



Move Me v2.5

User Guide



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Chapter One: Introducing Move Me.....	3
How Move Me Works.....	3
Frequently Asked Questions.....	4
Hardware and Software Requirements.....	4
Chapter Two: Installing Move Me.....	6
How to Install Move Me.....	6
Getting Move Me onto Both Computers.....	6
Before Using Move Me.....	6
Network Configuration - Adding TCP/IP to Windows Networking.....	7
Uninstalling Move Me.....	7
Chapter Three: Quick and Easy Migration with Move Me.....	8
Selecting a Data Transfer Method.....	8
Performing the Migration with Move Me.....	8
<i>If You Have Multiple Drive Letters on the Old Computer.....</i>	<i>10</i>
<i>When the Migration is Complete.....</i>	<i>10</i>
For Advanced Users.....	11
Undoing a Migration.....	11
Chapter Four: Troubleshooting Migration Issues.....	13
During the Migration.....	13
After the Migration - Old Computer.....	14
After The Migration - New Computer.....	14
Contacting Us.....	16
Glossary.....	17
Index.....	18

Chapter One: Introducing Move Me

Welcome to *Move Me*, the quick and easy way to migrate from one computer to another or to copy your existing files to a new notebook computer.

- ❑ *Move Me* copies your programs, data files, and the Registry settings needed to make your programs work properly on the new system, while leaving all of the new computer's pre-installed software intact.
- ❑ The program walks you through the steps involved in migrating to your new computer. All it requires of you is a few mouse clicks.
- ❑ You can transfer your data over an existing local area network, over a USB or parallel file transfer cable, or using any type of removable media that can be read by both PCs.
- ❑ As an added bonus, *Move Me* includes *StartUp This*, a stand-alone application that lets you manage programs that run automatically from your StartUp Group or Windows Registry. *StartUp This* is a handy utility that you will continue to use long after you are moved into your new computer.

How Move Me Works

In order to make *Move Me* as easy to use as possible, the program and its documentation models the process of upgrading to a new computer after the experience of moving to a new home. As you can see below, each of the steps in the *Move Me* upgrade process is similar to one of the steps you undertake when moving from one home to another.

1. *Move Me* takes a snapshot of each computer.

As you prepare to move to a new home, one of the first things you do is take stock of your current belongings and compare them to the furnishings that already exist in the new home. For instance, if you currently own a refrigerator but your new home includes one, too, you know you don't have to take the old one with you. Likewise, *Move Me* creates a list of "furnishings" (files and settings) that exist on each computer in order to decide what to move to the new system. These lists are called snapshots.

2. *Move Me* compares the two snapshots and creates a moving journal (or packing list) of files and settings to be copied to the new computer.

After you take stock of your existing furnishings and the items included with your new home, you can prepare a list of items to be packed up and moved to the new house. This list comes in handy when the movers arrive at your home on Moving Day. Similarly, *Move Me* creates a packing list ("moving journal") of items to be moved to your new computer on Upgrade Day.

3. *Move Me* uses the packing list to fill the moving van.

When the movers you hire arrive on your doorstep on the big day, they fill their moving van with all of the belongings you are taking to the new house. This is akin to what *Move Me* does when you ask it to fill the moving van. It fills its moving van with all the programs, data files, and Registry settings to be moved to the new computer.

4. *Move Me* unloads the moving van by extracting the files and settings from the moving van to the new computer.

After your belongings are packed up and loaded on the truck, the movers drive it to your new home and unload the moving van, placing each appliance or piece of furniture in its proper place. *Move Me's* final step is the same. Your files and settings are unloaded (extracted from moving van file) and each is copied to its appropriate location on the new computer's hard drive.

5. When *Move Me* completes the migration, your new computer feels like an old friend.

Once *Move Me* works its magic, you can sit down at your new PC and immediately go to work.

Your old programs are now on the new computer, configured exactly the way you had them on the old system.

Move Me allows you to transfer data using three methods.

- ❑ With the **network**, **USB**, and **parallel port** methods, your data is sent in a continuous stream from the old machine to the new one over a network.
- ❑ With the **file** method, the data is copied to a "moving van" file which is later "unloaded" onto the new computer.

