



Zinstall XP7 User Guide



Thank you for purchasing Zinstall XP7.

If you have any questions, issues or problems, please contact us:

Toll-free phone: **(877) 444-1588**

International callers: **+1-877-444-1588**

Support email: support@zinstall.com

Sales email: sales@zinstall.com

Visit our website: www.zinstall.com

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Introduction

Zinstall XP7 allows you to transfer your entire computer, with all applications, settings and files, to another computer / Windows 7 - with no reinstalls and without leaving anything behind. Zinstall XP7 captures the entire SOURCE environment, then implants it into the new computer / Windows 7, so that it works just like on the old computer.

XP7 is especially recommended for transfers from Windows XP to Windows 7, and ensures that even natively incompatible applications work on the new system. If you need to transfer from Windows 7 to Windows 7, Windows XP to Windows XP, Windows Vista to Windows 7, or if you know that all your applications are incompatible with the TARGET system, see the "XP7 vs. WinWin" comparison below.

Zinstall XP7 supports several usage ("migration") scenarios. Read the descriptions below to understand which one fits your migration task.

Moving from one computer to another

This is the most common task. In this case, Zinstall XP7 is used to move from one computer (typically an older machine, with your programs, settings and files) to another computer (typically a new machine, with just clean Windows installed on it). An example for this case would be moving from a personalized Windows XP 32bit computer to a new, clean Windows 7 64bit computer.



Transferring from a separate hard drive

In this case, Zinstall XP7 is used to move an entire system from a separate external/internal hard drive (typically one that was taken out of an older computer) to another computer (typically a new machine, with only a clean Windows installed on it). An example for this case would be moving from a broken or dysfunctional computer, the hard drive of which is still healthy and functioning (i.e. containing a personalized Windows XP 32bit system) to a new, clean Windows 7 64bit computer.



Upgrading a computer to Windows 7

In this case, Zinstall XP7 is used to upgrade one computer to Windows 7 (Migration "In-place"). An example for this case would be upgrading a personalized Windows XP 32bit computer to Windows 7 64bit on the same computer.



Quick Start

This User Guide will walk you through the migration process, and provide answers to questions you may have before, during and after the transfer.

A Quick Start guide is below.

Please make sure to read the **Preparing for Migration** section on **page 10** before starting.

After you complete the transfer, please read **page 30, Post-migration Use**, in order to make yourself familiar with the software and environment.

If you are using a USB printer, please refer to **page 39, Appendix B - Printer Sharing Guide** after the migration.

If you encounter any problem or issue, refer to the **Troubleshooting Guide on page 46**. It will provide guidance in case you receive a message from the software (see **Message Codes** table on **page 46**), or if you have questions regarding the proper way to operate the software – **Before the Migration** (page 52), **During the migration** (page 54) and **After the Migration** (page 56).

Migrating between two computers:

This quick guide provides the outline of a migration between two computers. This is only a quick guide. For a step-by-step walkthrough, and more details, see **page 11**. For an “in-place” upgrade, see **page 21**. For migrating from an external hard drive, see **page 26**.

1. Before you begin, make sure all firewalls on both computers are either uninstalled or configured to allow Zinstall operation and connections.
2. On your OLD computer:
 - a. Connect the computer to the Internet
 - b. Install Zinstall on the computer. If you have purchased it electronically, download it from the link you have received in your License Information email. If you have purchased it on a CD, install it from the CD
 - c. Run Zinstall on the computer
 - d. When prompted, enter your license information and activate the product
 - e. Once activation is successful, the OLD computer is no longer required to be connected to the Internet
 - f. When asked "What is your migration scenario?", answer "I am moving between two computers"
 - g. When asked "Which computer is this?", answer "This is my Old computer"
3. On your NEW computer:

- a. Connect the computer to the Internet
 - b. Install Zinstall on the computer
 - c. Run Zinstall on the computer
 - d. When prompted, enter your license information and activate the product
 - e. Once activation is successful, the NEW computer is no longer required to be connected to the Internet
 - f. When asked "What is your migration scenario?", answer "I am moving between two computers"
 - g. When asked "Which computer is this?", answer "This is my New computer"
4. Connect your old computer and your new computer via home network or using a standard network cable
 - a. If they are already connected to the same Internet router with a wired connection, leave them connected – you don't have to do anything with the connection
 - b. Otherwise, connect the computers by plugging an Ethernet cable between them directly. You can use the same cable that connects your computer to the DSL / Internet modem – take it out of the Internet, and plug it between the computers
5. Once the computers are connected, they will search for each other on the network. After a few minutes, the "Go" button will become enabled.
6. Press the "Go" button on your new computer when ready

System Requirements

Migration Source: Old Computer / zPOD Guest

	Minimum	Recommended
Processor¹	Intel Pentium 3 or AMD Athlon CPU	Intel or AMD Dual core CPU
Memory	512 MB RAM	1GB RAM or higher
Hard drive free space	1GB	20GB
Network Adapter	10/100 network adapter / wireless	Gigabit network adapter

Migration Target: New Computer / zPOD Host

	Minimum	Recommended
Processor	Intel Pentium 4 or AMD Athlon XP CPU	Intel or AMD Dual core CPU
Memory	2GB RAM	3GB RAM or higher
Hard drive free space	1GB and, in addition, enough space for transferred applications and files	20GB and, in addition, enough space for transferred applications and files
Network Adapter	10/100 network adapter / wireless	Gigabit network adapter

Operating system supported

Operating system	Source	Target
Windows 2000	Yes ²	No
Windows XP	Yes	Yes
Windows 2003 server	Yes	Yes
Windows Vista	Yes	Yes
Windows 2008 server	Yes	Yes
Windows 7	Yes	Yes

¹ For **64-bit SOURCE** computers, [hardware assisted virtualization](#) support is required on the target computer. [Click here to check if your target computer supports it.](#)

² Migration from Windows 2000 is possible by first upgrading to Windows XP.

Notes

- Zinstall software must be executed with administrative privileges on both source and target systems
- Zinstall software cannot be executed when the Windows OS is running in safe mode
- If the Windows operating system is malfunctioning, or any of Windows subcomponents are corrupt, the migration might not work properly
- Internet connection is required to perform online product activation

Preparing for Migration

Before You Begin

Before beginning the transfer process, it is strongly recommended to prepare your system according to the following checklist. Doing so will ensure the migration is successful and not affected by possible system issues.

Do the following on both **SOURCE** and **TARGET**:

1. Uninstall / disable all security software, antivirus or firewalls.
2. Close all running applications.
3. It is recommended – especially for older machines – to verify file system consistency by running the standard Windows CHKDSK utility. For further instructions, see *page 38, CHKDSK*
4. If one of the hard drives you are using (either SOURCE or TARGET) is formatted with the FAT32 file system, it is required to convert them to NTFS before performing the migration. For further instructions, see *page 38, Converting a FAT32 drive to NTFS* file system.
5. Make sure there is at least 1 GB free space on each hard drive.

Anti-virus / Internet security software

Some releases of anti-virus / internet security software products lack a proper identifying mechanism and might mistakenly consider Zinstall software to be a threat. Zinstall code is digitally signed, according to policy, by official worldwide Certification Authority; nevertheless, some of the anti-virus / internet security software might automatically, and without asking the user, prevent Zinstall from normal execution. It is recommended to uninstall anti-virus / internet security software before performing the migration. Alternatively, contact the vendor of the anti-virus / internet security software, in order to get instructions on how to add Zinstall to the “white list” of permitted software.

What Is Your Migration Scenario?

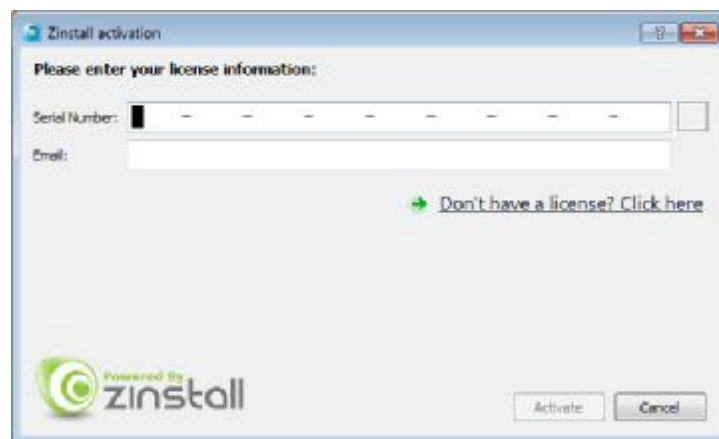
How the actual transfer is performed depends on what you want Zinstall XP7 to do. See *page 6, Introduction* to determine which one is your scenario.

Moving from one computer to another

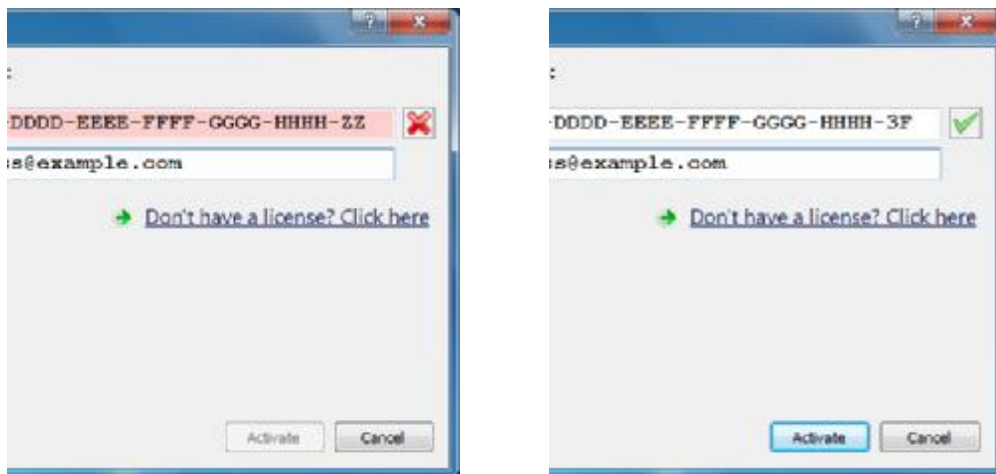
To transfer all your applications, settings and files from one computer to another:

On the SOURCE computer

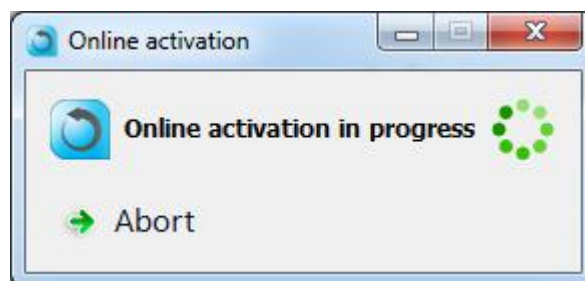
1. If an Internet connection is available, connect the computer to the Internet to simplify product activation.
2. Put Zinstall XP7 on the SOURCE computer
 - a. If the Zinstall product was purchased electronically, download the software using the link from the Zinstall License Information email received after purchasing. For more information please refer to *page 36*.
 - b. If the Zinstall product was obtained as a packaged CD, install the software from the CD.
3. Run Zinstall XP7
4. Perform product activation:
 - a. When Zinstall XP7 is purchased electronically over the Internet, the serial number is obtained from the License Information email, which is sent from Zinstall Support upon purchase.
 - b. When Zinstall XP7 is purchased as a packaged CD, the serial number is printed on a sticker on the CD package.
 - c. You need to supply the serial number when prompted by the software.
 - d. When Zinstall XP7 runs for the first time, you will be asked to enter the serial number and your email address:



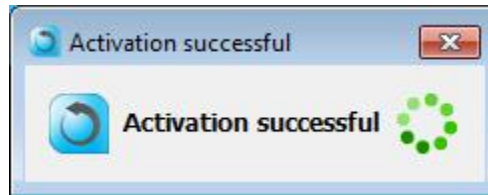
- e. It is very important to provide a correct email address, otherwise you may experience difficulties in receiving support – Zinstall Support System recognizes licensed users by email address.
5. Enter the serial number and email address
- a. If a red “X” appears to the right of the serial number, this means that the serial number has been accidentally mistyped. Double-check all of the characters, and correct the typo.
 - b. When a green checkmark appears to the right of the serial number, this means that the number has been typed correctly.



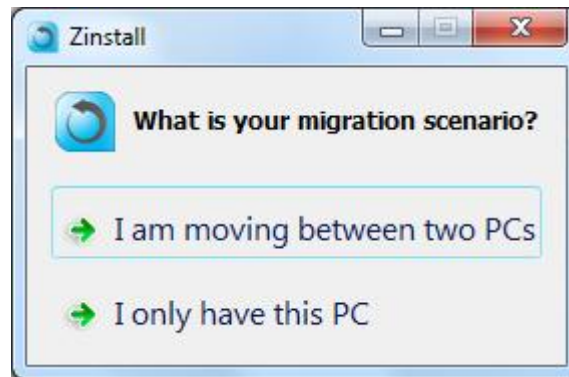
6. Press the “Activate” button. An “Activation in progress” message will appear:
- a. If the SOURCE computer is connected to the Internet, the activation will be performed automatically over the Internet.
 - b. If the SOURCE computer cannot be connected to the Internet, the activation can be performed using any other Internet connection (“offline activation”). If this is the case, see 37, **Web Activation** below for further instructions.



