

Laplink® PCmover® Enterprise Client User Guide



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MN-PCMENT-CL-EN-11 (REV. 06/10/2023)

Laplink PCmover Enterprise is a business-class migration utility capable of automatically moving selected files, users, settings, and programs from an old PC to the new PC. Transferring a PC or laptop across a network, Laplink USB cable, Laplink Ethernet cable or using external media or storage can be as simple as a single click. Computers with multiple users have the option to transfer some or all the users at once, with security information about file ownership and access control preserved for each user.

Note: This user guide provides instructions on using the PCmover Enterprise Client to perform a transfer. Before running the Client, the PCmover Enterprise policy file should first be configured. Through the PCmover Policy Manager, you can customize the PCmover transfer experience by choosing which screens you want shown during the transfer and configuring other settings.

For instructions on using PCmover Enterprise to configure the policy file, see the Policy Manager user guide here:

<https://enterprise.laplink.com/support-resources/>

Common PCmover Migration Scenarios

- Streaming migration from an old PC to a new PC
- OS Refresh: Upgrade a PC to a newer OS, including Windows 11
- Transfer from an image or physical hard drive
- Transfer user profiles on the same device

Note: A standard PCmover transfer moves a copy of all of your selected files, settings, and programs from your old PC to your new PC. Nothing is overwritten on the new PC, and the contents of your old PC will remain unchanged after the transfer.

Additional Transfer Options

- **PCmover Image & Drive Assistant:** With PCmover Image & Drive Assistant, you can restore the programs, files and settings from an image or an old hard drive, even if the image is from an earlier version of Windows.
- **File Based Transfer:** Transfer to the new PC by creating a Transfer File which is stored on an internal drive or on external media, such as an external hard drive.
- **PCmover Profile Migrator:** Transfer files, settings, and user-specific applications between two user profiles on the same PC. PCmover supports transfers for Azure Active Directory users, local Active Directory users, and local non-domain users.

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)

System requirements for each PC:

- CPU: Same as required by operating system.
- RAM: Same as minimum required by operating system.
- Available hard disk space: 299 MB.
- Windows 11/10/8.1/8/7

FAQ: PCmover does not support full server restorations, such as is found on Windows Server Editions. It will execute on these operating systems and can be used to restore accounts and locally installed applications. However, it will not properly restore any of the systems services and settings for items such as the Domain Name Service, SQL Server, Exchange, IIS, or Terminal Licensing.

- The operating system on the new PC must be the same as or newer than the operating system on the old PC.
- All Pending Windows Feature Updates must be applied to the NEW PC.
- Do not plug in the Laplink USB cable or Laplink Ethernet cable until directed to do so later in this user guide.

IMPORTANT - License Information: PCmover Enterprise is offered as either a volume license (fixed quantity) or site license (annualized license). For questions regarding which license is right for you, please contact your Laplink Account Representative or the Laplink Corporate Sales team by email corpsales@laplink.com or phone 866-952-6013.

Installing PCmover

PCmover Enterprise can be run as a portable application from external media (e.g., USB flash drive) or run from a remote location, such as a network drive or shared folder. By running PCmover using one of these methods, you avoid the need to install PCmover locally on each PC.

1. Double-click on the PCmover setup file in the folder where the file was saved.
2. To run PCmover from a portable or remote location, choose one of these two options:
 - A. **Install the application directly to the portable or remote location.** During installation, change the default install location to the desired location.
 - B. **Install the application locally and copy to the portable or remote location.** After confirming installation is complete, copy and paste the entire “Laplink PCmover” directory to the portable or remote location it will be run from (such as a USB flash drive, network drive or shared folder).

Note: When PCmover Enterprise is installed locally, default location of the PCmover Directory is:

C:\Program Files (x86)\Laplink PCmover

Once the Laplink PCmover directory is in the portable/remote location, navigate to that location and double-click **pcmover.exe** to launch the application. If you want a user to run PCmover from a remote location, you can send the user a direct link to **pcmover.exe**.

Pre-Transfer Checklist (both PCs)

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

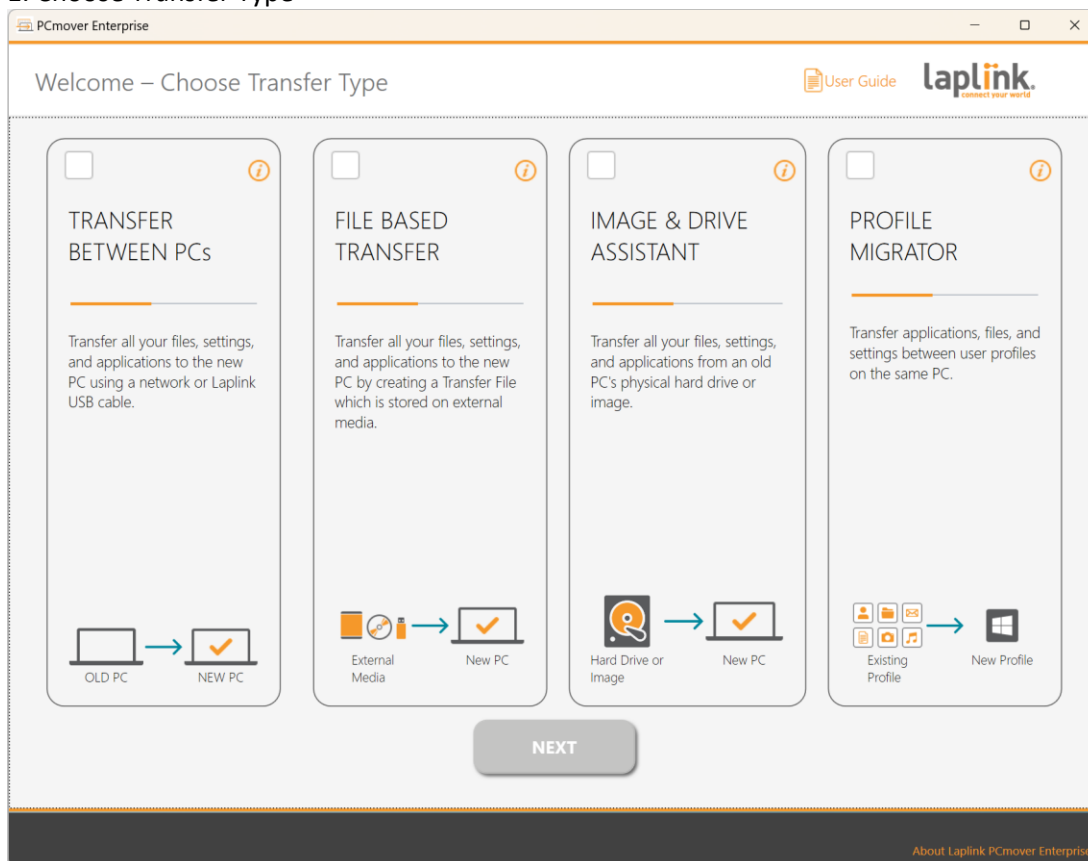
- **PCmover Installation:** PCmover has been installed on both PCs, or is installed to a folder with read/write access (i.e., USB flash drive, file-share, etc.).
- **Administrator-level Permissions:** On some operating systems, you will need Administrator-level permissions to perform a transfer of applications and settings. Data can be transferred with limited rights.
- **Network Domain PCs:** Corporate PCs on a network domain should be connected and logged into the domain at least once prior to the 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.

