



# Parallels Transporter<sup>®</sup> Agent

User's Guide

Parallels International GmbH  
Vordergasse 59  
8200 Schaffhausen  
Switzerland  
Tel: + 41 52 672 20 30  
[www.parallels.com](http://www.parallels.com)

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## CHAPTER 1

# Introduction

This chapter provides basic information about Parallels Transporter® Agent.

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## About Parallels Transporter Agent

Parallels Desktop for Mac allows you to migrate Windows 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.

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## 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 10	✓	✓	Network, External Storage
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

## System Requirements

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Windows 2000 Professional		External Storage
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**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.

# Installing Parallels Transporter Agent

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

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## 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 website.

**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.

## Installing Parallels Transporter Agent

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- 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.

## 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 application.
- Double-click the Parallels Transporter Agent installation file. The Setup wizard starts and it will help you to remove the application.

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

## CHAPTER 4

# Migrating with Parallels Transporter

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

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## Migration Scenarios

Parallels Transporter Agent allows you to migrate data (files, applications, etc) from a remote Windows PC to a Mac. Once the migration is complete, you can continue working with your Windows 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

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

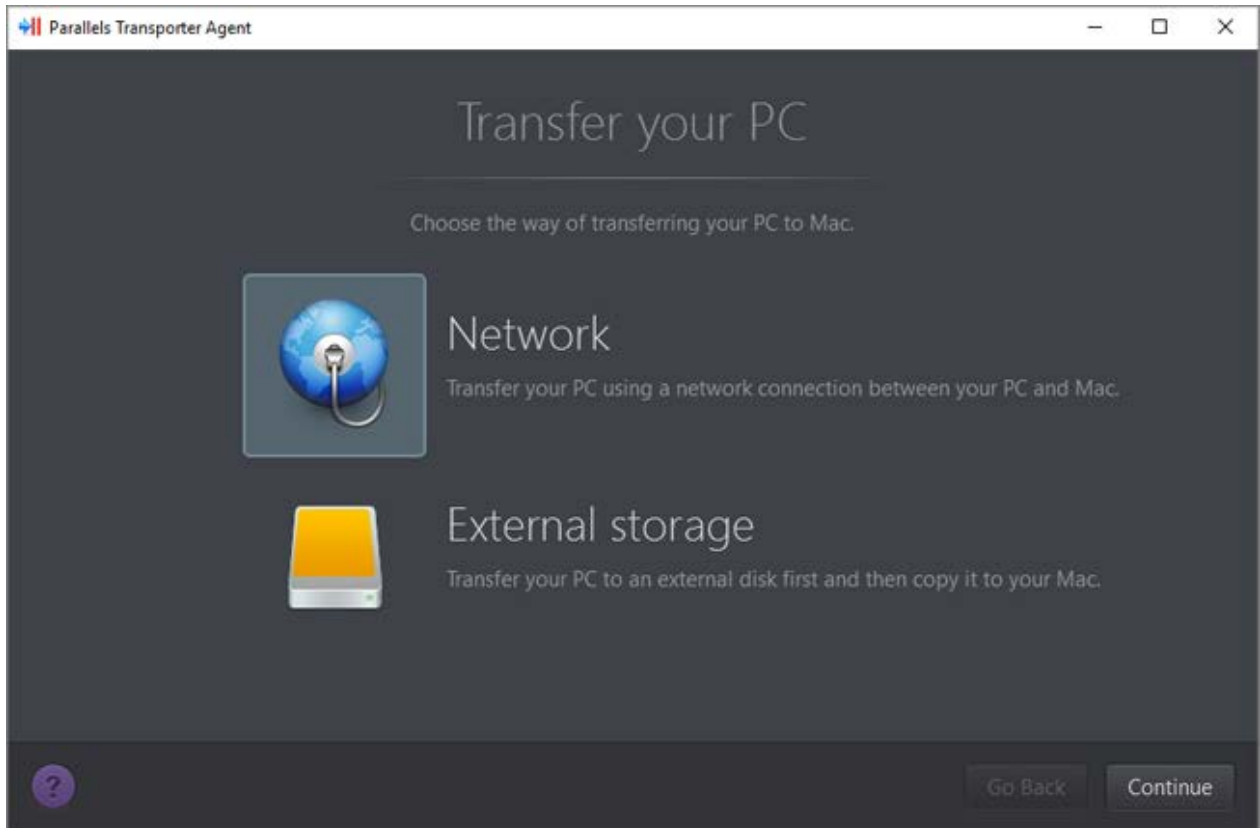
If your remote computer or Mac isn't connected to the Internet, you can migrate data using an external storage. In this case, first you need to connect an external storage to the remote PC and collect all its data. Then connect the storage to Mac and transfer all collected data.