Frequently Asked Questions

Our frequently updated "Move Me FAQ" (Frequently Asked Questions) is available online. For the latest information about *Move Me* please visit our web site at:

http://www.spearit.com/FAQ_MoveMe.html

Hardware and Software Requirements

To upgrade a new computer with the programs and data files from your existing system, you must install *Move Me* on both computers. Each of the computers must include the following hardware and software:

Operating System:

Windows 95, Windows 98, Windows ME, Windows NT 4.0*, Windows 2000*, or Windows XP* operating systems. (*On these NT-based versions of Windows you must have administrative access in order to perform a migration with *Move Me*.)

Processor Speed:

Any 486 or faster processor capable of running one of the above operating systems.

Memory:

16 megabytes.

Hard Drive Space:

4 megabytes for the program files.

If you are using the File Transfer method to move your data to the new computer, you also need sufficient disk space to create *Move Me's* moving van file. The moving van file can be created on the old computer, the new computer, or a third computer (such as a file server) that can be accessed by both computers. You can also store the moving van file on any type of removable media (see "About Removable Media" below) that can be read by both computers.

Transfer Methods:

During the upgrade process you need to transfer data between your computers. The following transfer methods can be used:

- ❑ Direct Network Transfer - Your data is transferred directly, over a local area network (LAN), using the TCP/IP networking protocol.
- ❑ USB Transfer - Your data is transferred between the USB ports of the two computers, which are connected with a USB file transfer cable.
- ❑ Parallel Port Transfer - Your data is transferred through the parallel ports of the two computers, which are connected with a parallel file transfer cable.
- ❑ File Transfer - *Move Me* creates a "moving van file" containing your data which is later "unloaded" on the new computer. The moving van file can be stored on the old computer, the new computer, or a third computer (such as a file server) that you can access from both

computers. The file can also be stored on *removable media*.

About Removable Media:

Removable media refers to a hard drive or a cartridge that can be quickly and easily inserted in or connected to a computer and, when desired, removed and connected to a different computer. The disk or cartridge can be used with any PC equipped with a similar drive or port. One popular form of removable media is the **Zip disk** from Iomega, which holds 100 to 750 megabytes of data, depending on the model. Increasingly popular USB and Firewire drives can store amounts of data ranging from 16 megabytes up to 60 gigabytes or more. To learn more about removable media options, visit our web site at:

http://www.spearit.com/removable_media.html

Chapter Two: Installing Move Me

How to Install Move Me

To use *Move Me* to transfer your programs, data files, and Registry settings onto another computer, *Move Me* must be installed on both of the computers.

To install *Move Me* from a file you downloaded from the Internet, follow these steps on each PC:

1. Copy the file to a temporary directory.
2. Double-click the file, then follow the on-screen instructions.

To install *Move Me* from a CD, follow these steps on each PC:

1. Insert the CD into the CD-ROM drive.
2. If the auto-run feature is enabled, the installation begins automatically. Follow the on-screen prompts.

If auto-run is not enabled, use Windows Explorer or some other file management program to display the contents of the CD, double-click the *Move Me* setup file to begin the installation, and follow the on-screen prompts.

Getting Move Me onto Both Computers

- ❑ If both of the computers involved in the migration can talk to each other over a network, you can download the software to one computer and then transfer it to the other over the network.
- ❑ If the computers are not on a network but both have access to the Internet, you can download the software from our Web site twice (once to each computer).
- ❑ If only one computer has Internet access, you can copy *Move Me* from one computer to the other using removable media such as Zip disks, floppy disks, or CDs, providing both PCs can read that type of media. (*Move Me* can be downloaded as a series of three files that fit onto two floppy disks from our web site at <http://www.spearit.com/floppydisks.html>.)
- ❑ If these methods are not available to you, you can transfer the software over the USB or parallel ports of the two computers if you have the proper cable and third-party software that performs this function.

Before Using Move Me

Before using *Move Me*, we recommend that you perform the following pre-migration steps on your computers. By doing so, you can help to ensure that your migration is a success.

ON THE OLD COMPUTER:

1. Delete unnecessary files from your computer's hard drive(s).
Move Me does not move temporary files such as those in your Recycle Bin and Web browser's cache. If your computer contains other files that you do not wish to migrate, however, such as old backup files, you can speed up the migration by deleting them from the old computer.
2. Run ScanDisk on your drive(s) to find and correct any disk errors.
To run ScanDisk in most versions of Windows, double-click the **My Computer** icon, right-click **Drive C:**, select **Properties**, and click the **Tools** tab. Under Error Checking, click the **Check Now** button.
3. Check your computer's hard drive(s) for computer viruses.
An undetected virus could interfere with the migration process or result in the loss of valuable data on

your PC. To avoid infecting your new computer, make sure that your old computer is virus-free by running up-to-date virus scanning software on your PC's hard drive(s) before using *Move Me*.