7. After a successful activation, the following message will appear:



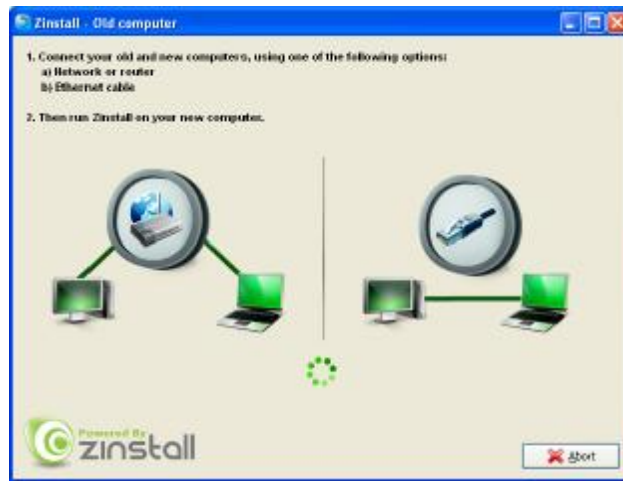
8. The SOURCE computer is no longer required to be connected to the Internet
9. When asked "What is your migration scenario?", click "I am moving between two PCs".



10. Then, click "This is my Old computer":



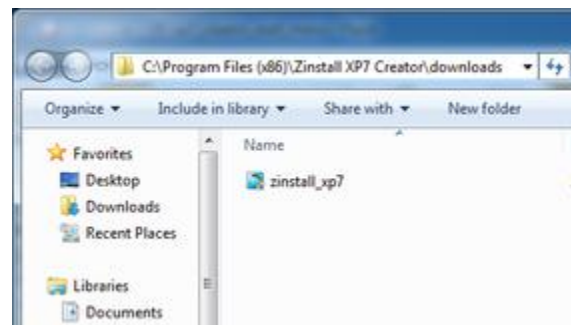
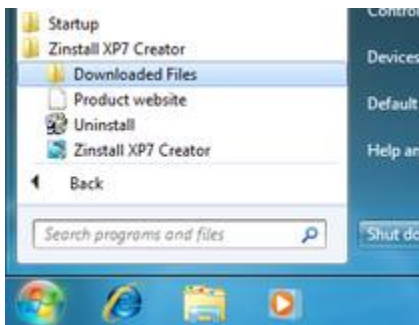
11. The following screen will appear, which means the SOURCE computer is ready to start the transfer:



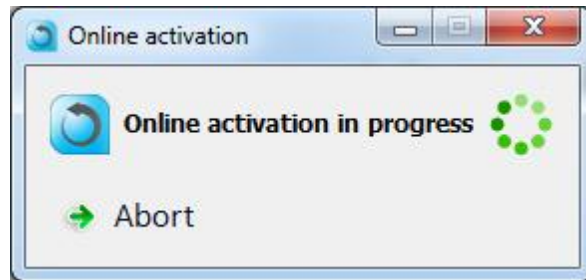
12. Continue to the next step below.

On the TARGET computer

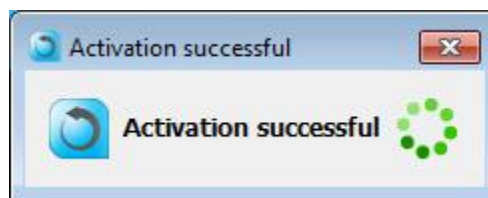
1. If an Internet connection is available, connect the computer to the Internet to simplify product activation.
 - a. If you only have one Internet connection, disconnect the SOURCE computer from the Internet, and connect the TARGET computer to the Internet instead
2. Put Zinstall XP7 on the TARGET computer
 - a. If Zinstall XP7 was purchased electronically, , download the software using the link from the Zinstall XP7 License Information email received after purchasing, just like you did on the SOURCE computer.
 - b. Or copy Zinstall XP7 from the SOURCE computer using a memory stick, external hard drive or a CD. The file you need to copy to the TARGET computer is located in the Start Menu on the SOURCE computer, under the Zinstall XP7 Creator folder / “Downloaded files”:



- c. If Zinstall XP7 was obtained as a packaged CD, install the software from the CD, just like on the SOURCE computer.
3. Run Zinstall
4. Perform product activation:
 - a. When Zinstall XP7 is purchased electronically over the Internet, the serial number is obtained from the License Information email, which is sent from Zinstall Support upon purchase.
 - b. When Zinstall XP7 is purchased as a packaged CD, the serial number is printed on a sticker on the CD package.
 - c. You need to supply the serial number when prompted by the software.
 - d. When Zinstall XP7 runs for the first time on the TARGET computer, you may be asked again to enter the serial number and your email address, as provided at purchase.
5. Press the “Activate” button. An “Activation in progress” message will appear:

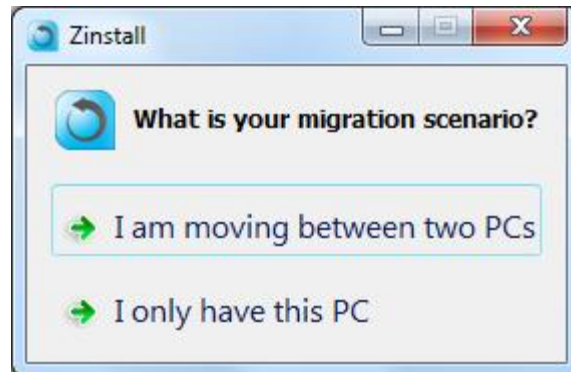


- a. If the TARGET computer is connected to the Internet, the activation will be performed automatically over the Internet.
 - b. If the TARGET computer cannot be connected to the Internet, the activation can be performed using any other Internet connection (“offline activation”). If this is your case, see 37, **Web Activation** below for further instructions.
6. After a successful activation, the following message will appear:



7. The TARGET computer is no longer required to be connected to the Internet

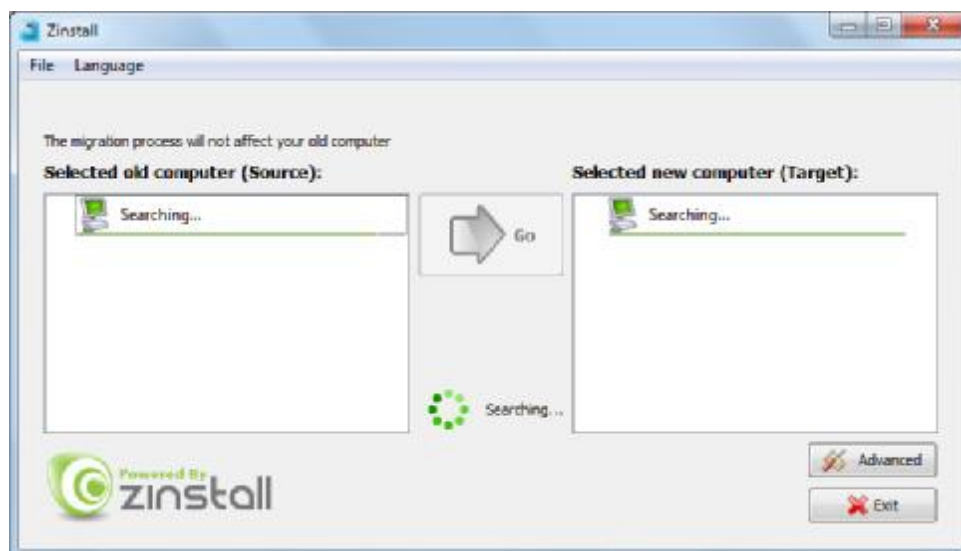
8. When asked “What is your migration scenario?”, click the same option as on the SOURCE computer - “I am moving between two PCs”:



9. Then, click “This is my New computer”:



10. You will see the following screen. Continue to the next step.



11. Continue to the next step - Connect the SOURCE and TARGET computers one to another

Connect the SOURCE and TARGET computers one to another

1. You can connect your computers by either:
 - a. Connecting each of the computers to same Internet router or home / office network.
 - b. Connecting one computer to another directly with a network (Ethernet) cable.
NOTE: If you only have one Ethernet cable, you can disconnect it from your Internet router and use it to connect one computer to another directly
 - c. See below for a picture of what a network / Ethernet / LAN cable you need looks like:



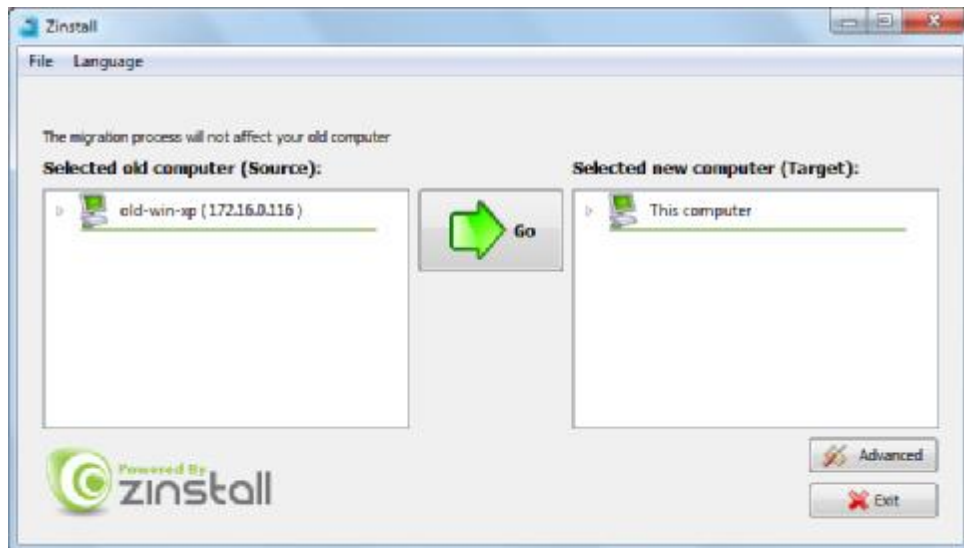
2. You do not have to perform any configurations – just plug the cables in, and Zinstall XP7 will automatically configure the connection.
3. After the computers are properly connected, they will find each other on the network. You will know that this has happened when a green checkmark appears on the old computer. This may take a few minutes.



4. Note regarding wireless connections:
Zinstall XP7 supports performing a migration via a wireless network connection. However, wireless connections significantly increase transfer times, and may disconnect spontaneously, preventing Zinstall XP7 from completing the migration. It is strongly recommended to use a wired connection whenever possible. To ensure the computers connect using the wired connection, consider disabling wireless on the computers.
5. Continue to the next step - *The Migration Process*

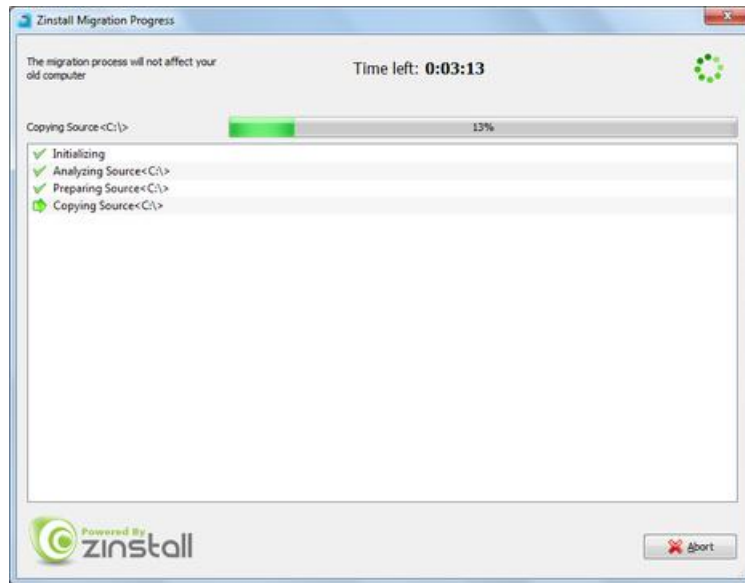
The Migration Process

1. Once the migration source is detected, the “Go” and “Advanced” buttons will become enabled on the TARGET computer.
 - a. The “Advanced” button allows configuring advanced migration options, mainly recommended for advanced users – if relevant for your task, refer to *page 33*, **Advanced Configuration Options** for detailed explanations.



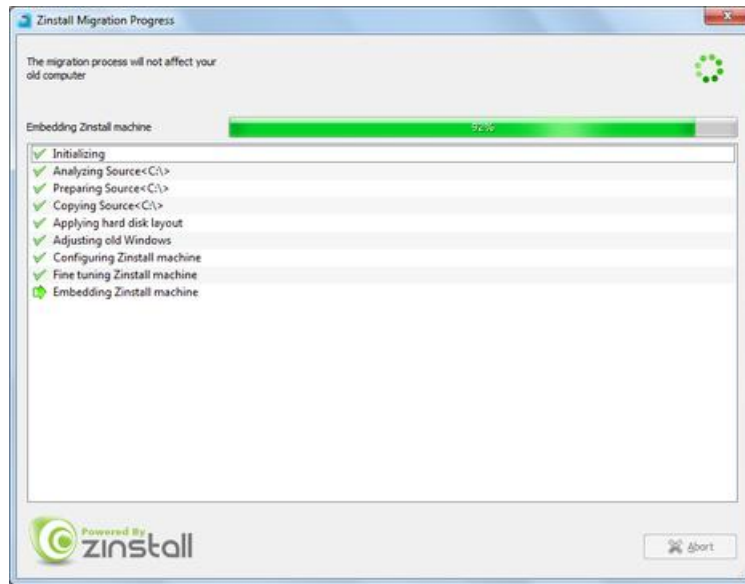
2. Press the "Go" button to start the migration when ready.