- **Computer Cleanup and Backup:** Laplink recommends using anti-virus/anti-spyware and a PC backup or imaging utility.
- **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 PCs 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.
- **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.

Old PC and New PC: Validate Serial Number and Connect

Note: The following instructions and screenshots reflect a PCmover transfer in which every screen and every option is shown to the user. If changes have been made to the policy file to customize the transfer, the PCmover transfer experience may not include some or all of the following screens and/or options.

1. Choose Transfer Type



- i. 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.

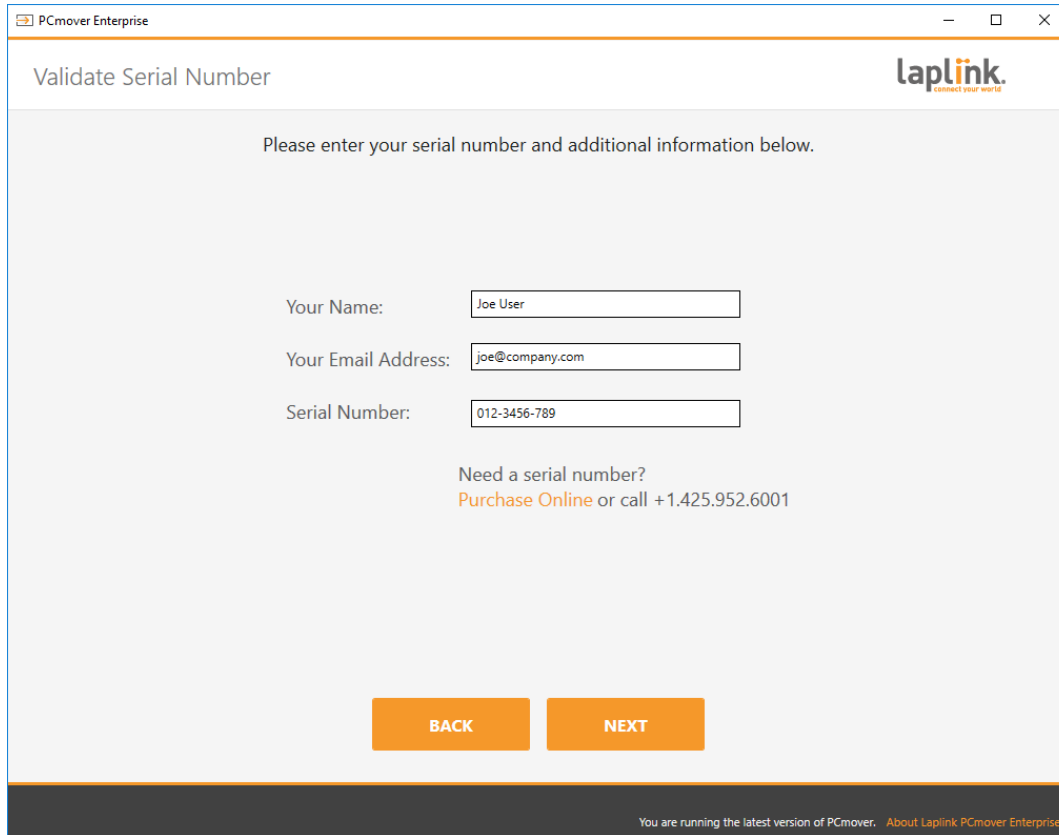
- ii. **Old PC to New PC Transfer:** If you are transferring from your old PC to your new PC, click **PC to PC Transfer**, and go to step 2.

Additional Transfer Options

Note: The steps in the remainder of this guide, beyond this “Additional Transfer Options” section, are for those transferring from an old PC to a new PC via a network or Laplink cable. When creating a Transfer File, using PCmover Image & Drive Assistant, or transferring between user profiles with PCmover Profile Migrator, the screens you see and the order they are shown in will be different. Follow the instructions in this section below and the on-screen instructions.

- **File Based Transfer:** Transfer to the new PC by creating a Transfer File which is stored on an internal drive or on external media, such as an external hard drive.
 1. Click **File Based Transfer** on the **Welcome** screen and click **Next**.
 2. Follow the on-screen prompts to create the Transfer File and save it to external media.
 3. To customize what is transferred from the old PC, such as selecting applications, user accounts, and drives, click **Customize Transfer File**. See the **Choose What to Transfer** and **Transfer Summary** steps on pages 13 and 14 in this guide for more details on what you can select.
 4. When prompted, start PCmover on your new PC. Follow the screens to unload the Transfer File on your new PC and complete the transfer.
- **Image & Drive Assistant:** With Image & Drive Assistant, you can restore the programs, files and settings from an image or an old hard drive, even if the image is from an earlier version of Windows.
 1. Prior to using PCmover, mount the disk image of your old computer or connect your hard drive directly to your new PC.
 2. Click **Image & Drive Assistant** on the **Welcome** screen and click **Next**.
 3. Follow the on-screen prompts to set up the restore.
 4. To customize what is restored from the disk image or hard drive, such as selecting applications, user accounts, and drives, click **Choose What to Transfer**. See the **Choose What to Transfer** and **Transfer Summary** steps on pages 13 and 14 in this guide for more details on what you can select.
 5. Continue following the wizard screens to complete the restore.
- **Profile Migrator:** Transfer files, settings, and user-specific applications between two user profiles on the same PC. PCmover supports transfers for Azure Active Directory users, local Active Directory users, and local non-domain users.
 1. Click **Profile Migrator** on the **Welcome** screen and click **Next**.
 2. Follow the on-screen prompts to set up the transfer between user profiles.
 3. Additionally, please see the PCmover Profile Migrator User Guide for step-by-step instructions: www.laplink.com/ppm/guide

2. Validate Serial Number



PCmover Enterprise

Validate Serial Number

laplink.
connect your world

Please enter your serial number and additional information below.