4. Close any applications that are currently running on the old computer, including programs that may be running in your system tray. (Programs running in the system tray can frequently be closed by right-clicking on the program's icon and selecting **Exit** from the menu that appears. If this does not work, refer to the documentation for the specific program.)

ON THE NEW COMPUTER:

1. If the new computer is **brand new** (straight from the factory) and has never been used by anyone, you can probably omit these pre-migration steps. Otherwise, you should run ScanDisk and virus scanning software on the new computer, also.

Network Configuration - Adding TCP/IP to Windows Networking

In order to perform a **network migration** with *Move Me*, the two computers involved in the migration must be able to communicate over a network using the TCP/IP networking protocol. **Most computers that are connected to a LAN (local area network) are already configured to use TCP/IP.** If you are currently using Windows Networking with protocols **other than** TCP/IP, you can add it to the protocols already in use on each computer.

Uninstalling Move Me

To uninstall *Move Me*:

1. Run **Control Panel** (from the Start menu or the Start/Settings menu, depending on your version of Windows).
2. Click **Add or Remove Programs**.
3. Highlight ***Move Me***.
4. Click the **Add/Remove** or **Change/Remove** button (depending on your version of Windows).

NOTE: If you uninstall *Move Me*, you will also uninstall *StartUp This* which is included with *Move Me*.

Chapter Three: Quick and Easy Migration with Move Me

Move Me requires just a few mouse clicks to whisk you through the migration process. Before you begin the migration, however, you must decide which transfer method to use to transfer your data.

Selecting a Data Transfer Method

Move Me supports a number of different migration methods. The following information will help you to select the method that is best for you, based on the configuration of your computers. At least one of these methods is almost certain to work for you.

Network Transfer

Network transfer is, by far, the fastest method for migrating your data. If your computers are configured to communicate over a network, you should definitely do a network migration. If they are not, you may want to consider setting up an inexpensive network before you move your data. External USB network adapters, for instance, are easy to install and require minimal computer expertise.

USB Transfer

If your computers are not networked, the next best choice is to connect them with a supported USB transfer cable. For a list of USB transfer cables that are supported by Move Me, see our web site at:

http://www.spearit.com/USB_transfer.html

Removable Media Transfer

If you are not able to perform a network or USB transfer, the next fastest method of transferring files and programs is with removable media. In order to use this method, the **old** computer must be able to **read and write** to the medium and the **new** computer must be able to **read** it.

The speed of such a migration varies, depending on the type of medium used. Typically, however, a migration performed with removable media is several times faster than a parallel port transfer (see below). For detailed information on migrating your data using removable media, visit our web site at:

http://www.spearit.com/removable_media.html

Parallel Port Transfer

If you are unable to use any of the above methods but each of your computers has a parallel port (the port where a printer is normally plugged into the computer), you can connect them with an inexpensive parallel file transfer cable.

When you transfer your programs and files over a parallel cable, the migration will take much longer. However, the cables are quite inexpensive and readily available. (You can purchase one from our web site or from many online or retail computer stores.) In addition, until very recently nearly all computers shipped with at least one parallel port and most still do. For information on obtaining the correct type of cable for a parallel port transfer, visit our web site at:

<http://www.spearit.com/cable.html>

Performing the Migration with Move Me

To perform the migration, follow these steps:

1. *Move Me* recommends you run ScanDisk as well as virus scanning software on the old computer prior to the migration to prevent post-migration problems. (You may also want run virus software on the new computer, depending on the amount and type of use it has undergone since purchase.) During the migration, you are asked to verify that you have performed these steps.
2. When using the network, USB, or parallel port method of data transfer, make sure that both

computers are logged into your LAN or connected to each other via the USB or parallel file transfer cable before you begin. If you are using the file transfer method over a LAN, each computer should be logged into the network when you perform steps on that PC.