3. During the migration process Zinstall XP7 shows how migration stages advance:



4. No user action is required at these stages.
5. You do not have to remain sitting near the computers – the entire process may take quite a while (sometimes, many hours are required). This depends on several factors, such as the condition of the SOURCE hard drive and the SOURCE computer, connection type (wired or wireless), connection speed (10Mbit/s, 100Mbit/s, 1Gbit/s), processing power of the computers and, of course, the amount of data to be transferred.

6. **IMPORTANT:** Do not touch the computers until you see a message on the TARGET computer confirming that the migration is complete! Even if the progress bar does not advance for a long time, or the computer's display becomes black – this does not mean the computer is stuck. If the screen on the TARGET computer becomes black, move the mouse to turn it back on and see the progress.



7. Just be patient and wait for the entire migration process to be completed:



8. If you are transferring between two computers, you can now safely press the "Abort" button on the SOURCE computer.

Upgrading an existing computer to Windows 7 “in-place”

Before you begin

1. Make sure you have a copy of your Zinstall XP7 serial number, email and download link written down or printed. You will need it after you install Windows 7.
2. Before starting Windows 7 installation, it is recommended to perform a full backup of your system.
3. Make sure the computer you are installing Windows 7 on complies with Windows 7 hardware requirements.
4. Make sure you have at least 50% of total hard drive space available to facilitate the “in-place” upgrade.

Installing Windows 7

IMPORTANT: Before using Zinstall XP7, you first need to install Window 7 on the computer. You need to acquire a Windows 7 license and installation media separately.

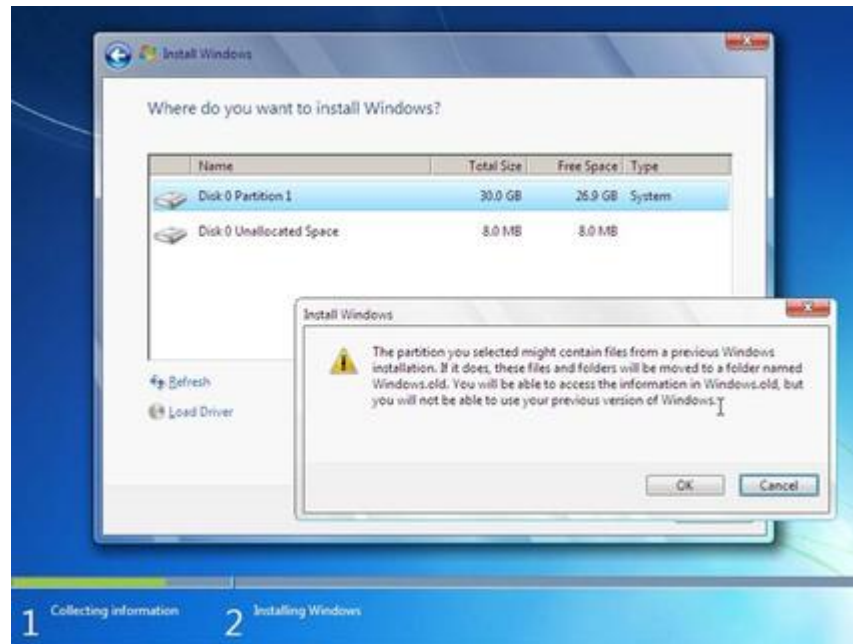
When ready, run the Windows 7 setup on your computer:

1. When choosing installation type, make sure to choose **“Custom (Advanced)”** (this is the Windows 7 installation default).



2. You will be asked “Where do you want to install Windows?”
3. By default, the volume where your old Windows is installed is chosen. Verify that this is so.

4. You will be warned that parts of your old Windows installation will be moved to the **windows.old** folder.



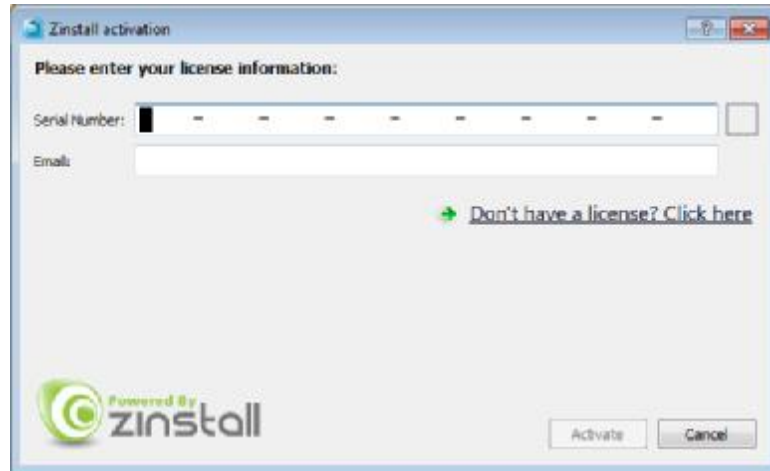
5. Creation of the windows.old folder is **required** for a correct upgrade – make sure the above confirmation is presented.
6. Press OK.
7. Once your Windows 7 is installed, proceed to the next step

Using Zinstall to complete the upgrade

1. Start the newly installed Windows 7
2. If an Internet connection is available, connect the computer to the Internet to simplify product activation.
3. Put Zinstall XP7 on the computer
 - a. If Zinstall XP7 was purchased electronically, download the software using the link from the Zinstall License Information email received after purchasing.
 - b. If Zinstall XP7 was obtained as a packaged CD, then install the software from the CD
4. Run Zinstall
5. Activate Zinstall
 - a. When Zinstall XP7 runs for the first time, you will be asked to enter the registered serial number and email as it was provided by you when the product was purchased electronically over the Internet.

6. Perform product activation:

- a. When Zinstall XP7 is purchased electronically over the Internet, the serial number is obtained from the License Information email, which is sent from Zinstall Support upon purchase.
- b. When Zinstall XP7 is purchased as a packaged CD, the serial number is printed on a sticker on the CD package.
- c. You need to supply the serial number when prompted by the software.

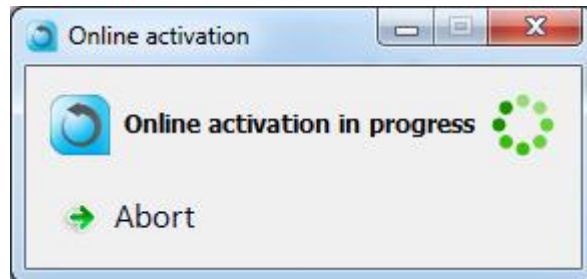


- d. It is very important to provide a correct email address, otherwise you may have a problem getting support – Zinstall Support System recognizes licensed users by email address.

7. Enter your serial number and email address
 - a. If a red “X” appears to the right of the serial number, this means that the serial number has been accidentally mistyped. Double-check all of the characters, and correct the typo.
 - b. When a green checkmark appears to the right of the serial number, this means that the number has been typed correctly.

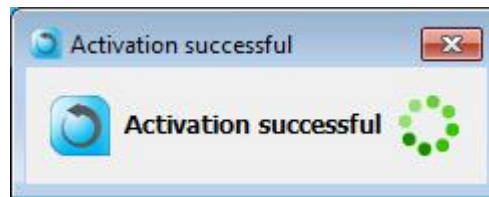


8. Press the “Activate” button. An “Activation in progress” message will appear:



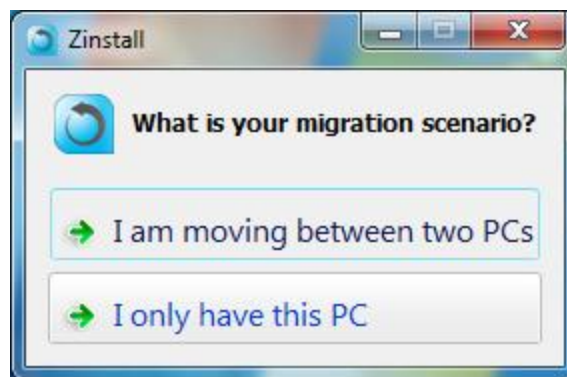
- a. If the computer is connected to the Internet, the activation will be performed automatically over the Internet.
 - b. If the computer cannot be connected to the Internet, the activation can be performed using any other Internet connection (“offline activation”). If this is your case, see 37, **Web Activation** below for further instructions.

9. After a successful activation, the following message will appear:

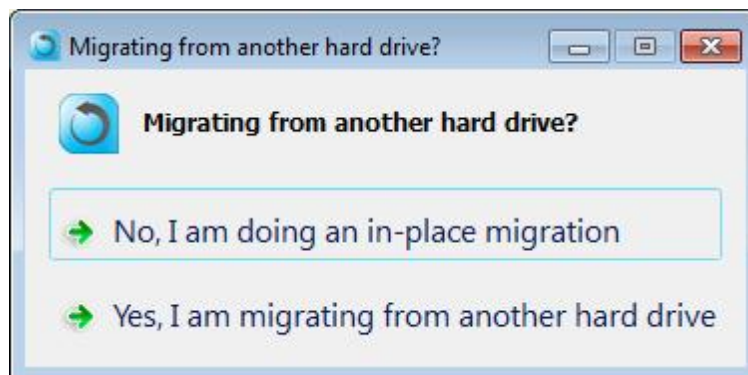


10. The computer is no longer required to be connected to the Internet

11. When asked "What is your migration scenario?", select: "I only have this PC"



12. When asked "Migrating from another drive?", select "No, I am doing an in-place migration"



13. Wait for the "Go" button to become enabled

14. Continue to the next step following the instructions in *page 18, The Migration Process*

Transferring from a separate hard drive

In this scenario, a hard drive containing the old system is connected to the new computer directly - either internally or externally. This option is recommended in case the SOURCE computer is broken or dysfunctional (cannot boot or cannot be turned on at all). Additionally, when the SOURCE computer is functioning, but “suffers” from hardware and/or software malfunctions or disorders – such as the network card not being able to handle the throughput required for massive data transfer, the SOURCE windows being harmed etc. – but the data on the SOURCE hard drive is still accessible, it is worthwhile to attempt rescuing the SOURCE system by performing a migration to the TARGET.

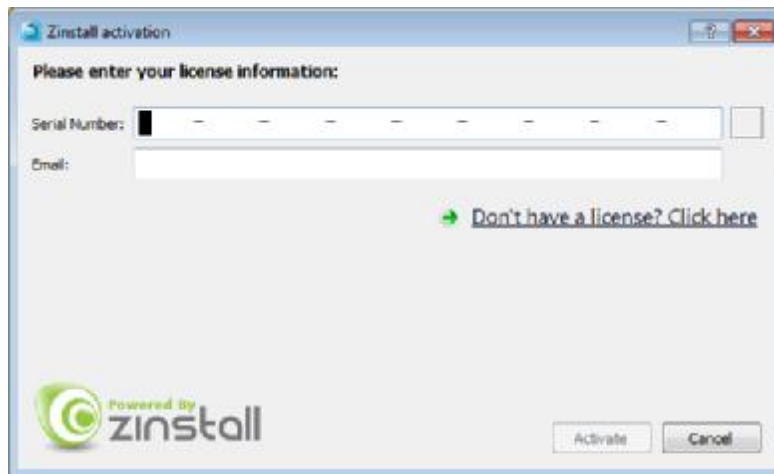
The hard drive should contain the entire old system. Just copying some of the files – even when performed using some of the third-party hard drive cloning software / backup products – may not be enough to perform a migration. If the entire hard drive needs to be copied before the migration, it is recommended to use the Zinstall HDD product for this purpose.

To connect the SOURCE internal hard drive externally to the TARGET computer, you need a USB hard drive enclosure, or any suitable adapter (USB / eSATA / Firewire). An adapter can be purchased separately (usually available at a computer store for a few dollars).

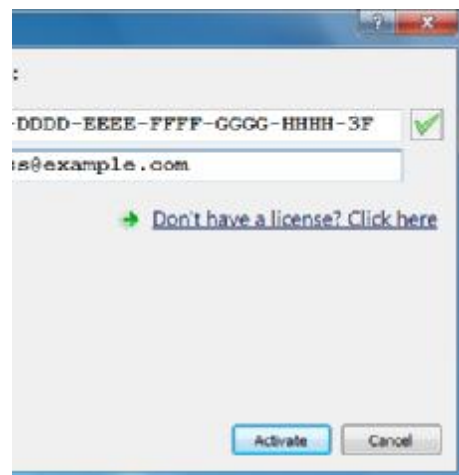
Using Zinstall XP7 to transfer your system from an old hard drive

1. Turn off the SOURCE computer
2. Dismount the SOURCE hard drive from the SOURCE computer – use this [DIY Guide](http://www.fonerbooks.com/r_hard.htm) for details:
http://www.fonerbooks.com/r_hard.htm
3. Connect the SOURCE hard drive to the TARGET computer - either internally, or using an external enclosure / adapter
4. Turn the TARGET computer on, and start Windows
5. If an Internet connection is available, connect the computer to the Internet to simplify product activation.
6. Put Zinstall XP7 on the computer
 - a. If Zinstall XP7 was purchased electronically, download the software using the link from the Zinstall License Information email received after purchasing.
 - b. If Zinstall XP7 was obtained as a packaged CD, then install the software from the CD
7. Run Zinstall
8. Activate Zinstall XP7
 - a. When Zinstall XP7 runs for the first time, you will be asked to enter the registered serial number and email as it was provided by you when the product was purchased electronically over the Internet.
9. Perform product activation using your serial number

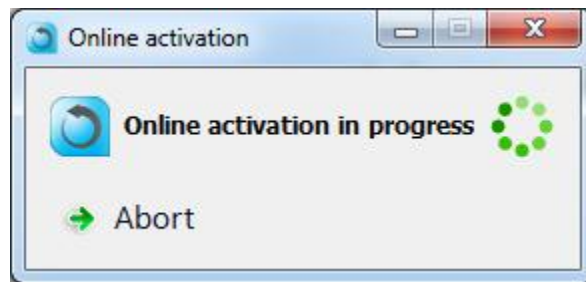
- a. When Zinstall XP7 is purchased electronically over the Internet, the serial number is obtained from the License Information email, which is sent from Zinstall Support upon purchase.
- b. When Zinstall XP7 is purchased as a packaged CD, the serial number is printed on a sticker on the CD package.
- c. You need to supply the serial number when prompted by the software.



