## Samsung SSD Data Migration v.4.0

User Manual

SAMSUNG Data Migration				- ×
	Data Migration (	D		
Data Migration	Duplicates OS and data st Note: Never disconnect th	tored on the original storage device to a new ne drive while cloning is in progress.	w Samsung SSD.	
	Select a Drive	LITEON CV1-8B256	$\checkmark$	
	Source Drive			
	Drive 0   Total Capacit	y 238.5GB		
	C: Windows 50/119GB		D: Data_01 56/70GB	E: Data_02 31/47GB
	Select the volume to o	clone. You can select up to three volumes.		
	Target Drive Select a Drive	Samsung SSD 860 EVO 500GB		
	Drive 1   Total Capacity	y 465.8GB		
	C 50/465GB			
				0%
	Start	00:00:00	0/0MB(0MB/s)	00:00:00
link to Magician				INFORMATION HELP



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#### Introduction

The Samsung Data Migration software is designed to help you migrate all of your data quickly, easily, and safely from your existing storage device (e.g. HDD) to a new Samsung SSD.

With the Samsung Migration software, you can easily migrate your current operating system, application software, and user data to your new Samsung SSD.

Samsung Data Migration software is developed and distributed by Clonix Co., Ltd. exclusively for owners of Samsung Solid State Drives (SSDs).

#### Precautions

1. When the content of the Source Drive (e.g. HDD) is cloned using this software, all data on the Target Drive (Samsung SSD) will be deleted and will be impossible to recover. Therefore, if you have stored any data that you would like to keep on the Target Drive, please back it up in advance.

2. Samsung Electronics assumes no responsibility for any loss of data that may occur on the Target Drive in the course of using this software and will not be held liable for data recovery services. Even if the cloning fails, data stored on the Source Drive will not be affected.

3. If you are cloning the Source Drive to the Target Drive (Samsung NVMe SSD) using this software, make sure that you install the Samsung NVMe Driver first.

#### Improvements

- 1. Support for new models
- 2. Improvements to the cloning compatibility

### System Requirements

Component	Minimum Requirement			
	Windows 7 SP1 (32/64 bit)			
Operating System	Windows 8 (32/64 bit)			
Operating System	Windows 8.1 (32/64 bit)			
	Windows 10 (32/64 bit)			
PC Memory (RAM)	1 GB or more			
Drive Space Required for Installation	100 MB or more			
Supported Partition Type	MBR, GPT			
Supported Language	English			
Minimum Resolution	1600x900			
Source Drive	HDD or SSD with a supported operating system installed			
	Samsung SSD 980 Series			
	Samsung SSD 980 PRO Series			
	Samsung SSD 970 PRO Series			
	Samsung SSD 970 EVO Series			
	Samsung SSD 970 EVO Plus Series			
	Samsung SSD 960 PRO Series			
	Samsung SSD 960 EVO Series			
	Samsung SSD 950 PRO Series			
	Samsung SSD 870 EVO Series			
Target Drive (Sameung SSD)	Samsung SSD 870 QVO Series			
larger brive (Samsung SSD)	Samsung SSD 860 EVO Series			
	Samsung SSD 860 PRO Series			
	Samsung SSD 860 QVO Series			
	Samsung SSD 850 EVO Series			
	Samsung SSD 850 PRO Series			
	Samsung SSD 840 EVO Series			
	Samsung SSD 840 Series			
	Samsung SSD 840 PRO Series			
	Samsung SSD 830 Series			
	Samsung SSD 470 Series			