Your Name:

Your Email Address:

Serial Number:

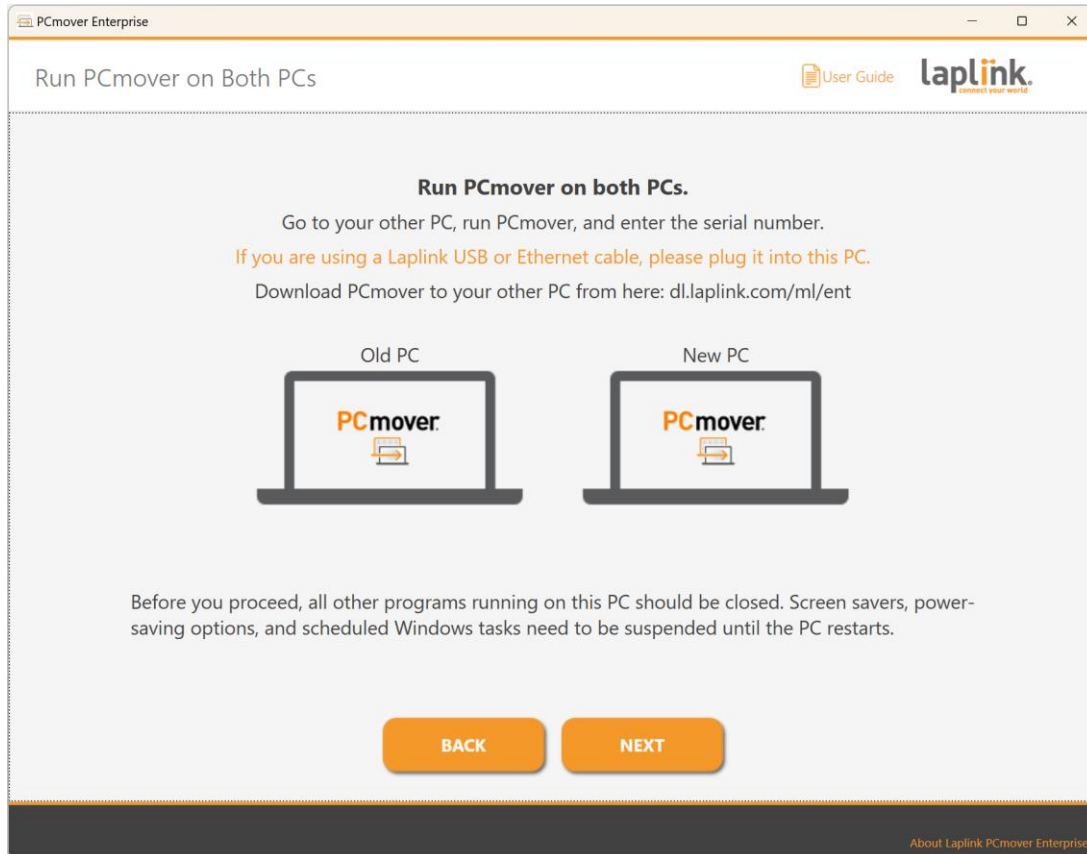
Need a serial number?
[Purchase Online](#) or call +1.425.952.6001

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

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

Serial Number: When you requested to purchase or evaluate the product, you should have received a confirmation email containing your serial number. If you no longer have the email message, please contact your account representative at corpsales@laplink.com

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.

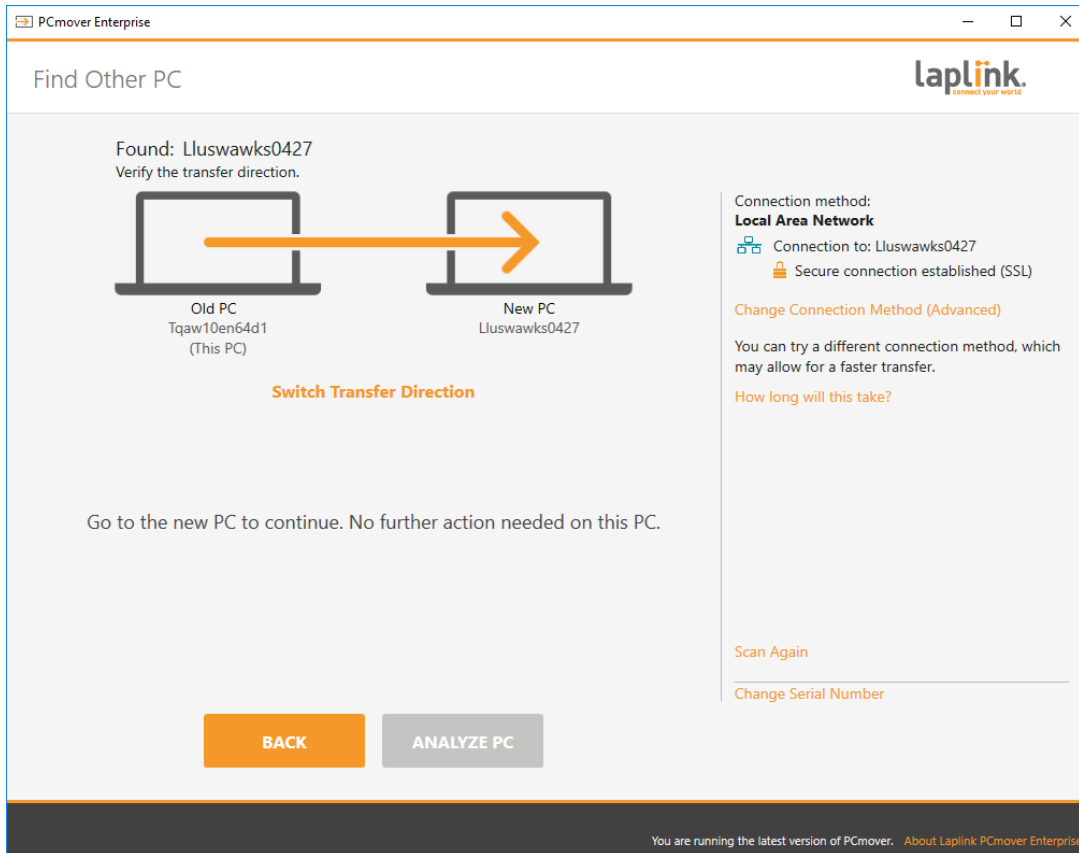
4. Connect Your Old and New PCs

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. Network connections in PCmover support SSL.

