Parallels Transporter® Agent

User's Guide

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Contents

Introduction **4**
About Parallels Transporter Agent 4
System Requirements **5**
Source Computer System Requirements 5
Installing Parallels Transporter Agent **7**
Installing Parallels Transporter Agent in Windows 7
Installing Parallels Transporter Agent in Linux 8
Removing Parallels Transporter Agent 9
Removing Parallels Transporter Agent From Windows 9
Removing Parallels Transporter Agent From Linux 9
Migrating With Parallels Transporter **10**
Migration Scenarios 10
Over a Network 10
Using an External Storage Device 13
Troubleshooting and Limitations **16**
Reporting a Problem to Parallels Team 16
Viewing Product Information 17
Firewall Settings 17
Migration Errors 18
Activation Problems 18
Reviving Applications 18
More Resources **19**

CHAPTER 1

Introduction

This chapter provides basic information about Parallels Transporter® Agent.

In This Chapter

About Parallels Transporter Agent 4

About Parallels Transporter Agent

Parallels Desktop 10 for Mac allows you to migrate Windows and Linux physical computers to Parallels virtual machines.

Parallels Transporter Agent is an application that is installed on the remote physical computer you are migrating (the *source computer*). It collects essential system data from the source computer and transfers it to Parallels Desktop over network or an external storage device.

All the detailed information on how to install Parallels Transporter Agent and how to perform various types of migration is given in this guide.

CHAPTER 2

System Requirements

This chapter lists system and network requirements for the source computer. Before you start migrating, make sure that it meets them.

In This Chapter

Source Computer System Requirements..... 5

Source Computer System Requirements

To migrate data from a physical computer, you need to install Parallels Transporter Agent on it. Parallels Transporter Agent can be downloaded from the Parallels Download Center and installed on computers that meet the following requirements.

Hardware Requirements

- 700 (or higher) MHz x86 or x64 processor (Intel or AMD).
- 256 MB or more of RAM.
- 70 MB of hard disk space for installing the Parallels Transporter Agent package.
- Ethernet or WiFi network adapter for migrating over network.

Supported Windows Systems

OS Name	32-bit	64-bit	Migration Method
Windows 8	✔	✔	Network, External Storage
Windows 7	✔	✔	Network, External Storage
Windows Vista® Ultimate, Enterprise, Business, Home SP0, SP1, SP2	✔	✔	Network, External Storage
Windows Server® 2003 Standard, Enterprise, Web SP2	✔	✔	Network, External Storage
Windows XP Home, Professional SP2, SP3	✔	✔	Network, External Storage

Windows 2000 Professional	✔		External Storage

Warning! OEM Windows operating systems may not work with Parallels Desktop after you migrate them to virtual machines. OEM operating systems are only distributed when they are sold with computers. The best example of an OEM operating system is the copy of Windows that comes pre-installed when you buy a new PC.

Supported Linux Systems

OS Name	32-bit	64-bit	Migration Method
Red Hat® Enterprise Linux 5	✔	✔	Network, External Storage
Ubuntu® Linux 8.04	✔	✔	Network, External Storage

Supported File Systems

- FAT16/32 (Windows only)
- NTFS (Windows only)
- Ext2/Ext3

Parallels Desktop does not support migrating Windows dynamic volumes and Linux logical volumes (LVM). If the file system is not supported, Parallels Desktop copies all disk sectors successively and you may experience problems using the resulting virtual machine.

CHAPTER 3

Installing Parallels Transporter Agent

This chapter provides instructions on installing and removing Parallels Transporter Agent.

In This Chapter

Installing Parallels Transporter Agent in Windows 7
Installing Parallels Transporter Agent in Linux 8
Removing Parallels Transporter Agent 9

Installing Parallels Transporter Agent in Windows

To begin the Parallels Transporter Agent installation, insert the installation DVD in your CD/DVD-ROM drive and the installation will start automatically. If it does not start automatically, locate the `Parallels Transporter Agent.exe` file on the disk.