3. Exit all programs that are running on both computers (including applications in your System Tray).
4. Run *Move Me* on each computer:
Double-click the **Move Me icon** on the desktop.
OR
Click the **Start** button on the taskbar, select **Programs** or **All Programs**, depending on your version of Windows, select **Move Me** (the program folder) and then select **Move Me** (the program).
5. Follow the on-screen instructions.
You are guided through the process of migrating to your new computer through a series of wizard screens. For more information about the instructions that appear on any screen, click the **Help** button on that screen.

NETWORK, USB, AND PARALLEL PORT MIGRATIONS:

Move Me analyzes the data on both PCs, determines what files and settings need to be copied to your new system, tells you the total amount of data to be moved, and then transfers all of your programs, data files, and Registry settings to the new computer in a continuous stream.

The length of time required to perform the move depends on the configuration of the computers involved and the amount of data to be transferred. In the event you should need to perform the migration again at a later date, simply run the software again. The transfer fee covers any future migrations between the two computers.

FILE TRANSFER MIGRATIONS:

Creating the Snapshot and Moving Van Files

Move Me creates a **computer snapshot** of the new computer, compares it to the old PC to determine what files and settings need to be copied to your new system, and tells you the total amount of data to be moved. Then *Move Me* creates the **moving van** file containing the files and settings to be moved from the old computer to the new and unloads it onto the new computer.

The length of time required to fill and unload the moving van depends on the configuration of the computers involved and the amount of data to be transferred. In the event you should need to perform the migration again at a later date, simply run the software again. The transfer fee covers any future migrations between the two computers.

Saving the Snapshot and Moving Van

The snapshot and moving van file should be saved to a location that is accessible to both the old and new computer:

- If the PCs can communicate with each other directly via a network, you can save the moving van file to a drive on either of the two computers.
NOTE: *If your PCs can communicate directly and your network uses the TCP/IP networking protocol, you should use the faster Network Transfer method. The File Transfer method is intended for networks that are cannot be configured for TCP/IP or in cases where you prefer not to reconfigure the network for this protocol.)*
- If the PCs cannot communicate directly (i.e. they cannot log into the network simultaneously), you can save the moving van file to a third computer (a file server) that each PC can access

when it is logged into the network. You can also save the moving van file to **removable media**, provided that each PC can read it. (i.e. You have a Zip drive installed on each computer or you have an external Zip drive that can be moved from one machine to the other.)

Using Removable Media

If you are using removable media, you are prompted to insert a new disk or cartridge when the current one is filled.

- ❑ Removable disks must be formatted but they need not be empty. *Move Me* uses whatever free space exists on each disk. Existing files are not erased or damaged in any way.
- ❑ It is possible to perform a migration with fewer removable disks or cartridges than can contain all of your data. If the PCs are in the same general location, you can fill up one or more disks with data from the old PC, then go to the new computer and copy the files to the new hard drive. Now delete the files on the removable disk(s) using Windows Explorer on the new computer, then go back to the old PC and continue the process.
- ❑ All files copied from removable media must be copied into the same directory on the new computer. *Move Me* gives each file a unique name, so there is no danger of overwriting one file with another.

If You Have Multiple Drive Letters on the Old Computer

If your old computer is configured with a drive partition that does not exist on the new computer (for example, if the old PC has a Drive C and Drive D while the new PC only has a Drive C), *Move Me* can create a directory on the new computer and copy the files from the additional partition to it. You can also instruct the program to copy the files to an existing directory on the new PC or tell it not to copy the files at all.

Before the new directory is created, *Move Me* displays a **Confirm Directory** dialog box. The dialog identifies the directory on the old PC and suggests a name for the directory to be created on the new PC.

- ❑ By default, the **Migrate to New Directory** radio button is selected and the directory name "C:\Drive_x" is suggested. (In place of the "x", *Move Me* uses the current drive letter.) To create this new directory and copy the files to it, click **OK**.
- ❑ If you prefer an alternate name for your new directory, type over the existing name and then click **OK**.
- ❑ If a directory with the default name already exists on the new PC (for instance, if you have already performed a migration between the two computers) *Move Me* selects the **Migrate to Existing Directory** option by default. If you click **OK**, the files are copied to this existing directory. If you prefer to create a new directory, select the **Migrate to New Directory** option. Specify a new name, if desired, or accept the name suggested by *Move Me* by clicking **OK**.
- ❑ If you prefer not to copy the files in this directory at all (for instance, they might be back-up files that you have already transferred to a CD), select **Do Not Migrate This Directory**, then click **OK**.
 - ❑ If you edit one of the suggested directory names and want to restore it to its default, click the **Restore** button next to that option.