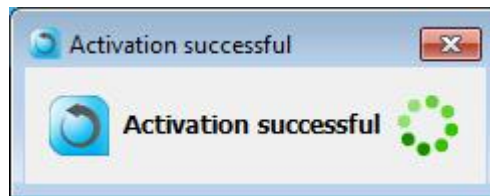
- d. It is very important to provide a correct email address, otherwise you might experience difficulties in receiving support – Zinstall Support System recognizes licensed users by email address.
10. Enter your serial number and email address
- a. If a red “X” appears to the right of the serial number, this means that the serial number has been accidentally mistyped. Double-check all of the characters, and correct the typo.
 - b. When a green checkmark appears to the right of the serial number, this means that the number has been typed correctly.



11. Press the “Activate” button. An “Activation in progress” message will appear:

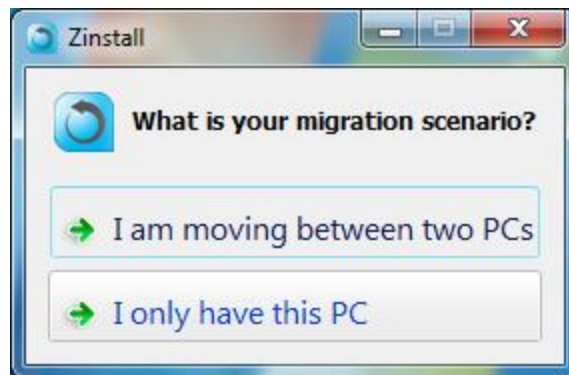


- a. If the computer is connected to the Internet, the activation will be performed automatically over the Internet.
 - b. If the computer cannot be connected to the Internet, the activation can be performed using any other Internet connection (“offline activation”). If this is your case, see 37, **Web Activation** below for further instructions.
12. After a successful activation, the following message will appear:

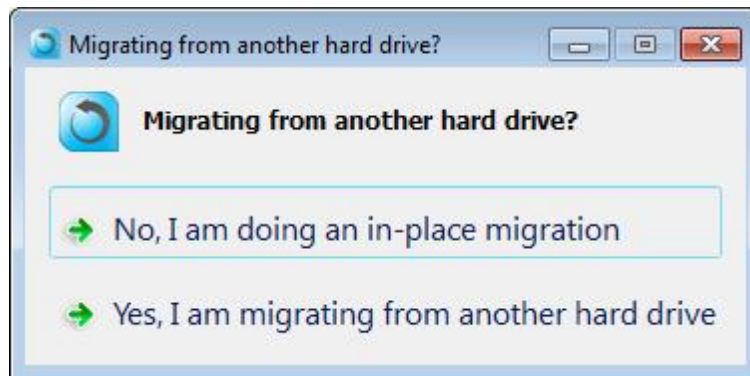


13. The computer is no longer required to be connected to the Internet

14. When asked “What is your migration scenario?”, select: “I only have this PC”



15. When asked *“Migrating from another drive?”*, select *“Yes, I am migrating from another hard drive”*



16. Wait for the “Go” button to become enabled
17. Continue to the next step following the instructions in *page 18, The Migration Process*

Post-migration Use

This section deals with using Zinstall after the migration is complete. This usage is identical in all migration scenarios.

The two “channels” environment

After the migration is complete, Zinstall creates an environment with two “channels”:

1. HOST channel / NEW desktop
2. GUEST channel / OLD desktop - a fully customized migrated environment, which looks and works exactly as the SOURCE system

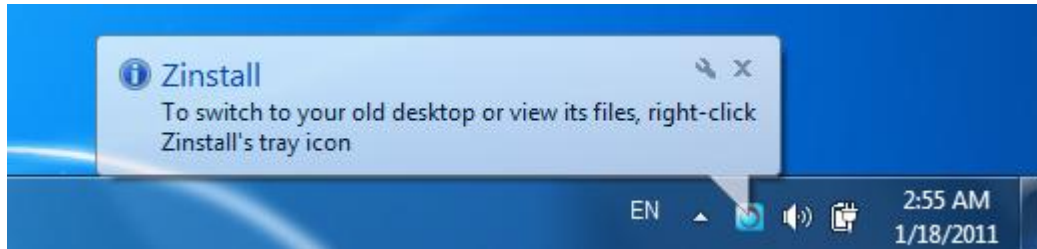
All migrated applications, settings and files are available and operational in the GUEST environment. Nothing is left behind, and all applications are 100% operational.

Switching between the environments is instantaneous - just like switching TV channels, and is performed using the Zinstall icon in system tray (bottom-right corner of your screen, near the clock).

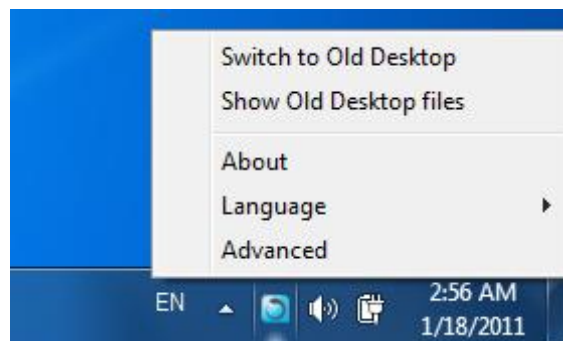
Switching the channels

There are several ways to switch between the two environments:

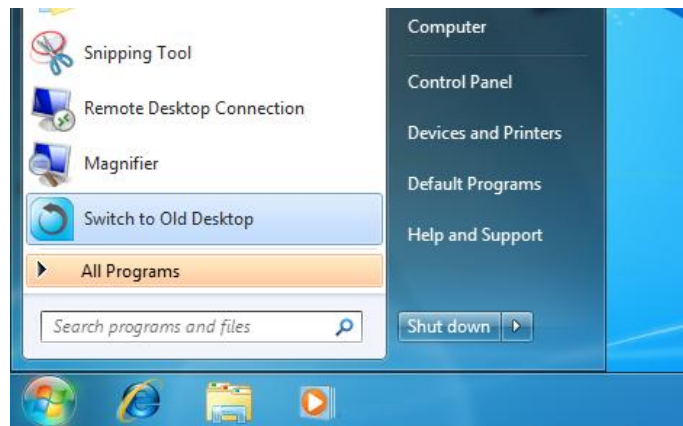
1. Double-clicking on the Zinstall tray icon



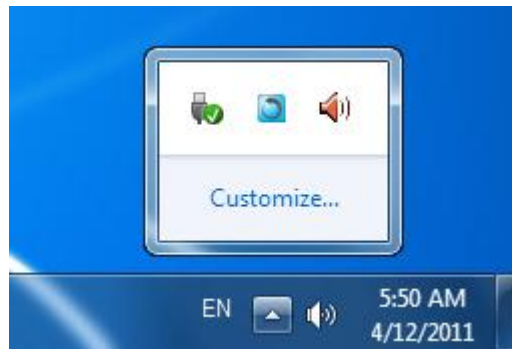
2. Right-clicking on the Zinstall tray icon and choosing the *Switch to Old/New desktop*



3. Opening Start Menu, and choosing the *Switch to Old/New desktop* entry.



Note: In Windows 7, the Zinstall tray icon may be placed into the “Additional icons” section of system tray. In that case, it can be accessed by clicking on the left-most “up arrow” icon of system tray.



Environment integration

To provide smooth and intuitive experience, the New Desktop and Old Desktop are fully integrated.

Accessing other channel's files and mass storage USB devices connected to the HOST system

For larger scale file access operations, you can access files of either channel directly from the other. This is done by right-clicking the Zinstall tray icon, and selecting the *Show Old Desktop/New Desktop files* option. This will open a Windows Explorer window showing all the files available on the other channel.

Copying files and text

You can copy files and text between the two channels just like you copy files and text between two different applications. For example, here is how you would copy a file from the Old Desktop to the New Desktop:

1. Right-click on the file in the Old Desktop

2. Select "Copy"
3. Switch to the New Desktop
4. Paste the file

Once the "copy" option is used on file or text on one channel, that content will be available for pasting on the other channel.

There are three alternative ways to copy files and directories between two environments:

1. How to use *Show Old Desktop files* in the New Desktop
 - a. Switch to the New Desktop
 - b. Right-click on the icon and select *Show Old Desktop files*
 - c. You will see folders each corresponding to a drive on your Old Desktop. You most probably need the one named "C:"
 - d. You'll be able to copy between these Old Desktop folders and the New Desktop
2. How to use *Show New Desktop files* in the Old Desktop
 - a. Switch to the Old Desktop
 - b. Right-click on the icon and select *Show New Desktop files*
 - c. You will see folders each corresponding to a drive on your New Desktop. You most probably need the one named "C:"
 - d. You'll be able to copy between these New Desktop folders and the Old Desktop
3. Direct access
 - a. Go to the Z: drive on the Old Desktop
 - b. Under this virtual Z: drive, you can find all real drives of the New Desktop, such as C: etc. – they all appear as subfolders under the Z: drive
 - c. You can simply Copy any folder taken from the Old Desktop, and then paste it here under Z:\C (or wherever you need)

Sharing Internet access

Once Internet access is available on the New Desktop, the Old Desktop is automatically able to access the Internet using the connection that is configured on the New Desktop. This works with any kind of connection, including wireless.

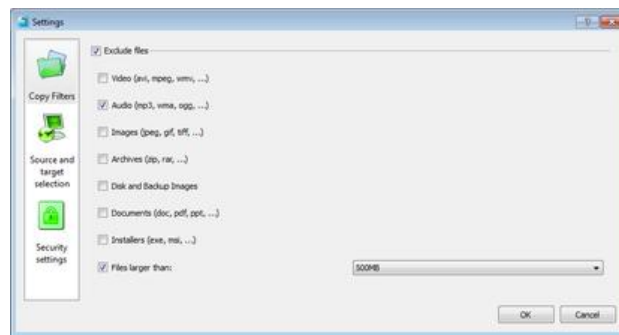
IMPORTANT: Do not alter connection settings in the Old Desktop, and do not use any third-party dialer / connection manager applications. ONLY configure the connection on the New Desktop.

Advanced Configuration Options

When the Advanced button is pressed, Zinstall provides several advanced configuration options for tweaking and customizing the migration process.

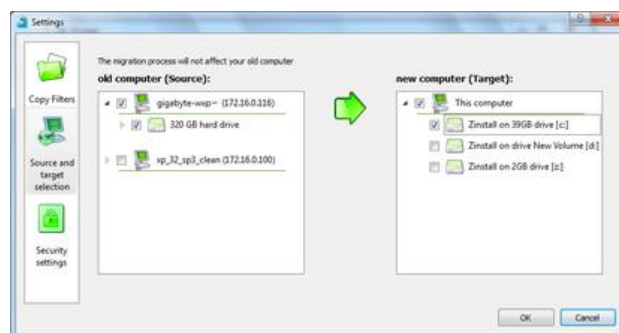
Filtering out certain content types

Several types of files can be excluded from the migration - this may shorten the migration process and save disk space. To exclude a certain file type, just check the appropriate checkbox near the unneeded file type category:



Manually choosing migration source and target

This option allows choosing migration source and target among several available computers, when there are several computers running Zinstall on the network, or when the source computer has several different hard drive partitions and/or hard drives. Choose which hard drives and volumes to migrate on the source system, and choose the destination drive on the target system.



Zinstall WinWin vs. Zinstall XP7

Both Zinstall WinWin and Zinstall XP7 are able to transfer all applications, settings and files

- from one computer to another
- upgrading a computer “in place”
- from an externally connected source hard drive

The underlying difference between them that Zinstall XP7 provides migration by virtualization (type 2 hypervisor), and Zinstall WinWin provides native migration.

Similar functionality

Both products will transfer the entire SOURCE system to the TARGET system. This includes all applications, settings and files, with no re-installs and without leaving anything behind.

The transferred programs do not interfere with pre-installed programs on the TARGET system, so - for example – it is possible to use Microsoft Office 2007 alongside Microsoft Office 2003 from the OLD system.

Both products support all Windows versions (from XP to Windows 7), all Windows editions (from Home to Ultimate), both 32-bit and 64-bit systems. See System Requirements for more information.

