Laplink® PCmover® Windows® Upgrade Assistant™

User Guide

Contents

In-Place Upgrade to Windows 7, 8, or 10

For users upgrading their current PC to <u>Windows 7, 8, or 10</u>, PCmover offers an in-place upgrade. The Windows Upgrade Assistant allows you to upgrade to Windows 7, 8, or 10 and automatically restores all your programs, files, and settings after the upgrade. No reinstallation of programs is needed!

Upgrade your PC to <u>Windows 7, 8, or 10</u> without formatting the hard drive, and then install and run PCmover to restore all programs, files, and settings.

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 PCmover restore.

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

PCmover System Requirements

Note: These are only the requirements to run the PCmover application.

For the system requirements for Windows, go to Microsoft's Web site and enter "Windows 7 system requirements", "Windows 8 system requirements", or "Windows 10 system requirements" in the search box:

http://windows.microsoft.com/

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

- RAM: Same as minimum required by operating system.

- Available hard disk space: 200 MB.

  Note: 200 MB is only the hard disk space required by PCmover. Before performing an upgrade to Windows 7, 8, or 10, make sure your PC also has enough hard disk space for the installation of Windows 7, 8, or 10.

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

IMPORTANT: When you purchase PCmover, you are purchasing a license that limits you to upgrading one (1) PC from an older to a newer operating system. You cannot use your serial number to install PCmover on another 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.

Upgrade/Restore Overview

Note: Definitions of terms used in the PCmover application -
"Old PC" = Your operating system prior to the upgrade.
"New PC" = Your upgraded computer with the new operating system (Windows 7 or Windows 8).
"Transfer" = The process of restoring your programs, files, and settings to your upgraded PC.

- **Upgrade to the new operating system FIRST:** Review and complete the pre-upgrade checklist. Then, insert the Windows 7, 8, or 10 CD and perform the upgrade. See the **Pre-Upgrade Checklist** and **Upgrading Your PC to Windows 10** sections.

  Note: If you are upgrading to Windows 7 or 8, follow the 'Pre-Upgrade Checklist' and then the 'Upgrading to Windows 7' or 'Upgrading to Windows 8' instructions.

  IMPORTANT: Do NOT format your PC (partition) when upgrading to Windows 7, 8, or 10. Formatting your PC will delete the backup files, which are necessary for restoring the programs, files, and settings to your upgraded PC.

- **Run PCmover AFTER Upgrading to Windows 7, 8, or 10:** After completing the Windows 7, 8, or 10 installation screens, review and complete the pre-restore checklist. Then, install and run PCmover to restore selected programs, files, and settings to your new Windows 7, 8, or 10 operating system. See the **Pre-Restore Checklist** and **Setting Up the Restore** sections for more details.

- **Length of Time (Restore):** The restore may take quite a while, depending on the number of programs, files, and settings that you are restoring.

- **Application/Folder Selection (Restore):** PCmover allows you to choose which applications and files you would like to restore after the upgrade to Windows 7, 8, or 10. For more details, see the **Application Selections** and **Folder Filters** steps in the section **Setting Up the Restore**.

- **Updates For Applications (Post-Restore):** Some older applications may not work correctly on Windows 7, 8, or 10 without an update. If you find this to be the case, please check with the application's manufacturer for an update.

IMPORTANT: Some applications with a copy-protection process known as Digital Rights Management may not function correctly after the upgrade. These include such music-sharing programs as iTunes, MusicMatch and Napster, which will probably require reactivation on your upgraded PC, possibly a Repair done through the Windows Control Panel, and possibly reinstallation. Certain other applications, such as Microsoft Office, may also require reactivation.

Laplink recommends that you have backup copies of any music-sharing applications, in case it is necessary to reinstall these applications on the upgraded PC.

Pre-Upgrade Checklist

The following items should be addressed and/or completed on your PC before starting the upgrade process.

- **Windows 7, 8, or 10 System Requirements:** Make sure your PC meets the system requirements and has the ability to run the Windows 7, 8, or 10 operating system.

  For the system requirements for Windows, go to Microsoft's Web site and enter "Windows 7 system requirements", "Windows 8 system requirements" or "Windows 10 system requirements" in the search box:

  http://windows.microsoft.com/

- **Hard Drive Backup:** Laplink recommends you back up your hard drive prior to the Windows 7, 8, or 10 upgrade with a backup utility, such as Laplink DiskImage:

  http://www.laplink.com/diskimage

- **Administrator-level Permissions:** On some operating systems, you will need Administrator-level permissions to do an upgrade.

- **Hard Disk Space:** The hard drive(s) on your computer should have enough disk space for the installation of PCmover and the installation of Windows 7, 8, or 10.

- **Computer Cleanup:** Laplink recommends that you run ScanDisk or a similar disk checking utility, as well as antivirus and antispyware software on the computer before the upgrade.

- **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 upgraded PC, due to the nature of these types of applications. Laplink recommends that you have backup copies of these applications and reinstall them on Windows 7 or 8 once you have completed the upgrade.

- **Print Out User Guide:** Print out this user guide that you are currently accessing so you can follow the upgrade steps in the next section. Once you start the upgrade process, you will not be able to use or access any other programs or documents (i.e., you will have no way to view this PDF of the user guide electronically).

Upgrading your PC to Windows 10

Note: The following instructions are for those upgrading to Windows 10. If you are upgrading your PC to Windows 7 or 8, see those instructions immediately following this Windows 10 section.

IMPORTANT: Make sure to follow the instructions given below instead of any instructions you may have received from Microsoft. The Microsoft instructions will be general and not apply to a Windows upgrade performed using PCmover.

Do NOT format your PC (partition) when installing Windows 10. Formatting your PC will delete the backup files, which are necessary for restoring the programs, files, and settings to your upgraded PC.

1. Locate or create physical installation media: Physical installation media must be used for the Windows 10 upgrade.

- **If you purchased a physical copy of Windows 10**, then you received this media with your purchase. Proceed to step two to begin the Windows 10 Upgrade process.

- **If you have the download version of Windows 10**, you must first create installation boot media on a USB flash drive or DVD before performing the upgrade.

    Visit: **https://www.microsoft.com/en-us/software-download/windows10ISO**

    If you have access to a Windows 7, Windows 8.1, or Windows 10 device, follow the instructions on the page to download the Windows media creation tool. Then, use the media creation tool to download the official Windows 10 ISO files and create the installation boot media.

    If you do not have access to a Windows 7, 8.1, or 10 device, then download the official Windows 10 ISO files directly from the above URL. You'll most likely need the standard 'Windows 10' ISO, which includes the installation files for the Home and Pro versions of Windows 10.

    Then, create the USB flash drive or DVD with the ISO file on the media as a bootable image. Search "burn ISO file" in Windows Help for further instructions.

    Once the installation boot media has been created, proceed to step two to begin the Windows 10 Upgrade process.

2. Boot From Physical Installation Media: Insert the Windows 10 USB flash drive or DVD into your computer. Restart your PC, and follow the on-screen instructions to boot from the USB flash drive or DVD.

3. Installation Set Up: When the first screen comes up, choose your language and then click **Install now**.

4. License Terms / Updates: Proceed through the introductory screens concerning updates and the license terms.

5. Type of Installation: Eventually you will be presented with the "Type of Installation" screen. Select **Custom: Install Windows only (advanced)**.

6. Installation Location (Disk Partition): When determining the installation location for Windows, select the partition that has the earlier operating system and click **Next**.

7. Install Windows 10: If a pop-up message appears, click **OK** and Windows 10 will install.

Once installation has completed, proceed to the Pre-Restore Checklist to restore your programs, files, and settings to your upgraded PC.

Upgrading your PC to Windows 8

Note: The following instructions are for those upgrading to Windows 8. If you are upgrading your PC to Windows 10, see the instructions in the previous section. If you are upgrading your PC to Windows 7, see the instructions immediately following this Windows 8 section.

Insert the Windows 8 CD into the CD-ROM drive. Restart your PC, and follow the on-screen instructions to boot from the CD. Then continue with the directions below.

IMPORTANT: Make sure to follow the instructions given below instead of any instructions you may have received from Microsoft. The Microsoft instructions will be general and not apply to a Windows upgrade performed using PCmover.