#### Limitations

- 1. This software supports the Windows operating systems listed in the User Manual only.
- 2. This software supports the Samsung SSDs listed in the User Manual only. OEM storage devices provided through a computer manufacturer or supplied through another channel are not supported.
- 3. This software can only clone a Source Drive on which an operating system has been installed. It cannot clone a drive without an operating system installed on it.
- 4. When the Source Drive has two or more volumes (e.g. volumes to which drive letters, such as C:, D:, or E:, are assigned), this software can clone the C: volume on which an operating system is installed and two more volumes. The System Reserved Partition, which is created automatically during Windows installation, is cloned automatically.
- The OEM Partition, which is created by the computer manufacturer when shipped from the factory, is not cloned. However, it will be automatically cloned if the computer manufacturer is Samsung and SRS (Samsung Recovery Solution) 5, SRS 6, or SRS 7 has been installed. (Versions lower than SRS 5 are not supported.)
- 6. After cloning the Source Drive to the Target Drive, their data sizes may differ by a few gigabytes. This is normal. During cloning, the software does not copy virtual memory (page files, hibernation files, etc.) automatically created and managed by the operating system.
- 7. This software cannot clone encrypted drives. In order to clone an encrypted drive, you must remove its password first.
- 8. If the motherboard chipset drivers are not up to date when cloning, this software may not function properly.
- 9. If you have multiple operating systems installed on your computer (e.g. Windows 7 installed on the C: volume and Windows 8 installed on the D: volume), then the cloned drive may not function properly in some cases.
- 10. If the Source Drive is damaged (e.g. it has bad sectors), then the cloned drive may not function properly.
- 11. Before attempting to clone a drive using this software, it is recommended that you close all open programs and allocate sufficient memory first.
- 12. If you have instant recovery software installed on your computer, then this software may not function properly.
- 13. If the Source Drive has been converted to a dynamic disk, then the software may not function properly.
- 14. The Program Files, Windows, and Recycle Bin folders will not be displayed when scanning for files to exclude from cloning.
- 15. If the Target Drive is a Samsung NVMe SSD and it does not have the Samsung NVMe Driver installed on it, then this software may not function properly.
- 16. If a portable device (e.g. an external USB device) is connected to the Target Drive for cloning, then this software may not function properly because of the USB adapter.
- 17. If the OS version installed in the original drive does not support the GPT partition and when it is



duplicated in a drive exceeding 2TB, the MBR partition type will be applied to the duplicated drive. As MBR does not support large drives, the space exceeding 2TB will remain unallocated.

#### User Guide

1. If the amount of data saved on the Source Drive is smaller than the capacity of the Target Drive

#### STEP1. Start migration



#### STEP 2. Connect and select your Target Drive

SAMSUNG Data Migration				- ×
	Data Migration	0		
Data Migration	Duplicates OS and data Note: Never disconnec	a stored on the original storage device to a n t the drive while cloning is in progress.	ew Samsung SSD.	
	Select a Drive			
	Source Drive			
	Drive 0   Total Capa	acity 238.5GB		
	C: Windows 50/119GB		D: Data_01 56/70GB	E: Data_02 31/47GB
	Select the volume t	to clone. You can select up to three volumes.		
	Target Drive			
	Select a Drive			
				0%
		00:00:00	0/0MB(0MB/s)	00:00:00
C Link to Magician				INFORMATION HELP

- ① Connect your Target Drive.
- ② Click the Refresh button so that the Target Drive can be recognized. Once the Target Drive is successfully connected, you can select the Target Drive on the screen.
- ③ Select your Target Drive.
- When connecting an mSATA SSD, you may need an additional mSATA/SATA converter (connector) or mSATA/USB converter (connector).

When connecting an NVMe or M.2 SSD, you may need an additional M.2 PCIe/USB converter (connector).



- STEP 3. If the Source Drive has two or fewer volumes apart from the C: volume and if you also wish to clone those additional volumes to the Target Drive, then proceed to STEP 4.
  If the Source Drive has three or more volumes apart from the C: volume and if you also wish to clone those additional volumes to the Target Drive, then proceed to STEP 5.
  If you only wish to clone the Source Drive C: volume to the Target Drive, then proceed to STEP 6.
- STEP 4. Select the volume(s) that you wish to clone (If the Source Drive has two or fewer volumes apart from the C: volume and if you also wish to clone those additional volumes to the Target Drive).