If your computer cannot read DVD discs, download Parallels Transporter Agent for Windows from the Parallels Download Center.

Note: You must have administrator rights to install Parallels Transporter Agent.

Installing Parallels Transporter Agent

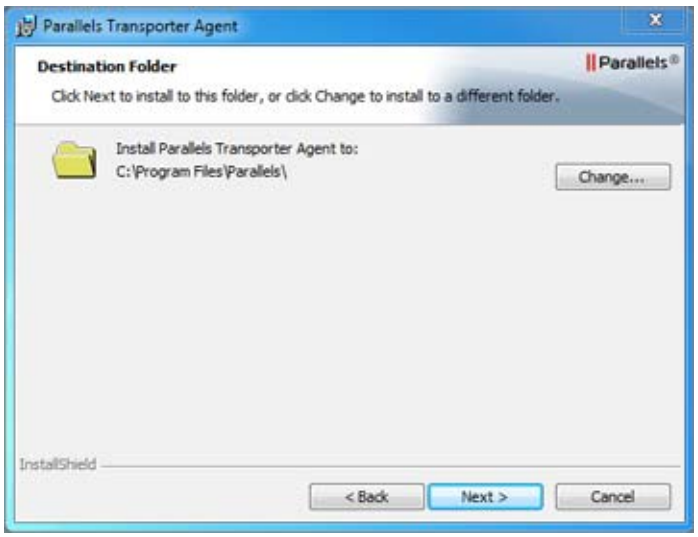
If the Parallels Transporter Agent installation has not started automatically, double-click the installation file. Parallels Transporter Agent connects to the Parallels update server and checks for available updates. If there is a newer version of Parallels Transporter Agent available, you will be offered the most recent version of Parallels Transporter Agent. If you want to install the most recent version, click **Download and install new version**. If you want to install the current version, click **Install current**.

If there is no update available or your computer is not connected to the internet, Parallels Transporter Agent will be installed from the current installation source.

1 In the **Welcome** window, click **Next**.

2 In the **License Agreement** window, carefully read the Parallels end user license agreement. Click the **Print** button to print the document. If you agree with the stated terms and conditions, select **I accept the terms in the license agreement** and click **Next**.

3 In the **Destination Folder** window, specify the folder where Parallels Transporter Agent will be installed and click **Next**. If you do not want to install to the default folder, click the **Change** button and specify your folder.



4 In the **Ready to Install the Program** window, click **Install** to start the installation.

5 After the installation is complete, click **Finish** to exit the wizard.

Installing Parallels Transporter Agent in Linux

To begin the Parallels Transporter Agent installation, locate the installation file. There are two ways to do it:

- Insert the Parallels Desktop installation DVD in your CD/DVD-ROM drive and locate the `parallels-transporter-agent-i386.run` file (if you're going to migrate a 32-bit Linux PC) or the `parallels-transporter-agent-amd64.run` file (if you're going to migrate a 64-bit Linux PC) in the `/Linux` directory on the disc.
- If your computer cannot read DVD discs, download Parallels Transporter Agent for Linux from the Parallels Download Center.

Note: You must have `root` privileges to install Parallels Transporter Agent in Linux.

Installing Parallels Transporter Agent

1. Execute the Parallels Transporter Agent installation file (with the `.run` extension).
2. In the introduction window, select **Next** and press Enter.
3. Carefully read the Parallels end user license agreement. If you agree with the terms of the license agreement, select **Accept** and press Enter to start installing Parallels Transporter Agent on your computer.

   Note: Choosing **Decline** terminates the installation.
4. After Parallels Transporter Agent has been successfully installed, select **Exit** and press Enter to complete the installation.

Removing Parallels Transporter Agent

This section provides instructions on removing Parallels Transporter Agent from your source computer.

Removing Parallels Transporter Agent From Windows

To remove Parallels Transporter Agent, do one of the following:

- Remove Parallels Transporter Agent like any Windows program.
- Double-click the Parallels Transporter Agent installation file. The **Setup** wizard starts and it will help you to remove the program.