Do NOT format your PC (partition) when installing Windows 8. Formatting your PC will delete the backup files, which are necessary for restoring the programs, files, and settings to your upgraded PC.
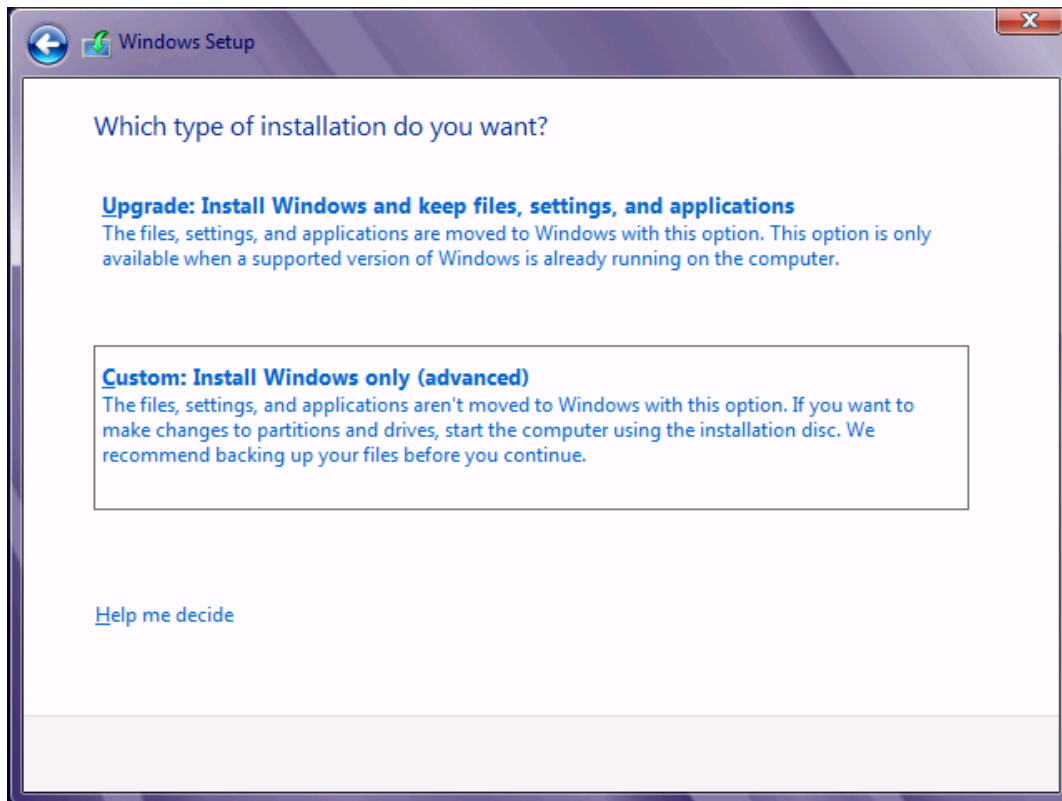
1. Installation Set Up
When the first screen comes up, choose your language and then click **Install now**.

2. License Terms / Updates
Proceed through the introductory screens concerning updates and the license terms.
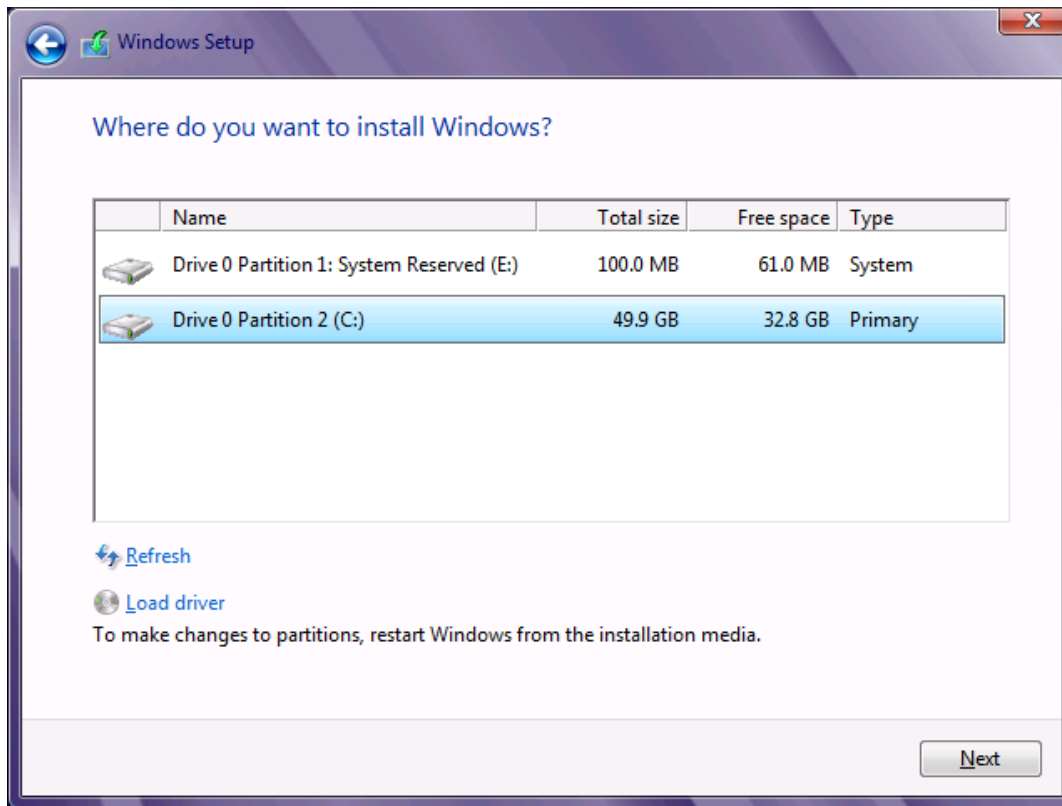
3. Type of Installation
Eventually you will be presented with the following screen. Select **Custom: Install Windows only (advanced)**.

4. Installation Location (Disk Partition)

When determining the installation location for Windows, select the partition that has the earlier operating system and click **Next**.

5. Install Windows 8

You will be presented with the following message. Click **OK** and Windows 8 will install.
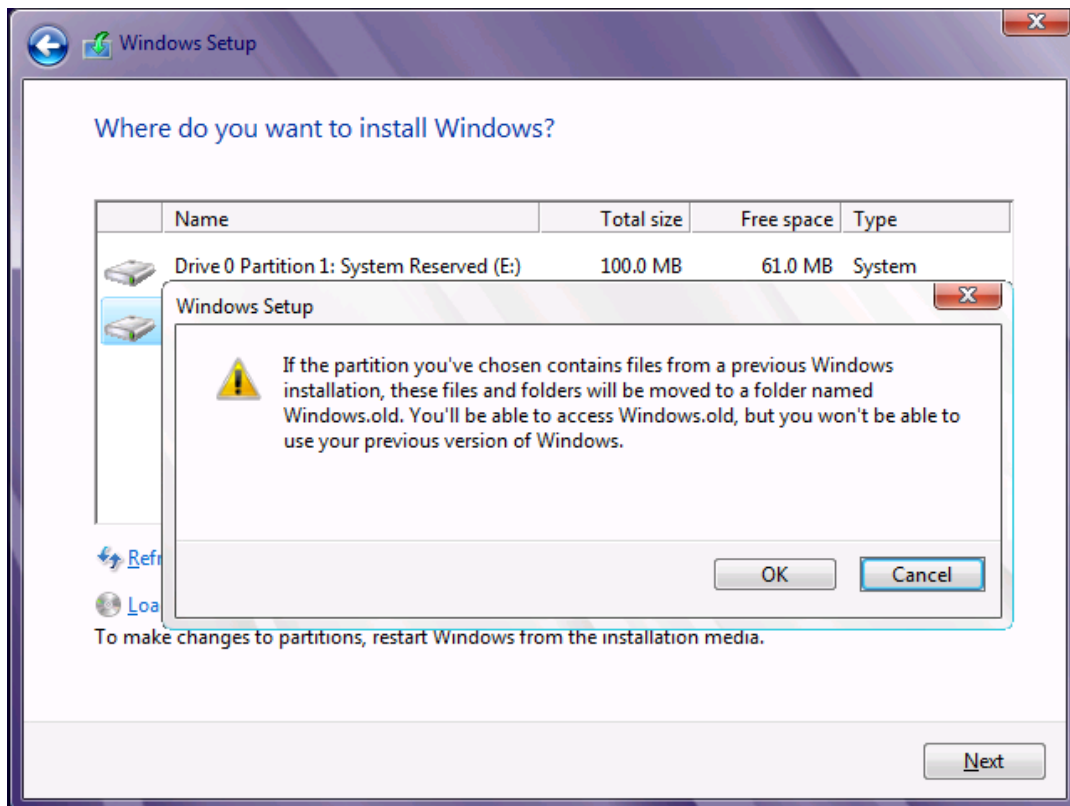
Once installation has completed, proceed to the Pre-Restore Checklist to restore your programs, files, and settings to your upgraded PC.

Upgrading Your PC to Windows 7

Note: The following instructions are for those upgrading to Windows 7. If you are upgrading your PC to Windows 8 or 10, see the applicable instructions in the previous sections.

Insert the Windows 7 CD into the CD-ROM drive. Restart your PC, and follow the on-screen instructions to boot from the CD. Then continue with the directions below.

Note: Make sure to follow the instructions given below instead of any instructions you may have received from Microsoft. The Microsoft instructions will be general and not apply to a Windows upgrade performed using PCmover.