SAMSUNG Data Migration				- ×
	Data Migration	0		
Data Migration	Duplicates OS and data Note: Never disconnec	stored on the original storage device to t the drive while cloning is in progress.	a new Samsung SSD.	
	Select a Drive	LITEON CV1-8B256	~	
	Source Drive			
	Drive 0   Total Capa	city 238.5GB		
-	C: Windows 50/119GB		D: Data_01 56/70GB	E: Data_02 31/47GB
	Select the volume t	o clone. You can select up to three volun	ies.	
	Target Drive			
	Select a Drive	Samsung SSD 860 EVO 5000	<u>38 V</u>	
	Drive 1   Total Capa	city 465.8GB		
	C 50/465GB			
				0%
	( <u>Start</u> )	00:00:00	0/0MB(0MB/s)	00:00:00
C Link to Magician				INFORMATION HELP

- ① Select all the volumes that you wish to clone additionally from the Source Drive pane using the mouse.
- \* You can select up to three volumes including the C: volume.

SAMSUNG Data Migration				- ×
	Data Migration	0		
Data Migration	Duplicates OS and data Note: Never disconnect	stored on the original storage device to the drive while cloning is in progress.	a new Samsung SSD.	
	Select a Drive	LITEON CV1-8B256	~	
	Source Drive			
	Drive 0   Total Capa	city 238.5GB		
	C: Windows 50/119GB		D: Data_01 56/70GB	E: Data_02 31/47GB
	Select the volume to	o clone. You can select up to three volum	es.	
	Target Drive			
	Select a Drive	Samsung SSD 860 EVO 500G		
	Drive 1   Total Capad	tity 465.8GB		
	C 50/360GB		D 56/67GB	8 E 8
	Adjust the volume s	ize by sliding the handle.		
				0%
	Start	00:00:00	0/0MB(0MB/s)	00:00:00
Link to Magician				INFORMATION HELP

- 2 Adjust the capacity of each volume in the Target Drive pane using the slide bar.
- If you wish to delete any of the volumes that you have added, click the [X] icon for the relevant volumes in the Target Drive pane.



- \* When you add a volume, its minimum added capacity is 20 GB or more.
- STEP 5. Select the volume(s) that you wish to clone (If the Source Drive has three or more volumes apart from the C: volume and if you also wish to clone those additional volumes to the Target Drive).

SAMSUNG Data Migration				- ×
	Data Migration	0		
Data Migration	Duplicates OS and data Note: Never disconnect	stored on the original storage device to a new the drive while cloning is in progress.	w Samsung SSD.	
	Select a Drive	LITEON CV1-8B256	$\overline{}$	
	Source Drive			
	Drive 0   Total Capa	city 238.5GB	Total 4 Volumes	C:50/119GB
	C: Windows			
	Select the volume to	o clone. You can select up to three volumes.		
	Target Drive			
	Select a Drive	Samsung SSD 860 EVO 500GB	$\sim$	
	Drive 1   Total Capad	ity 465.8GB		
	C 50/465GB			
	Shut			0%
	Start	00:00:00	0 / 0MB (0MB/s)	00:00:00
Link to Magician				INFORMATION HELP

- ① Select all the volumes that you wish to clone additionally from the Source Drive combo box and then click the [+] button.
- \* You can select up to three volumes including the C: volume.

SAMSUNG Data Migration				- ×
	Data Migration	0		
Data Migration	Duplicates OS and data Note: Never disconnec	estored on the original storage device t the drive while cloning is in progress	to a new Samsung SSD.	
	Select a Drive	LITEON CV1-8B256	$\sim$	
	Source Drive			
	Drive 0   Total Capa	city 238.5GB	Total 4 Volumes	E:31/32GB 🗸 🕂
	E: Data_02 31/32GB			
	Select the volume t	o clone. You can select up to three vo	lumes.	
	Target Drive Select a Drive	Samsung SSD 860 EVO 5	00GB 🗸	
	Drive 1   Total Capa	city 465.8GB		
	C 50/360GB		D 56/67GB	8 E 8
	Adjust the volume	size by sliding the handle.		
	Start	00:00:00	0 / 0MB (0MB/s)	<b>0%</b> 00:00:00
C Link to Magician				INFORMATION HELP

- ② Adjust the capacity of each volume in the Target Drive pane using the slide bar.
- \* If you wish to delete any of the volumes that you have added, click the [X] icon for the relevant volumes in the Target Drive pane.
- \* When you add a volume, its minimum added capacity is 20 GB or more.