When the Migration is Complete

- ❑ The new computer must be rebooted to ensure that all changes take place.
- ❑ If you performed a file transfer migration, you can delete the moving van file(s) in order to regain the disk space used. Deleting the moving van file *does not* affect your ability to undo the migration

procedure.

- ❑ The first time you restart the new PC, *Move Me's StartUp This* runs. *StartUp This* is an application included with *Move Me* to help you manage applications that start automatically during the boot process.

Many of the programs and drivers that run automatically when you start Windows relate to hardware that exists on your computer. For instance, you may be loading applications during startup that allow your Zip drive or DVD drive to function properly. When you use *Move Me* to migrate to a new computer, those applications may or may not be needed, depending on the hardware installed in the new PC. For this reason, *Move Me* disables all of your old startup programs. The first time you use the new computer after the migration, you can use *StartUp This* to enable those applications that are appropriate for your new system.

For Advanced Users

Most users will want to move their programs, files, and settings to their new computer using *Move Me's* standard, wizard interface which requires just a few mouse clicks to whisk you through the migration process. However, if you are a "power user" or network administrator, you may prefer to use the *Move Me Control Center* which gives you greater control over the migration process.

With the *Move Me* Control Center you can:

- ❑ Explore the log files created by *Move Me* to learn exactly what is moved during a migration.
- ❑ Create custom "rules" that allow you to control what is moved during a migration.

To run the *Move Me* Control Center:

1. Select **Start, Programs** or **All Programs** (depending on your version of Windows), *Move Me*, and **Control Center**.

Detailed information about the Control Center can be found in the program's online help.

Undoing a Migration

We are confident that your experience with *Move Me* will be a positive one and that your applications, data files, and settings will be successfully migrated to your new computer. However, in the event that any unforeseen negative consequences occur or you simply change your mind about the migration, *Move Me* does allow for a complete reversal of the migration process.

During an upgrade, *Move Me* keeps track of all changes made to the new system in a collection of files called UNDO*.PCV (where the * is replaced with a number from 0 to 9). As long as these files exist on the computer's hard drive, the changes can be undone and the computer returned to its pre-upgrade state.

To undo a migration:

1. Run *Move Me* on the new computer.
2. On the "Which Computer?" screen, tell *Move Me* that this is the new computer.
3. If *Move Me* detects that a previous migration was performed on this computer, you are asked if you want to **undo the previous migration** or **begin a new migration**.
4. Select **Undo previous migration**, then click **Next**.
The **Ready to Start - Undo Migration** screen appears.
5. If you are certain that you want to undo the previous migration, click **Next** to begin.
When the undo finishes, the **Undo Complete** dialog box notifies you that your migration has been successfully undone (reversed).

6. Your computer must now be rebooted to complete the undo. To automatically reboot your system, click **Finish**. If you prefer to restart your computer manually, remove the check from the **Reboot Automatically** checkbox and then click **Finish**.

During the undo, *Move Me* may be unable to reverse a change that was made to the new system, either because an item is currently in use (and, therefore, "locked" by Windows) or because of a security restriction. Any change that cannot be undone is listed on a dialog box on your screen. Most likely, these changes are unimportant and the undo of your migration will not be affected. If necessary, however, these changes can be undone on the new computer manually.

Chapter Four: Troubleshooting Migration Issues

In this chapter you can find information on resolving issues that arise during or after a migration.

During the Migration

Issue: *The new computer is not listed when browsing the network via **Identify New Computer** screen.*

The **Identify New Computer** screen lists all computers in your local area network that are currently running *Move Me*. In order for the new computer to appear on the list, TCP/IP must be properly installed on the new computer AND the new computer must be displaying the **In Progress - Network Transfer** wizard screen.

Issue: *You cannot connect to the other PC via a LAN (local area network).*

In order to use the network method of data transfer, both computers must be configured to use the TCP/IP networking protocol. If they are not, either re-configure them to use this protocol or use the file transfer method to transfer data over your existing network.