IMPORTANT: Do NOT format your PC when installing Windows 7. Formatting your PC will delete the moving van and backup files, which are necessary for restoring the programs, files, and settings to your upgraded PC.
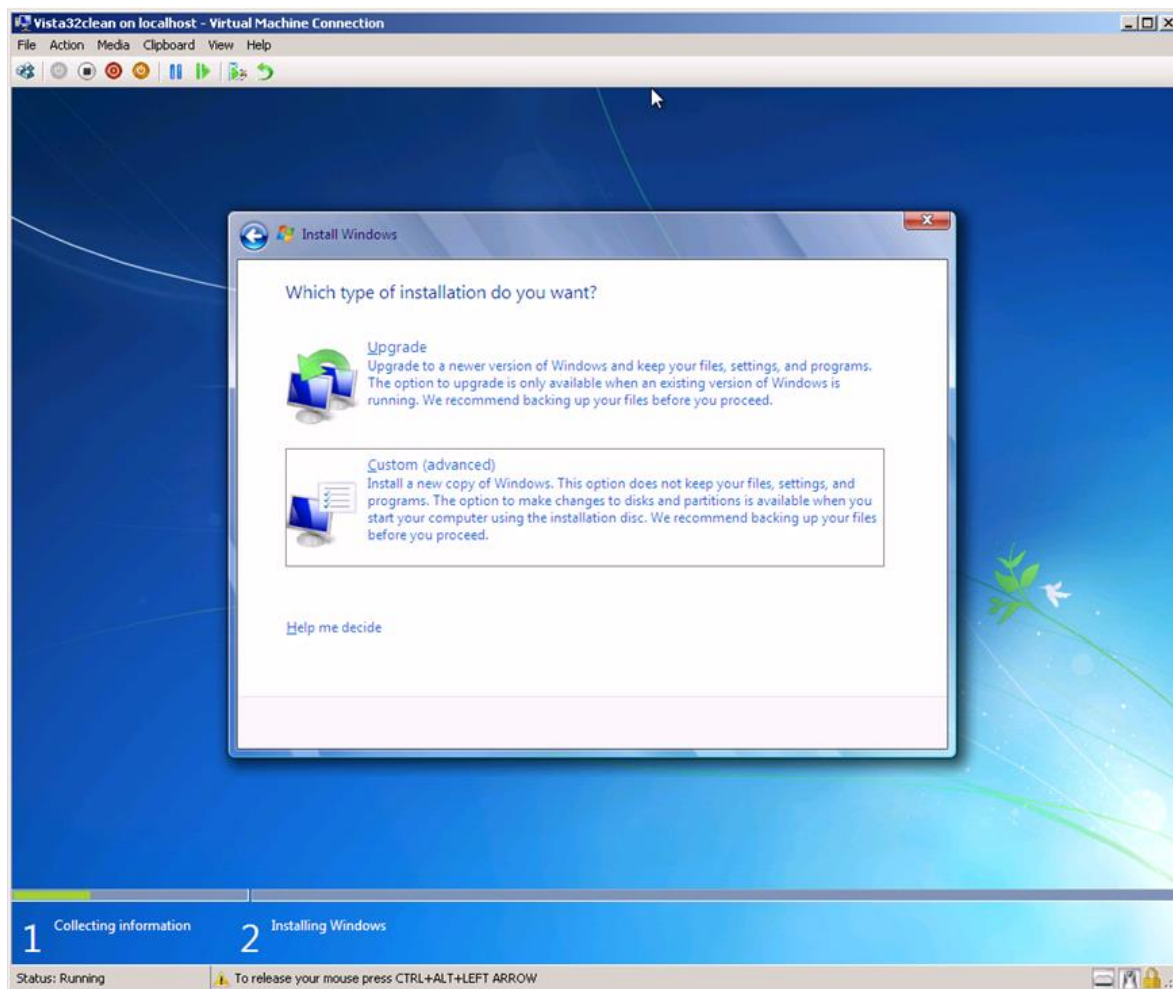
1. Installation Set Up
When the first screen comes up, choose your language and then click **Install now**.

2. License Terms / Updates
Proceed through the introductory screens concerning updates and the license terms.

3. Type of Installation
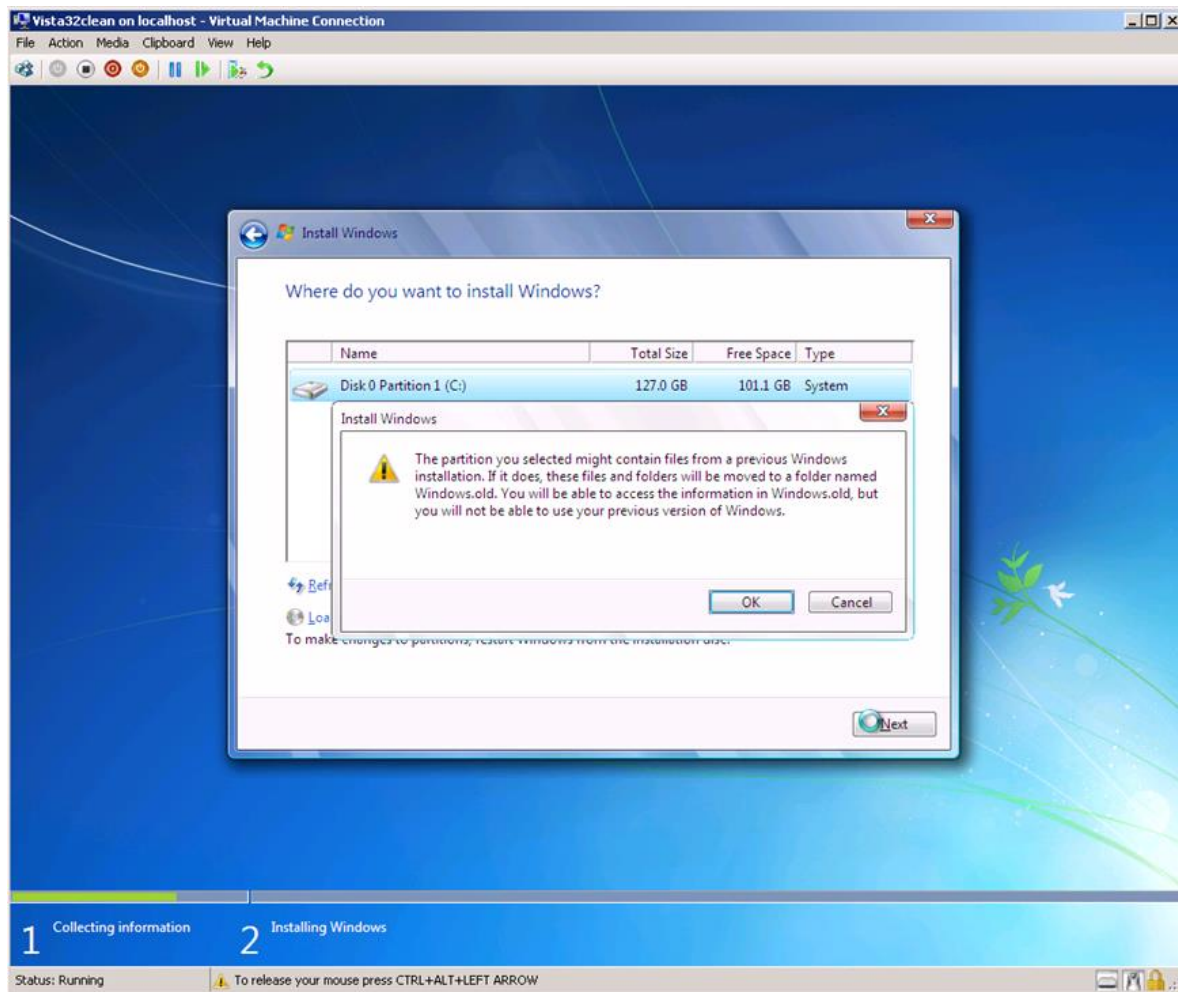Eventually you will be presented with the following screen. Select **Custom (advanced)**.