- **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 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.

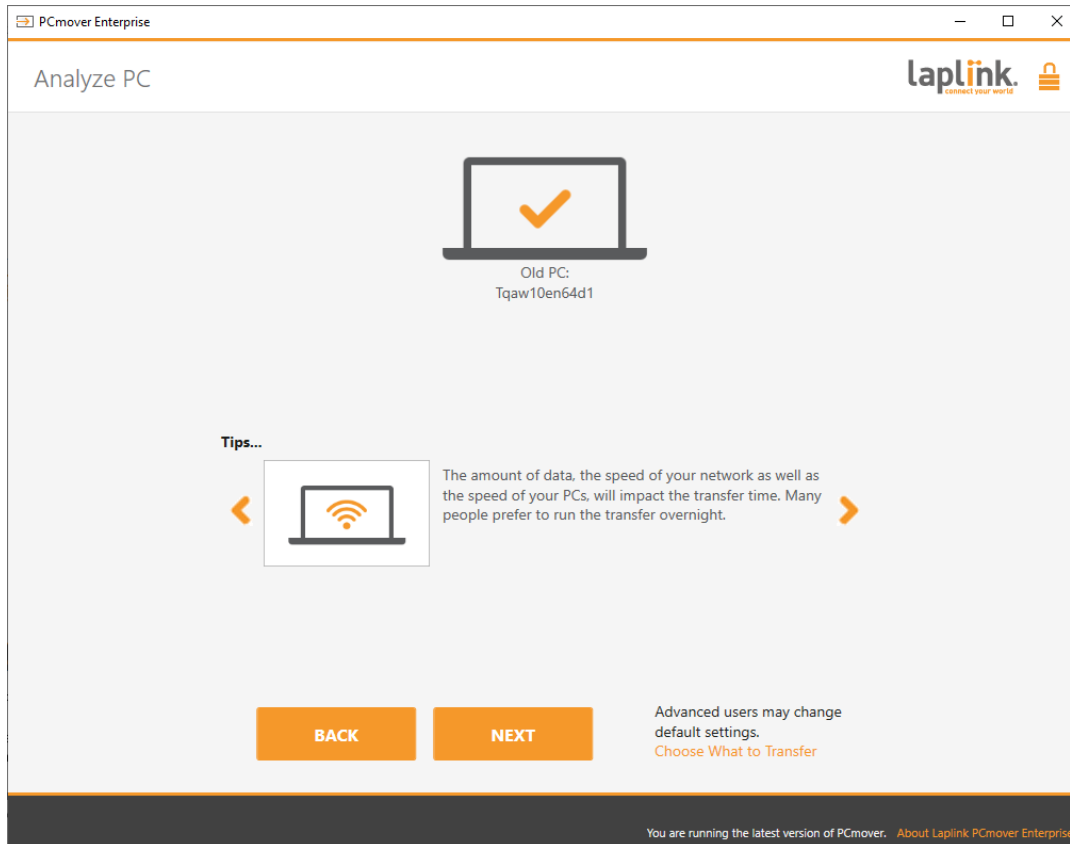
Note: If you don't see both PCs listed, click 'Scan Again' on your Old PC. You may see a dialog with the name of your New PC. If so, select the PC and click 'OK'.

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

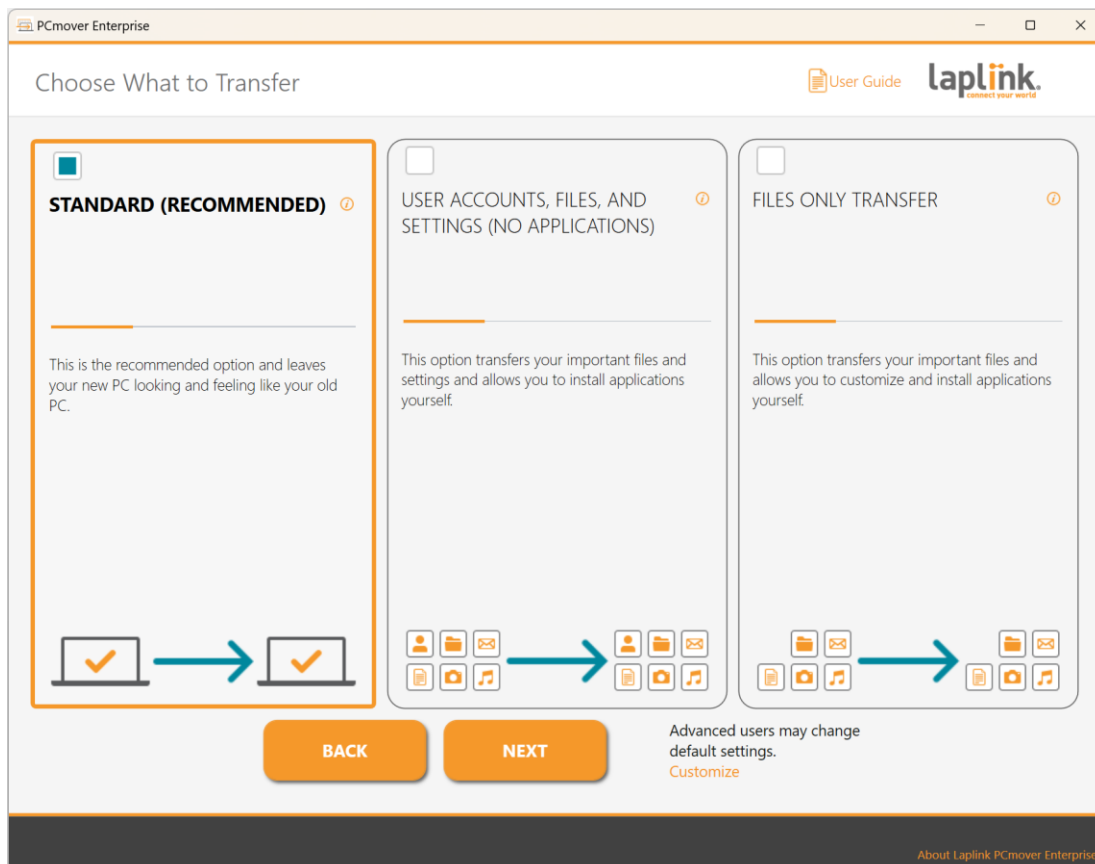
On the New PC, click **Analyze PC**.



