



Zinstall zExpress User Guide



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Thank you for purchasing Zinstall zExpress.

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

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Introduction

Zinstall zExpress allows you to run Outlook Express directly on Windows 7 or Windows 8 – even though the original Outlook Express is incompatible with those OSes.

System Requirements

Target computer (the one where you want to run Outlook Express)

	Minimum	Recommended
Processor	Intel Pentium 4 or AMD Athlon XP CPU	Intel or AMD Dual core 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

Operating system supported

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

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

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 process is successful and not affected by possible system issues.

1. Uninstall / disable all security software, antivirus or firewalls.
2. Close all running applications.
3. Make sure there is at least 1 GB free space on each hard drive.

Do you need to transfer email or just run Outlook Express?

If you have an existing Outlook Express, you may want to transfer your emails and contacts to the new computer (this is of course not required by zExpress to run).

You can do this transfer manually, using the appropriate tutorials provided by Microsoft.

In addition, zExpress comes with a free utility component that may help you perform the transfer.

When you run zExpress on your new computer, you will be asked whether you want to use it, and appropriate steps are detailed in this Guide.

Anti-virus / Internet security software

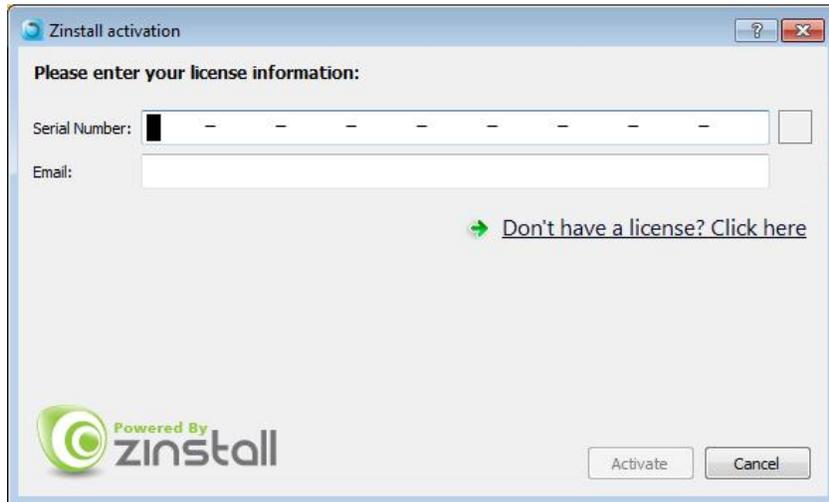
Some releases of anti-virus / internet security software products lack a proper identifying mechanism and might mistakenly consider Zinstall software to be a threat. Zinstall code is digitally signed, according to policy, by official worldwide Certification Authority; nevertheless, some of the anti-virus / 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.

Running and activating the software

The first step in using zExpress is running the software on your computer.

Here is how to do this:

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.
 - 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:

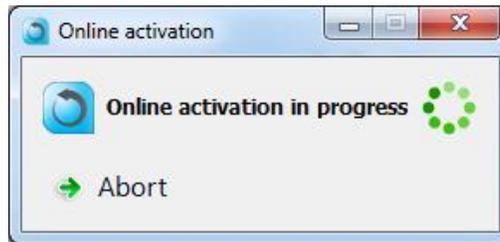


- e. It is very important to provide a correct email address, otherwise you may experience difficulties in receiving support – Zinstall Support System recognizes licensed users by email address.
5. Enter the serial number and email address

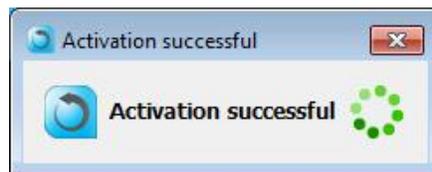
- a. If a red “X” appears to the right of the serial number, this means that the serial number has been accidentally mistyped. Double-check all of the characters, and correct the typo.
- b. When a green checkmark appears to the right of the serial number, this means that the number has been typed correctly.



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:



Using the product

In this section, you will find two guides.

The first guide describes how to run zExpress directly, without any transfer of old email and contacts.