The differences

Zinstall XP7

Zinstall XP7 provides migration by virtualization.

The environment from the SOURCE system is integrated in an isolated virtual container inside TARGET system. That means that the user can instantaneously switch back and forth between the OLD and NEW environments, intuitively copy text and files between them, as well as directly access files from one another. The user works with applications from both environments– the OLD and the NEW – simultaneously, and can put shortcuts to OLD applications on the NEW desktop, launching these applications directly from the NEW desktop.

As a consequence, Zinstall XP7 also makes it possible to use applications that are natively incompatible with Windows 7 and cannot work on Windows 7 at all, such as various accounting applications, many proprietary business applications, web applications that require Internet Explorer 6, Outlook Express, etc.

This method of migration is recommended both by us and by leading industry analysts such as Gartner as well as by Microsoft itself.

Zinstall WinWin

Zinstall WinWin provides native migration (contrary to the above mentioned migration by virtualization). After this native migration, the entire environment from the SOURCE system - applications, settings and files - becomes an integral part of the TARGET system. There is one unified working environment - i.e. there is no need to switch from OLD to NEW back and forth.

When to use which?

When the migration is from Windows XP to Windows 7, and it is needed to keep the old Windows 7-incompatible applications fully operational on the TARGET system - Zinstall XP7 is the recommended product. It is also recommended to users who dislike the new Windows 7 interface, or want to keep their environment looking and feeling exactly as on the SOURCE system.

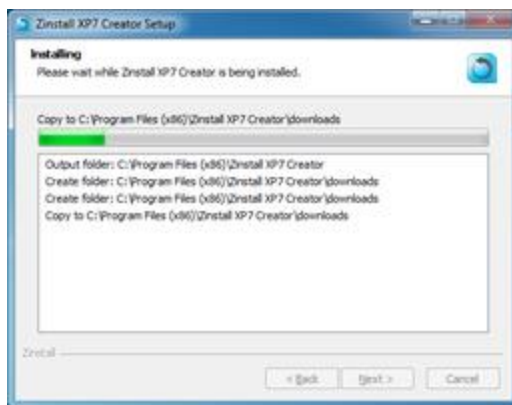
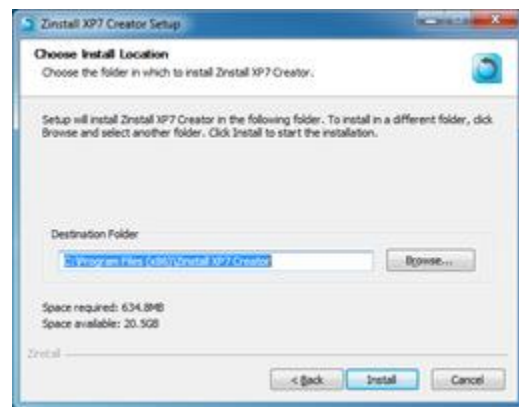
When the migration is a PC refreshment (i.e. replacing an old computer with a new one), and there is no need to preserve functionality of the above mentioned Windows 7-incompatible applications, the recommended product is Zinstall WinWin. Migrations from Vista to Windows 7, Windows 7 to Windows 7 or Windows XP to Windows XP are especially WinWin-recommended.

Appendix A

Downloading the software from the Internet: Zinstall XP7 Creator

In order to download and install Zinstall XP7 from the Internet:

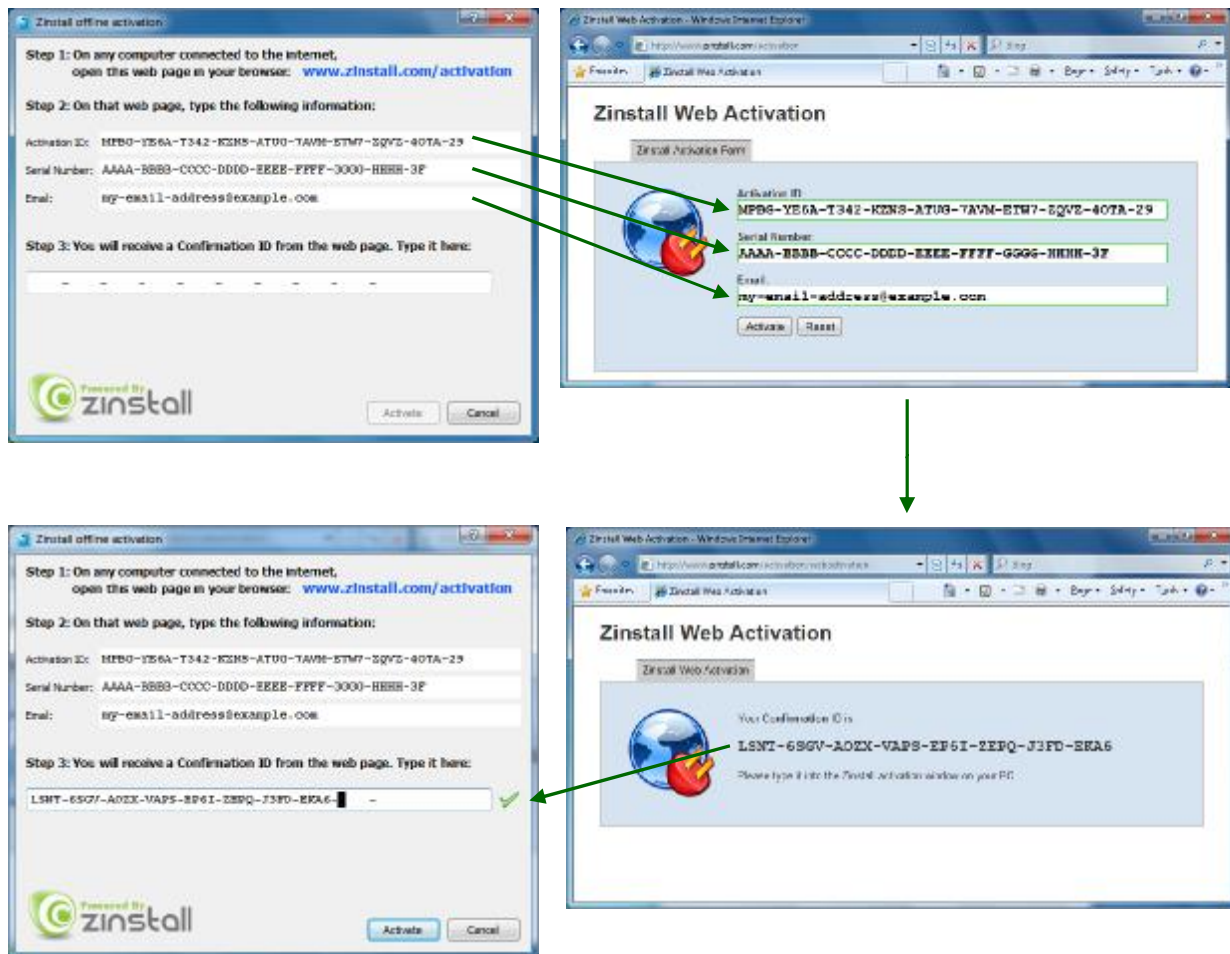
1. Access the download page on Zinstall website, using the link you have received in your License Information email.
2. Download and run the software installer file on your computer
3. Follow the instructions to complete the installation:



Web Activation

If a computer is not connected to the Internet, Zinstall will be unable to activate itself automatically. In this case, Zinstall will prompt you to perform a Web Activation manually.

1. On any computer with an Internet connection, open a browser (for example, Internet Explorer)
2. Go to www.zinstall.com/activation - It doesn't matter which computer you use for this - you can even use a smartphone.
3. In browser Web Activation form, enter the Activation ID, Serial Number and email as they are shown in the running Zinstall window.
4. Click *Activate* in the browser.
5. The Web Activation form will show you a Confirmation ID.
6. Enter this Confirmation ID in the running Zinstall window.
7. Click *Activate* in the running Zinstall window.



CHKDSK

To perform a Windows CHKDSK hard drive consistency check, and fix possible errors, do the following:

1. Open Start Menu, then "My Computer"
2. Right click on your hard drive, select "Properties"
3. Go to the "Tools" tab
4. In the "Error Checking" box, click on "Check Now"
5. Make sure both options are checked: "Automatically fix file system errors" and "Scan for and attempt recovery of bad sectors"
6. Click Start
7. If you are prompted to reboot, accept.

If you have several hard drives, you need run CHKDSK for each of them.

Converting a FAT32 drive to NTFS file system

If some of the drives on your SOURCE computer are using the FAT32 file system, they should be converted into the NTFS file system in order to ensure a reliable transfer. Do the following for each of the FAT32 partitions:

1. Open a command prompt by going to Start Menu -> All Programs -> Accessories -> Command Prompt
2. In the command prompt, type the following command and press enter:
convert c: /FS:NTFS
3. If you are asked to provide a "volume label", type in the label the drive has as seen in My Computer. For example, if My Computer has "Drive C: [My Drive]", you need to type in "My Drive".
4. Answer YES to question about "volume in use, do you wish to force?"
5. Answer YES to question about "system volume, schedule for next boot?"
6. Restart your computer
7. When windows begins to start , let it do a disk check (it will show the message "the type of the filesystem is FAT, press any key to cancel disk check" - do NOT press any key at this stage)
8. Once a disk check is done, conversion to NTFS will begin. This may take some time. Wait for it to finish

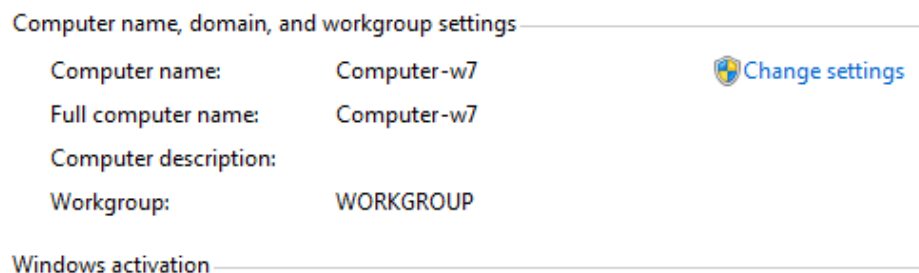
Appendix B - Printer Sharing Guide

After the migration, it will be possible to print to your network printers “out of the box”, as well as print from OLD applications launched on the New Desktop.

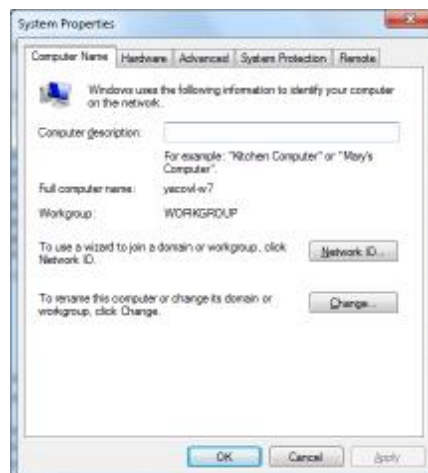
For direct USB-connected printers, the printer may print from the New Desktop, but not from the Old Desktop. This is resolved by sharing the printer with the Old Desktop. Here is how to do it:

Before you begin:

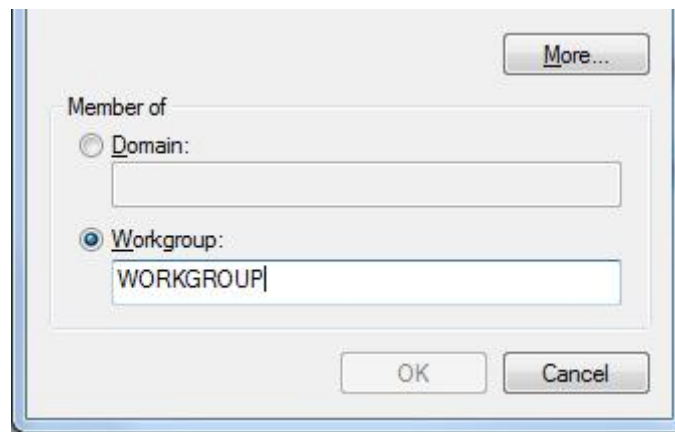
1. Make sure your printer is installed and configured on the New Desktop- that is, you are able to print from New Desktop programs.
2. Make sure that both your New Desktop and Old Desktop are members of the same Workgroup, which by default is named WORKGROUP. If your Old Desktop is Windows XP Home, this step is required, since XP Home uses a wrong Workgroup name.
 - a. On Windows 7:
 - i. Open Start Menu
 - ii. Right-click on Computer and select “Properties”
 - iii. The Workgroup name is under “Computer name, domain, and workgroup settings”



- iv. Click “Change settings”
- v. You will see the “System properties” menu



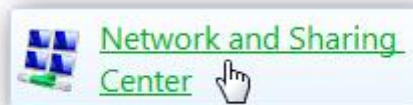
- vi. If you see that the Workgroup name is not WORKGROUP, click “Change settings” and continue to Step C below
- b. On Windows XP:
 - i. Open Start Menu
 - ii. Right-click on My Computer and select “Properties”
 - iii. Go to the “Computer Name” tab
 - iv. If you see that the Workgroup name is not WORKGROUP, click “Change settings” and continue to Step C below
- c. Changing the Workgroup name
 - i. In the “System Properties” menu, click the “Change” button
 - ii. You will see the Computer Name and Workgroup Name settings menu