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



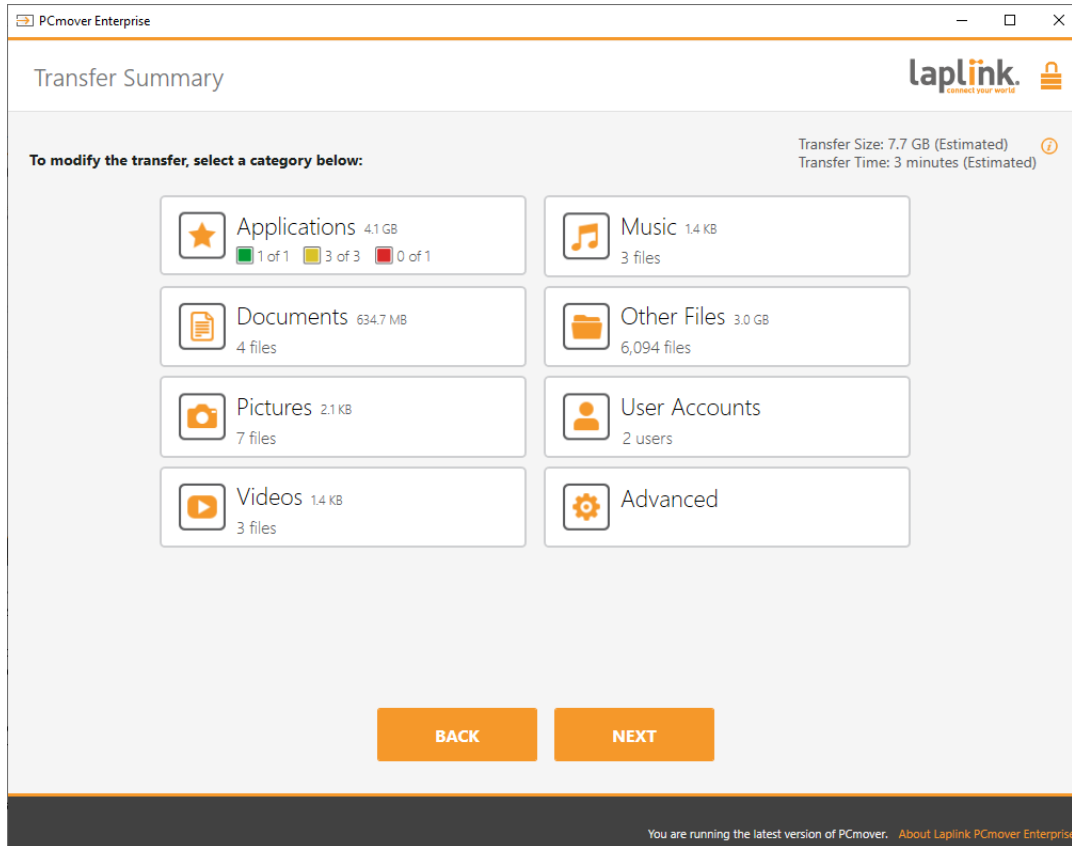
- **User Accounts, Files, and Settings (No Applications):** To transfer only user accounts, files, and settings, then choose this option and click **Next**. Skip step three and go to step four to complete the transfer.

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, user accounts, or settings. To transfer these, click 'Let Me Choose' and make selections on what you want transferred.

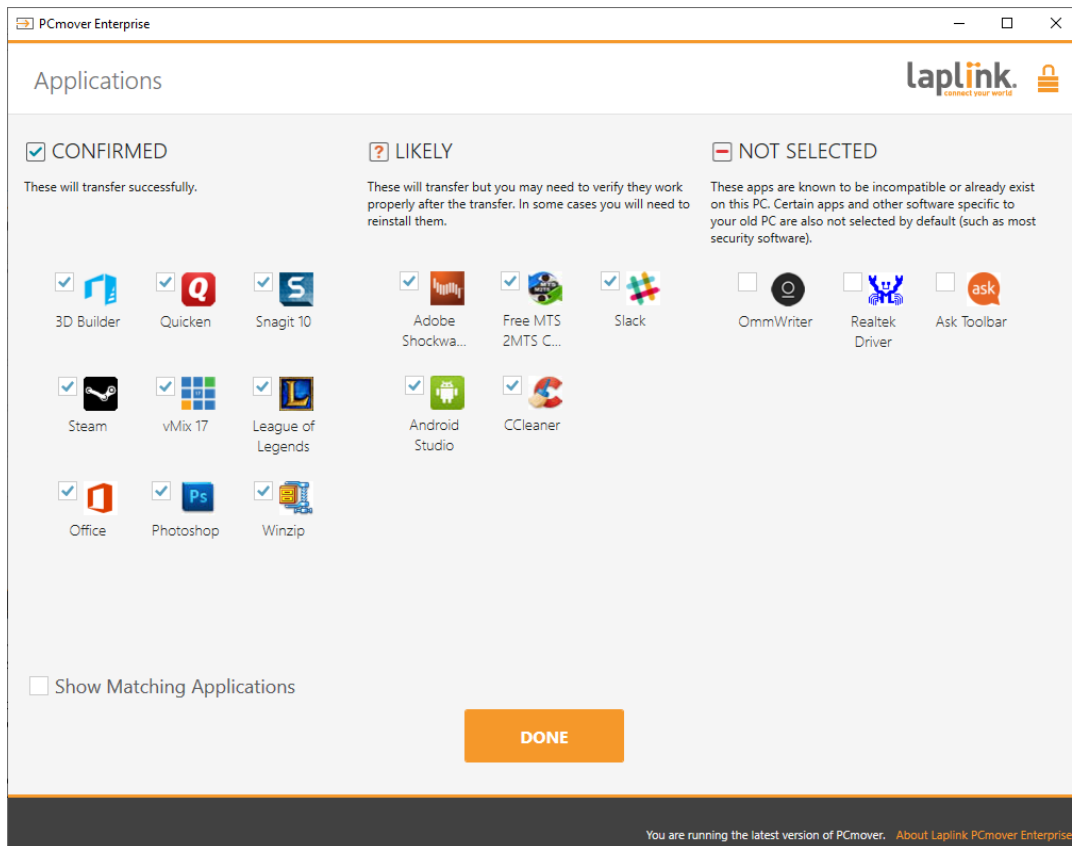
3. Transfer Summary



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:** On each screen, all folders with files in each category are selected by default. Deselect any folders you don't want transferred. See step 3b for further instructions.
- **User Accounts:** You may review and edit the settings for how user accounts will be transferred. See step 3c for further instructions.
- **Advanced:** You may review and edit settings for how drives and certain file types are transferred. Other custom changes can also be made to the transfer settings if needed (advanced users only). See step 3d 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.

