

Laplink® PCmover® Home

The Only Software that Moves Programs, Files, and Settings to a New PC!

User Guide

Customer Service/Technical Support:

Web: <http://www.laplink.com/contact>

E-mail: CustomerService@laplink.com

Tel (USA): +1 (425) 952-6001

Fax (USA): +1 (425) 952-6002

Tel (UK): +44 (0) 870-2410-983

Fax (UK): +44 (0) 870-2410-984

Laplink Software, Inc.

600 108th Ave. NE, Suite 610

Bellevue, WA 98004

U.S.A.

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Laplink PCmover Home is the quick and easy way to transfer from one PC to another. This powerful application transfers all of your selected programs, files, and settings from the logged-on user of the old PC to the logged-on user of the new PC.

PCmover Home can transfer your PC across a network, Laplink USB cable, or Laplink Ethernet cable.

Support – PCmover FREE Transfer Assistance

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

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

Glossary

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

New PC/Destination PC: The “new” PC is the PC to which the applications, files, and settings are moved.

Transfer: The process of copying all of your selected applications, files, and settings from your “old” PC to your “new” PC.

Pre-Installation Checklist (both PCs)

Note - Domain users: The transfer cannot be performed with the Home edition of PCmover if you are set up as a domain user on the old and/or new PC(s). See ‘PCmover Home vs. Professional (Limitations)’ on page 5 for more information.

System requirements for each PC:

- CPU: Same as required by operating system.
- RAM: Same as minimum required by operating system.
- Available hard disk space: 200 MB.
- Windows 10/8.1/8/7/Vista/XP

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

See additional instructions on page 8 if transferring from an old PC with Windows XP.

- The operating system on the new PC must be the same as or newer than the operating system on the old PC.
- All Windows Important Updates must be applied to the NEW PC. To open Windows Update:
 - Windows 10: From Windows Search ('Search the Web and Windows'), type 'Windows Update' and **Enter**. Click **Check for Update**.
 - Windows 8: Press the **Windows key + X**. In the menu that appears, click **Control Panel**. Then, click **System and Security** and click **Windows Update**. In the left pane, click **Check for updates** and choose to install all Important Updates.
 - Windows 7 and Windows Vista: Click the **Start** button, click **All Programs**, and then click **Windows Update**. In the left pane, click **Check for updates** and choose to install all Important Updates.
- Do not plug in the Laplink USB cable or Laplink Ethernet cable until directed to do so later in this user guide.
- Make sure that the users currently logged on to the old and new computers are the users that you want to use in the transfer.

PCmover Home will only transfer the user who is logged on to the old PC at the time of the transfer to the user who is logged on to the new PC. If necessary, log off the current users and then log on as the correct user on both the old and new PCs.

Note: The name of the current user is listed under Start on each PC. Access Start to log off the current user.

IMPORTANT: When you purchase PCmover Home, you are purchasing a license that limits you to transferring the contents from one (1) old PC to one (1) new PC. Only the current user who is logged on to the old PC will be transferred to the new PC. You cannot use your serial number to install PCmover on another PC or to transfer additional users from the original old 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 +1-425-952-6001.

Installing PCmover (both PCs)

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

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

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

2. Repeat these instructions on the second PC.

Pre-Transfer Checklist (both PCs)

The following items should be addressed and/or completed on both of your PCs before starting PCmover.

- **PCmover Installation:** PCmover has been installed on both PCs.
- **Administrator-level Permissions:** On some operating systems, you will need Administrator-level permissions to perform a transfer.
- **Hard Disk Space (Old PC vs. New PC):** The hard drive(s) on the new computer has as much or more disk space as that on the old computer.
- **Windows Versions (Old vs. New):** The new PC has the same Windows version as or newer Windows version than that installed on the old PC.
- **Internet Explorer Versions (Old vs. New):** The new PC should have the same or newer version of Internet Explorer as that installed on the old PC.
- **Review Applications on Each PC:** You should not try to transfer applications that already appear on both PCs.

Example: Assume Microsoft Word is on the old PC and on the new PC. You should not attempt to transfer the Microsoft Word application, although transferring Word documents is fine.

IMPORTANT: Trial versions of applications should always be uninstalled from the new PC before transferring a full version of the same application from the old PC.

- **Computer Cleanup:** Laplink recommends that you run ScanDisk or a similar disk checking utility, as well as antivirus and antispyware software on the old and the new computers before the transfer.
- **PC Power Settings/Options:** Screen savers, hibernation protocols, and power-saving options on both computers should be turned OFF (i.e. All power management options in the Control Panel should be set to “Never” so they are completely disabled). Both computers need to remain on and completely “awake” during the transfer and must not go into screensaver or sleep/hibernation mode.

A laptop PC must be plugged into a power outlet, rather than running on its batteries, as the transfer is likely to take a longer time than the battery life.

- **Disable All Scheduled Tasks/Programs:** Using the Windows Task Scheduler (within Administrative Tools), turn off any tasks or programs that are set to automatically run, as these will interfere with a PCmover transfer.
- **Exit All Programs:** Exit all programs that are running on both computers. Turn off system tools such as virus scanners, spyware scanners, firewall software, and desktop search utilities on both PCs. Due to the nature of these types of applications, you should choose not to transfer them, as they are unlikely to transfer correctly.

