ImageAssist Static
Notes, cautions, and warnings

**NOTE:** A NOTE indicates important information that helps you make better use of your product.

**CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

**WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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ImageAssist is a tool set that enables you to use Dell's Imaging services or ProDeploy to quickly create and maintain a custom cross-platform, ready-to-deploy Microsoft Windows image. Depending on your requirement, you can choose to install one of the following ImageAssist tools:

- ImageAssist Dynamic
- ImageAssist Static

**Topics:**
- ImageAssist Dynamic
- ImageAssist Static
- Choosing between ImageAssist Static and ImageAssist Dynamic
- Key features of ImageAssist Static
- Supported operating systems and recommended frameworks
- Choosing your build base

### ImageAssist Dynamic

The ImageAssist Dynamic tool allows you to capture a custom cross-platform, ready-to-deploy Microsoft Windows image during the image build process. The image created by using the ImageAssist Dynamic tool works on all current and future Dell business line of systems such as Dell OptiPlex, Dell Latitude, and Dell Precision. The images are also supported on certain Dell XPS, Dell Vostro, and Dell Venue Pro systems.

By default, in your Dell imaged laptops, necessary drivers and your image are already installed from the factory. The ImageAssist Dynamic tool also allows a single restore image to work across multiple Dell models locally in your environment.

**NOTE:** For more information on ImageAssist Dynamic, see the [ImageAssist Dynamic User's Guide for Multiple Platforms](Dell.com/ServiceabilityTools).

### ImageAssist Static

The ImageAssist Static tool allows you to capture a Microsoft Windows image for a single platform. When using ImageAssist Static, you must create multiple images to support multiple system types.

The image captured by using ImageAssist Static does not update drivers, install drivers, or modify settings within the captured static image.

**NOTE:** As a customer, you own responsibility for image content and testing of captured images.

**NOTE:** Some partition sizes or orders may be changed to work with the Dell factory process or to adhere to Microsoft guidelines.

### Choosing between ImageAssist Static and ImageAssist Dynamic

The following table provides a comparison of the ImageAssist Dynamic and ImageAssist Static tool capabilities.

<table>
<thead>
<tr>
<th>Features</th>
<th>ImageAssist Dynamic</th>
<th>ImageAssist Static</th>
</tr>
</thead>
<tbody>
<tr>
<td>Optimized for Dell factory use</td>
<td>☑</td>
<td>☑</td>
</tr>
</tbody>
</table>
### Key features of ImageAssist Static

ImageAssist Static allows you to:

- Create a bootable ImageAssist USB drive
- Capture your local hard drive as a Microsoft Windows Image file
- Test your Microsoft Windows Image file by restoring it on your local hard drive

For information on additional features supported in ImageAssist, see the ImageAssist Dynamic User's Guide for Multiple Platforms at Dell.com/ServiceabilityTools.

### Supported operating systems and recommended frameworks

The following table lists the operating systems and recommended frameworks that support ImageAssist Static.

<table>
<thead>
<tr>
<th>Operating system</th>
<th>Edition</th>
<th>Recommended framework</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 10 (64-bit)</td>
<td>Education, Enterprise, and Pro</td>
<td>Microsoft .NET Framework 4.6</td>
</tr>
<tr>
<td>Windows 7 Service Pack 1 (64-bit)</td>
<td>Enterprise and Professional</td>
<td>Microsoft .NET Framework 4.0 and later (Recommended Microsoft .NET Framework 4.5)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Kernel-Mode Driver Framework version 1.11 (<a href="https://support.microsoft.com/kb/2685811">https://support.microsoft.com/kb/2685811</a>)</td>
</tr>
<tr>
<td></td>
<td></td>
<td>User-Mode Driver Framework version 1.11 (<a href="https://support.microsoft.com/kb/2685813">https://support.microsoft.com/kb/2685813</a>)</td>
</tr>
</tbody>
</table>

**NOTE:** ImageAssist Static does not support 32-bit operating systems.

**NOTE:**

- For the latest ImageAssist supported system models, see the system models listed in the Dell Family Driver Packs page at Dell.com/FamilyPacks.
- For information on legacy/MBR, uEFI/GPT, NVMe solid state drives, and the Intel Skylake Chipset, visit Dell.com/NVMe-support.
Choosing your build base

You can use any current or future Dell business line of systems such as Dell OptiPlex, Dell Latitude, and Dell Precision, on which imaging is an option. If you want to create an image that can work across multiple-platforms, see the ImageAssist Dynamic User’s Guide for Multiple Platforms at Dell.com/ServiceabilityTools.