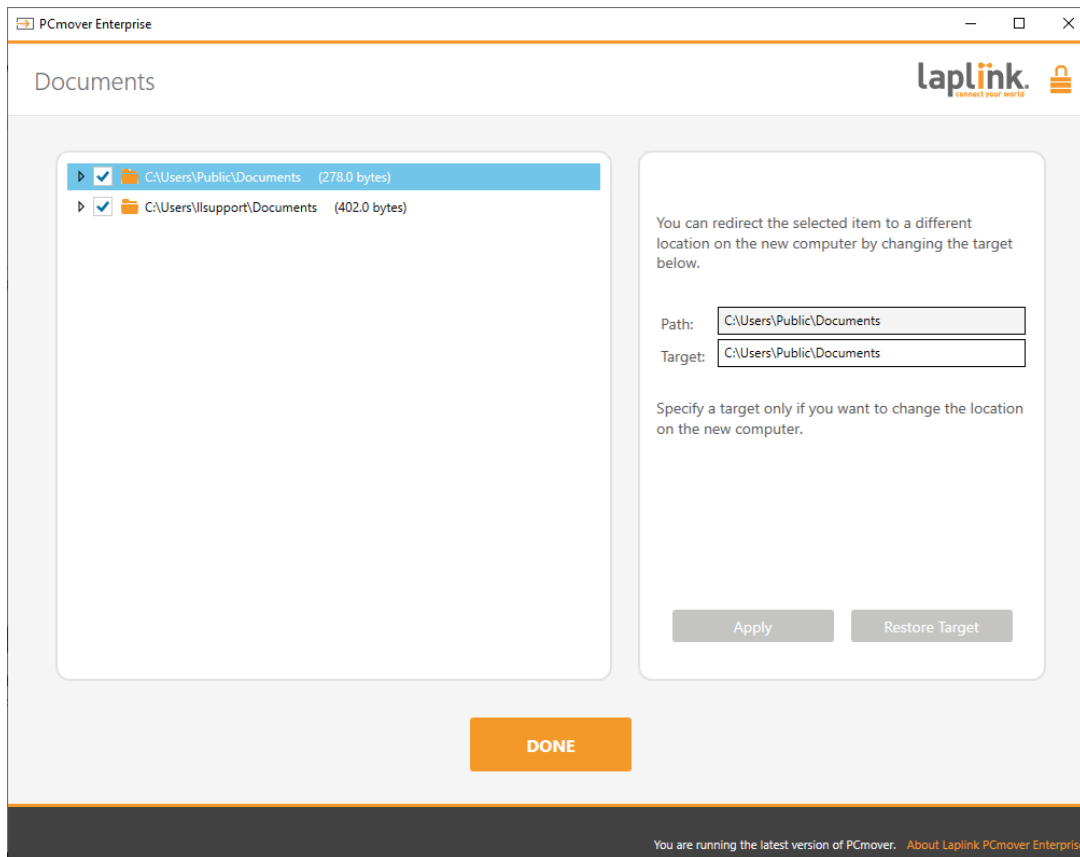
Click **Done** when finished. Any applications not selected by PCmover are not likely to transfer successfully and should not be selected. See list below for applications and programs you should not transfer.

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.

3b. Documents / Pictures / Videos / Music / Other Files



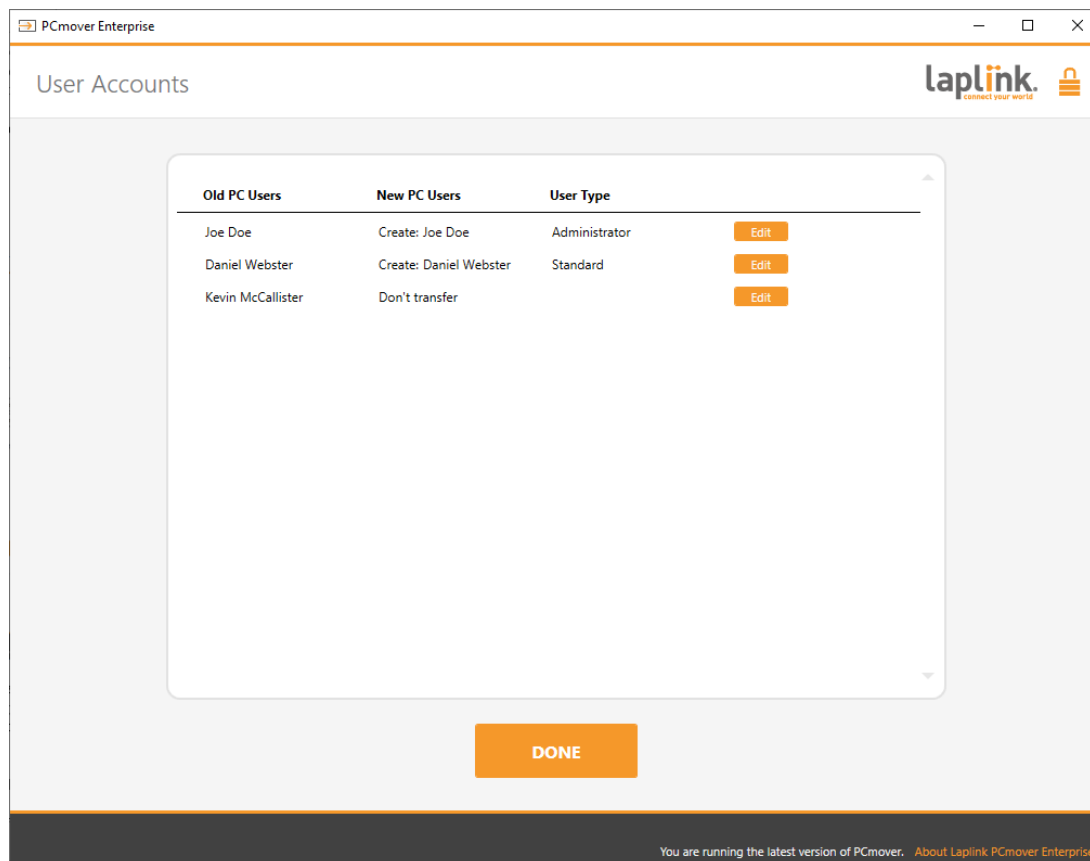
For each file type, PCmover allows you to deselect and exclude specific folders from the transfer. If, for instance, you do not want to transfer specific folders containing Documents, you can deselect those folders on the **Documents** screen, and they will not transfer to the new PC. You cannot exclude specific files, but you can exclude specific folders.

