

Zinstall WinWin User Guide



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Thank you for purchasing Zinstall WinWin.

If you have any questions, issues or problems, please contact us:Toll-free phone:(877) 444-1588International callers:+1-877-444-1588

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Introduction

Zinstall WinWin allows you to transfer your entire computer, with all applications, settings and files, to another computer / another OS - with no reinstalls and without leaving anything behind. Zinstall WinWin performs a native migration, implanting all the applications and files directly into the TARGET environment.

WinWin is recommended for most transfers, such as Windows 11 to Windows 11, Windows 10 to Windows 11, Windows 7 to Windows 10 / 11, Windows XP / Vista to Windows 11 and other combinations.

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 7 before starting.

If you encounter any problem or issue, refer to the Troubleshooting Guide on page 22:

- 1. If you receive a message from the software, refer to the **Message Codes** table and explanations on **page 22**.
- 2. To find answers for possible questions regarding the proper way to operate the software, see:
 - a. Before the migration page 25
 - b. During the migration page 25
 - c. After the migration page 26

Migration quick guide

This quick guide provides the outline of a migration between two computers. This is only a quick overview - it is **highly recommended to refer to page 8** for a step-by-step walkthrough, and more detailed explanations.

In a nutshell, to start the transfer, you need to download and run Zinstall on both computers – old computer (the one you are transferring from) and new computer (the one you are transferring to).

Here is the process in slightly more details (and you can find a very detailed step by step guide further down, with pictures of each step):

- 1. Before you begin, make sure all 3rd party firewalls on both computers are either uninstalled, or configured to allow Zinstall WinWin operation and connections.
- 2. Get both computers online. You can use your existing connections, wired (Ethernet) or wireless (wifi). If the computers cannot get online, you can also connect a network cable directly between them.
- 3. On your OLD computer:
 - a. Connect the computer to the Internet
 - b. Run Zinstall WinWin (you can download it from <u>www.zinstall.com/download</u>)
 - c. When prompted, enter your license information and activate the product
 - d. When asked "Which computer is this?", answer "This is my Old computer"
- 4. On your NEW computer:
 - a. Connect the computer to the Internet
 - b. Run Zinstall WinWin (you can download it from <u>www.zinstall.com/download</u>)
 - c. If prompted, enter your license information and activate the product
 - d. When asked "Which computer is this?", answer "This is my New computer"
- 5. The computers will search for each other, and after a few minutes, the "Go" button will become enabled.
- 6. Press the "Go" button on your new computer when ready

System Requirements

Supported Windows Versions

Operating system	Source	Target
Windows 11	Yes	Yes
Windows 10	Yes	Yes
Windows 8	Yes	Yes
Windows 7	Yes	Yes
Windows Vista	Yes	Yes
Windows XP	Yes	Yes

Migration Source

	Minimum	Recommended
CPU	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

	Minimum	Recommended
Processor	Intel Pentium 4 or	Intel or AMD Dual core
	AMD Athlon XP CPU	CPU
Memory	512 MB RAM	1GB 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

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.

Anti-virus / Internet security software

It is recommended to either disable / remove 3rd party security software, or to configure it to allow Zinstall connections.

Some releases of anti-virus / internet security software products lack a proper identifying mechanism and might mistakenly consider Zinstall software to be a threat (since any transfer involves copying files to your new computer). 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.

Domain considerations

If you are migrating between two computers in a domain environment, you must add the target machine to the domain **before** the migration, and log in as the same user on both machines.

Furthermore, during the migration process, the target computer should be on the domain network, in order to allow it to authenticate the transferred profiles.

Moving from one computer to another

To transfer your applications, settings and files from one computer to another, use the following guide.

NOTE: If you are migrating between two computers in a domain environment, you must add the target machine to the domain before the migration, and log in as the same user on both machines.

On the SOURCE computer

- 1. If an Internet connection is available, connect the computer to the Internet to simplify product activation.
- 2. Download Zinstall WinWin on the SOURCE computer
 - a. You can download it from the link in your License Information email, or from www.zinstall.com/download
- 3. Run Zinstall WinWin
- 4. Perform product activation:
 - a. Your Serial Number is shown in your License information (and in your Zinstall License Information email).
 - b. When Zinstall WinWin runs for the first time, you will be asked to enter the serial number and your email address:

🗿 Zinstall act	ivation				?	×
Please enter	your license information:					
Serial Number:		-				
Email:						
			→ <u>Don't h</u> a	ave a license?	Click I	<u>nere</u>
	istall			Activate	Canc	el

5. Enter the serial number and email address

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.