Issue: *You cannot connect to the other PC via the Parallel Port.*

There are a number of reasons why a parallel port connection might fail. If your computers cannot communicate via their parallel ports, consider the following:

- ❑ You must be running *Move Me* on both computers and each computer must be displaying the “In Progress – Parallel Connection” screen.
- ❑ Your computers must be connected using a **parallel file transfer cable**. IEEE1284 parallel cables and parallel extension cables will not work.
- ❑ Make sure that both ends of the cable are securely attached to the proper parallel port on each computer. If your cable is defective, cut, or broken, the transfer also will not work.
- ❑ Verify that the parallel port is working properly. A simple way to test the port is to connect a parallel printer to it and verify that you can print to it from within Windows. If you did not previously have a printer connected to the port, you may have to add a Windows printer driver to your configuration before performing this test.

Issue: *You cannot connect to the other PC via the computers' USB ports.*

In order to perform a migration using the USB ports of the computers, you must be using a compatible USB file transfer cable. For a list of compatible cables, visit the Spearit web site at:

http://www.spearit.com/USB_transfer.html

Issue: *During the migration, the transfer stops and the following message displays: “Parallel Port Error: Unrecoverable data error on parallel port”.*

This error can occur for the following reasons:

1. If either of the computers is running Windows XP, *Move Me* must be installed on that computer with the “Prepare for a migration over the parallel port” option checked. If you disabled this option during installation, re-install *Move Me*, making sure this option is enabled.
2. A printer or some other device (such as a scanner or zip drive) may be configured to access the parallel port even when you are not using the device. If this is the case, temporarily re-configure the driver for that device so that it does not access the printer port.
3. If Windows is configured for “Direct Cable Connection” (DCC), which is also called “Direct Parallel Incoming or Outgoing Connection” on Windows XP, Windows will access the parallel port and interfere with the migration. If DCC is installed, disable it.

When the problem is corrected, re-start *Move Me* on both computers and start the migration again.

Issue: *You need to migrate multiple users from your old computer to your new computer.*

It is a simple matter to migrate multiple users to a new PC. First, one of the user logs into both computers and performs a migration. (It does not matter which user goes first.) When that migration completes, the next user logs into both computers and performs a migration. The process is repeated until all of the users have migrated their personal files and settings to the new PC. (Subsequent migrations take much less time than the first migration, since most of the applications on the old computer have already been moved.)

Issue: *You cannot unload the moving van file onto the new computer when using the file transfer method.*

This problem can occur if you attempt to unload the moving van file onto a computer other than the one that was used to create the computer snapshot during the migration process OR if you are logged into the new computer under a different user name than you were when you created the snapshot. Both the snapshot and the moving van file contain identifying information about the two computers and the user(s) involved in the migration. For your own protection, you cannot unload the moving van onto a machine other than the one you specified as the new computer during the migration. You must also log into the new computer under the same user name you logged in under when you created the snapshot.

After the Migration - Old Computer

Issue: *An error message on the old computer states that some items could not be copied to the new PC.*

In rare instances, *Move Me* may be unable to copy a file because it is currently in use (and, therefore, "locked" by the operating system). This can occur with temporary files that are used by an application and then deleted automatically when you exit the program. Most likely, such locked files are related to programs that are running during the migration. (i.e. You did not close all of the programs in your System Tray before you began the migration.)

In most cases, these files are unimportant and no action is required on your part. If you later determine that one of these files is needed by the new computer, close all open applications (including those running in the System Tray), and then perform a second migration. This migration should only take a few minutes, since you are only copying a few files, and you are **never** charged for additional migrations between the same two machines.

After The Migration - New Computer

Issue: *An error message on the new computer states that some items could not be copied to the new PC.*

In order to perform a complete migration to a Windows NT/2000/XP system, you must have administrator-level access to the new computer. If you do not, *Move Me* may be unable to copy some files or Registry settings from the old computer to the new one. To resolve this problem, ask your network administrator to give you administrator-level access and then perform the migration (or unload the moving van) again. Any items that still cannot be copied should not be, and you can consider your migration complete. (Windows protects your system by not allowing certain items to be copied.)

Issue: *One of your applications does not run properly on the new computer.*

Move Me has been tested extensively and found to be compatible with most popular software packages. In the event a particular program does not run properly on your new computer following a

full migration, the easiest and fastest solution is to simply reinstall that one program from your original disks.

Keep in mind that each application that is migrated to your new computer must be compatible with the operating system installed on the new PC. For instance, if you are migrating from Windows 95 to Windows 2000, each program that is transferred to the new computer must be compatible with Windows 2000. Any applications that are not compatible with the new operating system will not run properly.

