software, and desktop search utilities, which are unlikely to be restored 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.
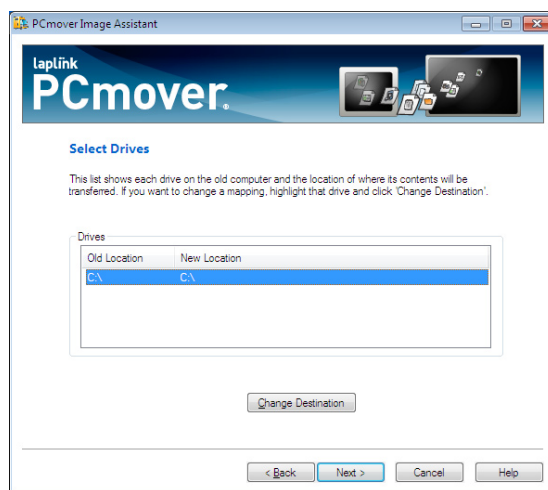
This "Unregistered Applications" list will often include applications that are specific to hardware that were installed on the old computer from which the image was made. These applications will only work on the hardware for which they are designed, and may interfere or conflict with hardware for which they are not designed.

"Files and Settings only" restoration: Choosing an application on this screen means that PCmover will restore the application's settings from your image to your new computer. The application itself will not be restored.

If you have the same application on both the image and the new computer, restoring the application settings will set up that application on the new computer the same way it was configured on the old computer from which you made the image.

"Files only" restoration: This screen will not be displayed as part of your restore setup.

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12.   Select Drives

If the image 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 restore all of the drives to the new PC as listed, click **Next**.

To modify how a drive is restored to the new PC, select the drive and click **Change Destination**. In the "Change Drive Mapping" dialog, you may modify the drive and/or default folder to which the drive is restored. Make these changes in the "Transfer to New Directory" text field. You may also choose to not restore the drive from the image. Click **OK** when finished, and then click **Next**.

Note: To run properly, some applications require installation to the same drive on which they were originally installed. If any applications that were installed on a secondary drive do not work on the new machine, uninstall them from the secondary drive and reinstall them on the primary drive.

"Files and Settings only" and "Files only" restorations: Your choices on this screen will only affect settings and/or files (as applicable) on each drive. Applications will not be restored, even if you choose to restore a specific drive that contains applications.

13.   Exclude Specific Folders
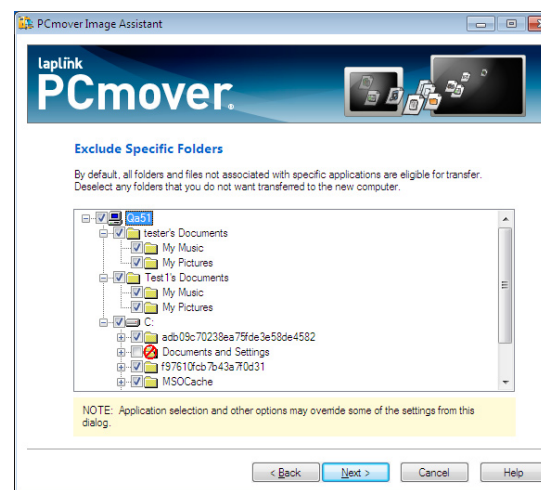
PCmover allows you to choose specific folders *not* to restore. If for instance you do not want to restore any of the files in the Pictures or Music folders, you can deselect those folders in this screen, and they will not be restored to the new PC. You cannot choose specific *files*, but you can choose specific *folders*.

Click **Next** when you have finished making your selections.

**14.   Exclude Specific File Types**
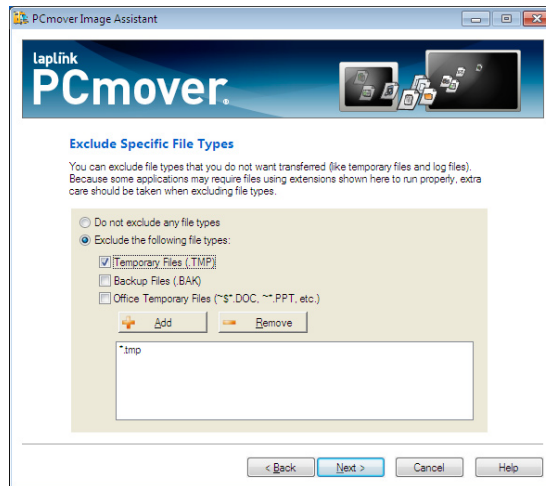
PCmover also allows you to choose file types to *exclude* from the restoration (i.e., temporary files and log files).

Click **Next** when finished.

Note: Some applications may require files using extensions shown here to run properly. Extra care should be taken when excluding file types.

15.   Ready to Proceed – Build Moving Journal

Click **Next.**

16.   In Progress – Build Moving Journal
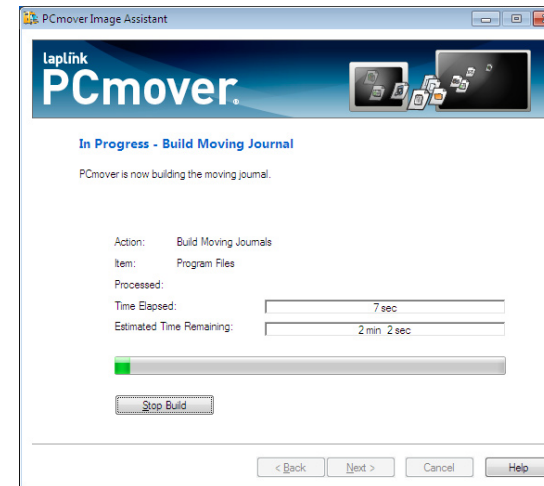
PCmover is creating a journal that it will use to fill the moving van, which is the package of files, settings, and other data that will be restored.