You can also copy-paste the serial number from your License Information directly into the "Zinstall Activation" window, to prevent any typos.

When a green checkmark appears to the right of the serial number, the number has been typed in 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, activation can be performed using any other Internet connection ("offline activation"). If this is the case, see *Appendix A*, Web Activation below for further instructions.
- 7. After a successful activation, you will be asked which computer you are currently on.
- 8. Select "This is my Old computer":



9. The following screen will appear, which means the SOURCE computer is standing by to start the transfer (and you now need to continue on the TARGET computer):



10. Continue to the next step below – on the TARGET computer.

On the TARGET computer

- 1. If an Internet connection is available, connect the computer to the Internet to simplify product activation.
- 2. Download Zinstall WinWin on the TARGET computer.
 - a. You can download it from the link in your License Information email, or from <u>www.zinstall.com/download</u>
- 3. Run Zinstall WinWin.
- 4. If prompted to activate, perform product activation just like on the SOURCE computer.
- 5. On the "Which computer is this" screen, click "This is my New computer":
- 6. You will see the following screen:

Zinstall	- 🗆 X
File Help Language	
The migration process will not affect your old computer	
Selected old computer (Source):	Selected new computer (Target):
Searching	Go Searching
	Searching
Powered By	Advanced
2 CO Provered By Lall	💥 Exit

7. After a few minutes, the computers will find each other on the network. You will notice that the SOURCE computer starts showing a green checkmark (instead of a spinning circle):



8. On the TARGET computer, you'll see the name and address of the SOURCE shown on the left:



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 to use advanced migration options, mainly recommended for advanced users if applicable, refer to *page 19*, Advanced Configuration Options.
- 2. Press the "Go" button to start the migration when ready.

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

🗿 Zinstall Migra	tion Progress			×
The migration proce old computer	ess will not affect your			\diamond
0.2.1 Copying files			80%	
Overall progress			50 <mark>%</mark>	
✓ Initializing				
V 0.0.1 Checkir	ng preconditions			
🗸 0.0.2 Saving	pre migration state			
V 0.0.3 Saving	pre migration state - s	stage two		
🗸 🗸 0.1.4 Groupi	ng operations			
🗸 🗸 0.1.5 Copyin	g user files			
🗸 🗸 0.1.6 Copyin	g extra user files			
🗸 0.1.9 Prepari	ing for file copying			
🗸 🗸 0.2.0 Copyin	g program files			
🗸 🗸 0.2.1 Copyin	g files			
Net I/O:	23.6 MB/s	CPU load: 30%		
Processed:	102758 files	21.4 GB of 41.6 GB		
HDD 1/0:	22.9 MB/s R	23.5 MB/s W		
	stall			X <u>A</u> bort

- 4. No user action is required at these stages.
- 5. You do not have to remain 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 (e.g. 100Mbit/s, 1Gbit/s), processing power of the computers and, of course, the amount of data to be transferred.

- 6. Do not use the TARGET computer until you see a message on the TARGET computer confirming that the migration is complete. You can use the SOURCE computer while the transfer is in progress (press the Windows key on your keyboard to get back to your apps / Start menu), although using it for high performance activity may slow down the transfer.
- 7. Note that your computers will not enter sleep mode during the transfer, although they may turn off their screens (move your mouse if you'd like to turn the screen back on). Note also that progress percentage may stay on the same percent value for a while; that does not mean that the transfer is stuck. As long as the number of processed files (at the bottom of the screen) is changing once in a while, your transfer is still in progress.
- 8. The transfer always ends with a message (the "Congratulations" message below, or error message if something went wrong). If you do not see Zinstall running on your screen, and do not see any messages, that most likely means that your computer has restarted (such as due to Windows Updates), and the transfer is not done just yet. You can simply run it again to resume it.
- 9. Once the transfer is complete, you will see a "Congratulations" message on the TARGET computer:



10. You can now press the button on that message to finish the process and restart the TARGET computer, and then press the "Abort" button on the SOURCE computer.

Advanced Configuration Options

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

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.

Selective Migration

In all of the scenarios above, the product allows to perform a selective migration: transferring only chosen parts of the source system, instead of all of its applications, settings and files.

IMPORTANT: This is an advanced configuration. Defining selective rules incorrectly may lead to inconsistent migration results. **If you are not sure** about your selective migration, contact a migration specialist before proceeding.

To perform a Selective Migration in one of the scenarios above:

- 1. Go to the Selective Migration tab in the "Advanced" menu.
- Press the "Activate Advanced Settings Mode" button to initiate selective migration options.
 <u>NOTE: This process will take a while to complete.</u> Wait until you see the selection list to continue.