#### STEP 6. Start cloning

SAMSUNG Data Migration				- ×
	Data Migration	0		
Data Migration	Duplicates OS and data Note: Never disconnec	stored on the original storage device to t the drive while cloning is in progress.	a new Samsung SSD.	
	Select a Drive	LITEON CV1-8B256	$\checkmark$	
	Source Drive			
	Drive 0   Total Capa	city 238.5GB		
<b>Ta</b>	C: Windows 50/119GB		D: Data_01 56/70GB	E: Data_02 31/47GB
	Select the volume	o clone. You can select up to three volum	ies.	
	Target Drive	Sameung SSD 960 EVO 5000		
	Select a Drive	Samsung SSD 600 EVO 500C	<u>""                                   </u>	
	Drive 1   Total Capa	city 465.8GB		
	C 50/150GB	D 56/150GB	8 E 31/164G	3 😣
	Adjust the volume	size by sliding the handle.		
				0%
	()	00:00:00	0/0MB(0MB/s)	00:00:00
Link to Magician				INFORMATION HELP

#### STEP 7. Cloning in progress

SAMSUNG Data Migration							- ×
	Data Migration	0					
Data Migration	Duplicates OS and data Note: Never disconnect	stored on the original the drive while clonin	storage device to a n g is in progress.	ew Samsung SSD.			
	Select a Drive						
	Source Drive Drive 0   Total Capac	ity 238.5GB					
	C: Windows 50/119GB			D: Data_01 56/70GB		E: Data_02 31/47GB	
	Select the volume to	clone. You can select	up to three volumes.				
	Target Drive						
	Select a Drive						
	Drive 1   Total Capaci	ty 465.8GB					
	C 50/150GB		D 56/150GB		E 31/164GB		
	Stop						13%
		00:04:59		18554/141899MB(62)	MB/s)		00:38:20
C Link to Magician						INFORMATIO	N HELP 🔿

\* The cloning speed may vary depending on the computer specifications and operating environment.

\* Once the cloning process is complete, the computer will shut down automatically within 20 seconds.

#### 2. If the amount of data saved on the Source Drive is larger than the capacity of the Target Drive

#### STEP1. Start migration



#### STEP 2. Connect and select your Target Drive

SAMSUNG Data Migration				- ×
	Data Migratio	n 🕐		
Data Migration	Duplicates OS and dat Note: Never disconne	ta stored on the original storage device t ct the drive while cloning is in progress.	o a new Samsung SSD.	
	Select a Drive			
	Source Drive Drive 0   Total Cap	acity 238.5GB		
	C: Windows 118/119GB		D: Data_01 25/117GB	
	Select the volume	to clone. You can select up to three volu	mes.	
	Target Drive			
	Select a Drive			
				0%
		00:00:00	0/0MB(0MB/s)	00:00:00
Link to Magician				INFORMATION HELP

- ① Connect your Target Drive.
- ② Click the Refresh button so that the Target Drive can be recognized. Once the Target Drive is successfully connected, you can select the Target Drive on the screen.
- ③ Select your Target Drive.
- When connecting an mSATA SSD, you may need an additional mSATA/SATA converter (connector) or mSATA/USB converter (connector).

When connecting an NVMe or M.2 SSD, you may need an additional M.2 PCIe/USB converter (connector).

