



# Operator's Manual

FreshStart Automated Drive Replacement Tool



# Windows PC FreshStart™

## Automated Drive Replacement Tool

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### What is a PC FreshStart?

A FreshStart is an automated tool that allows you to image a new drive with clean, up to date installations of Windows and popular software like Internet Explorer, Skype, and iTunes. It also automatically and securely copies over any of your data, settings, and favorites to the new drive so that things are right where you left them when your PC boots from the new drive.

A FreshStart is not just another ghosting service that transfers everything from the old drive—With FreshStart, new system and application software is installed, and your data files are virus and malware-scanned before they are copied over to the new drive, so any PC software problems are left behind. Plus, nothing is deleted from the old drive, so everything remains on what is now a back-up drive. Even better, unlike most ghosting tools, a FreshStart fully supports upgrading from an HDD to an SSD, which means you can transfer data without any trouble.

A majority of the service is fully automated—the most difficult part of the FreshStart process is installing the hard drive. Simply follow the prompts of when to connect and disconnect the old drive, and the program takes care of the rest. A full FreshStart with data transfer usually takes about an hour, depending on the PC's USB connection type and the amount of data being transferred.

### How does PC FreshStart work?

The FreshStart Process is broken down into 10 easy steps:

1. Qualify Your Computer
2. Purchase the Necessary Supplies
3. Download the Imaging Tool and WIM Image
4. Image the New Drive
5. Install the New Drive
6. Boot the PC & Connect the Old Drive
7. Run the Program
8. Disconnect the Old Drive
9. Housekeeping

We'll review each step and provide tips to help make the process as easy as possible. For more information, be sure to visit our website: <http://mypcfreshstart.com/DIY>

# Step 1: Qualify Your Computer

The first step to a successful FreshStart is to make sure that your PC is a candidate for a FreshStart service. There are a few qualifications that your PC must meet:

- It must be a Windows desktop or laptop PC—no Macs, tablets, or cellphones
- It must have SATA hard drive connections (No PATA drives)
- It must be running Windows 7, 8.1, or 10 (or you must be willing/able to purchase an upgrade Windows license key if running XP or VISTA)
- It must be able to power on and boot to the Windows desktop
- It must have a functioning USB 2.0 or USB 3.0 port (needed for data transfer)
- Other PC hardware components (other than the drive) must be in working order

# Step 2: Purchase the Necessary Supplies

Once you've confirmed that the PC is a FreshStart candidate, you will need to gather all of the necessary items you'll need to complete the process. These include:

- **New HDD or SSD**

You will need to purchase a new drive to be image, with a minimum requirement of at least 240GB of space. We recommend upgrading the PC to SSD technology, but if you need more storage, a faster HDD can work.

- **Drive Case or SATA to USB Cable**

We recommend purchasing a drive case with USB 3.0 connector to allow you to use your old drive as an external backup. If you do not care about keeping your old drive and simply want to image your new drive, you can use a simple SATA to USB cable, available from online retailers.

- **A FreshStart License Key**

You will need to purchase an individual key from an online retailer, such as Newegg or Amazon. Visit our website for links to their product pages.

