

Zinstall Backup User Guide



Zinstall Backup User Guide

Thank you for purchasing Zinstall Backup.

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

Support email:	<u>support@zinstall.com</u>
Sales email:	sales@zinstall.com
Visit our website:	www.zinstall.com

Copyright © ZVT, Inc., all rights reserved.

"Zinstall", "Zinstall XP7", "Zinstall zPOD", "Zinstall WinWin", "Zinstall HDD", "Zinstall WinServ", "Zinstall Migration Kit Pro", "Zinstall Backup" and the Zinstall logo are registered trademarks of ZVT, Inc.

"Windows", "Windows XP", "Windows Vista", "Windows 7", "Windows 8", "Windows 10" are registered trademarks of Microsoft Corporation.

All other trademarks and copyrights referred to are the property of their respective owners.

Distribution of modified versions of this document is prohibited without the explicit permission in writing of the copyright holder. Distribution of this work or derivative work for commercial purposes is prohibited unless prior permission is obtained from the copyright holder.

DOCUMENTATION IS PROVIDED "AS IS" AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID.

Contents

Zinstall Backup User Guide	1
Contents	3
Introduction	4
System Requirements	5
Backup PC	5
Operating system supported	5
Notes	5
Running and activating the software	6
Part 1 - Backup	8
Start your backup	8
Choosing a location for your backup	9
Excluding files and folders from your Backup	13
Part 2 – Restore	14
Restoring a file	15
Restoring files to a replacement computer	16
Full restore (programs, settings, files) to a replacement computer	17
Appendix A	20
Web Activation	20
CHKDSK	21
Converting a FAT32 drive to NTFS file system	21
Troubleshooting Guide	22
Message Codes	22
Message Code	22
Troubleshooting instructions	22

Introduction

Zinstall Backup allows you to perform a complete backup of all programs and files on your computer. It is built to work automatically, keeping your backup always up-to-date in background.

For a (very) quick start:

- 1. Download and install Zinstall Backup on your computer
- 2. Connect a drive that you want to use to store the backup, such as an external USB drive (you can of course use a variety of other backup storage location options see **page 9**)
- 3. Run Zinstall Backup
- 4. Click the "On" button to start it

That's it – from this point on, Zinstall Backup will keep protecting your computer. You do not need to run it every time you turn the computer on; it will run automatically. It is of course recommended to check, once in a while, that it shows that a backup has recently been made (to make sure you do not have any issues with the physical drive).

For more details, read the Guide below.

System Requirements

Backup PC

	Minimum	Recommended
Processor	Intel Pentium 4 or AMD Athlon XP CPU	Intel or AMD Dual core CPU
Memory	1GB RAM	2GB 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	Supported?
Windows 10	Yes
Windows 8	Yes
Windows 7	Yes

Notes

- Zinstall software must be executed with administrative privileges on both backup and recovery 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 backup might not work properly
- Internet connection is required to perform online product activation

Running and activating the software

The first step in performing the migration is running the software on your computer.

- 1. If an Internet connection is available, connect the computer to the Internet to simplify product activation.
- 2. Put the Zinstall software 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. You can also download from <u>www.zinstall.com/download</u>
 - b. If the Zinstall product was obtained as a packaged CD, install the software from the CD.
- 3. Run the software
- 4. Perform product activation:
 - a. When Zinstall software 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 software 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 software 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 computer is connected to the Internet, 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 the case, see *Appendix A, Web Activation* for further instructions.
- 7. After a successful activation, the following message will appear:



Part 1 - Backup

Start your backup

Once your Zinstall Backup is installed and activated, it will show you the main Backup screen.



If a suitable Backup storage destination is available (such as a USB external hard drive), it will be detected automatically. You can of course change it, if needed, by pressing the "Settings" button.

For various options of storing your backup, please refer to the next section, "Choosing a location for your backup".

Once you have selected your backup storage location, just click "Turn Backup On" to start your backup.

After a few seconds, you will see an indication that an initial backup is now being performed. This takes a while to do the first time. Once done, smaller incremental backups will be performed every hour.