Note: You must have administrator rights to remove Parallels Transporter Agent.

Removing Parallels Transporter Agent From Linux

To remove Parallels Transporter Agent from Linux:

1. Execute the Parallels Transporter Agent installation file (this is the same file you used for installing Parallels Transporter Agent).

2 In the introduction window, select **Next** and press Enter.

3 In the next window, select **Remove** and press Enter.

4 When Parallels Transporter Agent is successfully removed, select **Exit** and press Enter to close the wizard.

Migrating With Parallels Transporter

Read this chapter to learn how you can migrate your data from a remote PC to Mac.

Migration Scenarios

Parallels Transporter Agent allows you to migrate data (files, applications, etc) from a remote Windows or Linux PC to a Mac. Once the migration is complete, you can continue working with your Windows or Linux apps and files as if they were installed on the Mac.

You can choose one of the following ways to migrate data.

Migrating Over Network (p. 10)

Migrating over network assumes that your remote computer and Mac are connected to the Internet. If they are connected to the same network, you can migrate data using a passcode. If they are connected to different networks, use the IP address of the remote computer.

Migrating Using an External Storage Device (p. 13)

If your remote computer or Mac isn't connected to the Internet, you can migrate data using an external storage. In this case, first you need to connect an external storage to the remote PC and collect all its data. Then connect the storage to Mac and transfer all collected data.

Over a Network

Important: After importing your data, you may need to reactivate some of your Windows programs using the activation keys you received when you purchased the programs.

To import your data from a PC over a network:

1 Turn on your Mac and your Windows PC and log in.

2 Make sure that Windows Firewall (p. 17) is turned off. You can turn it on again after the import is finished.

3 On the Windows PC, open Parallels Transporter Agent by clicking the Start menu and choosing **All Programs** > **Parallels** > **Parallels Transporter Agent**.

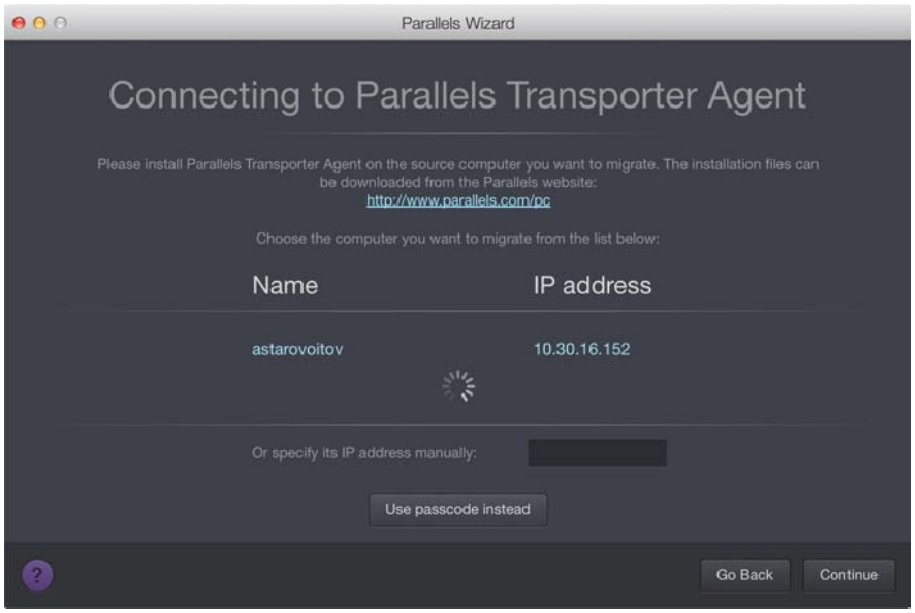
4 On your Mac, open Parallels Desktop and choose **File** > **New**.