- **An Imaging PC**

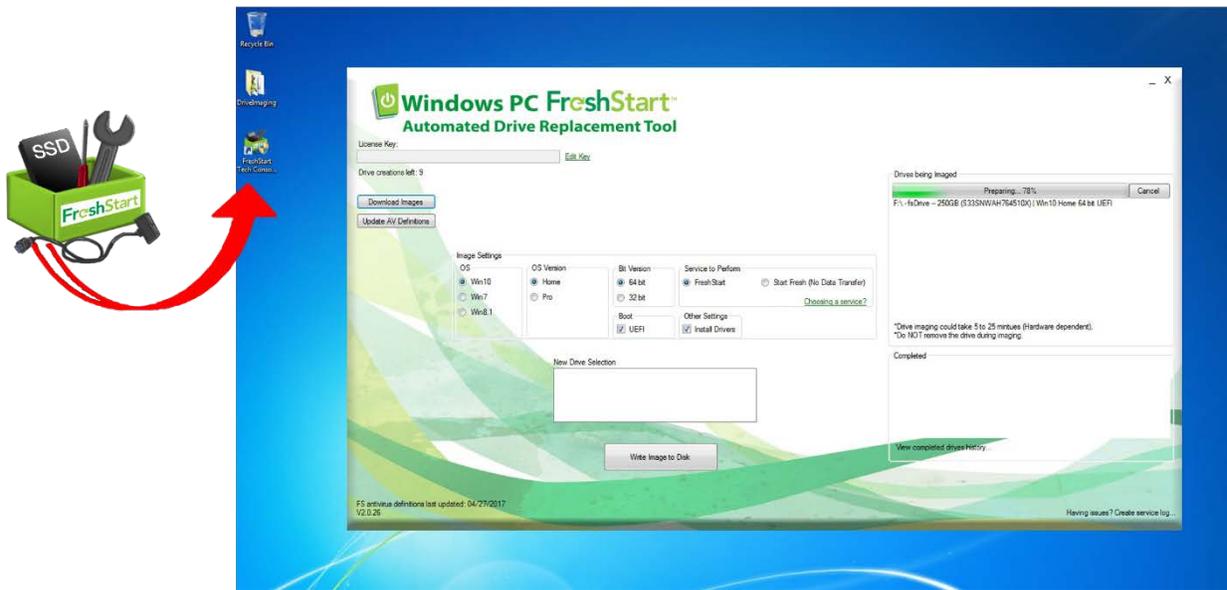
You will need a PC that can connect to the Internet to download our software and that has a working USB port to which you can connect the new drive for imaging purposes. The better and faster the Imaging PC, the faster the downloading and drive imaging process will be. If it works, this PC can be the same one you are FreshStarting.

# Step 3: Download the Imaging Tool & FreshStart WIM Image

To download the FreshStart Imaging Tool, turn on your Imaging PC. Go to our website:

<http://mypcfreshstart.com/diy/>

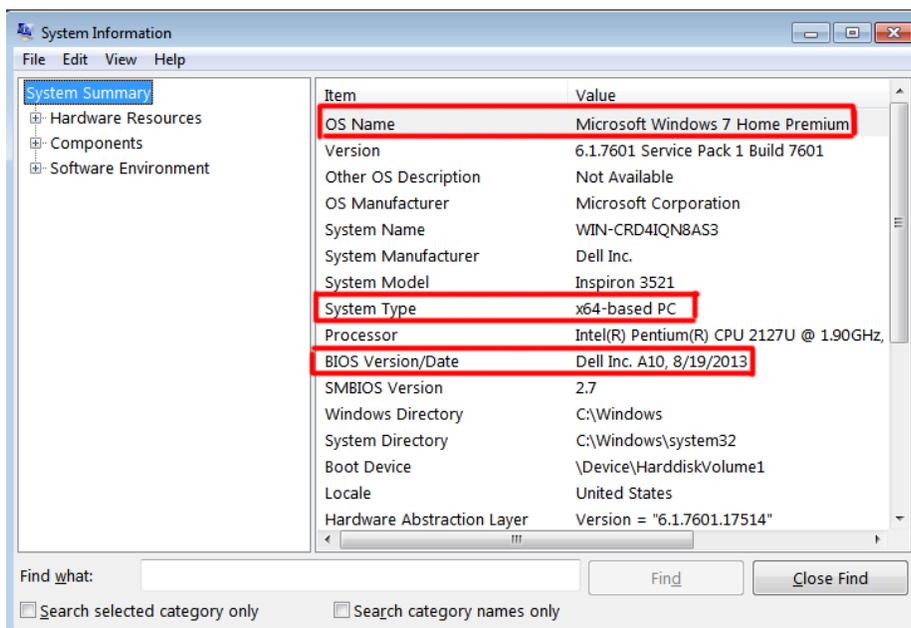
On this page, go to Step 2, and click on the button to download the Imaging Tool. Follow the installer instructions, and when the Imaging Tool is installed, you can double-click on the desktop icon to launch the program. Allow any updates to install as needed.