Transfer Information

- **Length of Time:** The transfer may take quite a while, depending on several factors: the size of the hard drive(s) you are transferring, the amount of data on them, their level of fragmentation, the number and size of applications and other files and folders you are transferring, and other factors.
- **Updates for Applications:** Some older applications may not work correctly after transfer without an update, especially if the operating system on the new PC is a more recent one than on the old. 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 transfer. 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.

PCmover Home vs. Professional (Limitations)

The following functionality is specific to PCmover Home. If you need one or more of these options for your transfer, you need PCmover Professional, which offers additional functionality.

- **Multiple Hard Drives Not Supported:** PCmover Home will only transfer data from the C: drive on the old computer to the C: drive on the new computer. Other hard drives (e.g., D:) will be excluded from the transfer.
- **Logged-On User Only (No Multiple Users):** PCmover Home will only transfer the user who is logged on to the old PC at the time of the transfer to the user who is logged on to the new PC. User-specific settings and files will only be transferred from the old PC if they belong to the current user.

Note: To log off the current user, and then log on as a different user, access 'Start' and choose to log off. Then, at the logon screen, choose to log on as the other desired user. Make sure to complete these steps on both the old and new PCs if necessary.

- **Domain Users Not Supported:** If you are set up as a domain user on the old and/or new PCs, the transfer cannot be performed with the Home edition of PCmover. If your PC(s) is connected to a typical business network, then you may be a domain user.

To determine if your PC is joined to a domain, view the properties of your PC. Press the **Windows key+E**. In the window that appears, right-click on **This PC (Computer)** in the left pane and select **Properties**. The domain your PC belongs to will be listed as the “Domain”. If, instead of “Domain”, you see “Workgroup”, your PC is not a member of a domain.

- **No Transfer from Image, Old Hard Drive, or Transfer File:** PCmover Home will only transfer data from a functioning old PC to a new PC. Both PCs must meet the system requirements to have PCmover Home installed and running and will need to be connected via Laplink cable or WiFi or Wired network.

If you need to restore from an image, old hard drive, or Transfer File, these options are available in PCmover Pro.

Note: If you require any of the above excluded options, then you need PCmover Professional.

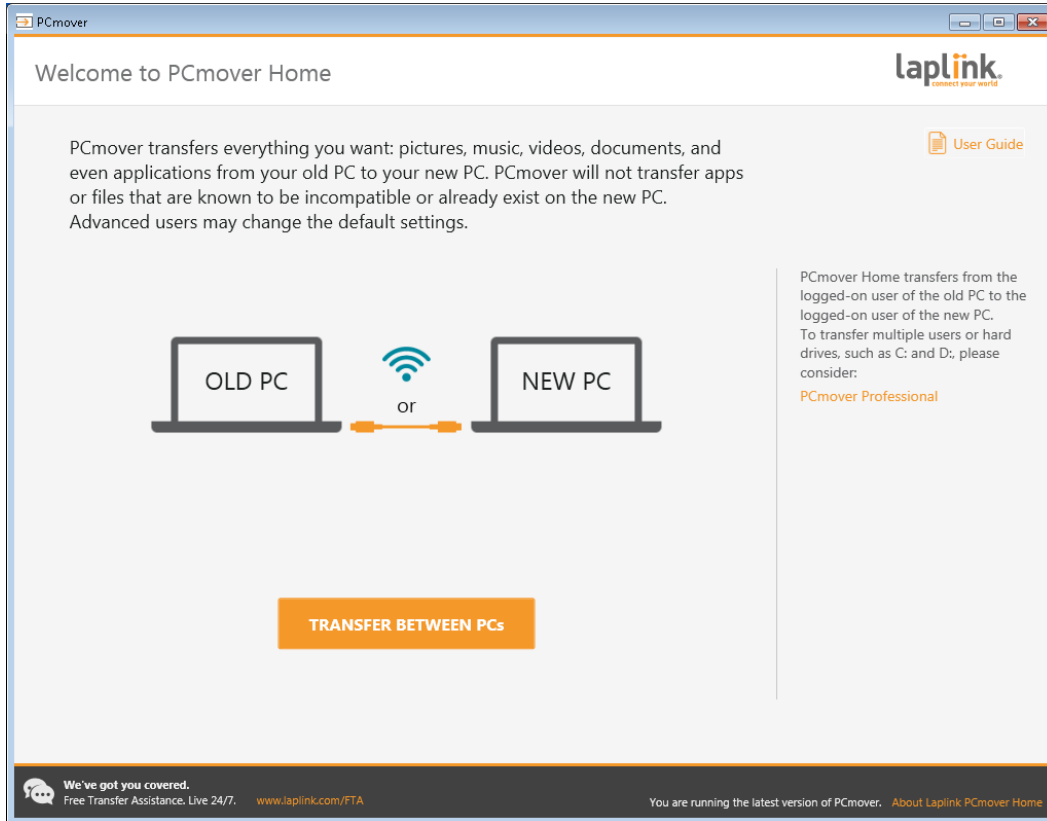
To buy PCmover Pro, start PCmover Home. On the ‘Welcome to PCmover Home’ screen, click ‘PCmover Professional’, or visit:

www.laplink.com/pcmover

Old PC and New PC: Validate Serial Number and Connect

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

1. Welcome to PCmover



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

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

If you see the notice about a new version of PCmover, click the link to get the latest version of PCmover. You will be taken to a Web page from which you can download the updated version, as well as the latest guide.