15

3. Once the initialization is complete, Selective Migration options become available in 4 separate tabs: Files and Directories, Programs, User Profiles, and Registry.

Settings	8
	Start Files and Directories Programs User Profiles Registry
	Check programs in the list to excude from migration Select All Clear All
Selective	Date Program Version Path Action ^
Migration	☑ 2014-08-16 23:20:33 Google Chrome 36.0.1985 C:\Program Files (x86)\Google\ Include
	☑ 2014-06-23 18:11:10 Google Talk Plugin 5.4.2.18903 Include
	☑ 2014-06-24 22:18:00 Google Update Helper 1.3.24.15 Include
	☑ 2012-11-09 17:19:04 Intel(R) Control Center 1.2.1.1008 C:\Program Files (x86)\Intel\Int Include
	☑ 2012-11-09 17:16:55 Intel(R) Management Engine Co 8.1.0.1252 C:\Program Files (x86)\Intel\Int Include
	☑ 2012-11-09 17:25:39 Intel(R) My WiFi Dashboard 15.05.5000 C:\Program Files\Intel\ Include
	☑ 2013-11-23 01:45:27 Intel(R) PRO/Wireless Driver 16.01.5000 C:\Program Files\Intel Include
	☑ 2013-06-06 17:29:00 Intel(R) Processor Graphics 9.17.10.2849 C:\Program Files (x86)\Intel\Int Include
	V 2012-11-09 17:24:16 Intel(R) PROSet/Wireless for Blue 15.5.0.0344 C:\Program Files\Intel\ Include
	Revert Program Rules Apply Program Rules
	Load Save
	OK Cancel

4. Files and Directories selection:

In the Files and Directories tab, Exclude and Include rules can be defined on chosen files or folders.

- a. To add a new rule, browse for, or type in, the path in the path input on the top right, and select Exclude / Include on the left. Then, click the "Add Rule" button.
 - a. If you are typing the path manually, make sure to type in the full path, including the drive letter
 - b. If you are browsing for the path, make sure to toggle "Directory" or "File" in the left combo box, and choose the appropriate drive letter from the combo box after the word "volume":

Use add and remove buttons to define file sy	stem migration rules. Click Apply File Rules to approve your changes.	\frown
Exclude Directory on volume	E:\	Browse

b. An Exclude rule means that the file or folder will not be transferred to the target system. It will appear with an unchecked check box in the Type column, and with the word "Exclude" in the Action column. To toggle the rule to Include, just click the checkbox on the left.

For example: **excluding** the folder "E:\temp" means that "E:\temp" and all of its contents will not be transferred (while everything else will be).

c. An **Include rule** means that the file or folder will be transferred to the target system, even if their parent folders have been excluded. It will appear with a checked check box in the Type column, and with the word "Include" in the Action column. To toggle the rule to Exclude, just click the checkbox on the left.

<u>For example</u>: **including** "E:\temp\subfolder" means that it will be transferred, even though the rest of "E:\temp" will not because of the exclude rule in the previous section.

Туре	Path	Action
Direct	E:\Temp\	Exclude
Direct	E:\Temp\Subfolder	Include

5. Programs selection:

In the Programs tab, you can prevent programs from transferring to the target system.

- a. By default, all programs are marked with a checkmark on the left, meaning that they all will be transferred to the target system. You can also change click the "Clear All" button if you prefer to start with no programs being transferred.
- b. By click the checkmark on the left of each program description, you can toggle whether it will or will not be transferred to the target system.
- c. If you choose to uncheck a program, for which the path to its files is unknown, you will be prompted to provide said path. If you do not know where the files are stored, cancel that prompt. In such case, some of the files may be transferred, but the program will still be excluded from the target system.

	Start Files and Directories	Programs User Profiles Registry		
	Check programs in the list to	excude from migration		Select All Clear All
elective	Date	Program	Version	Path 🔺
ligration	2013-06-06 18:33:34	Absolute Reminder	2.1.0.8	
	2012-11-09 17:40:20	Amazon Browser App	1.0.0.0	
	2011-06-06 18:33:34	Atheros Communications Inc.(R) AR81Family Gigabit/F	2.1.0.6	C:\Program Files (x86)\Ath
	201:-08-16 00:06:19	Brother MFL-Pro Suite MFC-J280W	1.1.6.0	C:\Program Files (x86)\Bro
	201: -06-06 18:33:34	CyberLink LabelPrint 2.5	2.5.5415a	C:\Program Files (x86)\Cyl
	201 -06-06 18:33:34	CyberLink Media Suite 10	10.0.1.1913	C:\Program Files (x86)\Cył
	2012-11-09 17:32:32	CyberLink Media Suite Essentials	10.0	C:\Program Files (x86)\Cył
	2013-06-06 18:33:34	CyberLink Power2Go 8	8.0.0.1904	C:\Program Files (x86)\Cył 🔻
		m		4
	$\mathbf{\nabla}$		levert Program	Rules Apply Program Rules
			tevert Program	Apply Program Rules

6. At any point, you can save your current rules into a configuration file, by pressing the "Save..." button. You can then load the rules you have defined at a later point, or if you decide to run this migration again.