#### STEP 3. Select a folder to scan for files to exclude from cloning

SAMSUNG Data Migration				- ×
	Data Migration	1 <sup>(2)</sup>		
Data Migration	Duplicates OS and dat Note: Never disconnec	a stored on the original storage device to a n t the drive while cloning is in progress.	ew Samsung SSD.	
	Select a Drive	LITEON CV1-8B256	$\checkmark$	
	Source Drive			
	Drive 0   Total Cap	acity 238.5GB		
	C: Windows 118/119GB		D: Data_01 25/117GB	
	Select the volume	to clone. You can select up to three volumes.		
	Target Drive			Search
	Select a Drive	Samsung SSD 840 EVO 120G U	\$B	
	Drive 1   Total Capa	icity 111.8GB		
	C 111/111GB			
	30.7GB of addition You can continue of	al space is required on Target Drive to clone cloning after selecting a sufficient quantity of	the Source volume(C:). files to exclude.	0%
		00:00:00	0/0MB(0MB/s)	00:00:00
C Link to Magician				INFORMATION HELP

① Click the [Select Exclude Data] button.



② Click the [Set Folder to Scan] button.

Set Folder to Scan	×
Set a new folder to scan for files to exclude from clonin	g.
Total	
My Computer	
	Search

- ③ Select a folder to scan for files to exclude from cloning.
- ④ Click the [Search] button.
- STEP 4. If the Select Exclude Data screen displays a list of excluded files, then proceed to STEP 5. If the Select Exclude Data screen does not display a list of excluded files, then return to STEP 3 and select a folder to scan for files to exclude from cloning again.

STEP 5. Select files to exclude from cloning

Select Exclude Data			×	
Source Drive   Total media files : 480 Drive 0   Total Capacity 238.5GB	00(73.4GB)		Search	
C 118GB				
Total files excluded : 0(0.0GB)				
🖾 Image files	📑 Video files	🌷 Audio files	Contraction Other files	
Total 4556 files(10.8GB)	Total 4556 files(10.8GB)		Excluded files : 0(0.0GB) 🗮 🔡	
Name			Size	
C:#Users#ClonixDev2#Desktop#Data_2#Image#image 008.bmp			2.82MB	
C:#Users#ClonixDev2#Desktop#Data_2#Image#image 007.bmp			2.82MB	
C:#Users#ClonixDev2#Desktop#Data_2#Image#image 006.bmp			2.82MB	
C:#Users#ClonixDev2#Desktop#Data_2#Image#image.hmp			2.82MB 🗸	
Clone everything except the s	elected file(s)			
Delete the selected file(s) and	continue cloning			
Save the selected file(s) to and	other storage device and continue clon	ing		

① Select files to exclude them from cloning until their total size becomes equivalent to the amount specified in the shortage message displayed in the upper-right corner.

STEP 6. Select what to do with the excluded files



① To clone the drive without the excluded files, select the [Clone everything except the selected file(s)] option.

To delete the excluded files from the Source Drive and then proceed with the cloning, select the [Delete the selected file(s) and continue cloning] option.



To save the excluded files to a different storage device and then proceed with the cloning, select the [Save the selected file(s) to another storage device and continue cloning] option and then select the storage device to which you wish to save the excluded files.

② Click the [Apply] button.

#### STEP 7. Start cloning

SAMSUNG Data Migration				- ×
	Data Migratio	n (2)		
Data Migration	Duplicates OS and da Note: Never disconne	ta stored on the original storage dev ct the drive while cloning is in progr	ice to a new Samsung SSD. ess.	
	Select a Drive	LITEON CV1-8B256		
	Source Drive			
	Drive 0   Total Cap	acity 238.5GB		
	C: Windows		D: Data_01	
	118/119GB		25/117GB	
	Select the volume	to clone. You can select up to three	volumes.	
	Target Drive			Search
	Select a Drive	Samsung SSD 840 EVO	120G USBV	
	Drive 1   Total Cap	acity 111.8GB		
	C 87/111GB			
				0%
	( <u>Start</u> )	00:00:00	0/0MB(0MB/s)	00:00:00
Link to Magician				INFORMATION HELP