5 Select **Migrate Windows from a PC** and click **Continue**.

6 Select **Network** and click **Continue**.

7 Find the passcode displayed in Parallels Wizard on your Mac and enter it in Parallels Transporter Agent on your Windows PC.

If the remote PC and Mac are not connected to the same network, you can transfer the remote PC using its name or IP address. To do so, click **Use IP address instead**, select the Windows PC name from the list or type the IP address, and click **Continue**.



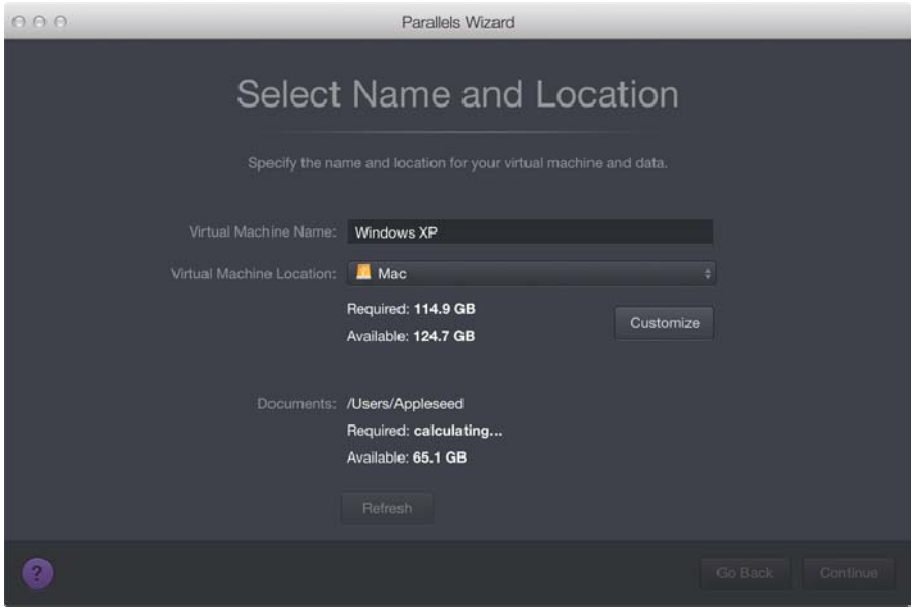
8 If you have chosen to use the computer name or IP address, provide the Windows administrator credentials. Parallels Desktop connects to Parallels Transporter Agent and starts collecting information about the source computer.

9 If you want to log in to Windows automatically whenever you start up Windows, select **Enable Automatic Logon**. When ready, click **Continue**.

10 Choose whether you want to migrate all your files and data or only Windows applications. When ready, click **Continue**.

11 Choose what for you're going to primarily use Windows. Its settings will be tuned to best fit your needs.

12 Choose where you want to install your data. You can also click **Customize** and select which Windows volumes to migrate.



When ready, click **Continue**.

13 In the next step there's a warning about Windows activation that might be required when you start using it. To proceed, read this message, select **I want to continue** and click **Continue**.

14 Once the migration is complete, click **Done**.

15 Start Windows.

16 When Windows boots up, choose **Actions > Install Parallels Tools** and follow the onscreen instructions.

Note: To be able to install Parallels Tools, you must be logged in to Windows as an administrator.

Using an External Storage Device

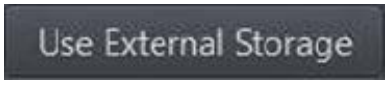
Important: After importing your data, you may need to reactivate some of your Windows programs using the activation keys you received when you purchased the programs.

To import your data from a PC using an external storage device:

1 Connect an external storage device to your Windows PC.

2 On the Windows PC, open Parallels Transporter Agent by clicking the Start menu and choosing **All Programs** > **Parallels** > **Parallels Transporter Agent**.