In addition, many applications require operating system specific files in order to run properly. If you move from Windows 98SE to Windows XP, for example, an application may need to be reinstalled because XP-specific files were never installed on the old computer (because they were not needed at that time).

Also, a small number of software programs include a type of copy protection that identifies the computer on which the program is initially installed. While *Move Me* can properly move all of the files associated with such a program, it may fail to run because the new computer does not match the one it was 'branded' for. Such programs may run properly if they are reinstalled on the new computer from the original disks. A few copy-protected programs are designed to install only once onto one specific machine. If this is the case, you may need to contact the publisher of the software for assistance on how to reinstall the application on your new computer.

Issue: *Your icons are arranged differently on the new computer's desktop than they were on the old one.*

During the migration, the contents of your old desktop are merged with the contents of your new desktop. Because the new desktop is not an exact copy of the old one (it will, for example, contain additional, new icons and may be displayed in a different resolution), your old icons may not be displayed in the exact same places they were displayed on the old PC. While this is unavoidable, it is a simple matter to use your mouse to reposition things where you want them. (If your icons spring back into place when you try to move them, the Auto Arrange feature is enabled on your desktop. To disable it, right click on the desktop, select Arrange Icons, then select Auto Arrange to toggle the feature off.)

Issue: *One or more of your icons appears twice on your Windows NT/2000 desktop.*

Although your Windows NT/2000/XP desktop appears to you as a single entity, it actually consists of two groups of icons - those that appear on the desktop of all users of this computer and those that appear on your personal desktop when you use this computer. Occasionally, an icon that already exists on your new computer's "all user" desktop may be moved from your old computer's desktop to your new personal desktop. In such case, you would end up with two copies of the same icon on your desktop. Simply delete the extra icon.

Issue: *The following message displays when you restart the new computer:*

"System File Error. The following system files have been replaced with older versions by a program you recently ran. These files are currently in use and cannot be automatically repaired. Windows may not run correctly until you end and restart Windows so that these files can be automatically repaired."

The **quick answer:** You can safely ignore this Windows error message.

The **long version:** Although the error indicates that *Move Me* has replaced files on your new computer with older versions, this is not the case. The files in question did not exist on the new computer until they were copied to it during the migration. Windows, however, has verified that newer versions of these files are included in the .CAB files that are used to install Windows and it wants to replace the versions that were brought over from the old computer with these newer versions. The error message only displays the first time the computer is restarted after the migration and it requires no action on your part.

Issue: *When you restart your new computer, Windows does not run properly.*

Move Me has been tested extensively to ensure that your programs, files, and settings are migrated to your new computer successfully. It is not possible, however, to test any software package with every combination of hardware and software on the market. In extremely rare cases, a compatibility issue can result in a less than optimal migration.

If you are able to run Windows on the new computer, you can reverse the migration by following the instructions in the section "Undoing a Migration" in Chapter 3.

If you are not able to run Windows normally, try booting into Safe Mode. When you reboot the computer, you may see a startup menu that offers this option. If you do not, you can force the computer into Safe Mode by pressing **F8** before the message "Starting Windows" appears or during the first two seconds after it displays and selecting this option from the menu. From Safe Mode, run *Move Me* and then perform an Undo as described in Chapter 3.

If you are not able to run Windows (either normally or in Safe Mode), you will need to reinstall the operating system and any software that came pre-installed on the new computer. Most new PCs include a Restore CD that can be used to return the system to its original state in the event of a serious problem.

Once the operating system and bundled software are restored, you may want to run *Move Me* again and perform a partial migration as follows:

1. When the **Select Migration Modifications** screen appears, click the **Advanced** button.
2. From the **Migrations Modifications** screen, select **Troubleshooting**.
3. Place a check in the **Do not move the Windows system directories** box, click **OK**, and then click **Next** to continue with the migration.

Under certain rare circumstances, an item copied from one of the Windows system directories on the old computer can interfere with the migration process. This option prevents *Move Me* from moving those directories. After performing this type of migration, some applications that depend on files in the Windows system directories may not function correctly and will need to be re-installed.

4. If you still experience the problem after performing the limited migration described above, follow the previous steps again but this time select **Move only files**.