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

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

Note: For access to additional options such as transferring from multiple drives or users, you need PCmover Professional. To buy PCmover Pro, click the 'PCmover Professional' link on the right side of this screen.

Note for XP users (old PC only):

If migrating from Windows XP on the old PC, skip steps one through five in this "Old PC" section. As prompted on the PCmover screen on the old PC, go to the new PC to continue the migration. Continue with step one of the "New PC: Set Up Transfer" section on page 12. Do not click **Close** on the screen on the old PC until transfer is complete.

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

2. Validate Serial Number

PCmover

Validate Serial Number

laplink
connect your world

Please enter your serial number and additional information below.

Your User Name:

Your Email Address:

Serial Number:

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

BACK **NEXT**

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

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

Enter your user name, email address, and serial number, and click **Next**.

Serial Number: The location of your serial number depends on how you purchased PCmover.

- **Download:** When you purchased the product, you should have received a confirmation email containing your serial number. If you no longer have the email message, visit the “My Downloads” page of your Laplink Support Account at:
<http://www.laplink.com/mysupport/myStore.asp>

Once there, enter the email address you supplied when you purchased the product. If you have forgotten your password, please enter your email address and click on the **Forgot Your Password** link.

When you enter your serial number into PCmover, it is “validated” (checked for authenticity) using your new computer’s Internet connection. If you are connected to the Internet but are unable to continue past the **Validate Serial Number** screen, first disable all security software, such as virus scanning, spyware scanning, and firewalls, and try again.

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

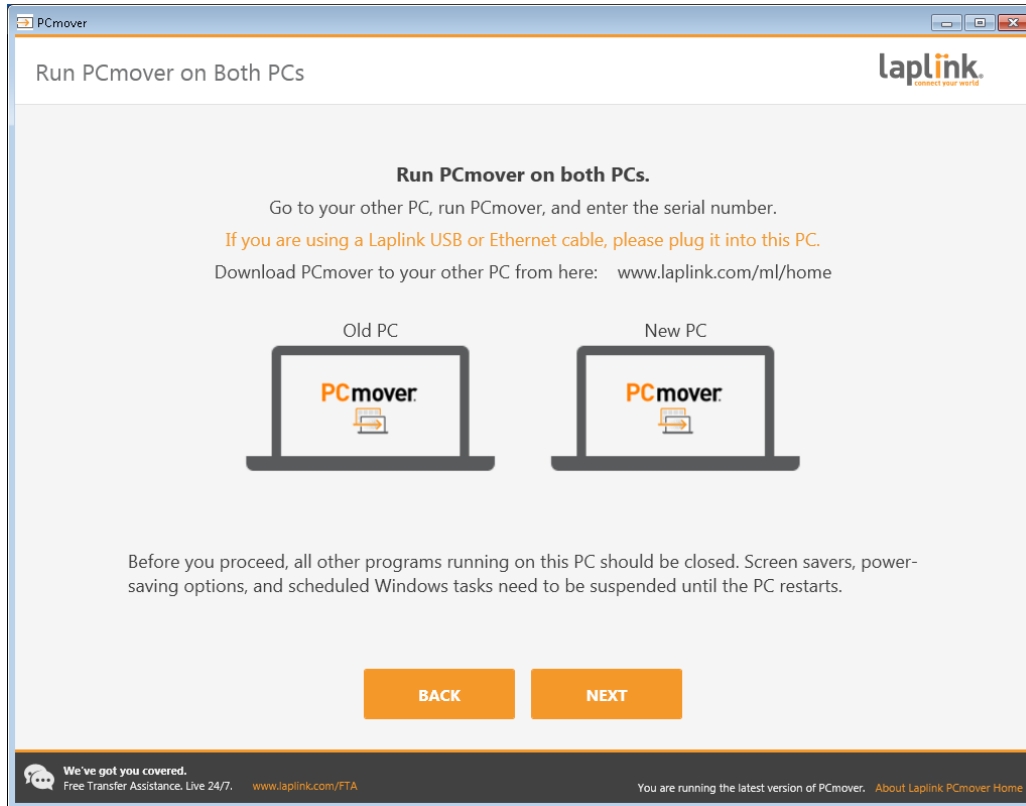
You will need the Network Name and the Session Code, along with your PCmover Serial Number, in order to obtain the Validation Code, which will be used in place of your serial number to activate the product.

On another PC with Internet access, go to:
<http://www.laplink.com/validation>

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

If an Internet connection is not available to you on any PC, please call our Customer Service team at +1-425-952-6001.