4. Installation Location (Disk Partition)

When determining the installation location for Windows, select the partition that has the earlier operating system and click **Next**.
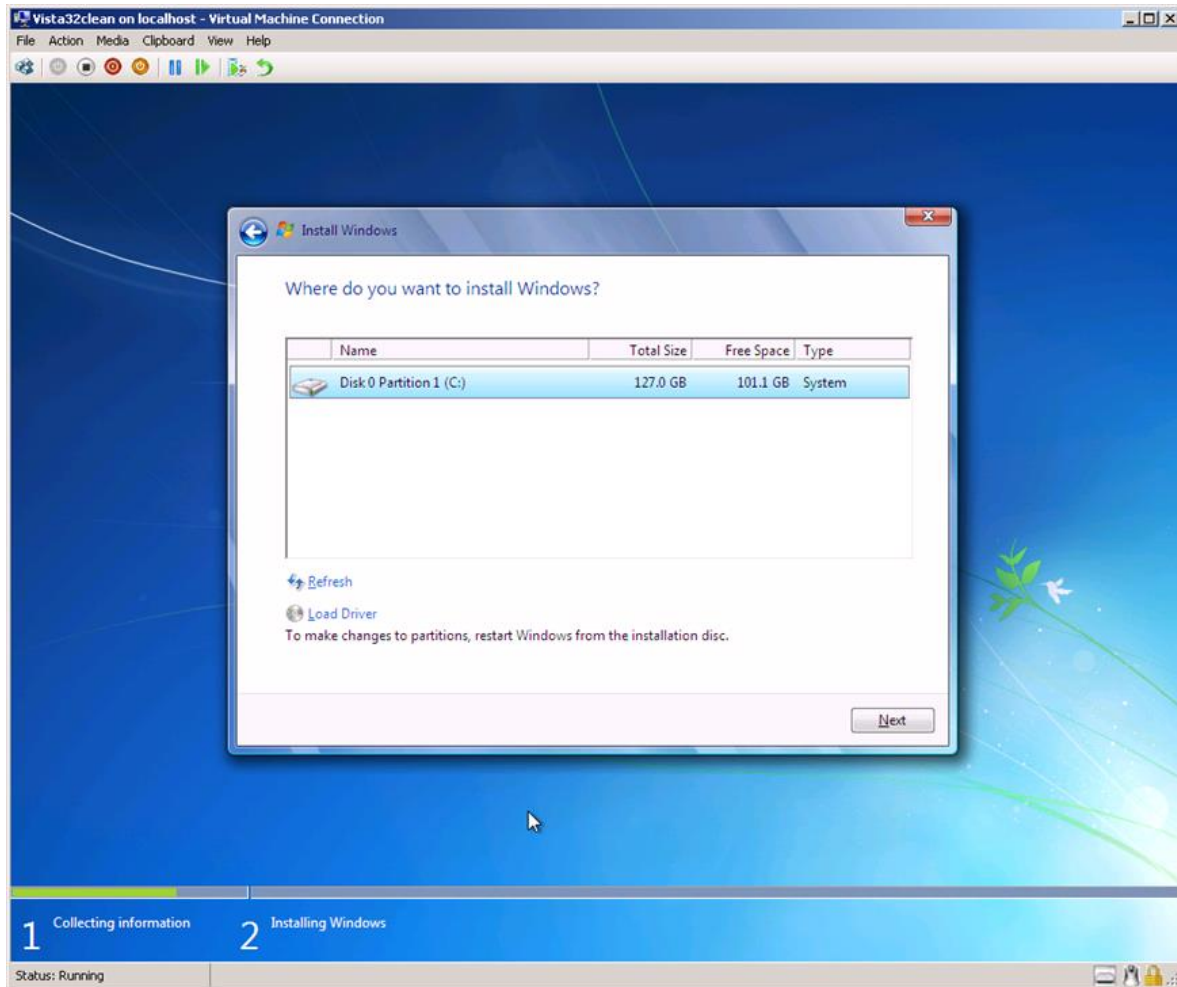
5. Install Windows 7

You will be presented with the following message. Click **OK** and Windows 7 will install.

Once installation has completed, proceed to the Pre-Restore Checklist next to restore your programs, files, and settings to your upgraded PC.

Pre-Restore Checklist

Review/complete the following items on your upgraded PC before installing PCmover.

- **PC Power Settings/Options:** 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 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 the restore.

- **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.

- **Verify Internet Connection:** Check that your upgraded PC is connected to Internet. Open an Internet Explorer Web browser to verify connection.

  If a Web page cannot be displayed, see Windows 7 or Windows 8 Help for more information on establishing an Internet connection on Windows 7 or 8.

  Note: Internet connection is needed for PCmover serial number validation.

- **Corporate PCs - Network Domain:** Corporate PCs that were connected to a network domain prior to upgrading to the new operating system should again be connected and logged on to the domain at least once prior to installing PCmover.

Setting Up the Restore (Programs, Files, and Settings)

1. Install PCmover

To install PCmover from a downloaded file:
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.) At the end of the installation, restart your computer if prompted.

To install PCmover from a CD:
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 **pcmoveru_en.exe** file, and double-click the file to begin the installation. Follow the on-screen prompts.

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

2. Start PCmover – Welcome
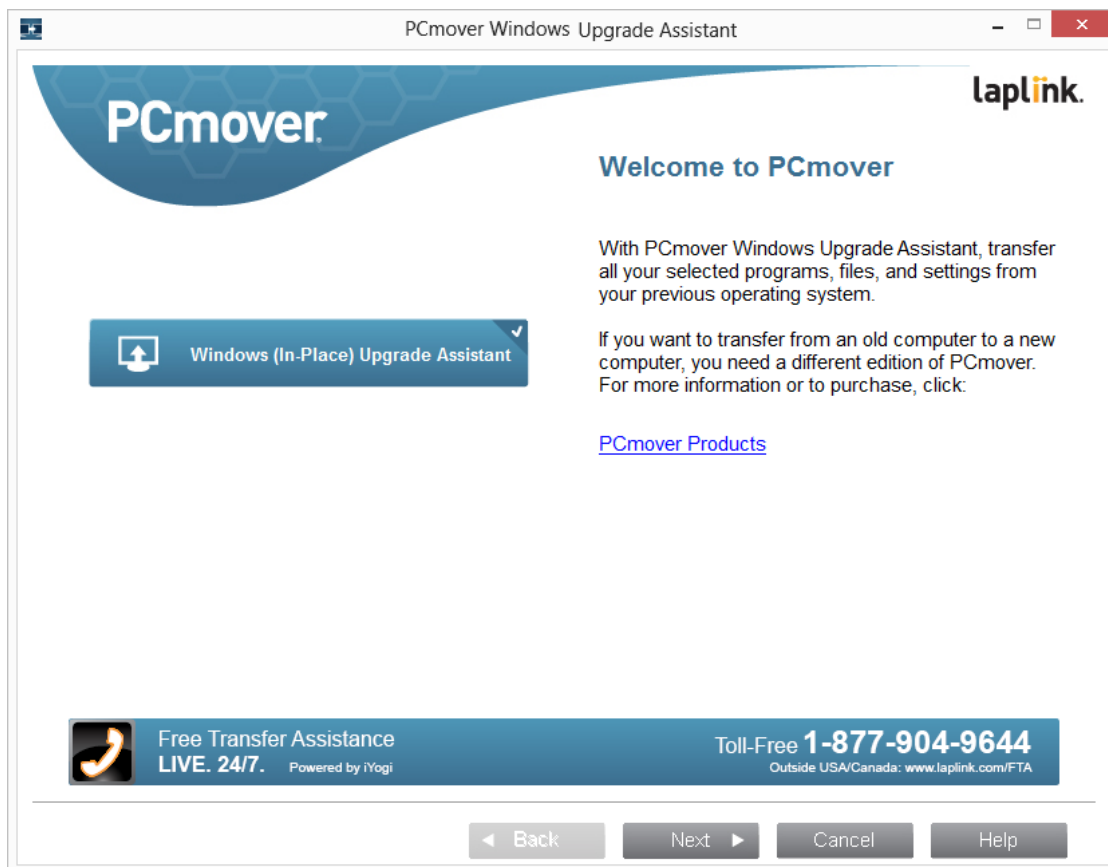
After installing PCmover, start the PCmover application.