Your next step is to download the FreshStart WIM image that you will use to image your new drive. You will need to download the image that matches the Windows version and bit type of the PC getting the FreshStart. **Example:** Windows 7 Home, x64 (64-bit)

Not sure which image you need? To find this information, follow these steps:

1. Boot the computer that will be getting the replacement drive.
2. Under the Start menu, click “Run...” and type in “msinfo32” then press OK. (Alternatively, navigate through Start > Programs > Accessories > System Tools > System Information.)
3. From the System Information displayed, confirm the following fields:

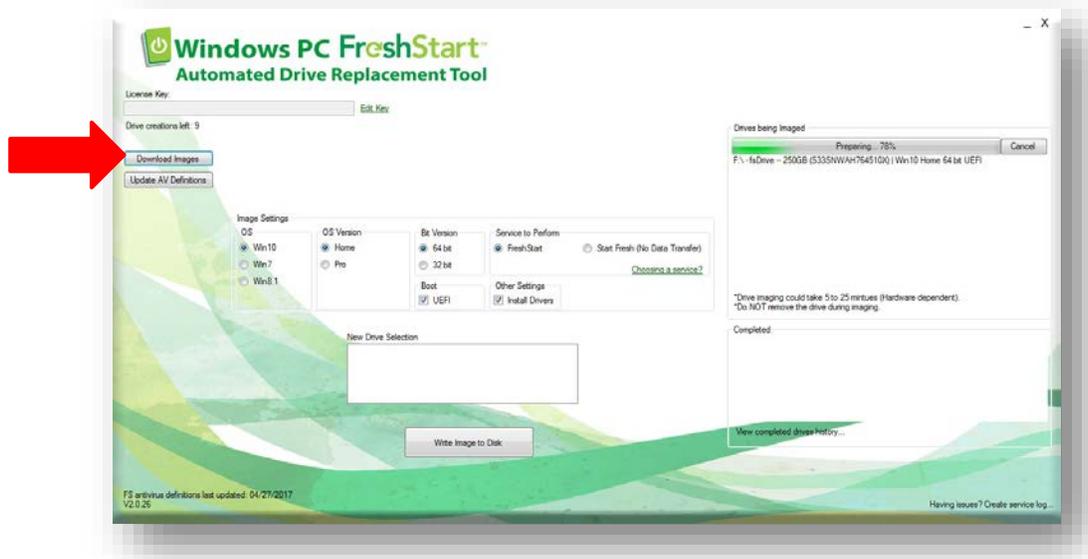


**OS Name:** This entry must say Windows XP or later.

**System Type:** The value will be either x86 (indicating a 32-bit system) or x64.

**BIOS Version/Date:** The BIOS date may be no more than 10 years old.

Once you know the OS, OS Version, and Bit Type, return to your Imaging Tool. Click on the “Download Images” button.



Select the WIM Images you need from the list of available images, then click “Begin Downloading Images.”



The FreshStart WIM images average 12GB in size and the time it takes to download an image depends on your Internet speeds, so you may wish to do this at the end of the day.

Once the download is complete, you may exit the Image Downloader.

## Step 4: Image the Drive

### Start the Imaging Tool

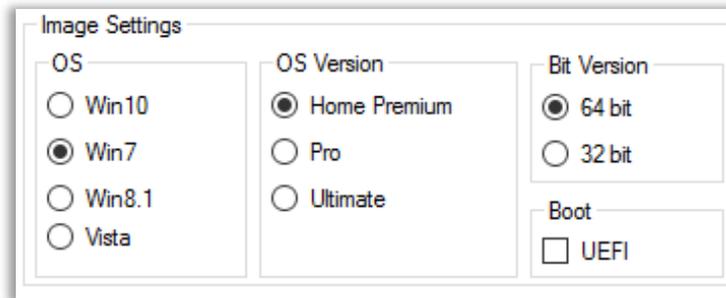
First, turn on your Imaging PC and launch the Imaging Tool by double-clicking on the desktop icon. In the top left corner, enter your FreshStart license key, then click “save.”

## Update your AV Definitions

If it's been a few days since you installed the Imaging Tool, you'll want to make sure that you've updated the antivirus definitions before you image the drive to ensure that you're getting the most up to date protection available. You can check the bottom right-hand corner of the Imaging Tool to see when the definitions were last updated. If it's been more than 3 days, the tool will prompt you once you click "Write Image to Disk."

## Select Your Image Settings

Go to the Image Settings section of the screen. Here, select the Windows OS, OS version, and bit type for the WIM image need for your PC.



The screenshot shows a dialog box titled "Image Settings" with three columns of options. The first column, "OS", has radio buttons for Win10, Win7 (selected), Win8.1, and Vista. The second column, "OS Version", has radio buttons for Home Premium (selected), Pro, and Ultimate. The third column, "Bit Version", has radio buttons for 64 bit (selected) and 32 bit. Below these columns is a "Boot" section with a checkbox for UEFI.