3. Run PCmover on Both PCs



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

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

4. Connect Your Old and New PCs

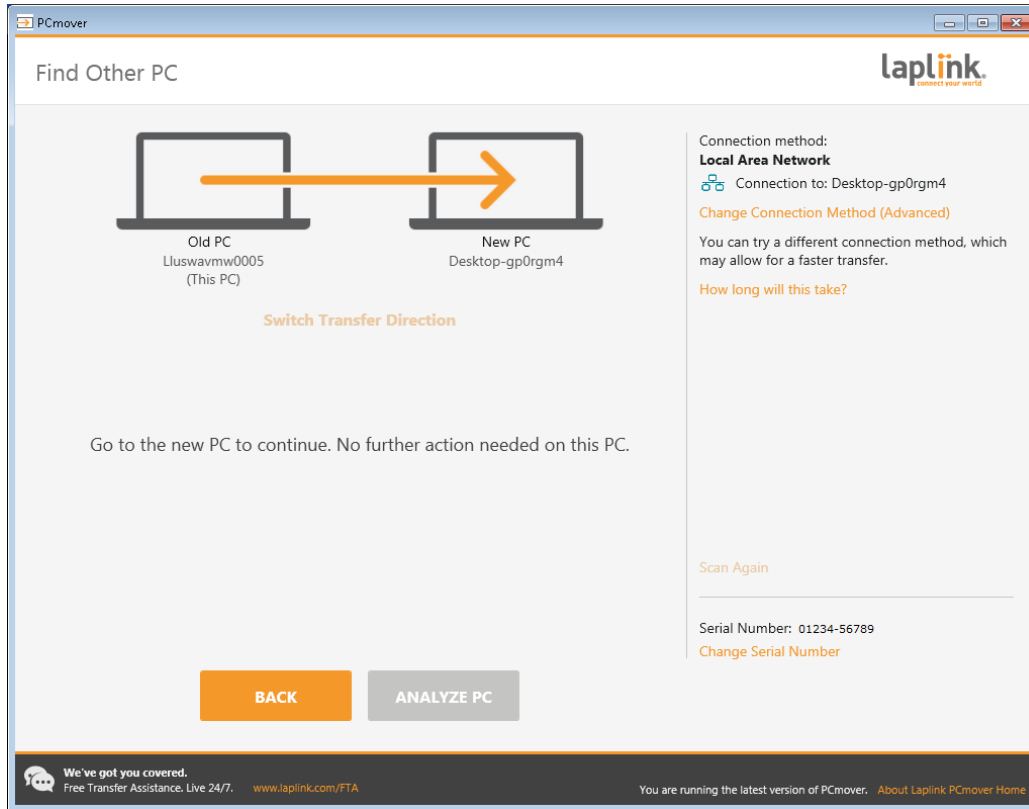
Choose which method you will use to connect your Old and New PCs for the transfer. Laplink recommends using a WiFi or Wired Network if available.

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

Note: If the New Hardware Detected Wizard is displayed when you plug in the USB cable on Windows XP, select "No, not this time" and click 'Next'.

If you see the dialog window stating that "Connection with a USB cable cannot be detected", please verify that the cable is plugged in to both PCs.

5. Old PC: Find Other PC



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

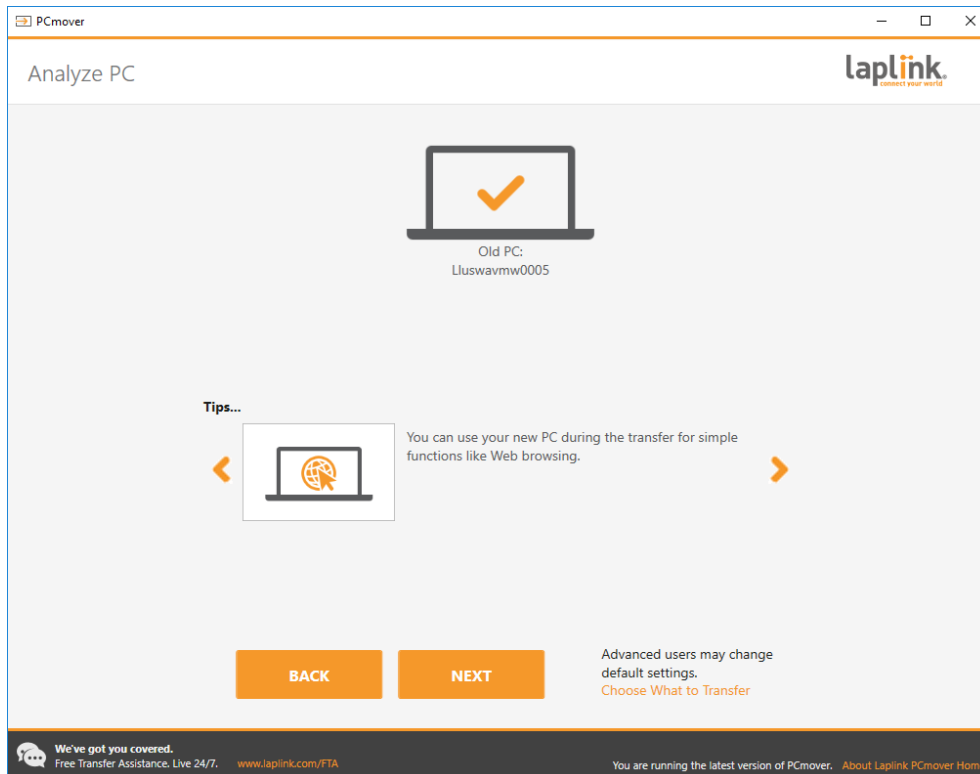
Note: If you don't see both PCs listed, click 'Scan Again' on your Old PC. You may see a dialog with the name of your New PC. If so, select the PC and click 'OK'.