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. PCmover Windows Upgrade Assistant: Requirements and Limitations
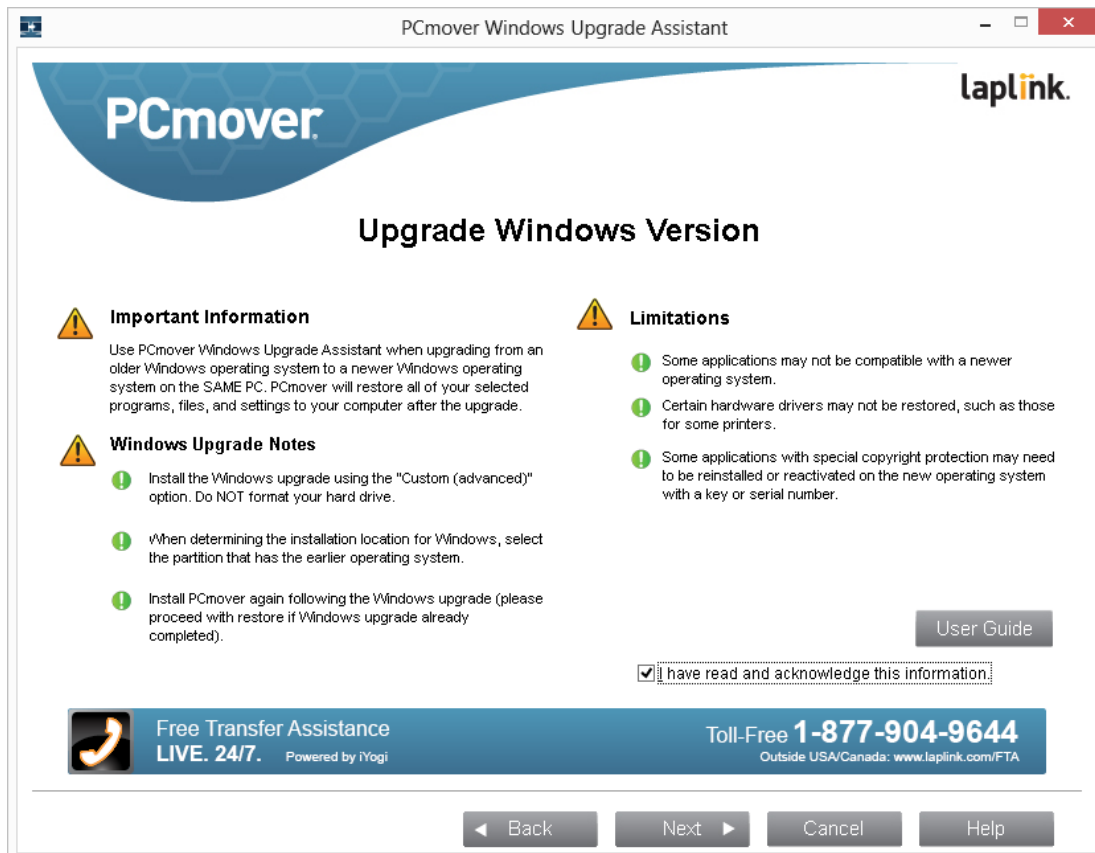
Limitations: Review important information about restoring certain types of applications.

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 new computer's Internet connection. If you are connected to the Internet but are unable to continue

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

If that does not work, click **No Internet Access**. A screen will appear with your Network Name and Session Code.

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

On another PC with Internet access, go to:

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

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

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

Proxy Servers:

PCmover supports Basic Authentication and NTLM Proxy Servers.

If you are using a Basic Authentication Proxy Server, a dialog box will appear after you enter your serial number, asking you for your credentials. Enter your credentials and click **OK**.

If you are using an NTLM proxy server or no proxy server at all, this dialog box will not appear. Continue to step 5, **Select Old Windows Backup Location**.

5. Select Old Windows Backup Location
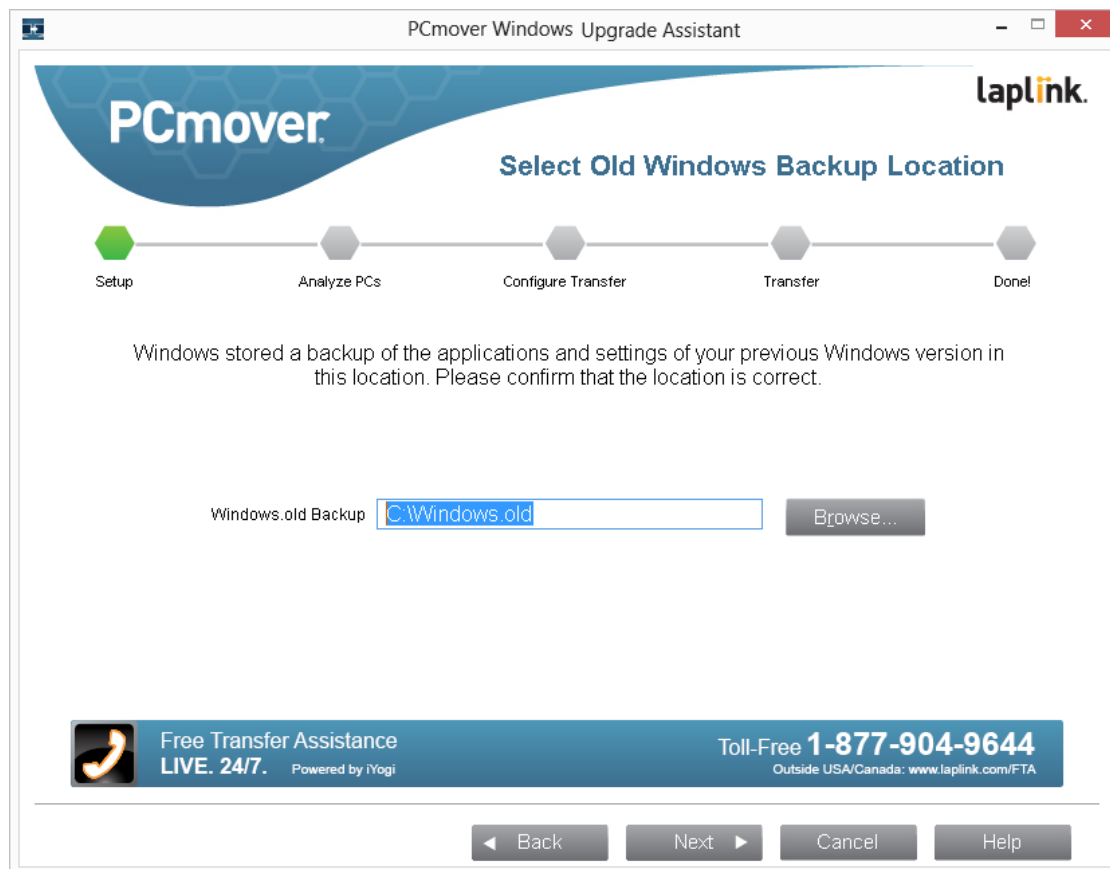
If "Windows.old" is listed in the text box, click **Next**.

Otherwise, click **Browse** and locate the "Windows.old" folder, which is the backup folder containing your programs, files, and settings from the older operating system. Select "Windows.old", click **OK** and then click **Next**.

6. Standard or Customized

Depending on the configuration of the old operating system and the new Windows 7, 8, or 10 operating system, you may need to review certain settings before proceeding with the restore. In this case, the **Standard or Customized** screen will not appear and the **Customize the Transfer** screen will be presented next. Any settings requiring review will be marked with an "Attention" symbol.

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

- **Customize Application Selection:** Same as 'Standard' but you can review and edit the applications to be restored**.**

- **Full Customization:** Change any of the default restore settings, such as user accounts, drives, folders, and file types.

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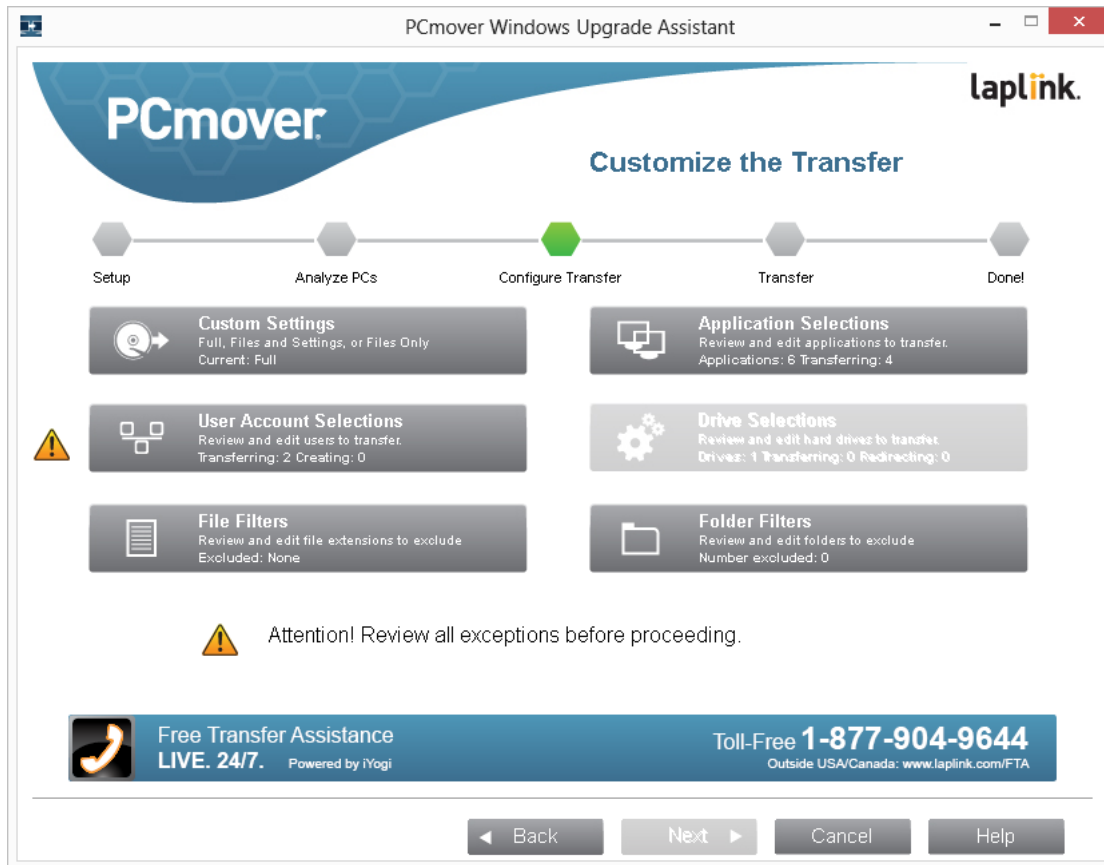
Select an item you wish to customize. Once finished with an item, you will return to this screen.