Choosing a location for your backup

Zinstall Backup can store your backup in a number of different locations. Here are some examples:

USB external hard drive

The simplest way to store your backup is just a USB external hard drive. All you need to do is connect it to the computer, and run Zinstall backup. If the USB drive is connected while the backup is first launched, it will be automatically detected as the backup storage location. Or, you can manually configure it to be the backup storage location – here is how:

- 1. Click the Settings button on the main Backup screen.
- 2. Click the Change button next to the drive you want to backup (usually, your C drive)
- 3. Browse to your USB external hard drive, and click "Select folder"
- 4. Close the Settings screen

install Ba	ckup Configu	ration	-	- 🗆 X
🙆 Zins	tall Bac	kup Configuration		
Check sou	irce volumes	to backup, change target		
Backup	Volume	To Target Folder		
	C:\	E:\.ZiBackup\USER-PC\Volume_C	Change	Excludes
	E:\		Change	Excludes
L				
Copyright I	by Zinstall (c) 2002-2016. All rights reserved.		

SD card

This option is similar to a USB drive (see above), with a few extra pros and cons.

The benefit of using an SD card on a laptop or tablet is that it is physically unobtrusive – it does not stick out of the laptop, and can just silently stay inside the machine, providing a great way to keep an externally stored backup.

The downside of an SD card is that it is more expensive per GB of storage, and slightly slower. They also do not come in as large capacity as normal USB drives.

To set an SD card as your backup location, use the instructions from the USB drive section.

Network drive / SAN / NAS / Personal Cloud Drive

A network drive is any location that is accessed via your home or office network, as opposed to a physical drive of your computer or USB drive connected to your computer. For example, it could be shared location on your server, another computer or a network storage device.

Here is how to configure your Zinstall Backup to keep your backup on a network drive:

- 1. Click the Settings button on the main Backup screen.
- 2. Click the Change button next to the drive you want to backup (usually, your C drive)
- At this point, you need to access the network drive, using its IP address. For example, if the IP address for your drive is 192.168.1.29, you would type in the following in the Browse window (at the bottom):

\\192.168.1.29\

適 Select a backup destir	nation folder for volume C:\					×
← → × ↑ <mark> </mark> «	.ZiBackup > USER-PC > Volume_	c ~ ن	Search Vo	olume_C		Q
Organize 👻 New fo	older					?
📌 Quick access	^ Name ^	Date m	nodified	Туре		Size
📃 Desktop 🛛 🖈		No items match your s	earch.			
🕂 Downloads 🖈						
🔮 Documents 🖈						
📰 Pictures 🛛 🖈						
📙 2017-03-07-back						
👌 Music						
🚆 Videos						
i OneDrive						
💻 This PC						
15. DVD Drive (D:) 15.	v <					>
Fo	Ider: \\10.0.50\					
			Select Fo	lder	Cancel	

Then, press the Select folder button on the right

- 4. You will now see the folders on your network drive. Select the one where you want to store the backup, and press the Select folder button again
- 5. Close the Settings screen to complete the selection
- 6. When prompted, enter your username and password to access the network folder



You will get a confirmation pop-up, stating that the backup location has been changed to your network drive.



Dropbox / Cloud Storage

In addition to the options above, you can use a 3rd party Cloud storage option to achieve an additional off-side copy of your backup. The downside of using Cloud storage is that it takes a long time to upload files to the cloud, so it should be used as a secondary backup location, in addition to a proper local backup.

Here is how to use Cloud storage as your Backup location:

- 1. Click the Settings button on the main Backup screen.
- 2. Click the Change button next to the drive you want to backup (usually, your C drive)
- 3. Browse to locate your Cloud storage folder (for example, your Dropbox folder)
- 4. Close the Settings screen to complete the selection

Your backup will now use your Cloud storage!

What happens if I disconnect when Backup drive?

If you disconnect your Backup location drive from the computer, don't worry - Zinstall Backup will still monitor the changes made on the computer. This way, when you reconnect the drive, all the changes you've made will be securely backed up to it, bringing your backup up to date.

Excluding files and folders from your Backup

By default, Zinstall Backup will backup all files on your computer, in order to ensure that everything is protected and safe at all times.