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

New PC: Set Up Transfer

1. Find Other PC

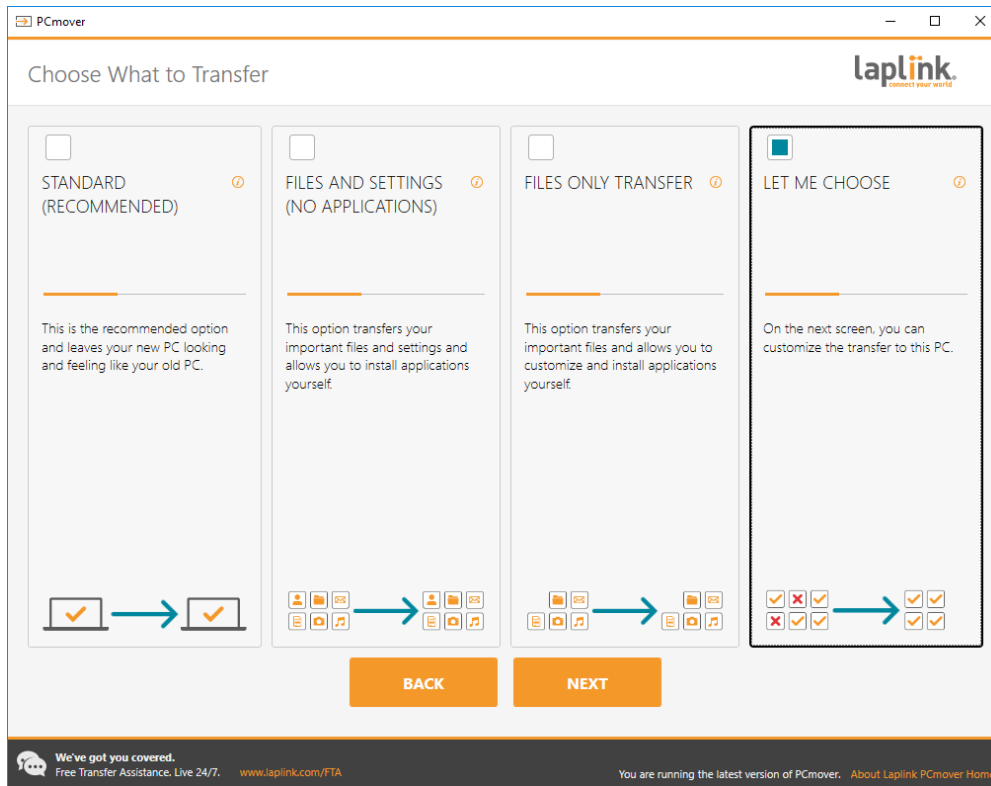
On the New PC, click **Analyze PC**.



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

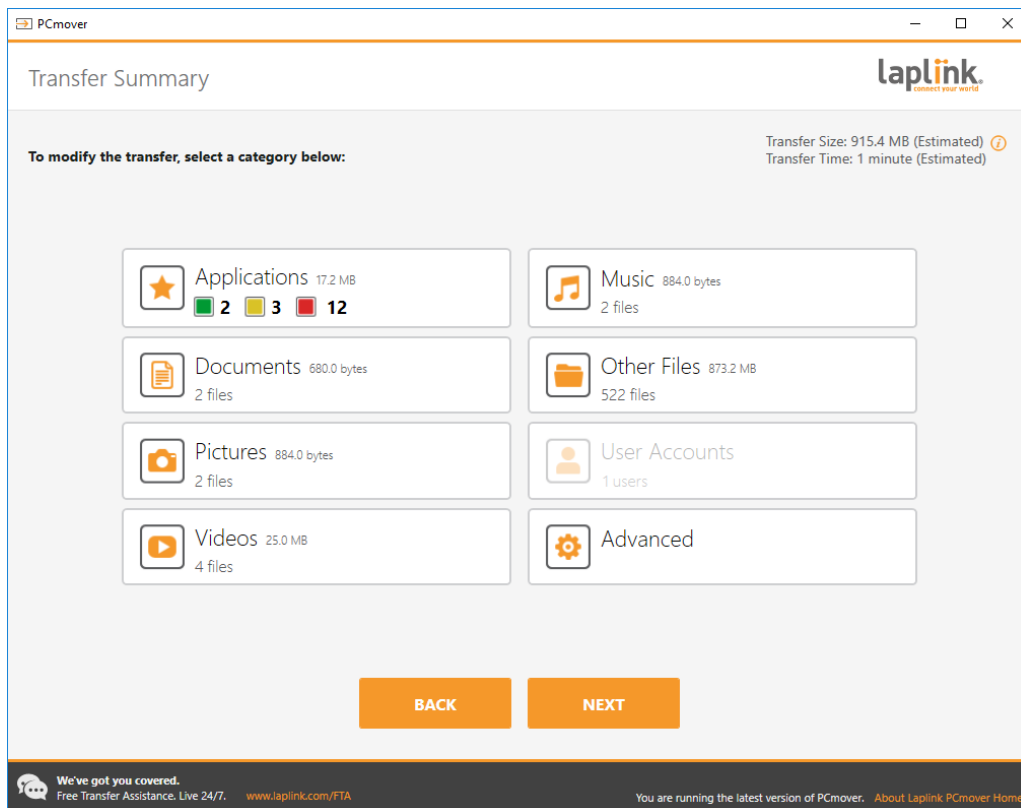
- **Choose What to Transfer:** If you want to transfer only some applications, files, and settings to the new PC, click the text link **Choose What to Transfer**, and continue to step two.
- **Transfer Everything:** If you want to transfer all applications, files, and settings to your new PC, click **Next**.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