## Over a Network

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

To import your data from a PC over a network:

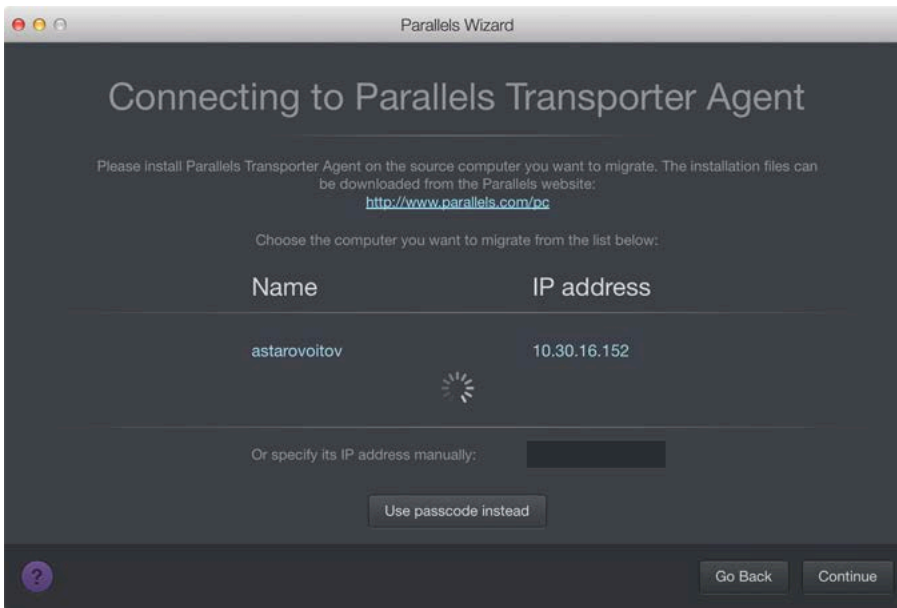
- 1 Turn on your Mac and your Windows PC and log in.
- 2 Make sure that Windows Firewall is turned off. You can turn it on again after the import is finished.
- 3 On the Windows PC, open Parallels Transporter Agent by clicking the Start menu and choosing All Programs > Parallels > Parallels Transporter Agent.



In Parallels Transporter Agent, select Network and click Continue.

- 4 On your Mac, open Parallels Desktop and choose File > New.
- 5 Select Transfer 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.