This option allows you to migrate all of your personal files while avoiding most system compatibility issues. If you choose this option, many of your programs will need to be re-installed. (Because your old computer's desktop and Start Menu shortcuts are not copied to the new computer, you would have to run applications manually (i.e. from Windows Explorer) or recreate their shortcuts. In addition, programs that depend on Registry settings would need to be re-installed.)

Contacting Us

Technical support information is available on our web site at the following URL:

<http://www.spearit.com/support.html>

We can also be reached by mail, phone, fax, or email:

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Eatontown, NJ 07724-1202

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Glossary

filling the moving van

The process of gathering the information (programs, data files, and Registry settings) that *Move Me* will copy to the new computer.

moving journal or packing list

A summary of all programs, data files, and Registry entries that will be copied or have been copied from the old computer to the new computer or changes that will be or have been performed during an "Undo".

new computer

The computer *to which* your files are copied. This can be a computer that replaces your existing computer OR one that is used in addition to it (such as a notebook used for travel).

old computer

The computer *from which* you are copying data.

removable media

A hard drive or a cartridge that can be inserted in or connected to a computer and, when desired, removed and connected to a different computer. Such drives can be used with any PC equipped with a similar drive or port. (Popular forms of removable media include the Zip disk from Iomega, which holds 100 to 750 megabytes of data, depending on the model, and USB and Firewire drives, which can store amounts of data ranging from 16 megabytes up to 60 gigabytes or more.) To learn more about removable media options, visit our web site at: http://www.spearit.com/removable_media.html.

snapshot

A list of all programs, data files, and Registry settings that currently exist on a computer.

undoing a migration

The process of reversing the changes made during the migration. (*Move Me* keeps track of all changes made to the new system in a file (or files) called UNDO*.PCV (where * is a number from 0 to 9). As long as one or more of these files exist on the computer's hard drive, the changes can be undone and the computer returned to its pre-upgrade state.)

unloading the moving van

The process of copying the programs, data files, and Registry entries contained in the moving van file to the appropriate location on the new computer.

Index

A

adding TCP/IP · 7
advanced users · 11

C

cannot connect via network (LAN) · 13
cannot connect via parallel port · 13
cannot copy files to new computer · 14
cannot unload moving van · 14
close all applications · 7
contacting us · 16
Control Center · 11
copy protection · 15
copying data files · 3
copying programs · 3
copying Registry settings · 3
creating a snapshot · 9
creating custom rules · 11

D

deleting unnecessary files · 6
Do not move the Windows system directories · 16
drive letters · 10
drive partitions · 10

F

FAQ (Frequently Asked Questions) · 4
file transfer method · 4
firewire drives · 5

G

glossary · 17

H

hardware requirements · 4

I

icons duplicated on new desktop · 15
icons not displayed the same on new computer · 15

installing Move Me · 6

L

log files · 11

M

manual migration · 11
migrating multiple users · 14
migrating to a new computer · 3
migration fee · 9
migration issues · 13
migration modifications · 16
migration options · 16
migration process · 8
Move Me, copying to other computer · 6
Move Me, what it does · 3
moving journal · 17
moving van file · 9, 17
multiple drive letters · 10
multiple drive partitions · 10

N

network · 3
network transfer · 4
new computer · 17
new computer not listed · 13

O

old computer · 17
operating system · 4
operating system, compatibility with applications · 15

P

packing list · 17
parallel port transfer · 4
partial migration · 16
performing a network transfer · 8
performing a parallel port transfer · 8
pre-migration checklist · 6
program compatibility with operating system · 15
program does not run properly on new computer · 14

R

removable media · 3, 5, 9, 17
resolving migration issues · 13
restarting the computer after migrating · 11
rules · 11
running ScanDisk · 6

S

saving the moving van file · 9
saving the snapshot · 9
selecting a transfer method · 8
snapshot · 9, 17
software requirements · 4
StartUp This · 3, 11
supported USB transfer cable · 8
system directories · 16
System File Error · 15
system requirements · 4

T

TCP/IP networking protocol · 7
technical support · 16
transfer fee · 9
transfer methods · 3, 4

troubleshooting · 13

U

Undo · 16
UNDO*.PCV · 11
undoing a migration · 11, 17
uninstalling Move Me · 7
unloading the moving van · 17
USB drives · 5
USB transfer cables · 8, 13

V

virus scan · 6

W

Windows system directories · 16
Windows versions · 4
Windows, problem running after migration · 16

Z

Zip disks · 5, 9