3 Click the external storage device icon.

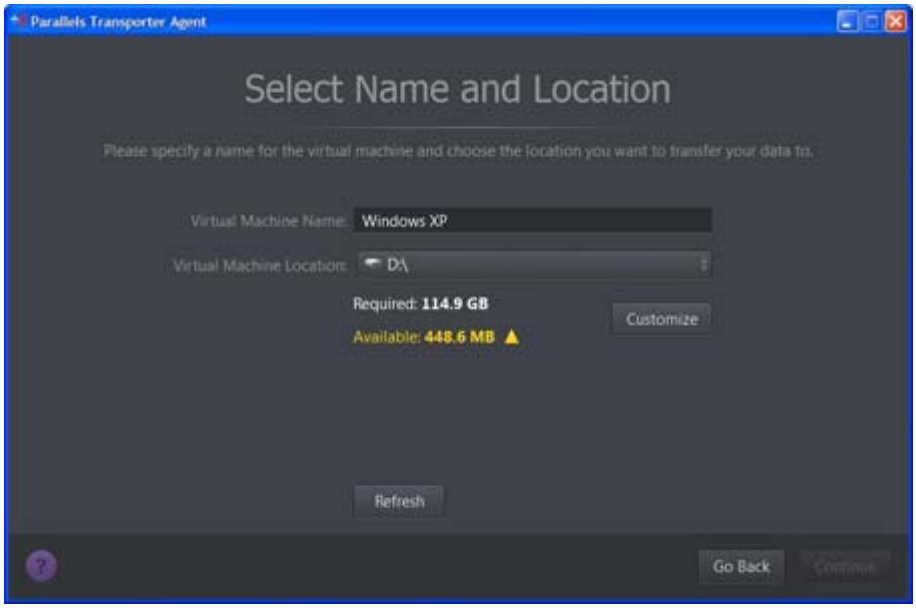


4 Click **Continue**. Parallels Transporter Agent collects information about the Windows PC.

5 If you want to log in to Windows automatically whenever you start up Windows, select **Enable Automatic Logon** and specify the Administrator's password When ready, click **Continue**.

6 Choose whether you want to migrate all your files and data or only Windows applications. When ready, click **Continue**.

7 Choose where you want to store your data. You can also click **Customize** and select which Windows volumes to migrate.



When ready, click **Continue**.

8 In the next step there's a warning about Windows activation that might be required when you start using it. To proceed, read this message, select **I want to continue** and click **Continue**.

9 Once the migration is complete, click **Done** to quit Parallels Transporter Agent.

10 Disconnect the storage device from the Windows PC and connect it to your Mac.

11 On your Mac, open Parallels Desktop and choose **File** > **New**.

12 Select **Migrate Windows from a PC** and click **Continue**.

13 Select **External storage device** and click **Continue**.

14 Click **Choose** and locate where you chose to store your data in step 7. Then click **Continue**.

15 Choose what for you're going to primarily use Windows. Its settings will be tuned to best fit your needs.

16 Choose where you want to install Windows and your data, and then click **Continue**.

17 Once the migration is complete, click **Done**.

18 Start Windows.

19 When Windows boots up, choose **Actions** > **Install Parallels Tools** and follow the onscreen instructions.

Note: To be able to install Parallels Tools, you must be logged in to Windows as an administrator.

CHAPTER 4

Troubleshooting and Limitations

This chapter provides troubleshooting scenarios for some known issues. If you encounter an issue not described here, visit the Parallels support team web page (http://www.parallels.com/en/support/).

In This Chapter

Reporting a Problem to Parallels Team 16
Viewing Product Information 17
Firewall Settings 17
Migration Errors 18
Activation Problems 18
Reviving Applications 18

Reporting a Problem to Parallels Team

If some fatal error occurs with Parallels Transporter Agent, you will see the **Problem Report for Parallels Transporter Agent** window. In this window, you should fill out the form to create a problem report. Such problem reports help us improve the product quality.

When you see the problem report window, do the following to create a problem report:

1. Write a short problem description.
2. In the **Name** and **Email** fields, type your name and email. This information will be used by the Parallels support team to address you for more technical details, if needed.