**Imaging Tip:** If you make a mistake while imaging the drive, don't worry! You can reimage the same drive an unlimited number of times for 90 days after your initial imaging. Just stick the drive back into the drive dock to reimage it with the correct settings selected, and reinstall the drive when it's done.

You'll see a box labeled "UEFI." By default, this box is unchecked. Most Windows 7 computers run Legacy mode boot, including PCs that upgraded to Windows 10. If you are FreshStarting a PC that originally came with Windows 8 or Windows 10, check the UEFI Boot button.

## Select the Service

Now you'll need to select the Service you'll be performing. There are two service options:

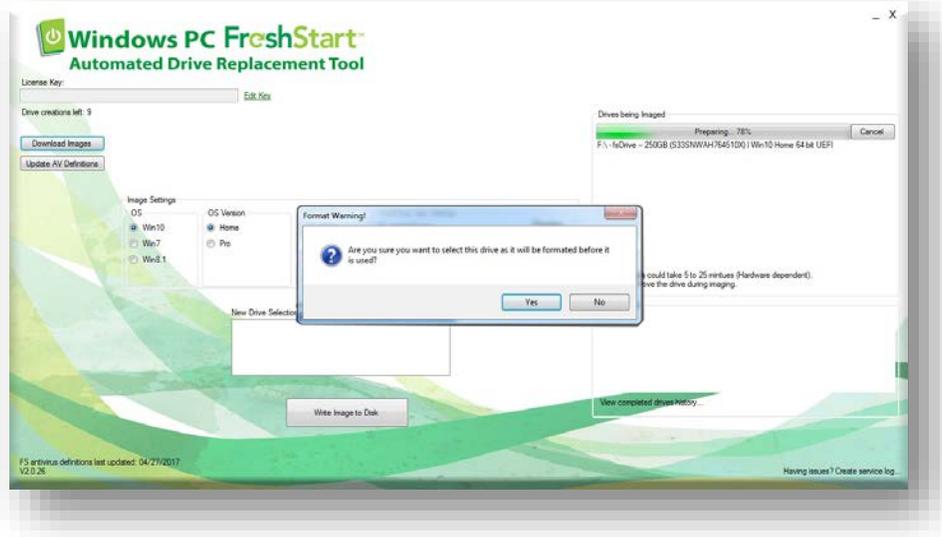
**FreshStart** This is our premier service that includes the virus scan and data & settings transfer. If you're going to migrate your data and settings over to the new drive, select this option. This choice is selected by default.

**Start Fresh** If the old drive is dead or the you don't care about transferring data, this is the option that allows you to create a brand-new Windows profile with new installations of popular software like Internet Explorer, Skype, and iTunes. No data is transferred with this option, but you can always try to manually recover data after the FreshStart service.

You will also see an option for installing drivers. By default, this option is selected so that the program knows to grab any drivers it finds on the old drive once it's been connected. If the drivers are corrupt or you're copying files from an old PC to a new one, this box can be unchecked.

## Write Image to Disk

With all the settings selected, connect the new drive to the Imaging PC. Once the program recognizes the drive, it will pop up in the list of available drives. Select the drive, then click “Write Image to Disk.”



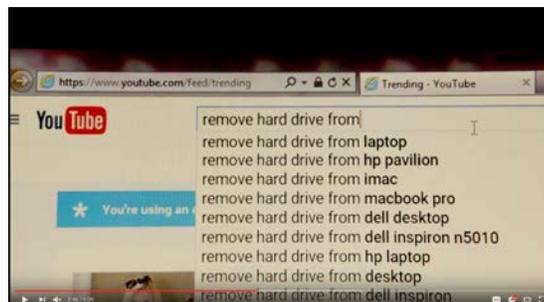
A format warning will appear, letting you know that any data on the connected drive will be erased. Click ok, and the imaging process will begin.

The time it takes to image your drive depends on your PC’s specs. A fast system setup may take less than five minutes. Check back every ten minutes or so to see when the new drive is ready.

## Step 5: Install Your New Drive

When the imaging process is complete, you can now safely install the new drive.