It is strongly recommended to save your rules before starting the migration.

Settings				S
	Start Files and Directorie	s Programs User Profiles Registry		
	Check programs in the list	o excude from migration		Select All Clear All
Selective	Date	Program	Version	Path 🔺
Migration	2013-06-06 18:33:34	Absolute Reminder	2.1.0.8	
	2012-11-09 17:40:20	Amazon Browser App	1.0.0.0	
	2013-06-06 18:33:34	Atheros Communications Inc.(R) AR81Family Gigabit/F	2.1.0.6	C:\Program Files (x86)\Ath
	2013-08-16 00:06:19	Brother MFL-Pro Suite MFC-J280W	1.1.6.0	C:\Program Files (x86)\Bro
	2013-06-06 18:33:34	CyberLink LabelPrint 2.5	2.5.5415a	C:\Program Files (x86)\Cyl
	2013-06-06 18:33:34	CyberLink Media Suite 10	10.0.1.1913	C:\Program Files (x86)\Cył
	2012-11-09 17:32:32	CyberLink Media Suite Essentials	10.0	C:\Program Files (x86)\Cył
	2013-06-06 18:33:34	CyberLink Power2Go 8	8.0.0.1904	C:\Program Files (x86)\Cył 🔻
	•	III		•
		R	levert Program	Rules Apply Program Rules
			(Load Save
				Calicer

7. Once you have defined the rules as needed, click the "OK" button to return to the Source Selection screen and continue with the migration process.

Appendix A

Web Activation

If a computer is not connected to the Internet, Zinstall WinWin will be unable to activate itself automatically. In this case, Zinstall WinWin 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 a smartphone.
- 3. In browser Web Activation form, enter the Activation ID, Serial Number and email as they are shown in the running Zinstall WinWin 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 WinWin window.
- 7. Click Activate in the running Zinstall WinWin window.



CHKDSK

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

On Windows XP / Vista / 7:

- 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.

On Windows 8 / 10 / 11:

- 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.

Troubleshooting Guide

Message Codes

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 again. If you are unsure which application to close - restart your computer and run Zinstall again. If the issue persists, you can submit a diagnostic report to Zinstall support using the automatic diagnostic report submission tool from this link: <u>https://www.zinstall.com/zdt</u>
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 / Antivirus is 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 WinWin, make sure you are using a WinWin serial. 2. Make sure antiviruses and firewalls are uninstalled or fully disabled.
122	In-place upgrade attempt without a Windows.old folder You have chosen the "in-place upgrade" scenario, however your Windows does not have an old Windows.old archive. Without Windows.old, there is nowhere to migrate from. If you have previously created a container of your original Windows, you need to use the "Migration from container to machine" scenario to continue.
190 191	Critical Windows service is corrupted on your computer Windows WMI is either malfunctioning or corrupted. WMI is one of core Windows services. It is not part of Zinstall, but it is required for proper access to your computer's storage. When WMI is not working correctly, software that needs storage access (such as Zinstall or backup software) will not be able to gain that access. Microsoft provided a wide set of guidelines to attempt to repair WMI issues. With that, another approach is to use Zinstall with a USB external hard drive instead, to avoid WMI on the SOURCE computer altogether. Contact Zinstall Support for assistance with using that approach.

	The network connection between your computers has been disconnected during the migration.
252	 This may be caused by Firewall/antivirus/security software interfering with network traffic (typically on the SOURCE computer) Faulty network adapter on the SOURCE or TARGET computer Faulty network router that fails during the migration, because of its failure to handle of large volumes of data copied
	 Troubleshooting: Make sure there are no firewalls / antiviruses / security software installed / active on the SOURCE and TARGET computers Make sure the network cable and adapters are properly connected. Make sure both SOURCE and TARGET computers are online and not turned off / hibernating 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. If the problem persists, another approach is to use Zinstall with a USB external hard drive instead, to avoid network issues altogether. Contact Zinstall Support for assistance with using that approach.
262	General errorTroubleshooting:1. Make sure there are no firewalls / antiviruses / security software active on the computers2. Restart both the SOURCE and the TARGET computers3. Run the migration againIf the issue persists, you can submit a diagnostic report to Zinstall support using the automatic diagnostic report submission tool from this link: https://www.zinstall.com/zdt
322 324	 SOURCE and TARGET computers cannot connect The SOURCE and TARGET computers cannot find each other on the network. Most likely cause for this issue is a 3rd party firewall active on the SOURCE computer. Make sure to either disable, or remove, 3rd party security software from the SOURCE computer – and then re-run the transfer. Note that when you run Zinstall on the SOURCE computer, it will specify which firewalls you have installed, in the middle of the SOURCE computer screen.