With that, you can exclude some folders or files from the backup. For example, if your Downloads folder is not that important to you and you want to exclude it from the backup, in order to save space, you can add it to the Exclude list.

Here is how to do that:

- 1. On the main Backup screen, click the Settings button.
- 2. Locate the entry for the drive on which you want to manage the exclude list (usually, that would be your C drive first line).
- 3. Click on the "Excludes..." button on the right.
- 4. Select the folder you want to exclude from the list on the left, and click the "Add >>" button to add it to the exclude list.
- 5. Click OK to complete the process.

Backup excludes for volume C:\							-		×
Select a file or folder to exclude an	d click Add>> button:					Excluded folders and files:			
Name ESD PerfLogs Program Files Program Files (x86) Users Default.migrated Public & user	Size	Type File Folder File Folder File Folder File Folder File Folder File Folder File Folder	Date Modified 2/27/2017 7:34:11 7/16/2016 4:47:47 2/27/2017 9:00:00 3/1/2017 5:07:50 AM 2/27/2017 8:04:36 2/27/2017 8:07:46 3/7/2017 5:31:50 AM		Add >> << Remove	C:\Users\user\Downloads			
 > III Contacts > Desktop > Downloads > ★ Favorites > ILinks > Music > @ OneDrive > Iftures > Ø Searches 		File Folder File Folder File Folder File Folder File Folder File Folder File Folder File Folder File Folder File Folder	3/1/2017 5:00:38 AM 3/7/2017 5:00:38 AM 3/1/2017 5:00:38 AM 3/1/2017 5:00:38 AM 3/1/2017 5:00:38 AM 3/1/2017 5:00:38 AM 3/1/2017 5:00:38 AM 3/6/2017 9:57:20 AM 3/1/2017 5:00:38 AM 3/1/2017 5:00:38 AM			Excluded file extensions:	dd	Remo	ove
Videos Windows		File Folder File Folder	3/1/2017 5:00:38 AM 2/28/2017 9:27:30	~		Exclude files bigger than	Ca	ancel	GB

On the same exclude screen, you can also globally exclude specific file extensions (for example, you can exclude all .VMDK files which tend to be pretty large), or exclude files large than a certain size (for example, you can exclude all files larger than 10GB).

Part 2 – Restore

A backup is only as good as its ability to allow you to restore your stuff from it.

We'll cover the following restore scenarios in this section:

- Restoring a file:
 For a situation when you accidentally delete a file, or just damage its contents, you can restore a previous version of it (from different times and dates in the past, like a time machine!)
- Restoring files to a replacement computer:
 For a situation when you need to restore files from the backup to a different computer, such as a replacement in case of a disaster.
- Full restore (programs, settings, files) to a replacement computer:
 For a total restore to a replacement computer not just files, but programs, settings, profiles, personalization, accounts etc.

Restoring a file

If you've accidentally deleted a file on your computer, or have damaged a file, don't worry – you have a copy saved in your Backup!

Here is how to restore a file from your Zinstall Backup:

1. On the Zinstall Backup screen, click the Restore button to activate the Restore wizard

② Zinstall Restore	- 0	×
② Zinstall Restore	Open another backup Refres	h
There are 3 backups to restore from. Click on a backup to travel back in time.		
Today Today Today 09:18 08:18 07:18		>)
Type file name here to search	Search	
Click on a folder or a file to restore	Selected for restore	
My Music My Pictures My Videos	 41 KB in 1 file Modified on Apr 12, 2015 06:13:56 	
 Outlook Files Alice's Adventures in Wonderland.pdf customer-satisfaction-survey-1.dotx customer-satisfaction-survey-1.pdf desktop.ini Hamlet Prince of Denmark.pdf Letter for John.docx likert-scale-questionnaire.doc likert-scale-questionnaire.pdf market-analysis-template-2.pdf partnership-agreement-2.doc vartue partnership-agreement-2.pdf 	Restore Cancel	
Copyright by Zinstall (c) 2002-2017. All rights reserved.		