2. Choose What to Transfer



- **Files and Settings (No Applications):** To transfer only files and settings, then choose this option and click **Next**. Skip step three and go to step four to complete the transfer.
Important: This option does NOT transfer applications. To transfer applications, click 'Let Me Choose' and make selections on what you want transferred.
- **Files Only Transfer:** To transfer only files, choose this option and click **Next**. Skip step three and go to step four to complete transfer.
Important: This option does NOT transfer applications or settings. To transfer these, click 'Let Me Choose' and make selections on what you want transferred.
- **Let Me Choose:** To choose what applications, files, and settings transfer, choose this option and click **Next**. Continue to step three to make these selections.

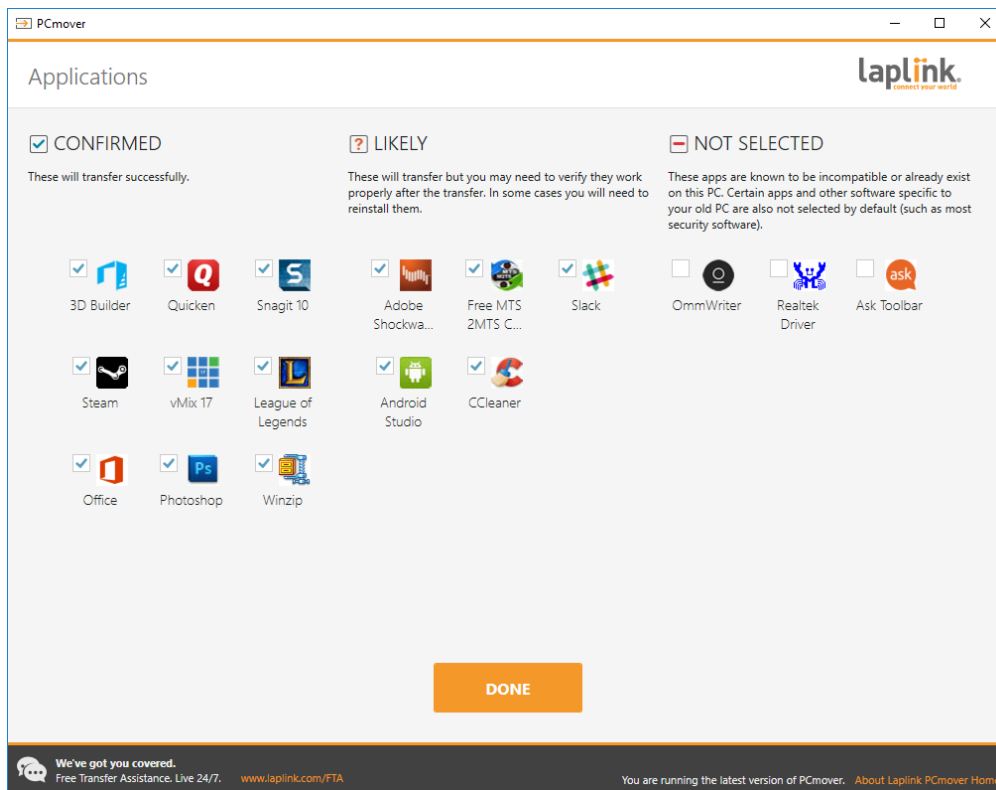
3. Transfer Summary



Select an item you wish to customize. Once finished with an item, you will return to this screen. Click **Next** when finished customizing the transfer, and continue with step 4.

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

3a. Applications



List of Applications: On this screen is a list of the applications on your old computer. All applications that are likely to transfer successfully are selected by default to transfer to the new PC. You may deselect any applications that you do not wish to have transferred.

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

Do not transfer:

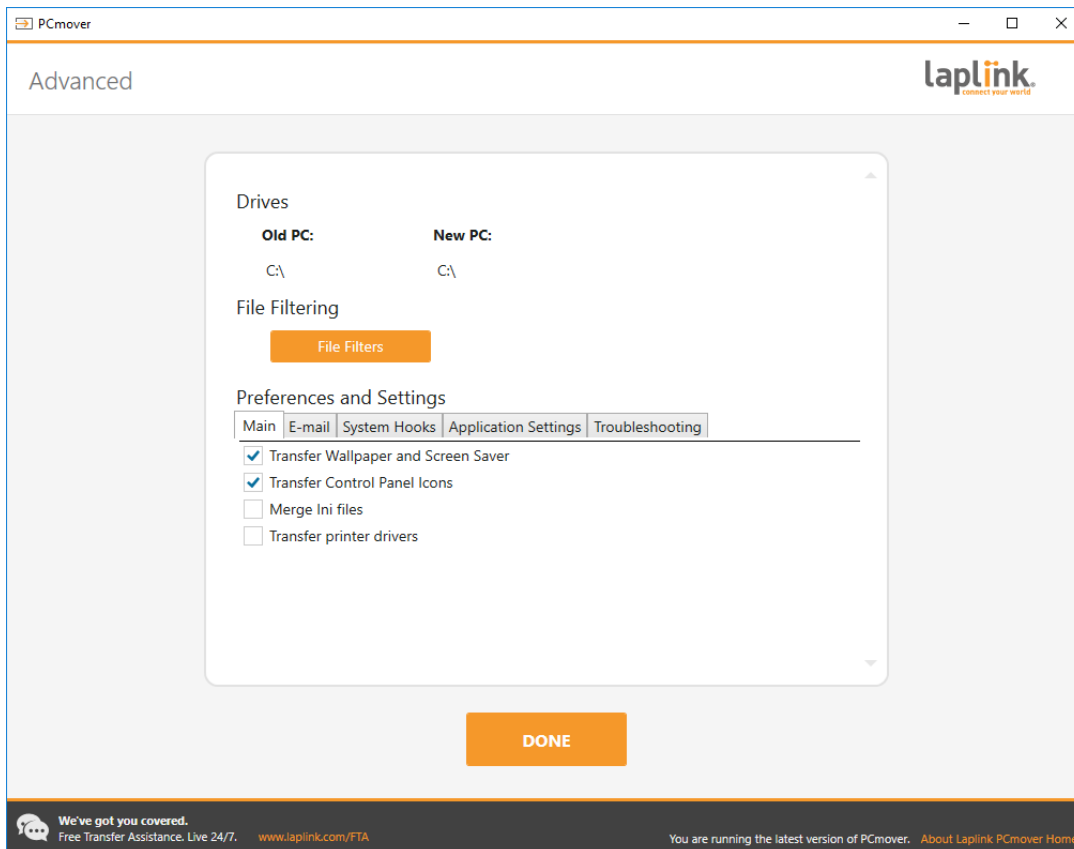
- Applications incompatible with the operating system on the new PC. Occasionally this may occur when transferring from an older operating system to a newer operating system, or when transferring from a 32-bit OS to a 64-bit OS.
- Applications already installed on the new PC.
- Applications with a trial version installed on one PC and the full version on the other PC. **IMPORTANT: Trial versions of applications should always be uninstalled from the new PC before transferring a full version of the application from the old PC.**
- System tools, such as virus scanners, spyware detectors, firewall software, and desktop search utilities, which are unlikely to transfer 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’ transfers: Applications will not be transferred, based on your previous selection.

3b. Advanced



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

Some file types are already set up for you in this screen, such as temporary files (.tmp). These files are generally small, but if you have a large number of them, they can take up quite a bit of hard drive space. To exclude any of these file types, select the check box(es).

To exclude other file types not shown on this screen, click **Add** and type the file type extension(s) of the file(s) you wish to exclude. For instance, if you want to exclude all files in .jpg format, this is where you list “*.jpg”. Click **Done** when finished listing file types.