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

- **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 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 your new operating system. See step 7b for further instructions.

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

- **File Filters:** You may choose to exclude certain file types from being restored. Filter is by file extension. See step 7d for further instructions.

- **Folder Filters:** You may choose to exclude certain folders from being restored. See step 7e for further instructions.

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

7a. Custom Settings
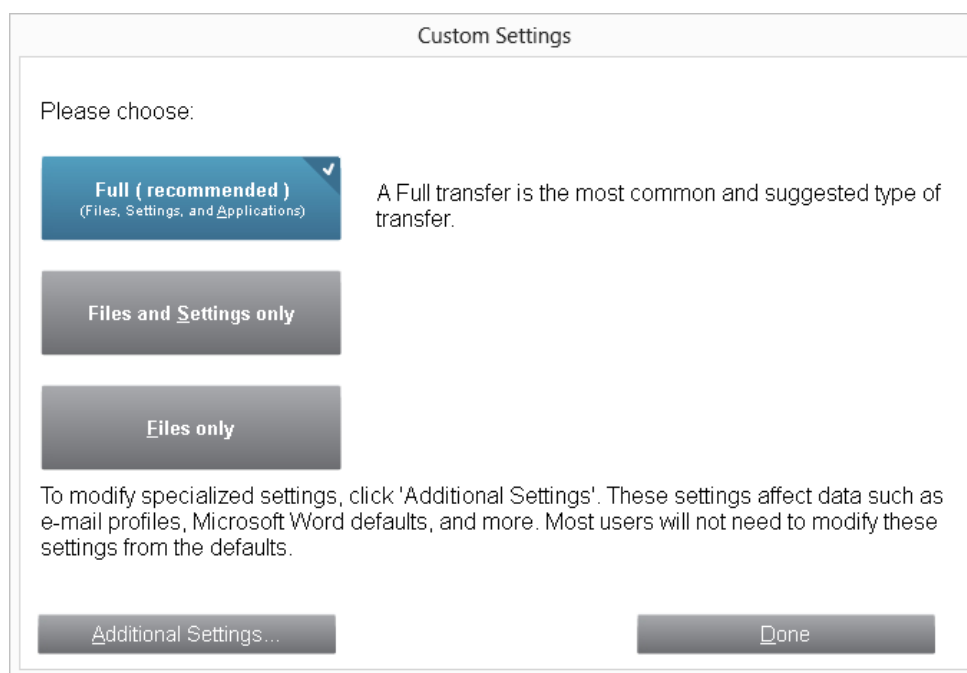
- To restore programs, files, and settings, leave the default **Full** selected, and click **Done**. Otherwise, you may **select Files and Settings only** or **Files only** as needed.

   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 result than if you had chosen to perform a full restore. See specific screens for more information.

- To make other custom changes, click **Additional Settings**.

 Note: Only a specialized restore will require 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
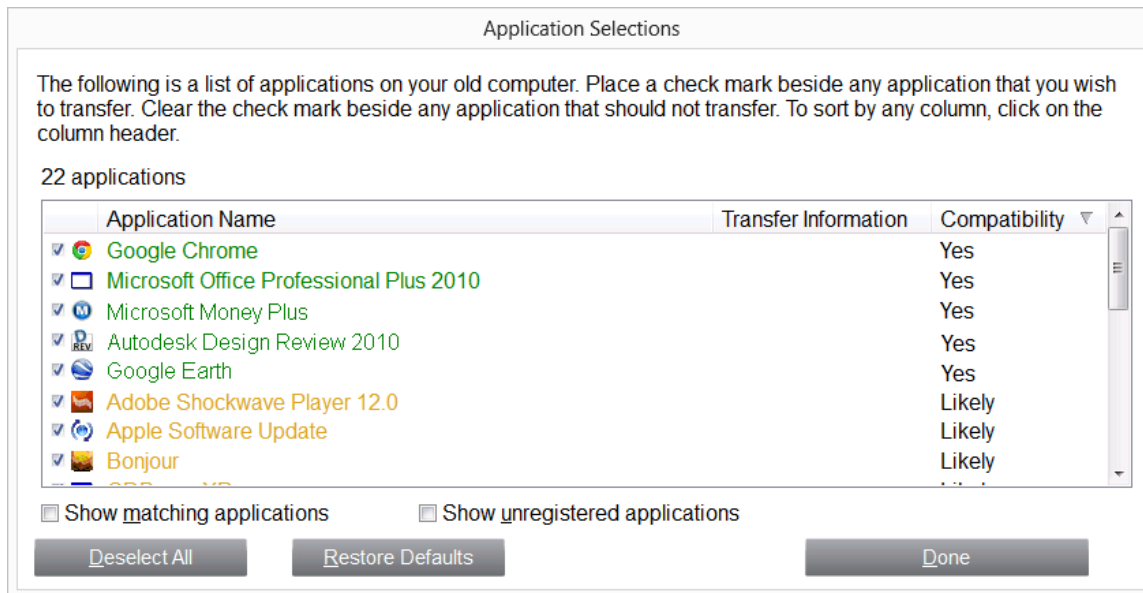
List of Applications: On this screen is a list of the applications previously installed on your old operating system. All applications that are likely to be restored successfully to your new operating system are selected by default. You may deselect any applications that you do not want on your new operating system.

To sort by any column, click the column header.

Colors: Applications are displayed in different colors to indicate which can be restored successfully. The Compatibility column also provides this same information.

- **Green:** Application is compatible for restoration to the new operating system. Application check box is 'checked' and application will be restored.

- **Red:** Application is not compatible for restoration. Application check box is 'unchecked' and application will not be restored.

- **Yellow:** If restoring from 32-bit operating system (OS) to 32-bit OS, or 64-bit OS to 64-bit OS, application is most likely compatible. Application check box is 'checked' and application will be restored.

- **Yellow:** If restoring from 32-bit OS to 64-bit OS, application may not be compatible. Application check box is 'unchecked' and application will not be restored.

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

Do not restore:
- Applications incompatible with the new operating system.

   Note: Even if you are restoring between operating systems of the same version of Windows, such as Windows 8 to Windows 8, you may still encounter incompatible applications if the old operating system is a 32-bit OS and the new operating system is a 64-bit OS.

- System tools, such as virus scanners, spyware detectors, firewall software, and desktop search utilities, which are unlikely to restore correctly to the new operating system.

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 operating system. 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' restore: Applications will not be restored, based on your previous selection.

7c. User Account Selections

The settings and associated files for the users from your old operating system will be restored to the user accounts on your new operating system as shown in the list. If you have already established settings for the users on the new operating system, these settings will remain the same and will not be overwritten. The user names and passwords for the users on the new operating system will also remain the same.

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

To modify how a user is restored, 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 operating system, or you may create a new user. You may also choose to not restore the user at all. Click **OK** when finished, and then click **Done**.

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

7d. File Filters
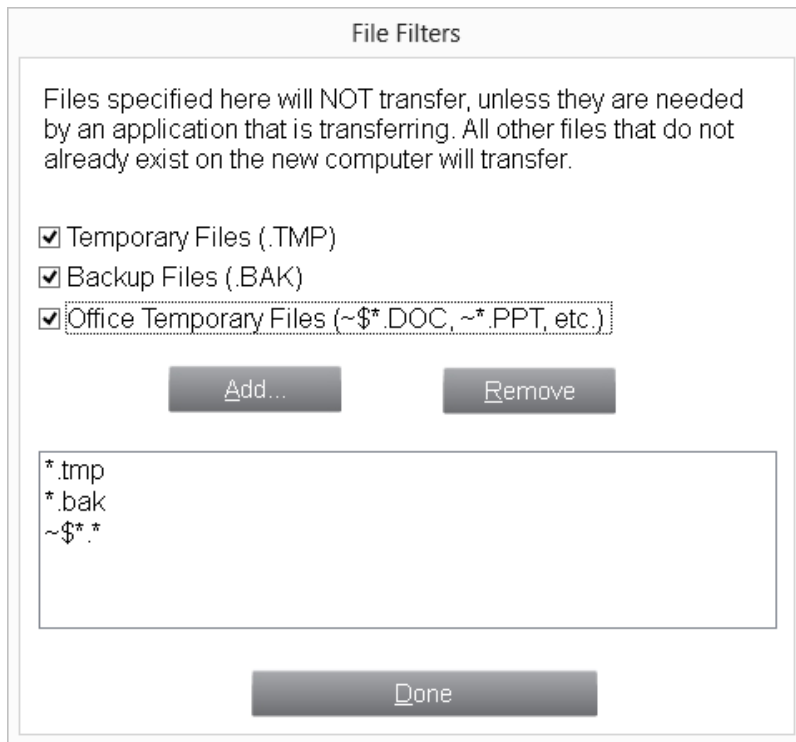
PCmover allows you to list file types to exclude from the restore.