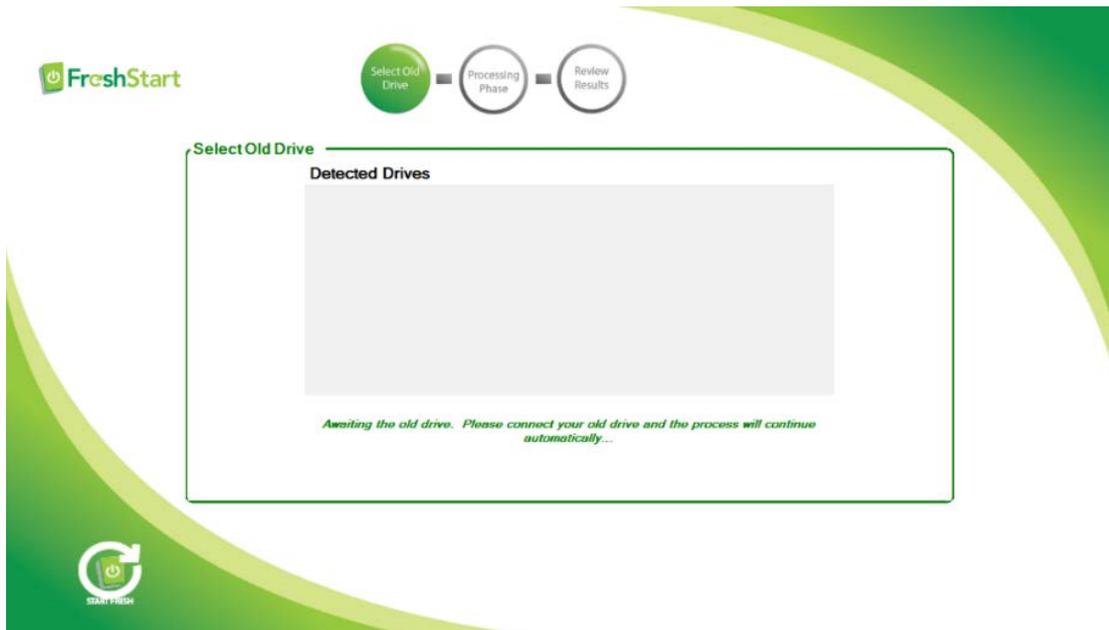
**Tip!** If you’re unfamiliar with how to replace the hard drive in the PC, we recommend going online to the manufacturer’s website for instructions. You may also be able to find a video guide on YouTube.



Once the drive is in place, turn on the PC. While the computer is turning on, install the old drive into the drive enclosure.

## Step 6: Boot the PC & Connect the Drive

When the computer turns on, the computer will boot into the Windows desktop. The FreshStart program will automatically start up and then stop on a screen that states “Awaiting the old drive.”



This is your cue to connect the old drive. The program should then recognize that the old drive is in place, and it will begin a forensic analysis of the drive to ensure that the data can be read.

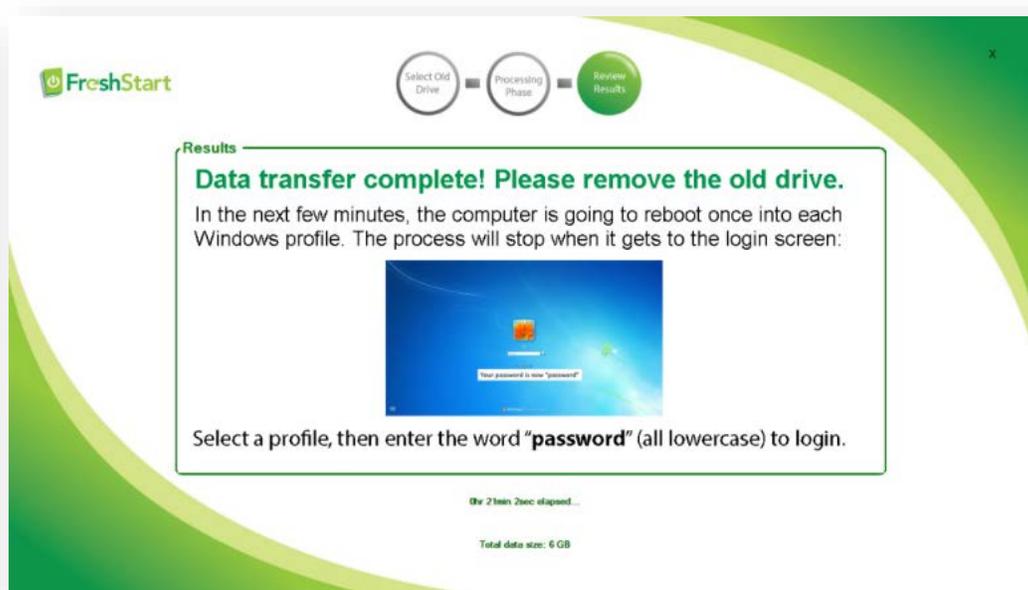
## Step 7: Let the Program Run

This forensic analysis takes about 10-15 minutes, so you can leave the PC alone for a bit to work on something else. When the progress bar reaches 40%, the program has determined that the old drive's data is readable. The FreshStart program now automatically begins the virus and malware scan as it transfers the files over.