- iii. Change the workgroup name to WORKGROUP
- iv. Press OK
- v. Restart the computer

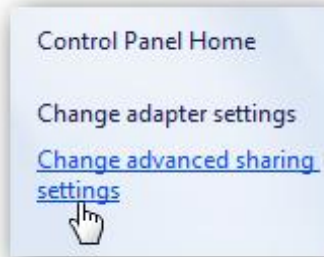
Configure Printer Sharing on the New Desktop

- d. On the New Desktop, open Start Menu and select “Control Panel”

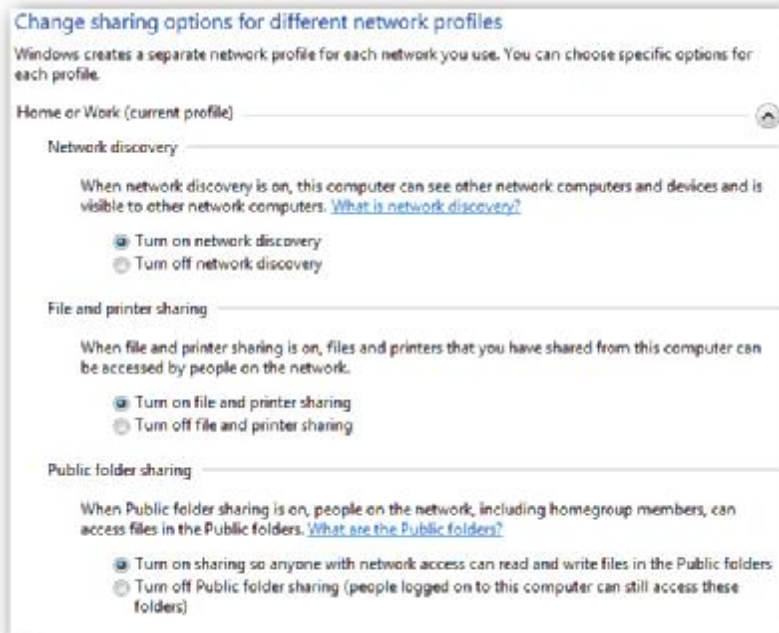


- e. Go to All Control Panel Items -> Network and Sharing Center

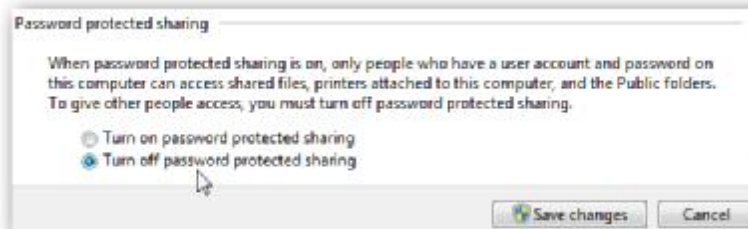
- f. Click on “Change advanced sharing settings”



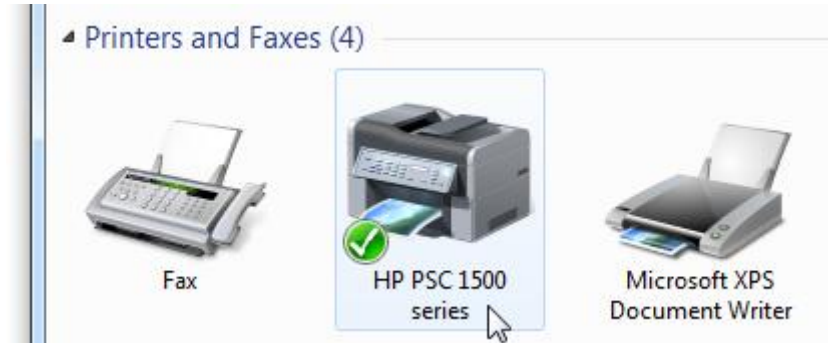
- g. Make sure the following settings are turned on in both the “Home and Work” and the “Public” profiles
- i. “Network discovery”
 - ii. “File and printer sharing”
 - iii. “Public folder sharing”



- h. Turn off “Password protected sharing”. This is located in “Advanced Sharing Settings” toward the bottom of the list.



3. Share the printer on the New Desktop
 - a. Open Start Menu and select “Devices and Printers”
 - b. Double-click on your printer’s icon



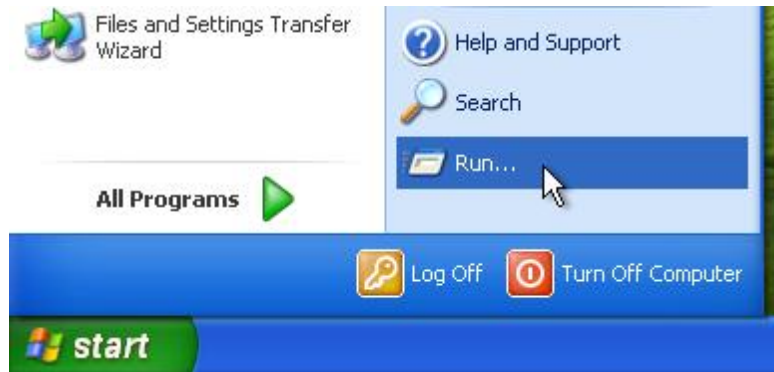
- c. Double-click on “Customize your printer”



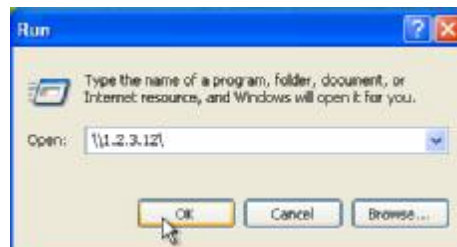
- d. In the “Properties” menu that opens, go to the “Sharing” tab
 - e. Check the “Share this printer” checkbox
 - f. Click OK

Configure Printer Sharing on the Old Desktop

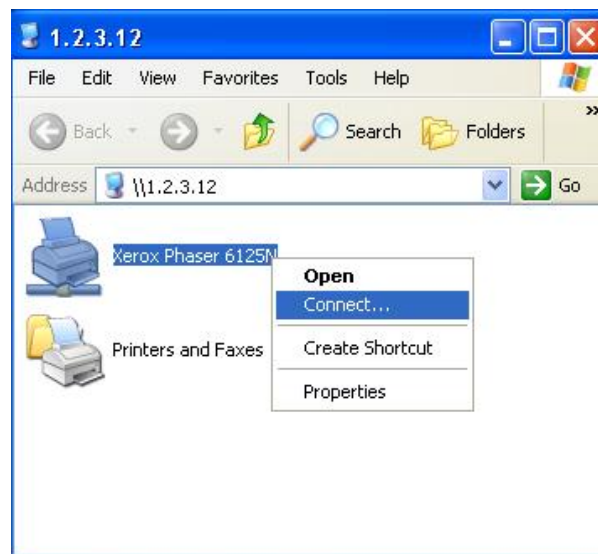
1. Switch to your Old Desktop
2. Open Start Menu and select “Run”



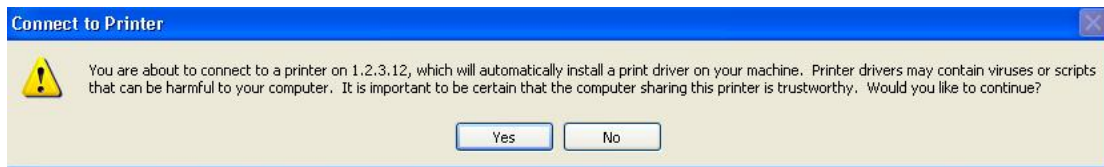
3. Type in “\\1.2.3.12\” (without quotes) and click OK



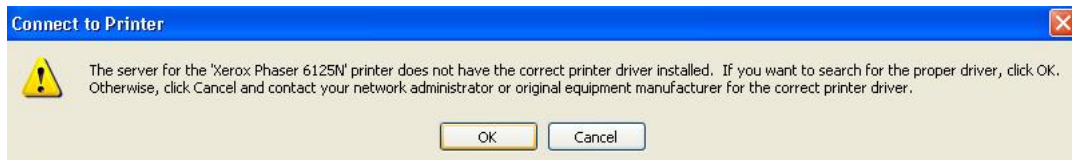
4. You will see a window with your New Desktop's shared printer
5. Right-click on the shared printer and select “Connect”



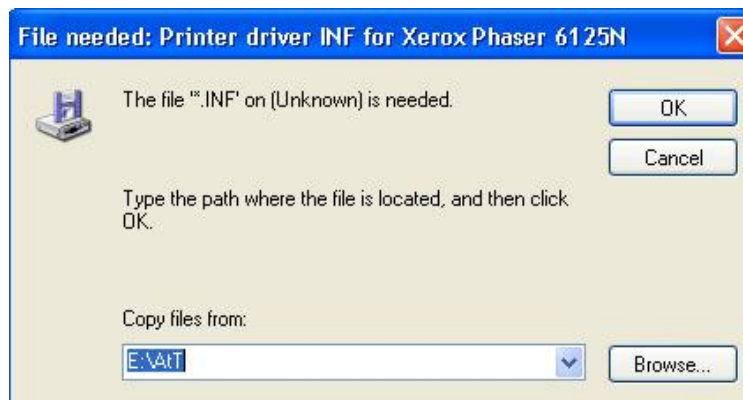
6. Answer “Yes” to the “Connect to Printer” message:



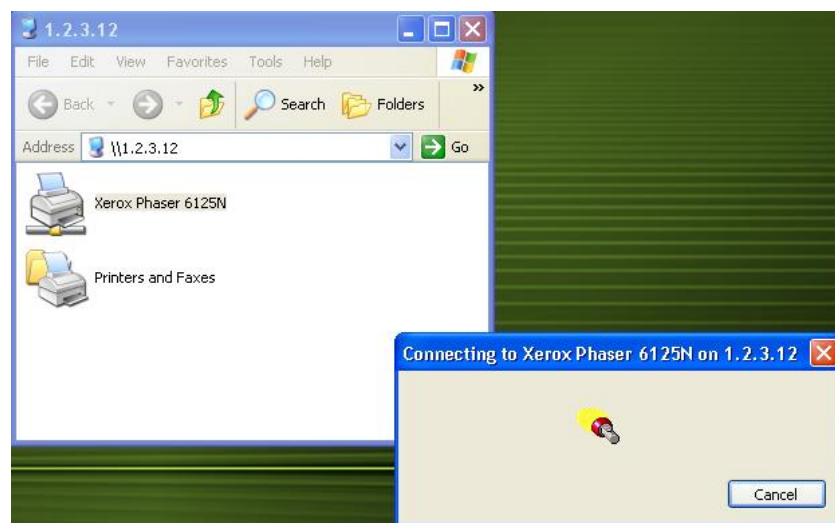
7. If you do not have the correct drivers installed on your Old Desktop (i.e. if this printer has never been used on the SOURCE computer), you will need to install the drivers:



8. Insert your driver CD, or download the drivers from your manufacturer’s website. Then, point the wizard to the right path using the “Browse” button:

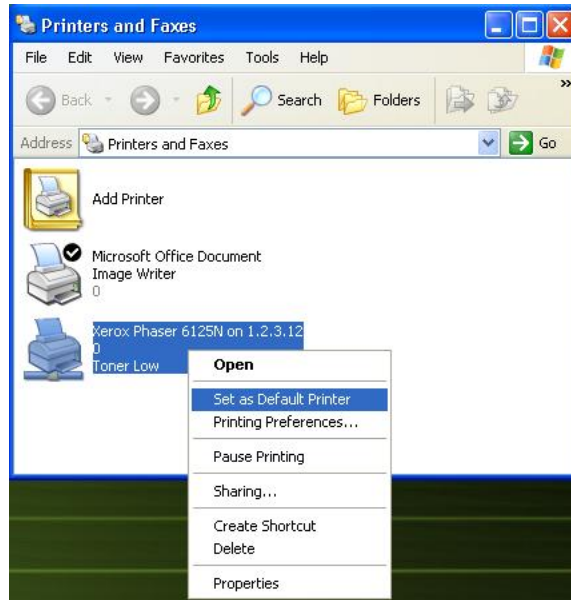


9. You will see a message that the Old Desktop is connecting to the printer. Wait for this message to disappear. When the message disappears (without an error message), your printer has been shared successfully.