#### STEP 8. Cloning in progress

SAMSUNG Data Migration				- ×
	Data Migration	0		
Data Migration	Duplicates OS and data Note: Never disconnect	stored on the original storage device to a n the drive while cloning is in progress.	iew Samsung SSD.	
	Select a Drive			
	Source Drive			
	Drive 0   Total Capa	city 238.5GB		
	C: Windows 118/119GB		D: Data_01 25/117GB	
	Select the volume to clone. You can select up to three volumes.			
	Target Drive Select a Drive			
	Drive 1   Total Capac	ity 111.8GB		
	C 87/111GB			
	Stop	00:06:11	12075/89853MB(32MB/s)	<b>13%</b> 00:47:33
C Link to Magician				INFORMATION HELP

- \* The cloning speed may vary depending on the computer specifications and operating environment.
- \* Once the cloning process is complete, the computer will shut down automatically within 20 seconds.

#### 3. Boot from the cloned Target Drive

- 3-1. If the Target Drive is connected via USB
- STEP1. Connect the Target Drive to the computer internally
  - ① Disconnect the USB cable from the Target Drive.
  - ② Connect the cloned Target Drive.
- \* When there is only one connectable drive inside the computer, remove the Source Drive and then connect the cloned Target Drive.

STEP 2. Change the boot priority to the cloned drive



- ① Turn on the computer and enter the BIOS screen using the BIOS access key.
- ② Open the Boot menu.



- ③ Place the Target Drive above the Source Drive to give the cloned drive a higher boot priority.
- ④ Press the F10 key to save the change.



- 5 Press the ESC key to exit the BIOS screen.
- \* The BIOS access key and boot priority change method may differ depending on the computer manufacturer or motherboard specifications.
- STEP 3. Boot from the Target Drive
  - ① Check whether the operating system boots from the Target Drive.
- 3-2. If the Target Drive is connected via SATA

STEP1. Change the boot priority to the cloned drive

Image	SUS EFI BIOS Utility - Advanc				U Exit
Noin         A Twester         Advanced         Honitor         Boot         Tool           BIOS Information BUID tote BUID tote BUI		Ξe	¢.	ڻ ا	4
BIOS Information     0001 x84       BIOS Version     0001 x84       BIOS Version     0002 x84       BUILB Date     002023/2011       NE Version     7-0.1.141       South Bridge Stepping     B2 Stepping       CPU Information     7-0.1.141       Total No Core (Th) 13-2120 CPU # 3.300Hz     3300 Hiz       Memory Information     2048 HB       Speed     1303 HHz       System Date     English       System Date     Produe (06/07/2018)       Access Level     Administrator       Tits Bolet     2043 HB       Speed     1503 HHz       System Date     Produe (06/07/2018)       Access Level     Administrator       Tits Bolet     7-1 Change Date       Speed     13: Splet Itel       Access Level     Administrator       Tits Bolet Screen     7-1 Change Date       Speed     10: Spreit Help       Tits Bolet Tem     7-1 Change Date       Speed     10: Spreit Help       Tereplox Yatues     7-1 Change Date       Speed     10: Spreit Spiet Help       Tereplox Yatues     7-1 Change Date       Speed     10: Spreit Spiet Help       Tereplox Yatues     7-1 Change Date       Speed     10: Spreit Spiet Help       <	Main Ai Tweaker				
CPU Information       Total /Record (M) 13-2120 CPU # 3, 300Hz       3300 Hrz         Speed       3300 Hrz       Hencry (Information Total Record)         Total Record (Information Total Record)       2043 HB (Information Total Record)       Hencry (Information Total Record)         Speed       English       Figlish       Hencry (Information Total Record)         System Linguise       English       Hencry (Information Total Record)         Specifity       Specifity       Hencry (Information Total Record)         Pistem Record (Information Total Record)       Fis (Information Total Record)         Specifity       Hencry (Information Total Record)       Hencry (Information Total Record)         Pistem Record (Information Total Record)       Fis (Information Total Record)       Fis (Information Total Record)         Specifity       Specifity       Specifity       Specifity       Specifity         Specifity       Specifity       Specifity       Specifity       Specifity         Specifity       Specifity       Specifity       Specifity       Specifity	BIOS Information BIOS Version Build Date Wersion South Bridge Stepping		0801 x64 03/23/2011 7.0.1.1141 B2 Stepping	Choose the system	
New of y into install     2048 HG       Street     1533 Mg       System Language     English       Security     Administrator       Security     Administrator       File Central Helip     File Central Helip	CPU Information Intel(R) Core(TM) 13-2120 CPU @ 3.30GHz Speed		3300 MHz		
System Language English System Date (1948/08/19/2008) System Tae Increas Level administrator Security Security Administrator Security Administrator Security Security Administrator Security Se	Total Memory Speed		2048 MB 1333 MHZ		
System Date (1002/08/0 System Tae (1002/08/0 Access Level Administrator 11: Select Screen The Bleck Access Level Administrator 11: Select 1			English		
	System Date System Time Access Level Security		(Priday 68/10/2018) (10:17:59) Administrator	++: Select Screen H: Select Item Enter: Select */-: change Ont. F1: General Heip F2: Previous Value F5: Officiated Defe F10: Save ESD: EF F12: Print Screen	