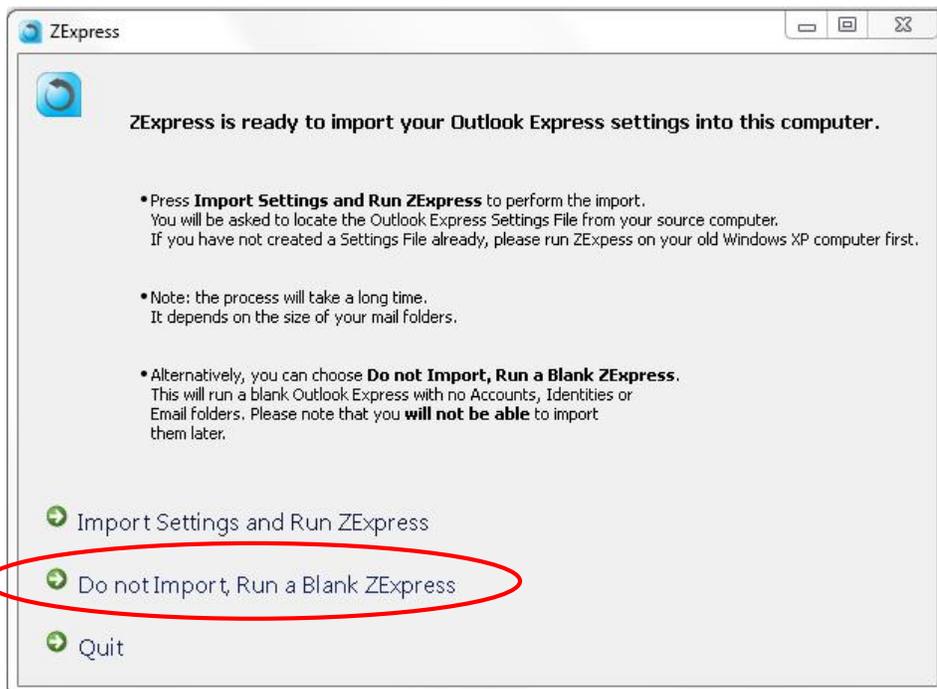
The second guide describes how to transfer your emails and contact from your old computer, and then import them into zExpress on the new one.

Please select the right guide before you begin.

Running zExpress WITHOUT transferring old email

If you DO NOT want to transfer your email from the old computer:

1. Run zExpress on your computer.
2. Perform the activation process as described above
3. You will be shown the selection dialog:



4. IMPORTANT: Are you sure you do not need to transfer emails from an old computer? If yes, continue to next step (5) below. If not, use the guide on next page to perform this transfer.
5. Click the second option: "Do not Import, Run a Blank ZExpress"
6. Outlook Express will open, ready for your use

Transferring old email and then running zExpress

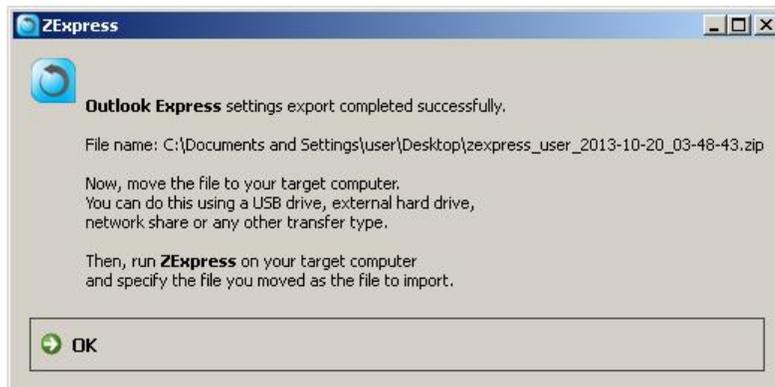
If you want to transfer your email from the old computer to the new one:

On your OLD computer (the one that has your old Outlook Express emails):

1. Close the original Outlook Express on your old computer.
2. Download, run and activate the Zinstall software on the old computer.
3. zExpress will report that it is ready to export your Outlook Express emails, settings and contacts from this computer:



4. Press "Export Now" to start the export process
5. You will be requested to select a location for the resulting Outlook Express Settings File. REMEMBER this location – you will need the file to complete the process.
6. Once you have selected where to save the Settings File, the export process will start. This process takes a long time. Wait until it has fully completed.
7. Once done, zExpress will report that the file has been created:



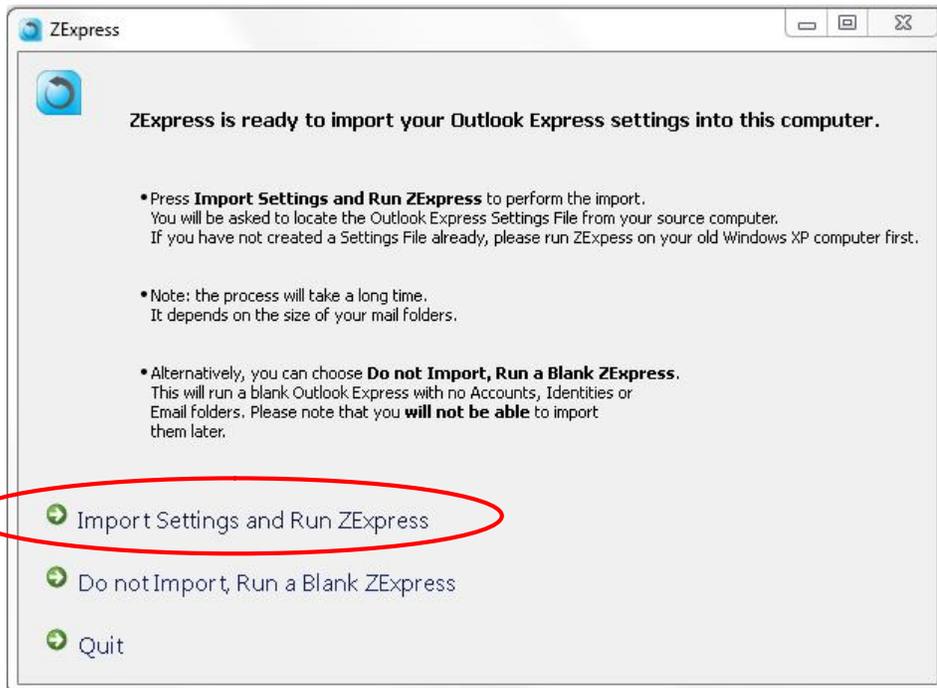
8. Now, find the Outlook Express Settings File in the location you've selected, and transfer it to your new computer. You can transfer the file in any way you prefer – with a USB drive, external

hard drive, over a network, over the Internet, or any other option. The only important thing is that the Settings File gets to the new computer.

9. Once you have created and transferred the Outlook Express Settings File, you are done on the old computer.

On your NEW computer (the one where you want to run Outlook Express):

1. Download, run and activate the Zinstall software on the old computer.
2. zExpress will report that it is ready to import your old Outlook Express emails, settings and contacts from this computer:



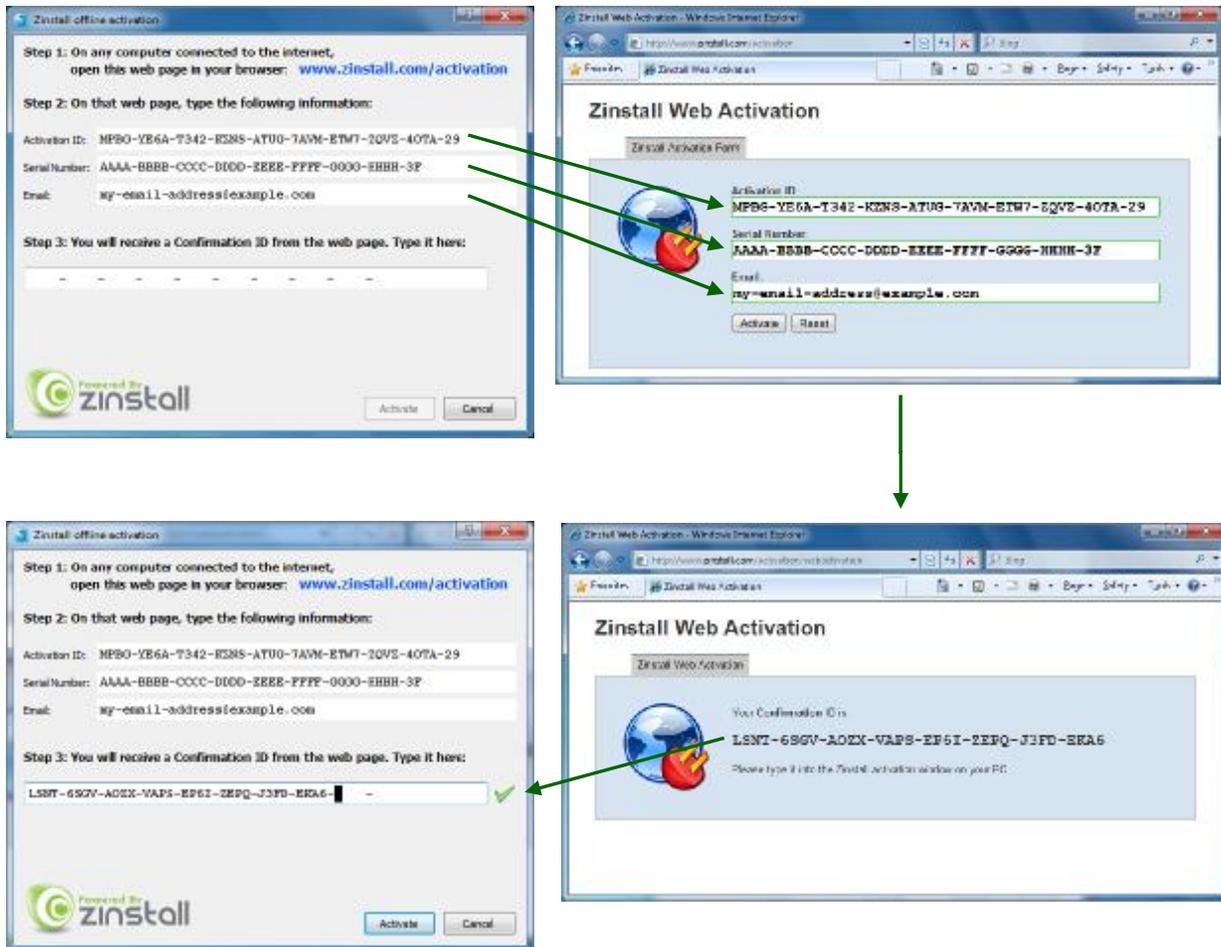
3. Click the first option: "Import Settings and Run ZExpress"
4. You will be asked to locate the Outlook Express Settings File that you've transferred from the old computer
5. Once you locate the file, the import process will start. This process takes a long time. Wait until it has fully completed.
6. Once done, your Outlook Express will open, ready for your use.