10. Configure the printer to be the default printer:

- a. Open Start Menu, and select “Printers and Faxes”
- b. Right-click on the newly-shared printer, and select “Set as Default Printer”



11. Your printer is now configured and shared.

Troubleshooting Guide

Message Codes

Message Code	Troubleshooting instructions
10	<p>A currently running application is preventing Zinstall from operating properly. Close down all applications running on your computer and run Zinstall again. If you are unsure which application to close - restart your computer and run Zinstall again.</p>
13	<p>Anti Virus or Firewall blocking Zinstall from loading / Running Zinstall directly after uninstall without rebooting / Valid serial for a wrong product</p> <ol style="list-style-type: none"> 1. Uninstall any anti-virus / firewall software. 2. Restart the computer and run Zinstall again. 3. Make sure the serial number you use matches the product type being activated.
129	<p>File sharing is disabled on the Old Desktop (Zinstall XP7/zPOD only) This message means that file sharing is disabled on the Old Desktop.</p> <p>Troubleshooting:</p> <ol style="list-style-type: none"> 1. Switch to Old Desktop 2. Open My Computer, right-click on C: drive and select "Properties" (you can do this for other drives as well) 3. Go to the "Sharing" tab, and click the message that you "understand the risks" 4. Click on "understand the risks" under "Network Sharing" 5. In the pop-up that appears, select "Just enable file sharing" 6. Click OK 7. The Old Desktop's C: drive is now shared, and you can access it from the New Desktop using the "Show Old Desktop files" option
190	<p>Critical Windows service is corrupted on your computer This message code appears when an essential standard Windows component is either malfunctioning or corrupted. Although such malfunctioning / corrupted component is not part of Zinstall software, it needs to be fixed in order to allow proper execution of Zinstall within the Windows installation. When this message is shown, it also includes detailed information about the name of the malfunctioning component and a failure code which can be used for troubleshooting.</p> <p>Troubleshooting:</p> <ol style="list-style-type: none"> 1. If the problem is caused by Microsoft Windows Management Instrumentation service (WMI) – i.e. Microsoft component malfunction – it should be fixed by utilizing Microsoft's support resources. Instructions can also be found on the following page:

	<p>http://windowsxp.mvps.org/repairwmi.htm</p> <p>2. The following instructions initiate a built-in Windows component repair:</p> <ol style="list-style-type: none"> Open Control Panel -> Add/Remove programs Click "Add/Remove Windows Components" on the left panel Click "Next", and then "Finish" in the dialog that pops up Windows will try to reinstall its standard components
252	<p>The network connection between your computers has been disconnected during the migration.</p> <p>This may be caused by</p> <ul style="list-style-type: none"> Faulty network adapter on the old computer Faulty network switch that fails during the migration, because of its failure to handle of large volumes of data copied Firewall/antivirus/security software interfering with network traffic. <p>Troubleshooting:</p> <ol style="list-style-type: none"> Make sure the network cable and adapters are properly connected physically. Make sure both old and new computers are online and not turned off / hibernating Make sure there are no firewalls/antiviruses/security software installed / running on either old or new computers If you are using a direct cable connection, use a router connection instead. If you are using a router connection, use a direct cable connection instead Close all programs on both computer before starting the migration again <p>If the problem persists, the recommended solution is:</p> <ol style="list-style-type: none"> Remove the hard drive from the old computer and connect it to the new computer. Perform the migration using that hard drive as migration source (see User Guide for detailed instructions)
254	<p>VSS issue</p> <p>Volume Shadow copy Service (VSS) is a Windows component that allows creating a snapshot of a volume in order to copy it in a consistent manner. For more details, see Volume Shadow Copy Service Overview.</p> <p>Zinstall uses VSS on the source computer in order to create a consistent copy of all its disks. In case of a VSS problem, Zinstall can still perform the migration, but this may cause issues in later stages of the migration, if file system and/or registry activity happens on the source computer during the migration.</p> <p>If Zinstall shows a warning about VSS, either close all applications on the source computer in order to lower the chances of problems later on, or resolve the VSS problem before proceeding with the migration process, according to the following guide.</p> <p>How to solve VSS problems? Windows XP</p>

	<ol style="list-style-type: none"> 1. On your SOURCE computer, download the vshadow utility from: http://www.zinstall.com/sto/tools/vshadow.exe 2. Open a command prompt and for each volume on your source computer, run "vshadow x:" where "x" is the volume drive letter. For example: "vshadow c:" This should result in a lot of text being printed out. 3. If the VSS is working fine, the output should end with the line "Snapshot creation done." 4. If a VSS problem is still present, the output will end with a detailed problem description and error code. 5. You can use this problem description and error code to either contact Microsoft's support or try and find a solution using available knowledge base and Internet sources. <p>Once you get VSS to work, run the migration again.</p>
259	<p>Essential components are corrupted or missing on your old Windows installation See Message 260 (below)</p>
260	<p>Essential components are corrupted or missing on your old Windows installation This message means that some old Windows component is corrupted and has prevented the migration from completing successfully.</p> <p>Troubleshooting:</p> <ol style="list-style-type: none"> 1. Perform a CHKDSK - hard drive consistency check - on the hard drive of the old computer 2. Restart both the old and the new computers 3. Then run the migration again
262	<p>General error Troubleshooting:</p> <ol style="list-style-type: none"> 1. Perform a CHKDSK - hard drive consistency check - on the hard drive of the old computer 2. Make sure there are no firewall/antivirus/security software installed / running on 3. Restart both the old and the new computers 4. Then run the migration again
276	<p>Incompatible Windows mode Restart the TARGET computer. Right click the Zinstall tray icon, choose <i>Switch to Old Desktop</i>, and wait for fine tuning procedure to finish. Once it is finished, the migration has completed successfully.</p>
277	<p>Critical drivers in your old Windows are corrupted or incompatible Critical system drivers from your old Windows generate a fundamental malfunction when transferred to a different system. These are usually third-party drivers, which implement or replace low-level hardware</p>

	<p>functions. When hardware changes, these drivers lead to a full system fault.</p> <p>Troubleshooting: Uninstall known unconventional drivers from the old computer, and perform the migration again.</p>
279	<p>OS boot loader is incompatible or corrupted</p> <p>This message code usually appears if your source computer had a custom boot loader or a non-standard dual-boot configuration.</p> <p>Troubleshooting:</p> <ol style="list-style-type: none"> 1. Run the icon called “Zinstall Host Utility” (NOT the installation file – we do not want to run the migration again) from your New Desktop. This will make the Zinstall tray icon appear in system tray. 2. Right-click the tray icon and choose “Switch to Old Desktop” to start the “fine tuning” stage of Zinstall migration process 3. You will see a progress indication message stating that the process has begun 4. Once you see the message, right-click the tray icon and choose “Switch to Old Desktop” again to switch. 5. On the Old Desktop, select the correct Windows installation to boot from the boot menu. 6. When you do this for the first time, Zinstall will configure your old environment: <ol style="list-style-type: none"> a. You will see your Windows boot (or show the log on screen). b. You will see Zinstall perform some configurations c. You will then see the XP environment shut down 7. Please do not interfere with this initial configuration process in any way, and wait for the Old Desktop to shut down. This may take some time. 8. After the environment has been configured, you are welcome to use Old Desktop as usual. <p>Note that you can use a keyboard shortcut at any time to switch back to New Desktop (in case you are “stuck” in the old environment).</p> <p>The keyboard shortcut to switch back is ScrollLock + B.</p>
281	<p>Hardware Assisted Virtualization is required for a 64-bit Old OS (Zinstall XP7 / zPOD)</p> <p>The source computer’s OS is a 64-bit system. Such system requires the Hardware Assisted Virtualization (HAV) feature to be enabled on the new computer.</p> <p>Troubleshooting:</p> <ol style="list-style-type: none"> 1. Check that HAV is supported by this CPU model 2. If HAV is supported, but the error message was received, make sure that HAV is enabled in the BIOS of the target computer. <p>Please use the following link for official instructions on enabling HAV: http://www.microsoft.com/windows/virtual-pc/support/configure-bios.aspx</p>

	<p>To check whether your CPU supports this feature, search for your CPU's model on the manufacturer's website, and check whether it supports Hardware Assisted Virtualization (called "VT" by Intel and "AMD-V" by AMD).</p> <p>Intel: http://www.intel.com/p/en_US/products?iid=subhdr+prodlook#fragment-a-5</p> <p>AMD: http://www.amd.com/us/products/Pages/products.aspx</p>
292	<p>zPOD target external drive cannot be FAT32</p> <p>The target external drive is formatted using the FAT32 file system. This is an outdated file system, which does not support creating a zPOD environment.</p> <p>Please select a different target drive or format the currently target drive using the up-to-date NTFS file system before running zPOD.</p> <p>See <i>page 38, Converting a FAT32 drive to NTFS</i> file system for instructions.</p>
298	<p>One or more of the partitions on the old computer's hard drive are formatted using the FAT32 file system</p> <p>For a reliable transfer, FAT32 partitions should be upgraded to the NTFS file system.</p> <p>Troubleshooting:</p> <p>Please do the following for each of the partitions mentioned in the message you have seen.</p> <ol style="list-style-type: none"> 1. Open a command prompt by going to Start Menu -> All Programs -> Accessories -> Command Prompt 2. In the command prompt, type the following command and press enter: convert c: /FS:NTFS 3. If you are asked to provide a "volume label", type in the label the drive has as seen in My Computer. For example, if My Computer has "Drive C: [My Drive]", you need to type in "My Drive". 4. Answer YES to question about "volume in use, do you wish to force?" 5. Answer YES to question about "system volume, schedule for next boot?" 6. Restart your computer 7. When windows begins to start , let it do a disk check (it will show the message "the type of the file system is FAT, press any key to cancel disk check" - do NOT press any key at this stage) 8. Once a disk check is done, conversion to NTFS will begin. This may take some time, please wait for it to finish 9. Once the conversion is finished, Windows will reboot itself once more. <p>Your file system is now upgraded to NTFS.</p>
322	<p>Old and New computers cannot connect</p> <p>The Old and New computers cannot find each other on the network.</p> <p>Troubleshooting:</p>

	<ol style="list-style-type: none"> 1. Make sure a network cable (not a USB cable!) connects the computers 2. Make sure Zinstall is running on both - the old and the new - computers, and the appropriate Zinstall windows appear on both computers' screens 3. Make sure the network cable and adapters are physically connected properly and securely. 4. Make sure no firewall/antivirus/security software is installed and running on either old or new computers 5. Make sure network adapters are installed properly on both computers – the adapters have to be shown in Control Panel -> Network Connections 6. Make sure network adapters are enabled on both computers (marked as “Enabled” in Network Connections) <p>If the problem persists:</p> <ol style="list-style-type: none"> 1. If a direct cable connection was used, try using a router connection instead. 2. If a router connection was used, try using a direct cable connection instead. 3. Close all programs on both computers before starting the migration again <p>If nothing of the above helped to overcome the problem, use an alternative transfer method:</p> <ol style="list-style-type: none"> 1. Remove the hard drive from the old computer and connect it to the new computer. 2. Perform the migration using that hard drive as migration source - see User Guide for detailed instructions.
328	<p>VSS warning</p> <p>To troubleshoot, see Message 254 (above)</p>

Before the Migration

What is a Network / Ethernet / LAN cable?

The cable which is needed to connect the computers directly is a regular network cable. It's also called "Ethernet cable" or "LAN cable". It usually comes packaged with new computers when purchased. Otherwise, it is available in any electronics or computer shop for a few dollars.

Here is what it looks like:



The old computer is broken. Can I still use Zinstall to transfer?

Yes. Zinstall is indeed capable of migrating even a "broken" computer, which cannot be started - though it depends on what exactly is broken.

If the problem is with the computer itself, namely some of the hardware is broken down, or if the computer cannot be turned on, but the hard drive is still "healthy" – here is what should be done:

1. Take the hard drive out of the old computer
2. Connect that hard drive to the new computer (either internally or externally using a simple USB adapter, available at any computer store for a couple of dollars)
3. Run Zinstall
4. When prompted, select "I only have this computer" and "I am migrating from another hard drive"
5. If the drive is functional and contains a correct Windows installation, Zinstall will recognize the drive as migration source and allow you to transfer the environment to the new computer.

When updating a Windows XP computer to Windows 7, should Windows 7 be installed first, before running Zinstall?

Yes – just make sure to install Windows 7 according to instructions in the User Guide.

When upgrading a computer to Windows 7 with Zinstall, Windows 7 should be installed first, "on top" of the existing XP, choosing the "Custom/Advanced" installation mode.

When Windows 7 is installed, none of the old programs, settings and files can be accessed any longer. Without using Zinstall, they cannot be made accessible again.

Zinstall is run after the Windows 7 installation is complete, and Zinstall then restores the entire old environment, with all of the old programs, settings and files, on the new system.

Important: Make sure to follow the instructions in the User Guide in order to perform the Windows 7 installation correctly. It is a good idea to backup your system before installing Windows 7.

There is not enough space on the target computer. What can be done?

You can use Zinstall filtering capabilities to filter out some content types (such as movies, pictures and music, which take up most of the space on a typical system). See *Is it possible to select which files to transfer?* below.

Alternatively, you can free up some space by moving some files to an external drive, or deleting unneeded files.

Another option is to upgrade your hard drive to a larger one. To transfer your system to the new hard drive, use Zinstall HDD Edition (www.zinstall.com/products/zinstall-hdd).

Do I have to backup my computer before upgrading to Windows 7 with Zinstall?

While Zinstall does not require performing a backup for correct and complete operation, if you are performing an in-place upgrade to Windows 7, it is especially recommended to have a full backup of your system. This will enable you to rollback to your old system in case you will experience any trouble, such as Windows 7 installation getting "stuck" (even before you have the chance to use Zinstall).

Zinstall disappears after showing the initial "Loading..." screen

This type of behavior means that a third-party application is preventing Zinstall from running. This is usually caused by security software which is not configured correctly, and simply terminates Zinstall without even asking the user.

Please uninstall the security software from the computer, or configure it in a way that would allow Zinstall to run. Then, run Zinstall again.