- 2. You will see available backup times at the top (latest is selected by default). You can choose a different time or date, if you prefer to get an older copy of the file.
- 3. Find your file there are two options to do it:
 - a. If you remember the name of the file, just type it into the search box in the middle of the screen and click "Search".
 - b. If you do not remember the name of the file, but remember where it was stored, browse the backup folders you see at the bottom of the screen, until you find your file.
- 4. Once the file is located, click the Restore button on the right to perform the restore.

That's it – your file is back in its original location!

Restoring files to a replacement computer

Here is how to restore files and folders from your backup onto a different computer – such as a replacement machine in case of a disaster.

- 1. First, download and install Zinstall Backup onto the replacement machine. Run Zinstall Backup when the installation is complete.
- 2. On the Zinstall Backup screen, click the Restore button to activate the Restore wizard.
- 3. Click the "Open another backup..." button at the bottom right
- 4. In the Browse window that opens, navigate to the location of the Backup from which you want to restore files.
- 5. At that location, enter the .ZiBackup folder, then the folder with the original computer's name, and select the Volume_C folder inside. Click the Select Folder button to open the Backup.



6. Once the Backup is open, proceed with same instructions as in the previous section to restore files or folders from it.

Note: This is best used for restoring a set of folders and files – not for restoring the entire contents of the old computer.

If you do need to restore the entire contents of the old computer from backup, including programs, settings and files, see "Full restore (programs, settings, files) to a replacement computer" below.

Full restore (programs, settings, files) to a replacement computer

If you prefer to do a full restore to a replacement computer, where you restore programs, settings, profiles, accounts and all files from the backup, you would need to use Zinstall Rescue Kit (separate product).

Here is how:

- 1. Download and run Zinstall Rescue Kit on your replacement computer
- 2. Choose its 3rd scenario, "Moving from Container to Machine", and click Next

Zinstall	7.1.3.0
 Scenario selection Machine selection Prerequisite check Source selection Target selection Configuration Summary Migration 	<section-header><section-header><section-header><section-header><section-header><section-header><section-header><section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header></section-header>
	< <u>B</u> ack <u>N</u> ext > Cancel

- 3. Click Next again on the Prerequisite check screen
- 4. On the Source selection screen, click Browse
- 5. In the Browse window, go to your Backup storage location, and then into the .ZiBackup folder.
- 6. In the .ZiBackup folder, go into the folder with the old computer's name, and then to Volume_C.

O		ook USB (E:) > .ZiBackup > USER-PC > Voli	ume_C >	✓ ট Search Vo	olume_C		
Organize 👻 N	ew folder						
A Ouisk sesse	^	Name	Date modified	Туре	Size		
Culck access		db	3/7/2017 9:26 AM	File folder			
Desktop	*		3/7/2017 9:24 AM	File folder			
Downloads	*	verify	3/7/2017 8:22 AM	File folder			
Documents	*	- 000000000000001.FULL.WEEKLY	3/7/2017 9:24 AM	Hard Disk Image F	37,169,631		
Pictures	*	000000000000000000000000000000000000	3/7/2017 9:18 AM	Hard Disk Image F	473,567 KB		
2017-03-07-1	back	0000000000000003.INCREMENTAL.HOURLY	3/7/2017 9:23 AM	Hard Disk Image F	666,079 KB		
👌 Music							
📑 Videos							
ineDrive 🍊							
\land OneDrive							
CneDrive	15.						
OneDrive This PC DVD Drive (D:) Local Disk (C:)	15.						
OneDrive This PC DVD Drive (D:) Local Disk (C:)	15. File nam	ne: 000000000000001.FULL.WEEKLY		→ All files ((*.*)		
ConeDrive This PC DVD Drive (D:) Local Disk (C:)	15. File nan	ne: 0000000000000001.FULL.WEEKLY		 ✓ All files (Option 	(*.*) en C	Cancel	
ConeDrive This PC DVD Drive (D:) Local Disk (C:)	15. File nan	ne: 000000000000000000000000000000000000		 ✓ All files (Opt 	(*.*) en C	Cancel	

- 7. Switch the "file type" menu at the bottom right from "Virtual disk files" to "All files"
- 8. You will see many different VHD files. Locate the one that has the lowest number next to it (is should also be the largest)
- 9. Select the file and click the Select button to confirm.