	 Additional troubleshooting tips: Make sure that Zinstall is currently running on both computers- SOURCE and TARGET. It has to be running on both in order for them to find each other. You'll know that it is currently running if you see the appropriate screens from the user guide above on your screen. If you do not see a Zinstall screen and just see your icons or a webpage, it means that Zinstall is not currently running. If you are using wired connections, make sure that network cables and adapters are physically connected properly and securely. If you are using wireless connections, make sure that both computers are connected to the same wireless network. If the problem persists: If a direct cable connection was used, try using a router connection instead. If a router connection was used, try using a direct cable connection instead. Close all programs on both computers before starting the migration again If the problem persists, another approach is to use Zinstall with a USB external hard drive instead, to avoid network issues altogether. Contact Zinstall Support for assistance with using that approach.
375	Migration from 64 bit to 32 bit is not allowed Your Source OS is 64 bit, while the target is 32 bit. In order to complete the transfer, upgrade the target Windows to 64 bit. Then, run Zinstall again.
467 469	Source hard drive or storage location has disconnected during the migration The source hard drive (or source storage location) has disconnected from the target machine during the migration 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 target machine - Run CHKDSK on the source drive (see Appendix above). - Restart the computer Then, run Zinstall again.
471 472	Source computer has disconnected Migration source has disconnected during the migration process. This error may also be caused by a hard drive corruption issue on the source machine. Make sure that you do not have a 3 rd party antivirus / security software active on either computer, and that all appropriate connections are properly connected. Then, re-run the transfer.

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 WinWin to transfer?

Zinstall WinWin can only transfer from a working old computer. However, there is a separate product – **Zinstall Migration Kit Pro** – which is indeed capable of rescuing even a "broken" computer which cannot be started (though it depends on what exactly is broken).

See here for more details: www.zinstall.com/recover

Zinstall WinWin 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 an antivirus / security software which is not configured correctly, and simply terminates Zinstall without even asking the user.

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

During the migration

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

See *Message Codes*, **SOURCE and TARGET computers cannot connect** above for detailed troubleshooting instructions.

After the Migration

Software activation

In some cases, third-party vendors require re-activation of their software, when it determines that system's component(s) are changed. Vendor policy in this regard varies and depends on several factors, such as: which and how many hardware components were changed, and which specific edition of the software is used. In most cases, software re-activation can be done online through the software itself (when prompted to re-activate), or via the vendor website.

Incompatible applications

When using Zinstall WinWin to transfer between Windows XP / Vista / 7 / 8 / 10 / 11 and Windows 11, 10, 7 or Windows 8, or between 32-bit and 64-bit systems, you may find that some of the applications are inherently incompatible with the TARGET system. For example, an application using 32-bit drivers will not run on a 64-bit system "out of the box", and software such as Outlook Express cannot be used on Windows 7 or 8 under any circumstances.

When you encounter such applications, you should contact the software vendor to check whether a different version of the software, compatible with the TARGET system – and how the incompatibility can be fixed. Alternatively, some applications can be made to run using the Windows built-in "compatibility mode" setting (configurable by right-clicking on the application and selecting "Properties").

How to revert the TARGET computer to its original factory state

If you would like to revert the TARGET computer to its original state, before the migration, this can be done using the standard Windows Reset procedure.

This option is useful if you would like to perform the migration "from scratch", or if you have encountered a problem with the new computer you cannot fix in any other way.

WARNING: this will WIPE and ERASE all user files on the computer, bringing it back to pre-transfer state. Do not do this, unless you intend to erase all files on the computer. If you are sure, here is how to use the Windows Reset process:

- 1. Open Start Menu, and select "Settings" (top-left).
- 2. Go to the System tab.
- 3. In that menu, go to Recovery.
- 4. There, click "Reset this PC". This will open the Reset wizard.
- 5. Select the option to Remove everything. [WARNING: This will remove all files from the computer]
- 6. Follow the prompts until the wizard starts wiping the computer.