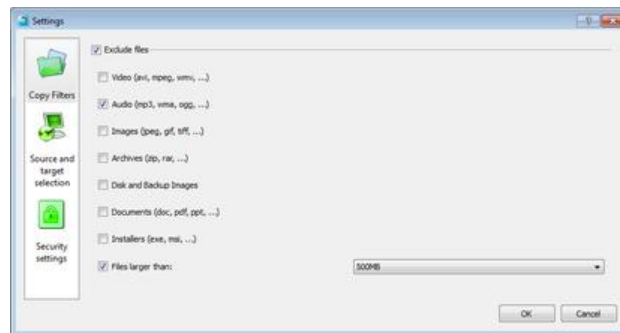
During the migration

Is it possible to select which files to transfer?

Yes.

Before you press the “Go” button to start the transfer, use the “Advanced” button to filter out content types you do not want to transfer.

For example, you can filter out movies, music or simply files larger than 500GB – just check the appropriate options in the “Advanced” menu:



Is it possible to select which programs to transfer?

No. Zinstall captures your entire SOURCE environment, and then implants it into the TARGET so that you can work with all your old programs just like you did on your SOURCE system.

All OLD applications are kept fully integrated in isolated virtual container on your TARGET system. That means that you can instantaneously switch back and forth between the OLD and New environments, intuitively copy text and files between them as well as directly access any files from one another.

By default, Zinstall transfers your entire system to the new computer. This includes all applications, settings and files. You can selectively uninstall the apps you don't need on the new computer. You can also filter out content types (i.e., leaving behind movies or music).

The transferred programs do not conflict and do not interfere with any installed programs on the new computer, so - for example - you'll be able to use Office 2007 alongside Office 2003 from the old computer.

You can perform the transfer even if you already have some programs installed on the new computer - they will remain perfectly safe.

The Old and New computers cannot find each other – “searching” for more than 5 minutes

See *Message Codes, Old and New computers cannot connect* above for detailed troubleshooting instructions.

After the Migration

How to run *Old Desktop* applications from the *New Desktop / Start Menu*?

After the migration is completed, Zinstall puts shortcuts for all the applications from the source computer on the target computer.

By default, all desktop and start menu shortcuts from the old computer are integrated into the respective locations on the new computer, with a "Z^ " prefix.

Note: If your SOURCE Windows is Windows Vista or older than XP Professional SP3, *Old Desktop* applications will launch on the *Old Desktop*, instead of the *New Desktop*.

Microsoft Windows / Office Activation

In some cases, Microsoft requires re-activation of its software when Windows determines that system's component(s) are changed. Microsoft policy in this regard varies from time to time and depends on several factors, such as: which and how many hardware components were changed, and - most significantly - which particular edition of Microsoft software is used.

Windows / Office re-activation can be done online through the software itself (when prompted to re-activate), or via Microsoft website, however - it is subject of Microsoft license terms and its actual policies.

Printer problems on the Old Desktop

In some cases, USB-connected printers must be shared with the Old Desktop in order to allow printing correctly.

First, make sure that the printer can print from the New Desktop. If you have successfully printed a test page from the New Desktop, you can share the printer.

See the detailed instructions in Appendix B of the User Guide.

How to copy files and text between the desktops?

Files and text can be copied between the two channels, just like files and text are copied between two different applications. For example, here is how to copy a file from the Old Desktop to the New Desktop:

5. Right-click on the file in the Old Desktop
6. Select "Copy"
7. Switch to the New Desktop
8. Paste the file

Once the "copy" option is used on file or text on one channel, that content will be available for pasting on the other channel.

There are three alternative ways to copy files and directories between two environments:

4. How to use *Show Old Desktop files* in the New Desktop
 - a. Switch to the New Desktop
 - b. Right-click on the icon and select *Show Old Desktop files*
 - c. You will see folders each corresponding to a drive on your Old Desktop. You most probably need the one named "C:"
 - d. You'll be able to copy between these Old Desktop folders and the New Desktop
5. How to use *Show New Desktop files* in the Old Desktop
 - a. Switch to the Old Desktop
 - b. Right-click on the icon and select *Show New Desktop files*
 - c. You will see folders each corresponding to a drive on your New Desktop. You most probably need the one named "C:"
 - d. You'll be able to copy between these New Desktop folders and the Old Desktop
6. Direct access
 - a. Go to the Z: drive on the Old Desktop
 - b. Under this virtual Z: drive, you can find all real drives of the New Desktop, such as C: etc. – they all appear as subfolders under the Z: drive
 - c. You can simply Copy any folder taken from the Old Desktop, and then paste it here under Z:\C (or wherever you need)

Can Security Software be run on both desktops?

Yes, it will not conflict with the other desktop. Make sure to configure the Security Software allowing Zinstall components full access to run and access network and Internet – consult the manufacturer of the Security Software on how to do that.

How to access external USB drives on the Old Desktop?

To access external storage drives connected to the computer, right-click on the Zinstall tray icon in the Old Desktop, and select "Show New Desktop files"

You will see all the drives (internal and external) on the computer, available and accessible - both manually and from applications. Look for the external drive folder (generally E: or F:).

You can also access those by going to the drive Z: from My Computer or any other application.

1. Go to the Z: drive on the Old Desktop
2. Under this virtual Z: drive, you can find all real drives of the New Desktop, such as C: etc. – they all appear as subfolders under the Z: drive
3. You can simply Copy any folder taken from the Old Desktop, and then paste it here under Z:\C (or wherever you need)

Mouse cursor is not visible on the Old Desktop

In some rare cases, in which legacy third-party software interferes with specific outdated mouse drivers, the mouse cursor may not be visible on the Old Desktop. To resolve:

1. Right click on the desktop and select "Properties"
2. Go to the "Settings" tab and click "Advanced"
3. Go to the "Troubleshooting" tab
4. Slide the "Hardware acceleration" slider one step to the left (this will change the text under it to say that cursor and bitmap accelerations are disabled)
5. Click "Apply"

You will now be able to see the cursor.

Internet connection is not available on the Old Desktop

The Internet connection on the Old Desktop is automatically shared with the New Desktop. The Old Desktop is connected to network using a NAT (Network Address Translation) mechanism. Thus, if you have an operational connection on the New Desktop, you will have the same on the Old Desktop.

Accordingly, there is no need at all to configure dial-up connections or re-configure IP addresses manually inside the Old Desktop.

IMPORTANT: Manually changing the network settings in the Old Desktop might cause loss of Internet and network connectivity.

If you are having Internet connection troubles on the Old Desktop:

1. Verify that the New Desktop is connected to the Internet (i.e. browse successfully to www.google.com). If it is – continue to the next step.
2. Make sure that your Local Area Connection in the Old Desktop is configured to obtain an IP address automatically:
 - a. Open "Start Menu", and select "Control Panel"
 - b. Open "Network Connections"
 - c. Right-click on "Local Area Connection" and select "Properties"
 - d. In the protocol list, find "TCP/IP" and go to "Properties"
 - e. Make sure the option selected is to "obtain IP address automatically (DHCP)"
3. If a firewall is running on the New Desktop or on the Old Desktop – disable it or configure the firewall to allow Zinstall traffic (consult your firewall software manufacturer).
4. Restart your computer to apply the above settings.

After switching to Old Desktop, the system automatically switches back to New Desktop

This kind of behavior is caused by a third-party application, which does not comply with standard Windows desktop control policies, and thus might interfere with the correct system operation.

To resolve, find and remove / disable the application which is causing this issue. Among applications known to cause the issue are:

- Acronis Scheduler Helper
- Seagate Scheduler Helper
- Several screen management applications

Zinstall tray icon has disappeared or does not appear on Windows startup (Zinstall XP7 only)

Zinstall tray icon should appear in system tray on the New Desktop after your Windows loads.

If the icon does not appear for any reason, it is possible to run it manually from the desktop, by launching the desktop shortcut called "ZinstallHostUtility" - or from the Zinstall folder in Windows Start Menu.

In order to make sure it runs on Windows startup:

1. Open a command prompt by going to "Start Menu" -> "All Programs" -> "Accessories" -> "Command prompt"
2. Run the command:
`msconfig`
3. Go to the "Startup" tab
4. Find the item named "Zinstall" and make sure the checkbox is checked.

Mouse cursor / screen resolution issues on Old Desktop

If after switching to the Old Desktop the screen is very small and/or the mouse does not move smoothly, this means that Zinstall Guest Utility was not properly installed on the Old Desktop, and should be installed manually.

Follow these instructions on the Old Desktop:

1. Go to the Start Menu > Zinstall
2. Run "Install guest utility"
3. Wait for the installation to finish successfully and restart the Old Desktop / ZPOD.

Can I use Zinstall with dual monitors?

Yes - dual monitors are supported when launching the OLD applications directly from the New Desktop.

Note that when you perform a full switch to the Old Desktop, it will only be available on the primary monitor.

Using server applications inside the Old Desktop

The Old Desktop is connected to the network using a NAT connection. This means that server applications will not be able to serve incoming requests out-of-the-box when running inside the Old Desktop.

In order to configure incoming connection request pass-through, port forwarding should be configured using the configuration file.

How to properly shut down your TARGET computer running Zinstall

1. Make sure the Old Desktop / ZPOD is currently not running:
 - a. Put your mouse cursor over the Zinstall tray icon - this will cause a tooltip text to appear.
 - b. If the text says "(Off)" - that means the Old Desktop is currently NOT running, and you can shut down the computer
 - c. If the text says "(Running)" - that means the Old Desktop is currently running, and you need to shut Zinstall down before shutting down the computer
 - i. Switch to Old Desktop
 - ii. Shut down the Old Desktop (using Start Menu -> Turn off/Shut down)
 - iii. Wait for the Old Desktop to shut down. You will now be switched back to the New Desktop.
2. You can now shut down your TARGET computer

"Access denied" message is received when using the "Show Old Desktop files"

If the Old Desktop is Windows XP Home, and you do use the "Show Old Desktop files" feature, and go to a folder which does not have permissions for the Everyone group, you will get an "Access denied" Windows message.

Troubleshooting:

1. Switch to Old Desktop
2. Find the folder you were trying to access
3. Right click on the folder, select "Properties" and go to the "Sharing" tab
4. Under "Network Sharing" section, check both checkboxes ("Share this folder on the network" and "Allow network users to change my files")
5. Click OK
6. Your folder is now accessible from the Old Desktop

Advanced

How to create a shortcut to Old Desktop application on the New Desktop?

1. Make a copy of an existing Zinstall guest app shortcut (a shortcut whose name starts with "Z^")
2. Rename it to the name you want to use.
3. Right click on the new shortcut it and select properties
4. Go to the "Target" field, there you will see a line like the following:
"Error! Unknown document property name." run_guest_command "C:\Documents and Settings\user\Desktop\Microsoft Office PowerPoint 2003.lnk" ""
5. Replace "C:\Documents and Settings\user\Desktop\Microsoft Office PowerPoint 2003.lnk" with the file name of the application you want this shortcut to run as it exists on the Old Desktop.
6. For example, if you want to run "c:\Program Files\Mozilla\Firefox.exe" the new "Target" field should be changed to:
"Error! Unknown document property name." run_guest_command "c:\Program Files\Mozilla\Firefox.exe" ""

How to revert the Old Desktop to original state?

NOTE: You will lose ALL changes made to the Old Desktop since the original migration or the last snapshot taken!

1. Switch to the Old Desktop
2. Shut down the Old Desktop
3. On the New Desktop, right-click the Zinstall tray icon (bottom-right corner of the screen, near the clock)
4. Select "Advanced"
5. Go to the "Snapshots" tab on the left
6. Select the Revert option

How to backup the Zinstall environment

To back up the entire Zinstall virtual container:

1. Switch to the Old Desktop
2. Shut down the Old Desktop
3. On the New Desktop, find the Zinstall folder (usually located at C:\Zinstall)
4. Right click on the folder and select Properties
 - a. Make sure the indicated folder size is not zero
 - b. Otherwise, find the top level folder called Zinstall on another drive (i.e. D:\Zinstall, E:\Zinstall etc.)
5. Copy the entire Zinstall folder to the backup location (external drive, another folder etc...)
6. This will allow restoring the entire virtual container along with all data, settings, programs and OS

Backing up specific files from within the Old Desktop to the New Desktop:

1. Switch to your Old Desktop, and open "My Computer"

2. Navigate to the files you wish to back up
3. Copy the files or folders you wish to back up (select the files, right click, choose Copy)
4. Navigate to the "Z:\\" drive in My Computer
5. Navigate to the destination drive from the host computer, for example Z:\C
6. Create a new folder called "Backup"
7. Paste the files to this folder (Right click on an empty area, and choose Paste)
8. On the New Desktop, navigate to C:\Backup in order to view & verify the backed up files

How to uninstall the Zinstall environment

Follow the instructions for uninstalling/removing Zinstall from your computer.

Uninstall the software:

1. Switch to the Old Desktop
2. Shut down the Old Desktop
3. On your New Desktop, uninstall Zinstall:
 - a. Open Start Menu, and select Control Panel
 - b. Go to "Add/Remove Programs" / "Uninstall a Program"
 - c. Find the Zinstall entry in the program list
 - d. Click "Uninstall" on that entry

Removing the data backup:

1. Delete the Zinstall folder – usually located at C:\Zinstall.

What keyboard shortcuts are available for Zinstall?

ScrollLock + Del	Send "Ctrl-Alt-Del" to the Old Desktop
ScrollLock + B	Instantly switch back to New Desktop
ScrollLock + Q	Close the Old Desktop- opens a dialog with different options for closing the Old Desktop
ScrollLock + R	Restart the Old Desktop
ScrollLock + G	Attempt fixing resolution if it's not full screen