All folders that remain selected on each screen will transfer to the new PC.

Click **Done** on each screen when you have finished deselecting folders.

Note: To change the transfer destination for a folder, select the folder that you want to transfer to a different location. On the right side of the screen, the 'Path' text field will show the location of the folder on the old PC, and the 'Target' will show the current default transfer destination on the new PC. Enter a new transfer destination in the 'Target' text field as needed. Leave the 'Path' text field as is.

3c. User Accounts

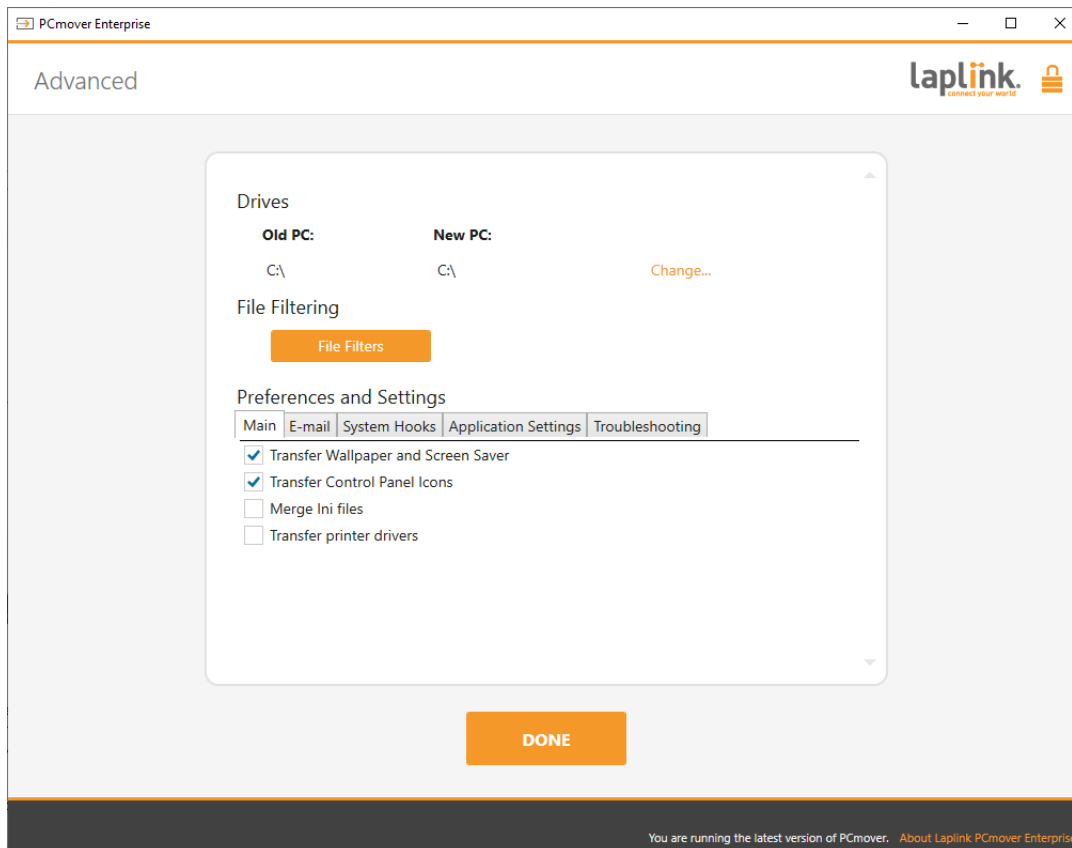


The settings and associated files for the users on your old PC will be transferred to the user accounts on your new PC as shown in the list. If you have already established settings for the users on your new PC prior to the transfer, these settings will remain the same and will not be overwritten by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

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

To modify how a user is transferred to the new PC, select the user in the list and click **Edit**. In the dialog box that appears, you may choose to transfer to a different user on the new PC, or you may create a new user on the new PC. You may also choose to not transfer the user at all. Click **OK** when finished, and then click **Done**.

3d. Advanced



Drives: If the old PC contains more disk drives than the new PC, PCmover will create a folder for each drive that does not exist on the new PC.

To modify how a drive is transferred to the new PC, click **Change**. In the dialog box that appears, you may modify the drive and/or default folder to which the drive from the old PC is transferred. You may also choose to not transfer the drive from the old PC. Click **OK** when finished, and then click **Done**.

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

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

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

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

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

4. Start Transfer

Click **Start Transfer** to begin the PCmover transfer to your New PC. Depending on the speed of your connection, hardware configuration, and other factors, your transfer time may vary.

Note – Registration / Activation Failure

You must be connected to the Internet for PCmover to validate the serial number and start the transfer. If you are not connected to the Internet on either PC, you will see a pop-up window with more information. Click **OK** and you will be shown the **Validate Serial Number** screen. Click **Validate Using Another PC or Device**. A screen will appear with the Old Machine (PC) Name and New Machine Name, along with a Session Code. You will need the Machine Names and 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.

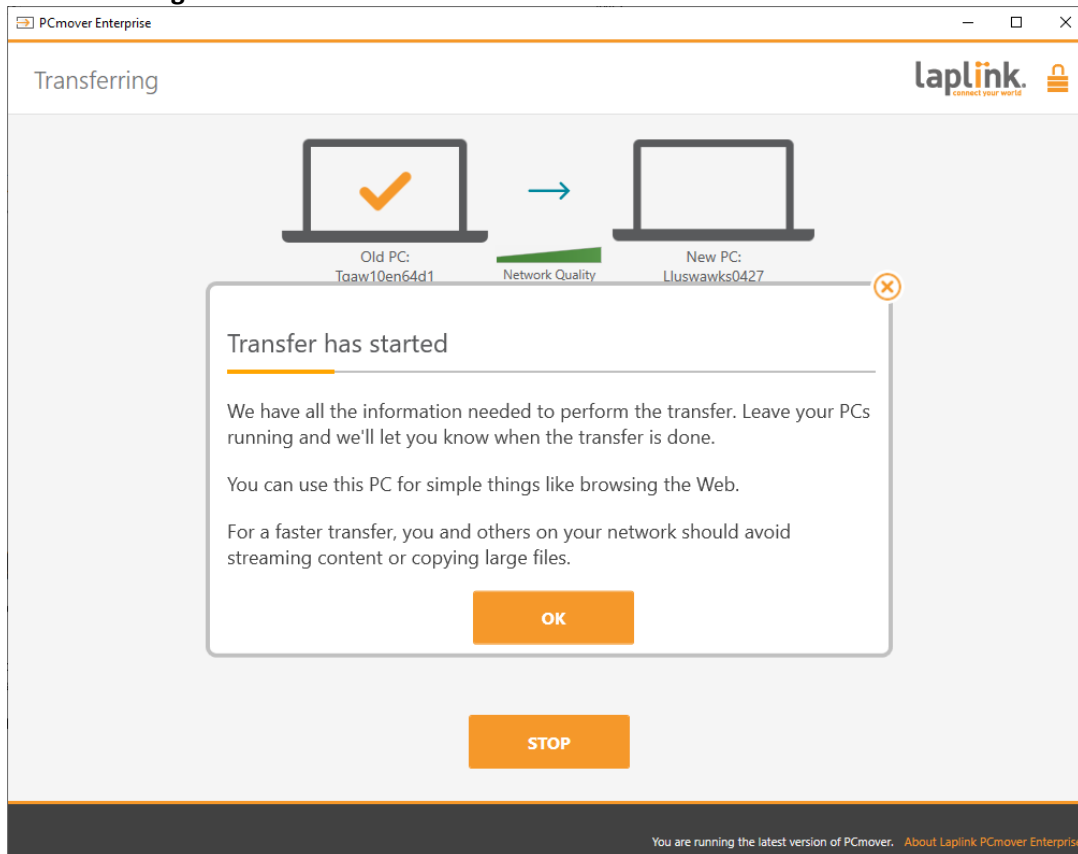
On another device with Internet access, such as a phone or tablet, go to:

<http://www.laplink.com/validate>

Follow the instructions on the page to enter the required information and obtain the Validation Code. Then, enter the Validation Code in PCmover in the **Validate Using Another PC or Device** screen and click **OK**. The serial number is validated and your transfer will now begin.

Transferring from the Old PC to the New PC

1. Transferring

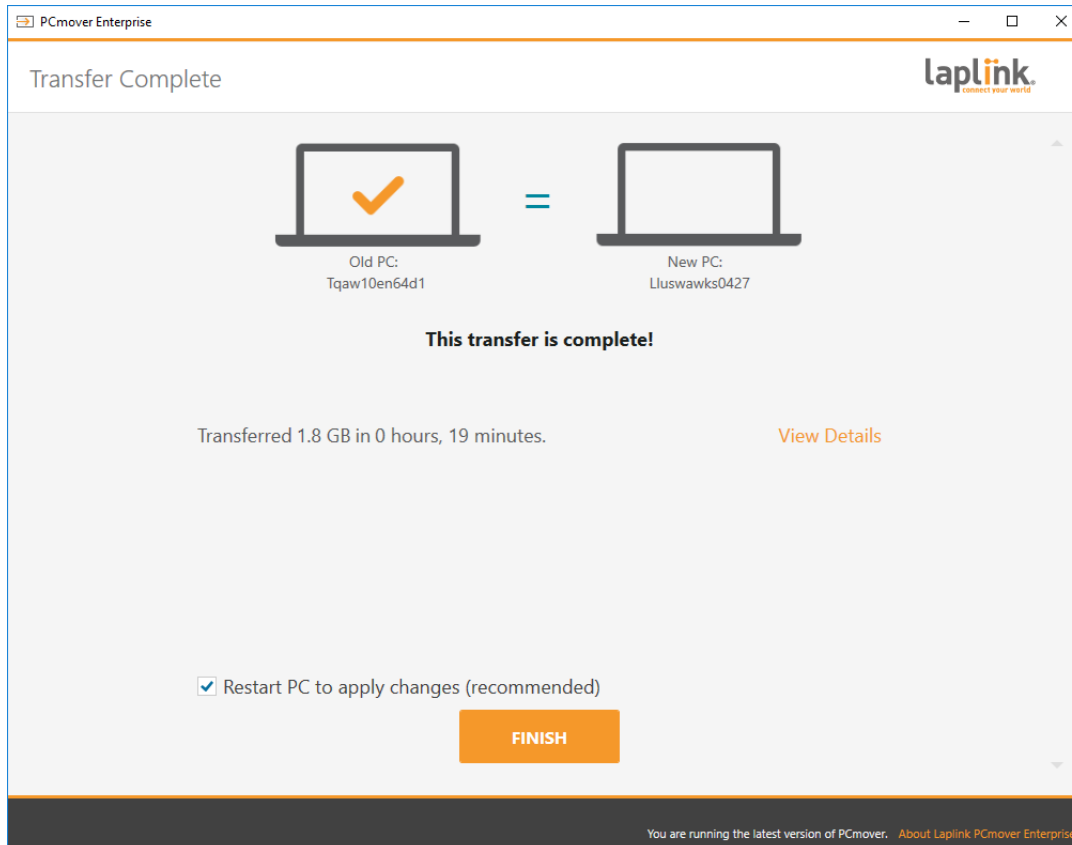


PCmover is now transferring all of your selected applications, data files and registry settings to the new PC. Click **OK** and allow the transfer to complete.

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 may be required so PCmover can install Microsoft Redistributable packages that may be necessary for 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.

Additional Assistance

Troubleshooting

- **Welcome Screen – Unable to Advance**

If the **Next** button stays gray and you see an error, please follow these steps:

1. Close PCmover.
2. Open Task Manager: Press the “Windows Key + X” and then press “T”.

3. In Task Manager, expand your view if needed, and click the **Services** tab.
4. Locate “PCmoverService” in the list, right-click “PCmoverService” and click **Restart**.
5. Close Task Manager. Open PCmover. Click **Transfer Between PCs** and continue with the transfer setup, starting with step 2 on page 9.

- **Registration / Activation Failure – No Internet Access**

You must be connected to the Internet for PCmover to validate the serial number and start the transfer. If you are not connected to the Internet on either PC, you will see a pop-up window with more information. Click **OK** and you will be shown the **Validate Serial Number** screen. Click **Validate Using Another PC or Device**. A screen will appear with the Old Machine (PC) Name and New Machine Name, along with a Session Code.

You will need the Machine Names and 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 device with Internet access, such as a phone or tablet, go to:

<http://www.laplink.com/validate>

Follow the instructions on the page to enter the required information and obtain the Validation Code. Then, enter the Validation Code in PCmover in the **Validate Using Another PC or Device** screen and click **OK**. The serial number is validated and your transfer will now begin.

- **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.

Undo 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

For PCmover Enterprise product support or inquiries about other Laplink products, contact your Laplink Corporate Sales Representative, or send an e-mail to:

corpsales@laplink.com