- ① Turn on the computer and enter the BIOS screen using the BIOS access key.
- ② Open the Boot menu.



- ③ Place the Target Drive above the Source Drive to give the cloned drive a higher boot priority.
- ④ Press the F10 key to save the change.
- 5 Press the ESC key to exit the BIOS screen.



#### STEP 2. Boot from the Target Drive

- ① Check whether the operating system boots from the Target Drive.
- \* The BIOS access key and boot priority change method may differ depending on the computer manufacturer or motherboard specifications.

#### <u>1. Product usage</u>

- 1. I ran the software, but the Target Drive selection combo box is disabled.
  - → If the Target Drive selection combo box is disabled, it means the Target Drive is not connected properly or it does not exist.
- → You can check whether the Target Drive is connected properly as instructed below:
- \* How to check the Target Drive's connection
- a. Check the hardware interface connection
  - → Check whether the USB adapter or SATA cable is properly connected to the Target Drive.
- b. Check the Target Drive from Disk Management in Windows
- → Type the "diskmgmt.msc" command in the Run box and press Enter to open Disk Management. Then, check whether the Target Drive is on the list.
- c. Refresh the software
  - → Click the Refresh icon in the lower-right corner of the software's main screen to update the drive's information.
- 2. The "The drive you selected does not support this feature." message appeared when I ran the software.
  - → If the Target Drive has been successfully connected but it is not a supported drive, then you will see the "The drive you selected does not support this feature." message.
- → For the list of supported drives, please refer to "System Requirements" in this document.
- 3. Can I use this product when the Source Drive is in a RAID group or storage pool?
- $\rightarrow$  This software does not support a RAID configuration.
- → When the drive is in a storage pool supported by Windows, you need to delete the storage space and then the storage pool because the software can only support a single Source Drive. (Note that if you remove the storage pool configuration, the data in the storage space will be formatted.)
- 4. Do I need to perform any checks before running this software?
  - → It is recommended that you run a check on your Source Drive before cloning it since cloning may fail depending on the Source Drive's condition.
- \* How to run a check on the Source Drive
- a. Check the drive by running chkdsk /f
  - → Type the "cmd" command in the Run box as an administrator and press Enter. Type "chkdsk /f" and press Enter. Then, reboot to check whether there are any issues with the drive.
- b. Check the system by running sfc /scannow
  - → Type the "cmd" command in the Run box as an administrator and press Enter. Type "sfc /scannow" and press Enter. Then, check whether there are any issues with the Windows system files.
  - → Cloning may fail if the drive cannot be recovered because of issues with the Windows system files.
- 5. Will the Recovery Partition of the Source Drive be cloned as well?



→ The OEM Partition created by the computer manufacturer when shipped from the factory will not be cloned.