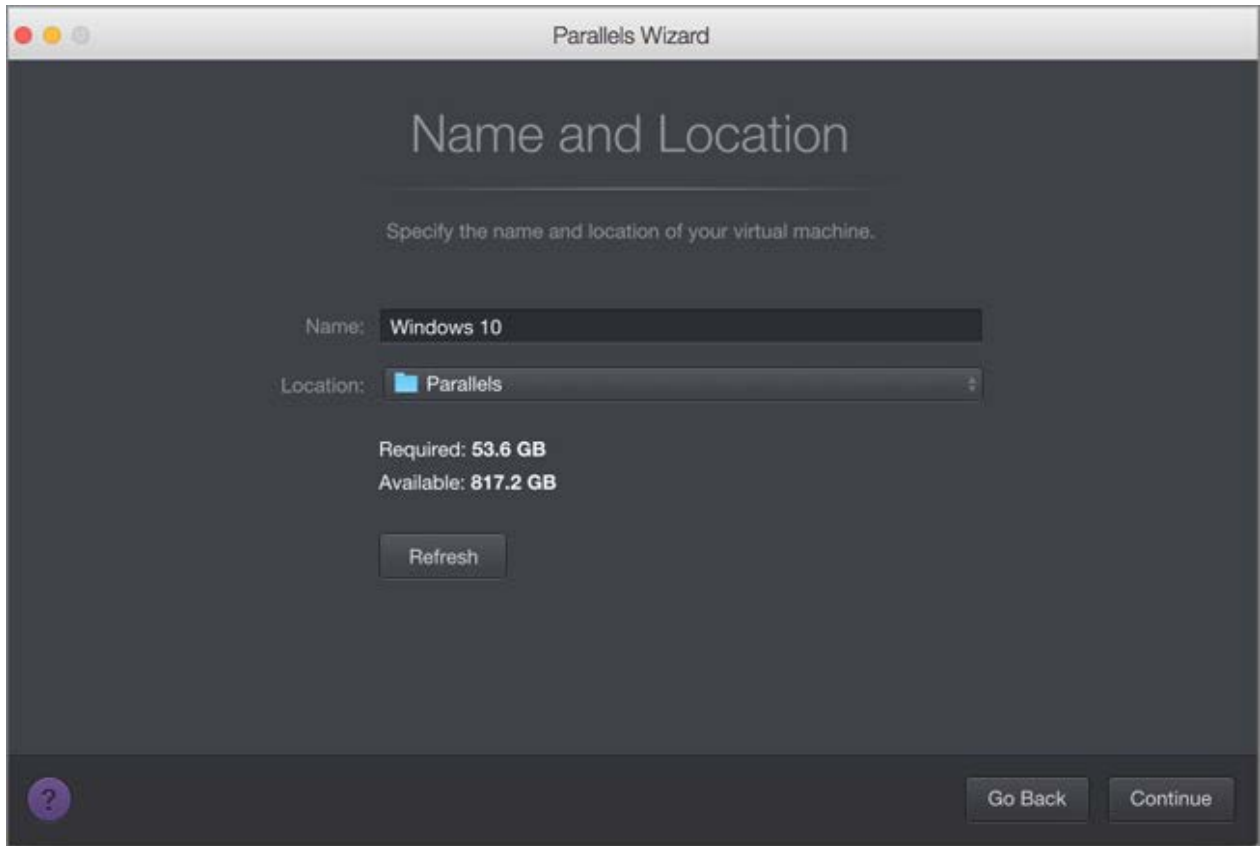
If the remote PC and Mac are not connected to the same network, you can transfer the remote PC using its name or IP address. To do so, click Connect using IP address, select the Windows PC name from the list or type the IP address, and click Continue.



- 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 what you want to transfer;
  - System only: this option allows you to transfer the operating system and applications only. If you choose it, go to step 12.
  - System and documents: this option allows you to transfer the operating system, applications, and user's files like pictures, documents, downloads, music, videos, etc.
- 11 If you chose to transfer system and documents in the previous step, choose how you want to transfer the user's files:
  - Transfer to Windows: If you choose this option, the user's files will be transferred to the resulting virtual machine and will not be accessible from macOS. You can make them accessible from macOS later by sharing Windows with macOS.
  - Transfer to Mac: If you choose this option, the user's files will be transferred to the corresponding folders in macOS. The resulting virtual machine will have access to these files as well because it will be configured to share folders with macOS.

This way of transferring the user's files requires additional steps with Apple Migration Assistant. Follow the link in the screen for more information.

12 Choose where you want to install your data.



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 transfer 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 applications using the activation keys you received when you purchased the applications.