10. If you do not want to recover all the programs and files from backup, you can click the Advanced button to enter Selective recovery mode

Uncheck programs to excude from the migration Date Program Version 2017-02-27 08:19:02 Adobe Reader XI (11.0.10) 11.0.10 c:\program file 2017-02-27 08:19:02 Apple Application Support (32-bit) 3.1.2 c:\program file 2017-02-27 08:19:02 Apple Application Support (64-bit) 3.1.2 c:\program file 2017-02-27 08:19:02 Apple Mobile Device Support 8.1.1.3 c:\program file 2017-02-27 08:19:02 Apple Mobile Device Support 8.1.1.3 c:\program file 2017-02-27 08:19:02 Apple Mobile Device Support 8.1.1.3 c:\program file 2017-02-27 08:19:02 Apple Software Update 2.1.3.127 c:\program file 2017-02-27 08:19:02 Bonjour 3.0.0.10 c:\program file 2017-02-27 08:19:02 Google Chrome 560.2924.87 c:\program file 2017-02-27 08:19:02 Google Update Helper 1.3.32.7 2017-02-27 08:19:02 c:\program file 2017-02-27 08:19:02 Google Update Helper 1.3.22.7 2017-03-01 05:24:18 Microsoft Access MUI (English) 2013 15.0.4569.1506 c:\program file 2017-03-01 05:24:18 Microsoft Acceess Setup Metadata MUI (English) 2013 15.0.45	Start	Files and Directori	es Programs	User Profiles	Registry		
Date Program Version 2017-02-27 08:19:02 Adobe Reader XI (11.0.10) 11.0.10 c:\program file 2017-02-27 08:19:02 Apple Application Support (32-bit) 3.1.2 c:\program file 2017-02-27 08:19:02 Apple Application Support (64-bit) 3.1.2 c:\program file 2017-02-27 08:19:02 Apple Mobile Device Support 8.1.1.3 c:\program file 2017-02-27 08:19:02 Apple Software Update 2.1.3.127 c:\program file 2017-02-27 08:19:02 Bonjour 3.00.10 c:\program file 2017-02-27 08:19:02 GiMP 2.8.14 2.8.14 c:\program file 2017-02-27 08:19:02 Google Chrome 56.0.2924.87 c:\program file 2017-02-27 08:19:02 Google Update Helper 1.3.32.7 2017-02-27 08:19:02 Google Update Helper 2017-02-27 08:19:02 Google Update Helper 1.3.32.7 2017-03-01 05:24:18 Microsoft Access MUI (English) 2013 15.0.4569.1506 c:\program file 2017-03-01 05:24:18 Microsoft Access Setup Metadata MUI (English) 2013 15.0.4569.1506 c:\program file 2017-03-01 05:24:18 Micros	Uncheck p	programs to excude	e from the migration	n		Selec	t All Clear A
✓ 2017-02-27 08:19:02 Adobe Reader XI (11.0.10) 11.0.10 c:\program file ✓ 2017-02-27 08:19:02 Apple Application Support (32-bit) 3.1.2 c:\program file ✓ 2017-02-27 08:19:02 Apple Application Support (64-bit) 3.1.2 c:\program file ✓ 2017-02-27 08:19:02 Apple Application Support (64-bit) 3.1.2 c:\program file ✓ 2017-02-27 08:19:02 Apple Mobile Device Support 8.1.1.3 c:\program file ✓ 2017-02-27 08:19:02 Apple Software Update 2.1.3.127 c:\program file ✓ 2017-02-27 08:19:02 Bonjour 3.00.10 c:\program file ✓ 2017-02-27 08:19:02 GiMP 2.8.14 2.8.14 c:\program file ✓ 2017-02-27 08:19:02 Google Chrome 56.0.2924.87 c:\program file ✓ 2017-02-27 08:19:02 Google Update Helper 1.3.32.7 2017-02-27 08:19:02 iTunes ✓ 2017-02-27 08:19:02 iTunes 12.1.1.4 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Access MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft DCF MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506		Date		Pro	^ gram	Version	
✓ 2017-02-27 08:19:02 Apple Application Support (32-bit) 3.1.2 c:\program file ✓ 2017-02-27 08:19:02 Apple Application Support (64-bit) 3.1.2 c:\program file ✓ 2017-02-27 08:19:02 Apple Mobile Device Support 8.1.1.3 c:\program file ✓ 2017-02-27 08:19:02 Apple Software Update 2.1.3.127 c:\program file ✓ 2017-02-27 08:19:02 Bonjour 3.0.0.10 c:\program file ✓ 2017-02-27 08:19:02 Google Chrome 3.0.0.10 c:\program file ✓ 2017-02-27 08:19:02 Google Chrome 56.0.2924.87 c:\program file ✓ 2017-02-27 08:19:02 Google Update Helper 1.3.32.7 2017-02-27 08:19:02 iTunes ✓ 2017-02-27 08:19:02 iTunes 12.1.1.4 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Access MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft DCF MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (Engli	2017	-02-27 08:19:02	Adobe Reader XI ((11.0.10)		11.0.10	c:\program files