   You can review the problem report components that will be sent to the Parallels support team and deselect some of them in the **Parallels Problem Report Details** window, if desired. To open this window, click **See Details**.
3. When ready, click **Send Report**. The report will receive its unique id number and will be sent to the Parallels support team.

Note: Parallels team collects problem reports and uses them for identifying performance issues, but does not respond to them. If you need assistance in resolving the issue, visit Parallels forum or Support page, or log us a support call.

Viewing Product Information

You can find basic product information, such as the build number and trademarks, in the **About Parallels Transporter Agent** window. To open this window, start Parallels Transporter Agent, right-click the title bar and choose **About Parallels Transporter Agent**.

Firewall Settings

Firewall applications may block connections between Parallels Desktop and Parallels Transporter Agent.

Firewall problems in Mac OS X

If Parallels Desktop fails to find Parallels Transporter Agent, the reason may be that the built-in Mac firewall blocks the connection to Parallels Transporter Agent.

To enable connections between Parallels Desktop and Parallels Transporter Agent and prevent further blocking, either turn off the firewall or add Parallels Desktop and Parallels Transporter Agent to the firewall exceptions. For example, you can configure the firewall settings in Mac OS X Leopard by doing the following:

1. From the Apple menu, choose **System Preferences**, and select **Security**.
2. In the **Security** window, choose the **Firewall** tab.
3. Configure the necessary settings.

If you try to search for Parallels Transporter Agent by typing the source computer IP address manually, you may receive a message saying that Parallels Transporter Agent is blocked. Click the **Unblock** button to enable the connection between Parallels Desktop and Parallels Transporter Agent.

Firewall problems in Windows

Microsoft Windows operating system has a built-in firewall that blocks connections from and to other computers. When starting Parallels Transporter Agent for the fist time, you may get the message that Windows Firewall has blocked some features of the program.

Click the **Unblock** button to enable the connection between Parallels Desktop and Parallels Transporter Agent.

To prevent this problem in the future, add Parallels Desktop and/or Parallels Transporter Agent to the firewall exceptions (the list of applications allowed to communicate through the firewall):

1. From the **Start** menu, choose **Control Panel** > **Network Connections**.

2 In the **Network Tasks** pane, click **Change Windows Firewall Settings**.

3 Add Parallels Desktop and/or Parallels Transporter Agent to the firewall exceptions list.

Migration Errors

If you experience any problems when migrating a remote Windows computer, make sure that the `snapman.sys` driver is installed in `C:\WINDOWS\system32\drivers\`.

If the `snapman.sys` driver is not installed, follow these steps:

1 Uninstall Parallels Transporter Agent.

2 Restart your source Windows computer.

3 Reinstall Parallels Transporter Agent.

4 Restart your source Windows computer again.

5 Ensure that Parallels Desktop and Parallels Transporter Agent run properly and try to migrate the source computer again.

Activation Problems

If you migrate from a Windows physical computer to a bootable Parallels virtual machine, the operating system may detect a hardware change and ask for reactivation.

Reviving Applications

Applications that severely depend on specific hardware may not work in a virtual machine, because virtual machine hardware is different from the hardware used on the source computer.

Make sure that the application paths are set correctly after migration. If they are not, update them and see if the application works properly. If this didn't help, contact the Parallels support team http://sp.parallels.com/hcap/support/.

CHAPTER 5

More Resources

For more information and help using Parallels Desktop and Parallels Transporter Agent, see the following resources:

- **Help buttons.** In most windows, you will find a help button opening the corresponding help page.
- **Parallels website.** Explore the Support web page that includes product help files and the FAQ section.
- **Parallels Knowledge Base.** This online resource provides troubleshooting for problems that may occur when using Parallels Desktop and other Parallels products.

Feedback

Parallels welcomes your feedback on how to make our documentation more helpful. You can submit feedback using the Documentation Feedback form on our website (http://www.parallels.com/en/support/usersdoc/).