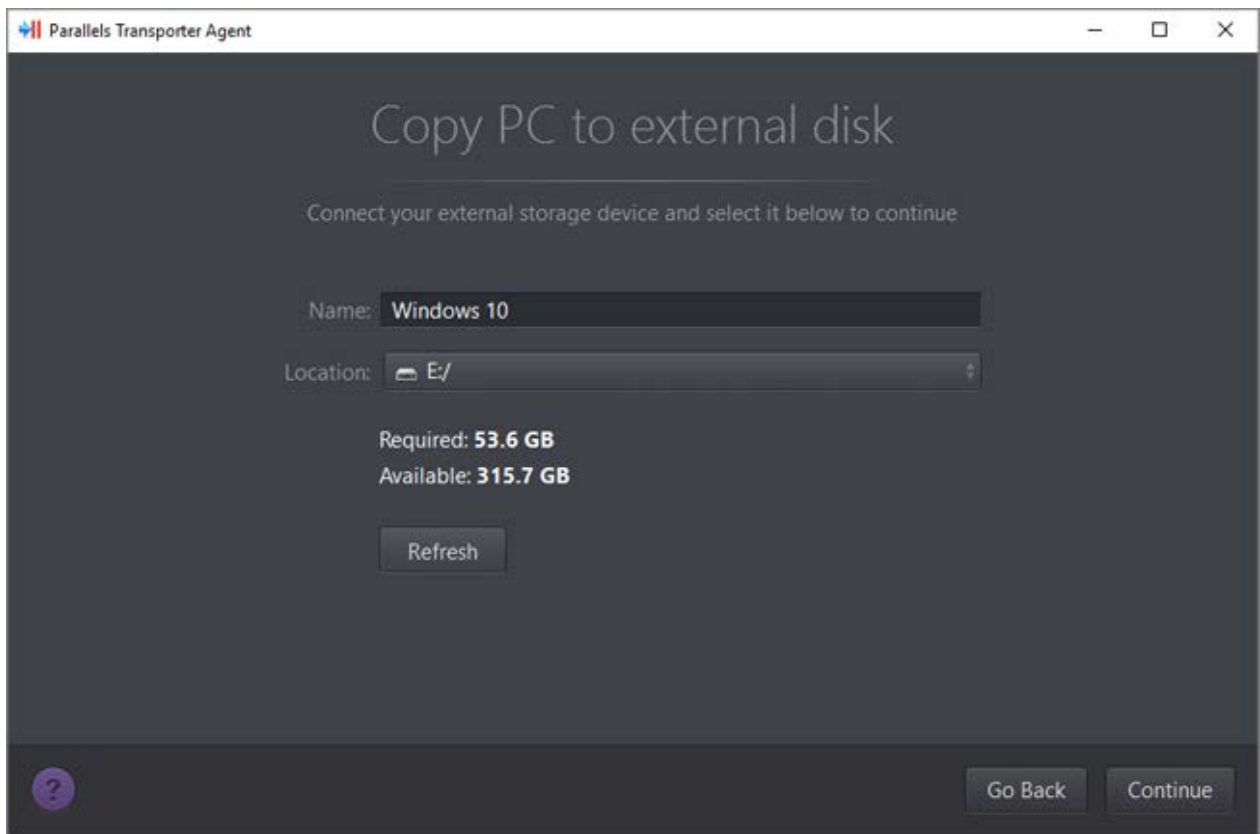
To import your data from a PC using an external storage device:

- 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 Select External storage and click Continue. Parallels Transporter Agent collects information about the Windows PC.
- 4 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.
- 5 Choose what you want to transfer;
  - System only: this option allows you to transfer the operating system and applications only. If you choose it, go to step 7.
  - System and documents: this option allows you to transfer the operating system, applications, and user's files like pictures, documents, downloads, music, videos, etc.
- 6 If you chose to transfer system and documents in the previous step, choose how you want to transfer the user's files:
  - Transfer to Windows: If you choose this option, the user's files will be transferred to the resulting virtual machine and will not be accessible from macOS. You can make them accessible from macOS later by sharing Windows with macOS.
  - Transfer to Mac: If you choose this option, the user's files will be transferred to the corresponding folders in macOS. The resulting virtual machine will have access to these files as well because it will be configured to share folders with macOS.

This way of transferring the user's files requires additional steps with Apple Migration Assistant. Follow the link in the screen for more information.

- 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 Transfer Windows from a PC and click Continue.
- 13 Select External storage and click Continue.
- 14 Parallels Desktop scans the connected storages for the newly created virtual machine. If Parallels Desktop cannot find it, select the virtual machine manually. Then click Continue.
- 15 Choose where you want to install Windows and your data, and then click Continue.
- 16 Once the transfer is complete, click Done.
- 17 Start Windows.
- 18 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 5

# 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/>).

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## 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 macOS

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 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 first time, you may get the message that Windows Firewall has blocked some features of the application.

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.

## CHAPTER 6

# 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.

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