**Note: If there are issues with the old drive or the new drive installation, this is when error messages appear. Please read the “Error Messages” section at the end of this guide for assistance, or visit our website to view our FAQ section.**

## Step 8: Disconnect the Old Drive

Once the data transfer is complete, the program will end on a screen prompting you to disconnect the old hard drive.



The program will then restart the PC multiple times in order to load each profile on the computer. So, for example, if you had three Windows user profiles on your PC, the PC will reboot three times.

## Step 9: Housekeeping

When the program has finished rebooting into each Windows profile, it will stop on its respective Windows login screen. All profile passwords have been changed to “**password**” for ease of use. You can log into the profile of your choice to get to the Windows Desktop, at which point the “After a FreshStart” PDF will open. An Icon for this document will also appear on the desktop for easy reference.



After a FreshStart Readme PDF

The **After a FreshStart Guide** explains what things that the you will need to do to finish the FreshStart process (things that we cannot automate). These Include:

- Changing your Windows login passwords
- Reentering any encrypted internet connection passwords
- Downloading any missing drivers and setting up your local printer
- If you are running Windows 7, activating the Windows License Key\*
- Recovering any license keys for any third-party software (like QuickBooks or Games) that were not auto-loaded. We create a file folder that captures these so you can easily download and activate new copies of other software you paid for.

**\*NOTE:** Windows 8.1 and 10 keys will activate automatically as soon as you connect to the Internet. For Windows 7, you will need to manually activate or reactivate the Windows 7 Key:

1. First, locate the Windows 7 License Key. The 25-digit product key can be found on a sticker on the PC.
2. Open the Windows Activation by clicking on the **Start** button.
3. Right-click on **Computer**, then go to properties.
4. From there, click on **Activate Windows Now**. You'll see an option to change the product key.
5. If the PC did not have Windows 7 previously, or the sticker is missing or illegible, you will need to purchase a new key.
6. When prompted, enter the 25-digit product key, and click **Next**.

The key is now active, and you're ready to use Windows 7.

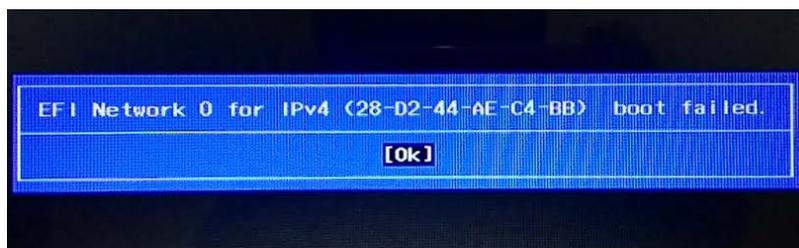


## Errors Messages

There are a few possible errors you may encounter when you first start the FreshStart service:

### 1. No Bootable Device Error Message

This error message will pop up immediately after you turn on the computer. The actual wording may vary by make and model, but you will see something that looks similar to this:



No Bootable Device

On newer computers, the computer might be trying to do a secure boot and cannot recognize the new drive. To fix this, simply remove the FreshStart drive from the PC, and reimage it using the Tech Console. Be sure to check off the "UEFI" box in the Image Settings section, then reinstall the drive and boot the PC once again.