Appendix A

Web Activation

If a computer is not connected to the Internet, Zinstall Computer Rescue Kit will be unable to activate itself automatically. In this case, Zinstall Computer Rescue Kit 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 Computer Rescue Kit 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 Computer Rescue Kit window.
7. Click *Activate* in the running Zinstall Computer Rescue Kit window.



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 Computer Rescue Kit 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.
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: http://windowsxp.mvps.org/repairwmi.htm 2. The following instructions initiate a built-in Windows component repair: <ol style="list-style-type: none"> 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
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 SOURCE computer • Faulty network switch that fails during the migration, because of its failure to

	<p>handle of large volumes of data copied</p> <ul style="list-style-type: none"> • Firewall/antivirus/security software interfering with network traffic. <p>Troubleshooting:</p> <ol style="list-style-type: none"> 1. Make sure the network cable and adapters are properly connected physically. 2. Make sure both SOURCE and TARGET computers are online and not turned off / hibernating 3. Make sure there are no firewalls/antiviruses/security software installed / running on either SOURCE or TARGET computers 4. If you are using a direct cable connection, use a router connection instead. 5. If you are using a router connection, use a direct cable connection instead 6. 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"> 1. Remove the hard drive from the SOURCE computer and connect it to the TARGET computer. 2. Perform the migration using that hard drive as migration source (see User Guide for detailed instructions)
<p style="text-align: center;">254</p>	<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 Computer Rescue Kit 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?</p> <p>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

	<p>sources. Once you get VSS to work, run the migration again.</p>
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 SOURCE computer 2. Make sure there are no firewall/antivirus/security software installed / running on 3. Restart both the SOURCE and the TARGET computers 4. Then run the migration again
298	<p>One or more of the partitions on the 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: 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>SOURCE and TARGET computers cannot connect The SOURCE and TARGET 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 Computer Rescue Kit is running on both - the SOURCE and the TARGET - computers, and the appropriate Zinstall Computer Rescue Kit windows appear on both computers' screens 3. Make sure the network cable and adapters are physically connected properly and

	<p>securely.</p> <ol style="list-style-type: none">4. Make sure no firewall/antivirus/security software is installed and running on either old or new computers5. Make sure network adapters are installed properly on both computers – the adapters have to be shown in Control Panel -> Network Connections6. 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 SOURCE computer and connect it to the TARGET computer.2. Perform the migration using that hard drive as migration source - see User Guide for detailed instructions.
328	VSS warning To troubleshoot, see Message 254 (above)