17.   Ready to Transfer

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

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18.   **Email or SMS (Text) Notification Option**

If you want to be notified by e-mail or SMS (text) when the image restoration is complete, enter your Name, Email Address, and a custom Message (if desired). 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. For texts, it is necessary to use SMTP format (e.g., 12125551212@tmomail.net).

Restoring to the New PC

1.   **Ready To Proceed - Transfer From Image**

The disk image is ready to be restored to the new PC. Click **Next** to begin the restoration.

2.   **In Progress - Transfer From Image**

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 restoration 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 restoration.

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3.   **Done**

You have successfully restored the image to your new PC! 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 restoration, 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 14.

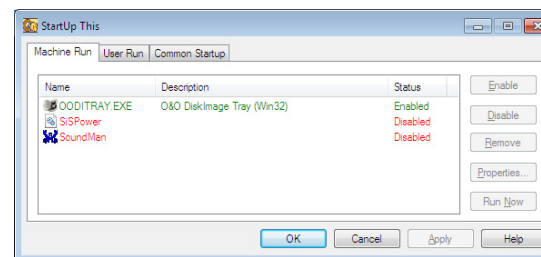# Choose Your Startup Options on the New PC

StartUp This lists which programs have been disabled and allows re-enabling of those compatible with your new PC.

1.   **StartUp This**

After your PC restarts, the **StartUp This** program opens. Click **Run "StartUp This"**.

2.   **StartUp This - Options**

You can choose to activate the programs that were deactivated during the restoration. Click **OK** when finished, and then restart your new PC.

Usually, you will not need the start-up programs from the disk image. Therefore, most of these programs should stay deactivated. If you deselect "Display StartUp This When Windows Starts" and wish to access StartUp This at any time, go to the Start button, **All Programs, PCmover, StartUp This**. For more information on using StartUp This, refer to the StartUp This Help File.

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You can find the Help File by opening StartUp This, and then clicking on the **Help** button in the lower right corner of the window.

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 restoration 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 restoration again.

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

  First, check that the image or drive you want to restore is mounted on the new PC. Click the **Start** button and then **Computer**. The mounted image or connected

drive should be listed under Hard Disk Drives. If not, then 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 - Recommended**: If you are running Windows 7 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.

      Click the **Start** button, type "compmgmt.msc" 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**, choose the VHD file that you want to mount, and click **Open**. Click **OK** to confirm the mounting.

b.   **Disk Imaging Software**: If mounting a VHD in Windows 7 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.

Once the image is mounted or the drive is connected, Click **Browse** on the **Select Image / Drive** screen and choose the mounted image or drive that you want to restore to your PC. If choosing an image, make sure the image you choose is *mounted*. PCmover Image Assistant cannot restore from an unmounted image.

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**

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dialog box. If the computer from which the image was created had the Windows operating system located somewhere other than C:\Windows, type in the **Windows Folder** box the correct file path as it was on the original computer. Click **OK** when finished.

• **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 / 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 restoration 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 restoration.

Helpful Hints

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

• **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 operating system does not include an e-mail program. If restoring the disk image to Windows 7, 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 restoration 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 or Windows 7.

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 restoration. 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.

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Undoing a Restoration

PCmover allows you to return your new PC to its original state before the restoration. If you wish to undo the restoration, please start PCmover on your new PC and click **Next** until you reach the **Undo or Transfer?** screen.

Note: If PCmover was interrupted and did not complete the entire restoration process, please choose 'Begin new transfer' (NOT 'Undo') to complete the restoration now.

1. **Undo or Transfer?**
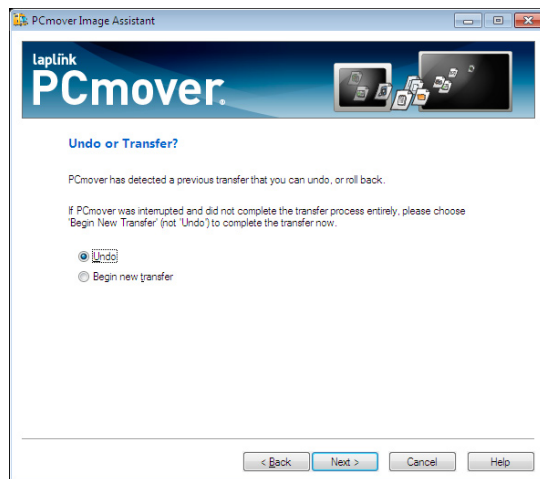
   Select **Undo**, and click **Next**.

2. **Ready to Start - Undo Transfer**

   Review the information in the dialog box. Click **Next**. Click **Yes** when prompted.

3. **In Progress - Undo Transfer**

   Please wait for the Undo procedure to complete.

4. **Undo Complete**

   Review the information in the dialog box. Click **OK**.

5. **Done**

   Click **Finish**.

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/help for information on the various methods of obtaining support directly from Laplink.