## 2. Drive Connection Error Message

If the **Select Old Drive** appeared in the first few minutes and did not change after you connected the old drive, it means one of three things:

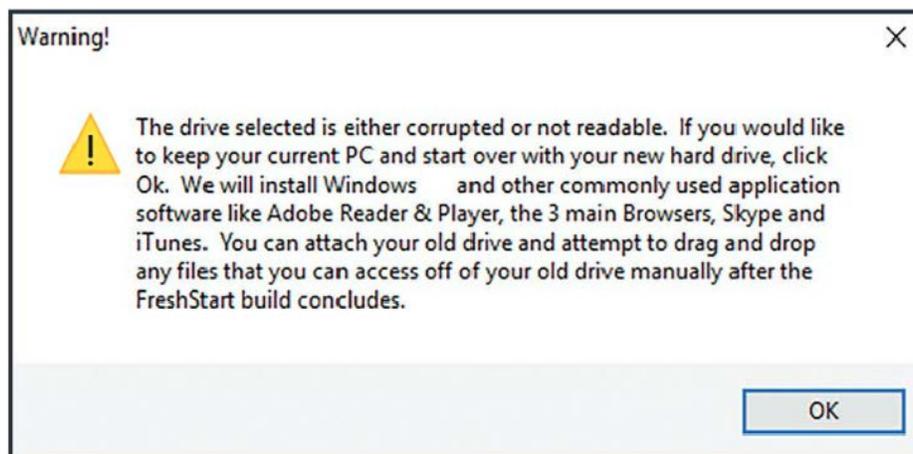
- The old drive is not connected properly to the SATA Cable. Reconnect it.
- The USB port you are connected to is not working. Try a different USB port.
- The Hard Drive could be damaged and cannot be read (see next error message).

Once the program recognizes that the drive is properly connected it will continue automatically.

**Note: The PC must have at least one working USB port in order to do a FreshStart with Data Transfer.**

## 3. Drive Damage Error Message

In cases where the drive is damaged or corrupted, at some point in the first few minutes of the service process, a “Warning!” pop up box will appear:



Warning Pop-up Box

The FreshStart program allows people with damaged or corrupted drives to activate the new hard drive by creating a new Windows profile. You will be starting over with a new hard drive and new software, and the data files and the settings on the damaged drive would not be transferred.



Also, once the FreshStart is concluded, you can attach the old damaged drive and see if any of the files are visible and can be transferred by the drag and drop method to the new drive. If you choose this option, click the Start Fresh icon and then click OK. The system will complete the process in about 10 minutes.

## 4. Non-responsive Machines

On rare occasions, it's possible that the computer will get stuck and will not load once it gets to the BIOS part of the boot up process. Microsoft reports that this delay is part of the installation process, and once the installation is complete, the PC will start as normal on subsequent boots. If the computer seems to be stuck on the loading screen after getting past the manufacturer's screen, please allow up to 5 hours

for the OS to complete the installation. For more information on this issue, please visit the Microsoft forums.

If, after 5 hours, the computer still cannot boot, there may be a hardware issue with the machine, such as a broken motherboard. These PCs cannot be FreshStarted.

## 5. Disabled USB Ports

A PC must have a working USB port in order to get a data transfer. If the you don't care about getting the data transfer, simply click on the "Start Fresh" button to build a new profile. If you do want a data transfer, you can try the following workaround.

For PCs with a CD/DVD tray, you can disconnect this device and use the SATA bay to connect the old drive. The program will recognize the old drive and then proceed as normal. When the FreshStart process is complete, you can disconnect the old drive, reattach the CD tray, and then install the drivers for the device after reconnecting to the internet.

For PCs without a CD/DVD tray, you can create a new profile using the FreshStart program so that you have a working PC. However, you will not be able to transfer data over until the USB port has been fixed. At that time, you will need to manually move over your files and data.

## 6. Failed FreshStarts

On occasion, you may come back to a PC and find an error that says "FreshStart Failed." In most cases, the FreshStart fails when its attempt to read the old drive times out. This is usually because the old drive is failing or dead—the FreshStart program might get stuck trying to read a bad section of the drive and thus cannot progress farther in the data transfer process.

In these cases, what you can do is complete the FreshStart process by creating a Start Fresh profile. When the process is complete, you can try to manually drag and drop the files over to the new drive, or, if this is for another person, they can try this themselves when they get the PC home.

If you need to, you can exit the program. Disconnect the old drive, then click on the FreshStart icon on the PC's desktop to relaunch the program. Give it a few minutes, and when it prompts you to connect the old drive once again, simply click on the "Start Fresh" button to finish without the data transfer.

# Additional Resources

If you have any questions about the FreshStart process or would like to read more about the FreshStart service, we invite you to visit our website: <http://mypcfreshstart.com>

On it, we provide technical assistance and have FAQs to give you more information about the product and service. Any other questions? Email us at [info@cyber-spa.com](mailto:info@cyber-spa.com)