☑ 2017-02-27 08:19:02 Apple Application Support (64-bit) 3.1.2 c:\program file ☑ 2017-02-27 08:19:02 Apple Mobile Device Support 8.1.1.3 c:\program file ☑ 2017-02-27 08:19:02 Apple Software Update 2.1.3.127 c:\program file ☑ 2017-02-27 08:19:02 Bonjour 3.0.0.10 c:\program file ☑ 2017-02-27 08:19:02 GIMP 2.8.14 2.8.14 c:\program file ☑ 2017-02-27 08:19:02 Gogle Chrome 56.0.2924.87 c:\program file ☑ 2017-02-27 08:19:02 Google Update Helper 1.3.32.7 ☑ 2017-02-27 08:19:02 iTunes 12.1.1.4 c:\program file ☑ 2017-03-01 05:24:18 Microsoft Access MUI (English) 2013 15.0.4569.1506 c:\program file ☑ 2017-03-01 05:24:18 Microsoft DCF MUI (English) 2013 15.0.4569.1506 c:\program file ☑ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ☑ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ☑ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ☑ 2017-03-01 05:24:18 Micro	2017	/-02-27 08:19:02	Apple Application	Support (32-bi)	3.1.2	c:\program files
✓ 2017-02-27 08:19:02 Apple Mobile Device Support 8.1.1.3 c:\program file ✓ 2017-02-27 08:19:02 Apple Software Update 2.1.3.127 c:\program file ✓ 2017-02-27 08:19:02 Bonjour 3.0.0.10 c:\program file ✓ 2017-02-27 08:19:02 GIMP 2.8.14 2.8.14 c:\program file ✓ 2017-02-27 08:19:02 Google Chrome 56.0.2924.87 c:\program file ✓ 2017-02-27 08:19:02 Google Update Helper 1.3.32.7 2017-02-27 08:19:02 iTunes 12.1.1.4 c:\program file ✓ 2017-02-27 08:19:02 iTunes 12.1.1.4 c:\program file 2017-03-01 05:24:18 Microsoft Access MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft DCF MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft DCF MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft DCF MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:	2017	-02-27 08:19:02	Apple Application	Support (64-bi)	3.1.2	c:\program files
✓ 2017-02-27 08:19:02 Apple Software Update 2.1.3.127 c:\program file ✓ 2017-02-27 08:19:02 Bonjour 3.0.0.10 c:\program file ✓ 2017-02-27 08:19:02 GiMP 2.8.14 2.8.14 c:\program file ✓ 2017-02-27 08:19:02 Google Chrome 56.0.2924.87 c:\program file ✓ 2017-02-27 08:19:02 Google Update Helper 1.3.32.7 c:\program file ✓ 2017-02-27 08:19:02 iTunes 12.1.1.4 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Access MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Access Setup Metadata MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft DCF MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsof	2017	/-02-27 08:19:02 /	Apple Mobile Dev	rice Support		8.1.1.3	c:\program files
✓ 2017-02-27 08:19:02 Bonjour 3.0.0.10 c\program file ✓ 2017-02-27 08:19:02 GIMP 2.8.14 2.8.14 c\program file ✓ 2017-02-27 08:19:02 Google Chrome 56.0.2924.87 c\program file ✓ 2017-02-27 08:19:02 Google Update Helper 1.3.32.7 ✓ 2017-02-27 08:19:02 iTunes 12.1.1.4 c\program file ✓ 2017-03-01 05:24:18 Microsoft Access MUI (English) 2013 15.0.4569.1506 c\program file ✓ 2017-03-01 05:24:18 Microsoft Access Setup Metadata MUI (English) 2013 15.0.4569.1506 c\program file ✓ 2017-03-01 05:24:18 Microsoft DCF MUI (English) 2013 15.0.4569.1506 c\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2012 15.0.4569.1506 c\program file ✓ 2017-03-01	2017	-02-27 08:19:02	Apple Software U	pdate		2.1.3.127	c:\program files
✓ 2017-02-27 08:19:02 GIMP 2.8.14 2.8.14 c:\program file ✓ 2017-02-27 08:19:02 Google Chrome 56.0.2924.87 c:\program file ✓ 2017-02-27 08:19:02 Google Update Helper 1.3.32.7 ✓ 2017-02-27 08:19:02 iTunes 12.1.1.4 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Access MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Access Setup Metadata MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft DCF MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Access Setup Metadata MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft DCF MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file	2017	7-02-27 08:19:02	Bonjour			3.0.0.10	c:\program files