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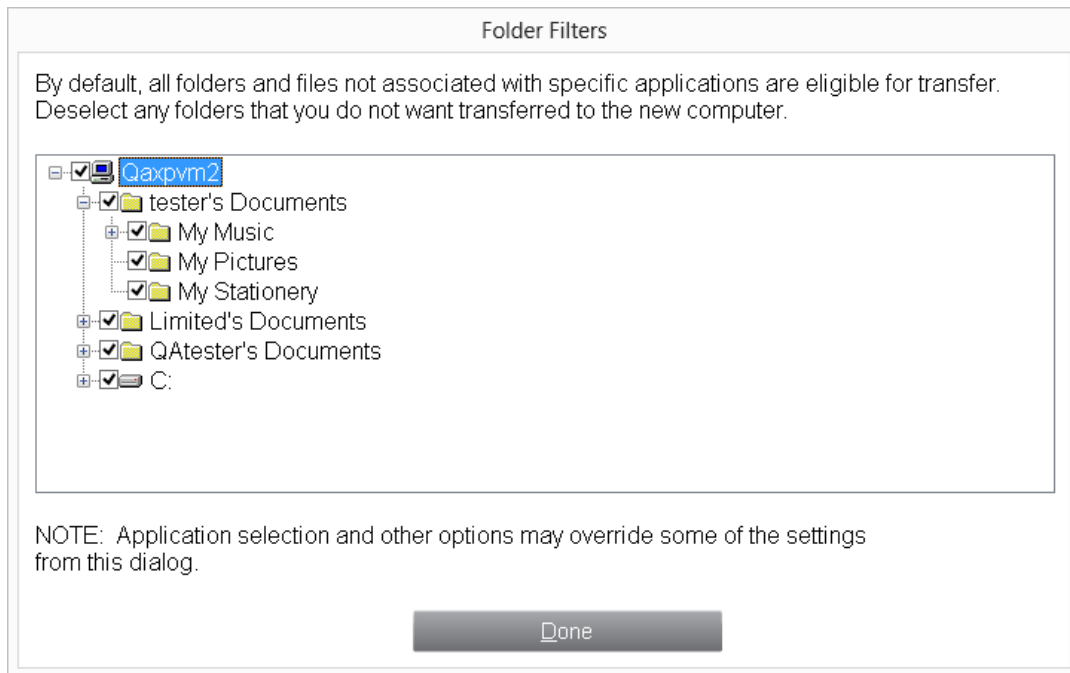
PCmover allows you to deselect and exclude specific folders from the restore. If, for instance, you do not want any of the files in the Pictures or Music folders, you can deselect those folders in this screen, and they will not be restored to the new operating system. You cannot exclude specific files,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

All folders that remain selected in this screen will be restored to the operating system.

Click **Done** when you have finished deselecting folders.

8. Ready to Transfer
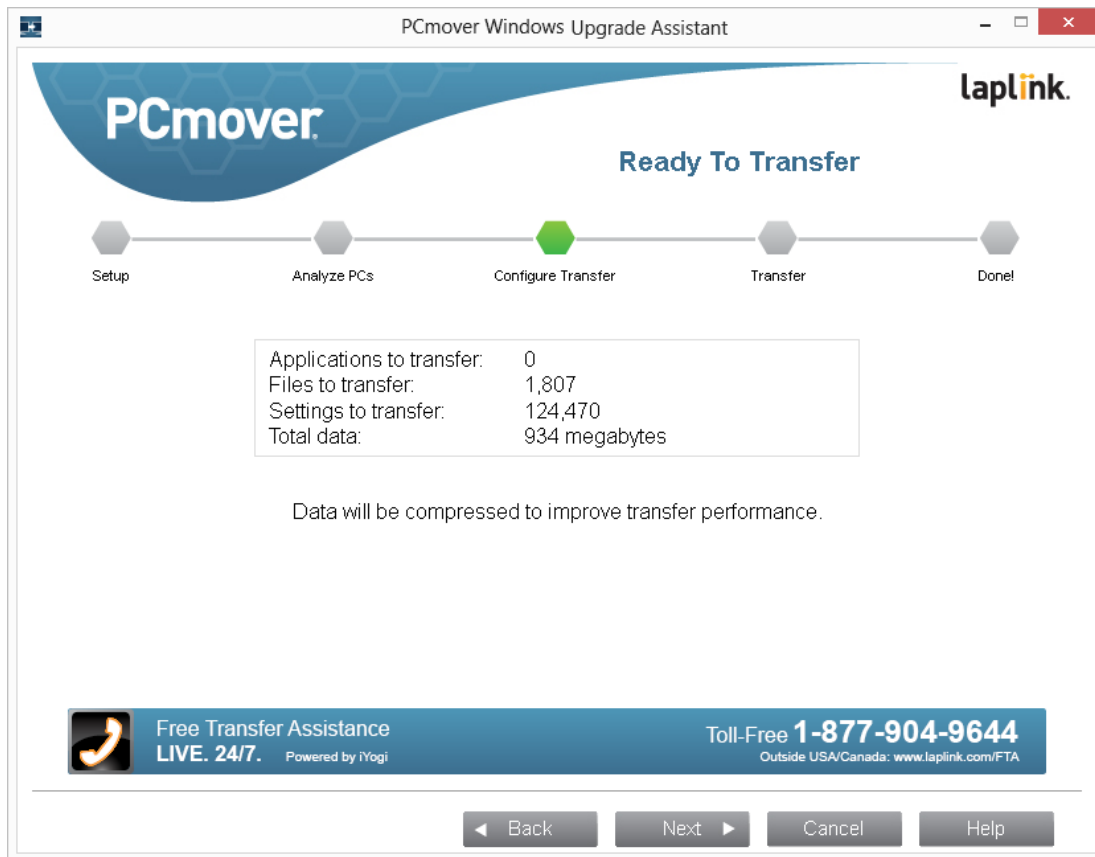
This window presents a summary of files, settings, and total data that will be restored to the new operating system. Click **Next** when ready.

Restoring Programs, Files, and Settings

1. In Progress - Transfer from Windows Backup
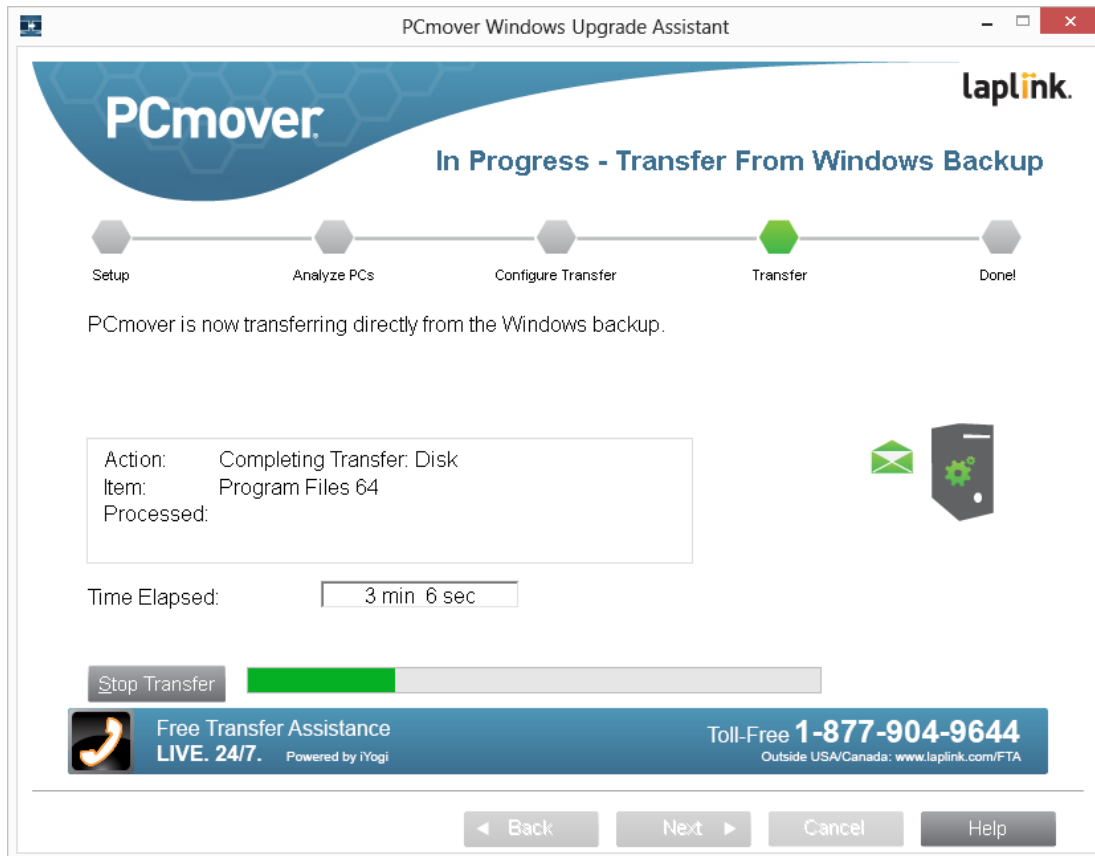
PCmover is now restoring all of your selected programs, data files and registry settings to your new operating system.