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

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

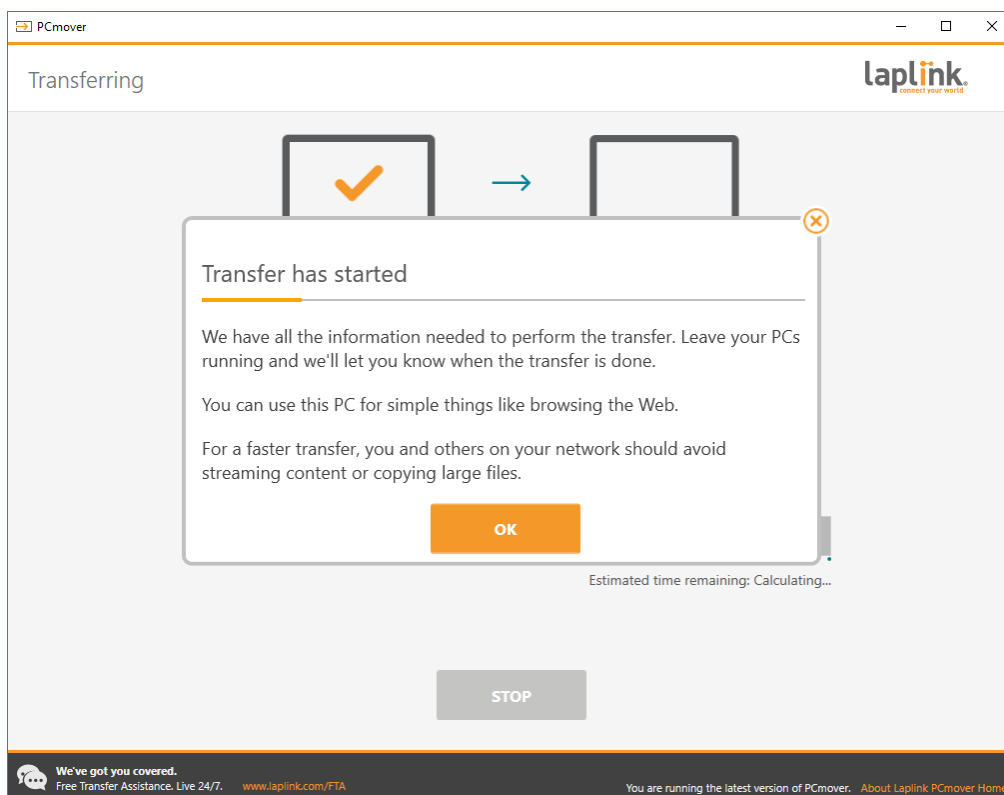
4. Start Transfer

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

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

Transferring from the Old PC to the New PC

1. Transferring

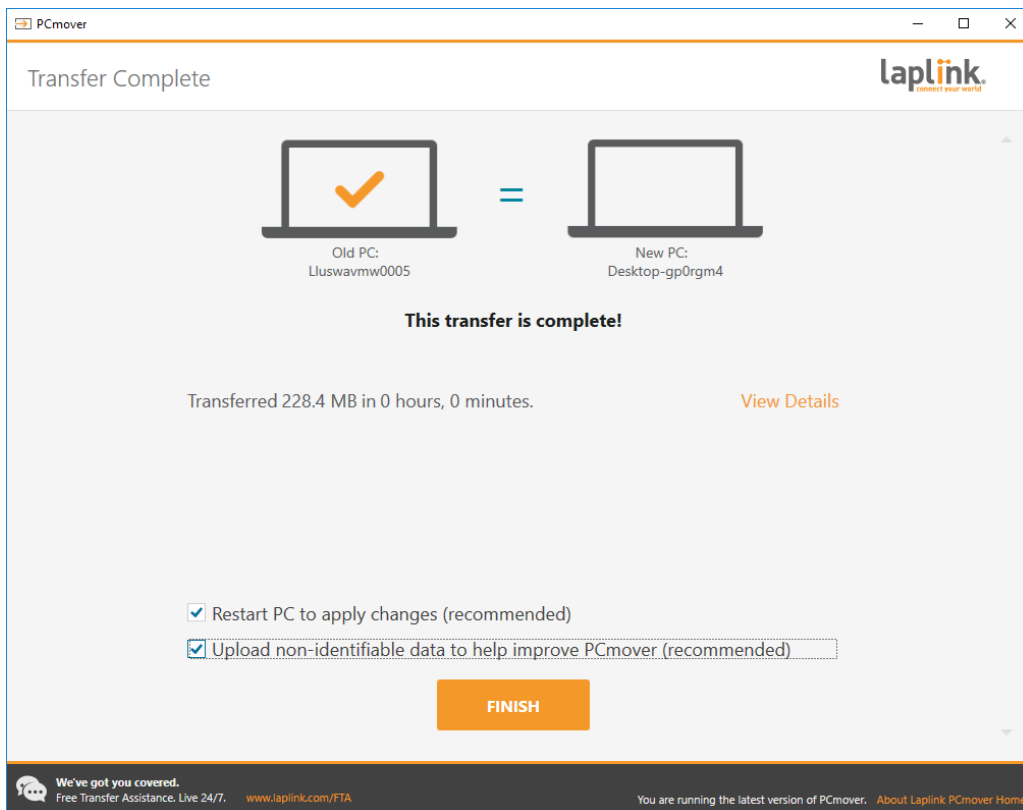


PCmover is now transferring all of your selected applications, data files and registry settings to the new PC. Click **OK** and allow the transfer to complete.

The length of time required to perform the transfer depends on the configuration of the computers and the amount of data to be transferred, and could be as much as several hours or more.

Note: In very rare occasions the transfer of data will not continue; if you do not see any progress for more than an hour, you should restart the transfer.

2. Transfer Complete



Congratulations! You have successfully transferred to your new PC.

At this point, if you used the Laplink Ethernet cable for your transfer and have a wired Internet connection, you should now unplug the Ethernet cable from your new PC and reconnect your Internet cable.

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 transfer certain system settings as well as hardware configurations. After the transfer, 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 the section '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 **Validate Serial Number** screen, first disable all security software, such as virus scanning, spyware scanning, and firewalls, and try again.

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

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

On another PC with Internet access, go to:
<http://www.laplink.com/validation/>

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

If an Internet connection is not available to you on any PC, please call our Customer Service team at +1-425-952-6001.

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

If you do not see your New PC listed, first make sure that the Laplink cable is plugged into both computers, connecting your Old and New PCs.

Then, wait a moment for the connection between PCs to be established. If connection has not occurred after 60 seconds, click **Scan Again**. Select your New PC from the list if shown and click **OK**.

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

Helpful Hints

- **Microsoft Outlook/Outlook Express/Windows Mail:** PCmover will transfer 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: Windows 7/8/10 operating systems do not include an e-mail program. If transferring to Windows 7/8/10, your mail data will still be transferred, but you will need to obtain an e-mail client in order to use your mail data.

- **Using Transferred Applications:** If an application does not work or displays errors on the new machine, 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 transfer without an update, especially if the operating system on the new PC is a more recent one than on the old. 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 transfer. 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 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. As previously stated, these types of applications are unlikely to transfer correctly.

Undoing a Transfer

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

1. Welcome to PCmover

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

2. Undo

Follow the wizard screens to finish the Undo process.

Feedback and Support

We invite your comments on how well PCmover performed. Please feel free to contact us at:

feedback@laplink.com

In addition to the contact information for Customer Service at the top of this page, you can engage in a live chat online with a Technical Support Representative at the Web address below, during the hours listed on the page:

<http://www.laplink.com/contact/mychat.html>

Laplink is fully committed to your satisfaction with PCmover. Even if you purchased PCmover as a bundle with your new PC, please do NOT contact your retailer for support. If you have any problems, please visit our Web site at <http://www.laplink.com/contact> for information on the various methods of obtaining support directly from Laplink.