✓ 2017-02-27 08:19:02 Google Chrome 56.0.2924.87 c:\program file ✓ 2017-02-27 08:19:02 Google Update Helper 1.3.32.7 ✓ 2017-02-27 08:19:02 iTunes 12.1.1.4 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Access MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Access Setup Metadata MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft DCF MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft DCF MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:19 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:19 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:19 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file	2017	-02-27 08:19:02	GIMP 2.8.14			2.8.14	c:\program files
✓ 2017-02-27 08:19:02 Google Update Helper 1.3.32.7 ✓ 2017-02-27 08:19:02 iTunes 12.1.1.4 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Access MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Access Setup Metadata MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft DCF MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft DCF MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:19 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:19 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:19 Microsoft Corese MUII (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:19 Microsoft Corese MUII (English) 2013 15.0.4569.1506 c:\p	2017	7-02-27 08:19:02	Google Chrome			56.0.2924.87	c:\program files
✓ 2017-02-27 08:19:02 iTunes 12.1.1.4 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Access MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Access Setup Metadata MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft DCF MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft DCF MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Core of MUI (English) 2012 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Core of MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Core of MUI (English) 2012 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Core of MUI (English)	2017	7-02-27 08:19:02	Google Update He	elper		1.3.32.7	
✓ 2017-03-01 05:24:18 Microsoft Access MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Access Setup Metadata MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft DCF MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:10 Microsoft Crew MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:10 Microsoft Crew MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:10 Microsoft Crew MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:10 Microsoft Crew MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:10 Microsoft Crew MUI (English) 2013 15.0.4569.1506	2017	7-02-27 08:19:02 i	Tunes			12.1.1.4	c:\program files
✓ 2017-03-01 05:24:18 Microsoft Access Setup Metadata MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft DCF MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Crews MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Crews MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Crews MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:19 Microsoft Crews MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:19 Microsoft Crews MUI (English) 2013 15.0.4569.1506 c:\program file	2017	7-03-01 05:24:18 I	Microsoft Access	MUI (English) 20)13	15.0.4569.150	δ c:∖program files
✓ 2017-03-01 05:24:18 Microsoft DCF MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program	2017	'-03-01 05:24:18 I	Microsoft Access	Setup Metadata	MUI (English) 2013	15.0.4569.1506	6 c:\program files
✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file ✓ 2017-03-01 05:24:18 Microsoft Excel MUI (English) 2013 15.0.4569.1506 c:\program file	2017	-03-01 05:24:18 I	Microsoft DCF MI	UI (English) 2013		15.0.4569.1506	6 c:\program files
C 2017 02 01 05:24:10 Million (Control Million - Control Milli	2017	'-03-01 05:24:18 I	Microsoft Excel M	IUI (English) 201	3	15.0.4569.1506	6 c:\program files
Revert Program Rules Apply Program R	< 2017	00 01 05:04:10 1	·····	MALIE (FLIDELLE) O	110	15 0 4550 1500	×
						Revert Program Rules	Apply Program R