Note: This process moves a multitude of files and settings and may take an hour or more.

2. Done

Congratulations! You have successfully restored your applications, files, and settings to your new operating system. For help in accessing these applications and files, see **Helpful Hints** in the **Additional Assistance** section.
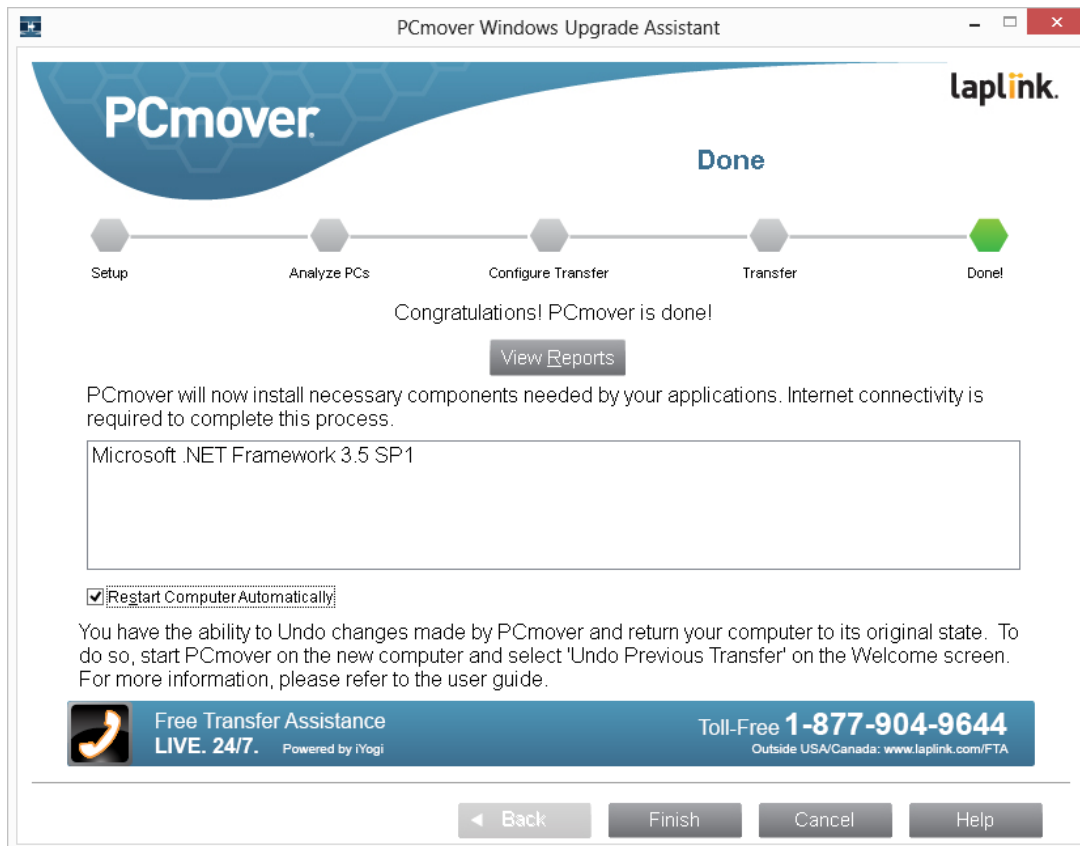
Please verify that your PC is connected to the Internet. Internet connectivity is required so PCmover can install Microsoft Redistributable packages required by some of your applications.

You will need to restart your 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 your new operating system:
- **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 Windows 7, 8, or 10, please see 'Helpful Hints'.

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 upgrade if firewalls or other software are running in the background. Click **Cancel** to close PCmover, disable all firewall and other programs running, and restart PCmover.

Helpful Hints

- **Microsoft Outlook/Outlook Express/Windows Mail:** PCmover will restore Microsoft Outlook, Outlook Express, and Windows Mail data to your upgraded PC, 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, 8, and 10 operating systems do not include an e-mail program. When upgrading to Windows 7, 8, or 10, your mail data will be restored to your PC, but you will need to obtain an e-mail client in order to use your mail data.

- **Using Applications:** If an application does not work or displays errors on the new operating system, 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 Windows upgrade without an update. If you find this to be the case, please check with the application's manufacturer for an update.

- **Programs Requiring Reactivation:** Some applications with a copy-protection process known as Digital Rights Management may not function correctly after the upgrade. These include such music-sharing programs as iTunes, MusicMatch and Napster, which will probably require reactivation on the upgraded 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 upgraded computer without transferring the licenses for the music files. Look at the music application help files for information on transferring the licenses, or contact the music application vendor. You may also need to reinstall the music application.

- **Antivirus/Antispyware Applications:** Reinstall any antivirus or antispyware software.

Undoing PCmover

PCmover allows you to revert your upgraded PC to its original state before your programs, files, and settings were restored to your PC. If you wish to undo this process, please start PCmover on your upgraded PC and follow the screens.

Note: The 'Undo' feature will only revert your PC to the state before your programs, files, and settings were restored to the PC. PCmover does not undo the actual upgrade of the operating system to Windows 7, 8, or 10.

1. Welcome to PCmover
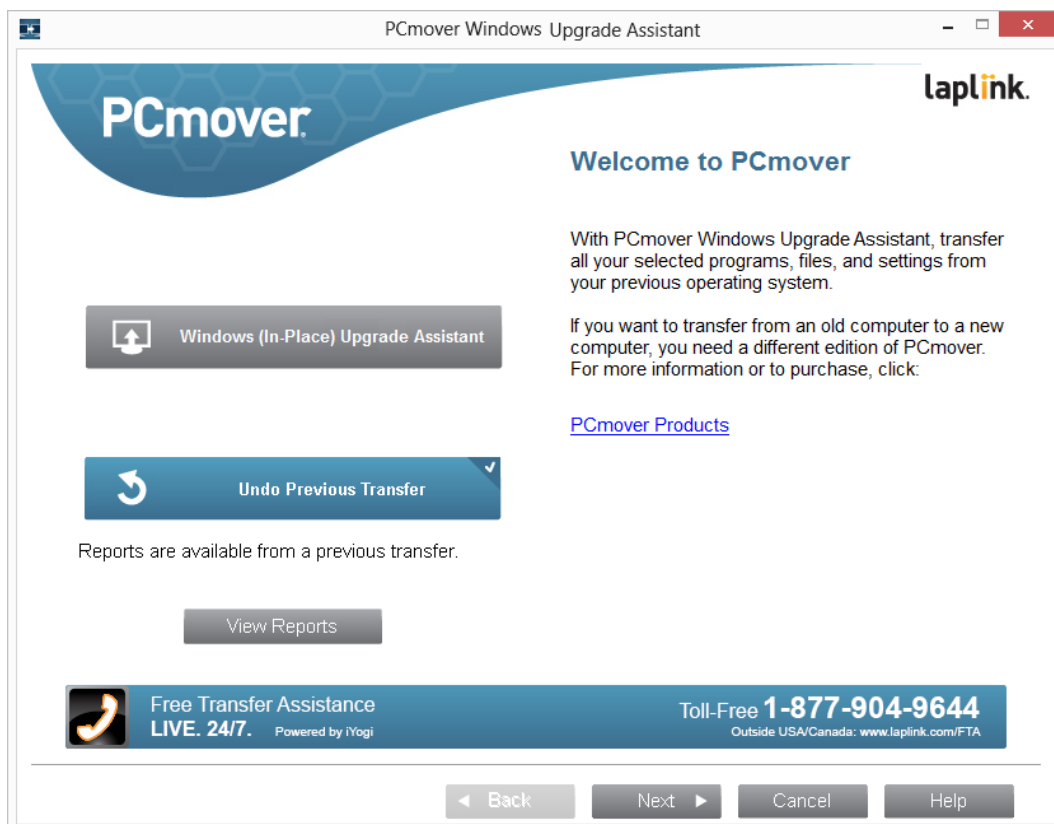
Select **Undo Previous Transfer**. Click **Next**.

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 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

Note: 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.