However, it will be automatically cloned if the computer manufacturer is Samsung and SRS (Samsung Recovery Solution) 5, SRS 6, or SRS 7 has been installed. (Versions lower than SRS 5 are not supported.)

#### 2. Cloning failure

- 1. Change to the "No virtual memory paging file" option.
- → Go to Control Panel > System and Security > System > Advanced system settings. Open the Advanced tab, click Settings under Performance, open the Advanced tab in the Performance Options dialog, and then click [Change] under Virtual memory. Deselect the "Automatically manage paging file size for all drives" checkbox, select the "No paging file" radio button, click [OK], and then restart the computer.
- 2. Check the drive, check the system, defragment the drive, and then optimize the drive.
- → To learn how to check the drive and system, please refer to "FAQ. 1-2-4."
- $\rightarrow$  To learn how to defragment and optimize the drive, please refer to the following:
- \* How to defragment and optimize the drive
  - a-1. Type "Defragment and Optimize Drives" in the search bar and press Enter.
  - a-2. Click This PC, right-click Local Disk (C:), select Properties, open the Tools tab, and then click [Optimize] under Optimize and defragment drive.
  - a-3. Type "dfrgui" or "dfrgui.exe" in the Run box and press Enter.
  - b. Select the volume on which Windows is installed, click [Analyze], and then click [Close].
  - c. Select the volume on which Windows is installed, click [Optimize], and then click [Close].
- 3. Disable system restore point files.
- → Go to Control Panel > System and Security > System, select the System Protection tab, click [Configure], select the "Disable system protection" radio button, and then click [OK].
- 4. Restart the computer and extend or shrink the C: drive volume.
- → Type "diskmgmt.msc" in the Run box and press Enter to open Disk Management. Then, shrink or extend the C: drive volume on which Windows is installed.
- → Restart the computer, connect the Target Drive, and then clone the Source Drive to it.
- 5. Turn off BitLocker, a Windows security program.
- → Check whether BitLocker is turned on in the following cases:
- → The process is stuck at 0%.
- $\rightarrow$  The "Data migration has stopped for unknown reasons" error message appears.
- \* BitLocker is turned on automatically in the following cases:
- a. The operating system is Windows 7, Windows 8, Windows 8.1, or Windows 10. (It may not be available on some Windows editions.)
- b. TPM is enabled (i.e., the TPM option in the BIOS is on).
- c. UEFI Secure Boot is enabled (i.e., the TPM option in the BIOS is on).
- d. You have signed in with a Microsoft account.
- \* How to turn off BitLocker

a. Go to Control Panel > System and Security > BitLocker Drive Encryption, and click Turn off BitLocker.



- b. Once the drive is decrypted, BitLocker will be turned off. (The decryption process may take a while if a large amount of data is involved.)
- c. Once BitLocker is turned off successfully, the padlock icon will disappear from the operating system drive.
- \* How to change the drive's state from "BitLocker waiting for activation"
- a. On some operating systems, such as Windows 10 Pro, BitLocker is always waiting for activation by default.
- b. If BitLocker is turned on and shows an unlocked padlock icon, click the icon. This will change the icon to a locked padlock icon but BitLocker will still be on. Then, click the icon again to turn off drive encryption.
- c. Once BitLocker is turned off successfully, the padlock icon will disappear from the operating system drive.
- 6. Turn off security programs.
- → Stop or close all currently running security and restoration programs and then start cloning.
- → If you see a process that starts with "Nasca" in the Processes tab of the Task Manager, uninstall it before you start cloning, because it is a type of security program.
- $\rightarrow$  For programs that offer MBR protection, turn off the "Protect MBR" option.

#### 3. Product uninstallation

- 1. How do I uninstall the program?
- → Go to Control Panel > Uninstall a program, and then select "Samsung Data Migration" from the list to uninstall the program.
- → Alternatively, go to Settings > Apps and features, and then select "Samsung Data Migration" from the list to uninstall the program.

# End of Document

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