11. Click Next and proceed with the wizard to start the recovery process.

Once done, the programs, settings and files from your backup will be restored to your new computer, and it will be ready for you use – just like the old one has been!

After the restore is complete, install Zinstall Backup on the replacement computer to keep it protected going forward.

Appendix A

Web Activation

If a computer is not connected to the Internet, Zinstall Backup will be unable to activate itself automatically. In this case, Zinstall Backup 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<u>www.zinstall.com/activation</u> It doesn't matter which computer you use for this you can even use your phone.
- 3. In browser Web Activation form, enter the Activation ID, Serial Number and email as they are shown in the running Zinstall Backup 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 Backup window.
- 7. Click Activate in the running Zinstall Backup window.



CHKDSK

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

- 1. Right-click on the Start button (bottom-right corner of the screen)
- 2. Select "Command Prompt (Admin)"
- 3. If prompted to allow the application to run, click Yes.
- 4. In the window that opens (black window, white text), type the following command. Instead of F:, type in the drive that you want to check (could be C:, D:, E:, F: etc.) Make sure to type a colon (":") after the drive letter:

chkdsk /f /r /x F:

- 5. Press enter
- 6. 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 your intended storage location is a hard drive that uses the outdated FAT32 system, you will need to convert it to the modern NTFS file system. This conversion does not remove the files from the drive, so nothing is lost. Here is how to do it:

- 1. Right-click on the Start button (bottom-right corner of the screen)
- 2. Select "Command Prompt (Admin)"
- In the window that opens (black window, white text), type the following command. Instead of F:, type in the drive that you want to check (could be D:, E:, F: etc.) Make sure to type a colon (":") after the drive letter: convert F: /FS:NTFS
- 4. Press Enter to begin the conversion process. This may take some time wait for it to complete.

Troubleshooting Guide

Message Codes

Message Code	Troubleshooting instructions
10	A currently running application is preventing Zinstall from operating properly. Close down all applications running on your computer and run Zinstall Backup again. If you are unsure which application to close - restart your computer and run Zinstall again.
11	No activations remaining Your license has been activated on too many computers, and cannot be activated on more computers. Another license is required.
13	 You are trying to activate the wrong product with your serial number / Anti Virus or Firewall blocking Zinstall from loading 1. Make sure the serial number you are using fits the product you are trying to activate it with. For example, if you are activating Zinstall Backup, make sure you are using a Backup serial. 2. Make sure antiviruses and firewalls are uninstalled or fully disabled.
190 191	 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. Troubleshooting: 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. 2. The following instructions initiate a built-in Windows component repair: a. Open Control Panel -> Add/Remove programs b. Click "Add/Remove Windows Components" on the left panel c. Click "Next", and then "Finish" in the dialog that pops up d. Windows will try to reinstall its standard components

262	 General error Troubleshooting: Perform a CHKDSK - hard drive consistency check - on the hard drive of the SOURCE computer Make sure there are no firewall/antivirus/security software installed / running on Restart both the SOURCE and the TARGET computers Then run the migration again
298	One or more of the partitions on the computer's hard drive are formatted using the FAT32 file system For a reliable backup, FAT32 partitions should be upgraded to the NTFS file system. See Appendix B above for instructions.
467 469	 Hard drive or storage location has disconnected during the migration The hard drive (or storage location) has disconnected from the machine during the process. This can also be caused if the source has a major corruption of its data, preventing the data from being read. Steps to resolve: Make sure the source drive is securely connected to the machine Run CHKDSK on the drive (see Appendix above). Restart the computer Then, run Zinstall again.