NOTE: Ensure that the system that you order from Dell and the build base are of the same model and have the same configuration.
Downloading and installing ImageAssist Static

This chapter provides the information required to download and install ImageAssist Static.

Topics:

• Download ImageAssist Static
• System setup instructions
• Install ImageAssist Static
• Create a bootable ImageAssist Static USB drive

Download ImageAssist Static

1. Visit Dell.com/ImageAssist.
2. In the Overview section, click the link to access the download location.
   The ImageAssist portal opens in a new web browser window.
3. Locate the download link, and click the DOWNLOAD link.
   Download of the ImageAssist installer package is initiated.

System setup instructions

Before you begin, select an operating system for your image. You can use the latest version of one of the following operating systems for your image:

• Microsoft Windows 10 (64-bit) Pro, Enterprise, or Education
• Windows 8.1 with Update 1 (64-bit) Pro or Enterprise
• Windows 7 SP1 (64-bit) Professional or Enterprise

For instructions to install the operating system on your build base, see the operating system documentation.

Ensure the following while you build your image:

• Document your image build. This document helps in troubleshooting your image, if necessary. Keep the document up-to-date whenever you make changes to your image.
• Update your build base to the latest version of BIOS which is available at Dell.com/support.
• Always back up your work.

Install ImageAssist Static

If you have a previous version of ImageAssist installed on your system, uninstall it. For more information on uninstalling ImageAssist, see Uninstall ImageAssist Static.

1. Right-click the ImageAssist installer package (.zip) and click Extract All.
   The Select the Destination and Extract Files window is displayed.
2. Select a folder for extracting the installer files and click Extract.
3. Browse to the folder where you extracted the files.
   The User Account Control window is displayed.
   ✪ NOTE: The User Account Control window is not displayed if you are logged in as an administrator or if you have disabled the User Account Control notification.
5. Click Yes.
   The ImageAssist — End User License Agreement page is displayed.
6. Click I Agree and then click Next.
   The Installation Type? page is displayed.
7. To capture a Microsoft Windows image for a single platform, select **ImageAssist Static**.
   
   **NOTE:** To capture a Microsoft Windows image for multiple platforms, see the *ImageAssist Dynamic User’s Guide for Multiple Platforms* at [Dell.com/ServiceabilityTools](http://Dell.com/ServiceabilityTools).

8. The default install path for ImageAssist is C:\Program Files\Dell. If you want to install ImageAssist on any other location, click **Browse** and select a folder.
   
   **NOTE:** Ensure that Check for Updates? and Launch tool after install? options are selected.

9. Click **Install**.
   
   The installation of ImageAssist is initiated. After the installation is complete, the **USB Drive Creator** page is displayed. An ImageAssist shortcut icon is also created on the desktop.

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### Create a bootable ImageAssist Static USB drive

The USB Drive Creator enables you to create a bootable ImageAssist USB drive. By booting a system to the ImageAssist USB drive, you can service the images by using the **Capture** and **Restore** tool.

After the installation is complete, ImageAssist Static displays the **USB Drive Creator** page. If a USB drive is not connected to the system, ImageAssist Static displays a message prompting you to connect a USB drive. To continue, click **OK** and the **USB Drive Creator** page is displayed. Connect the USB drive and click **Rescan**.

1. From the **Choose PE Key OS Language** list, select a language of the preboot environment.
   
   **NOTE:** Ensure that the preboot environment language is same as your operating system language of the system you are capturing on.

2. From the **Selected Media** list, select a USB drive.
   
   **NOTE:** The Selected Disk Size field is detected automatically.

3. From the **Disk Format** list, select one of the following based on the preferred boot method:
   
   - **FAT32** — To boot to UEFI or UEFI BIOS
   - **NTFS** — To boot to Legacy or Legacy BIOS

4. Click **Create USB Drive**.
   
   **NOTE:** A warning message is displayed stating that the selected USB drive will be formatted.

5. Click **OK**.
   
   The bootable ImageAssist USB drive is created, and a confirmation message is displayed.

6. Remove the USB drive, and then click **OK**.
This chapter provides information on using the features available in the ImageAssist USB drive.

The tools available in the bootable ImageAssist USB drive are:

- Capture — Enables you to capture your local image as a WIM file.
- Restore — Enables you to test your WIM file by restoring it on a local hard-drive.

Topics:

- Boot to ImageAssist Static USB drive
- Capture an image
- Restore an image

Boot to ImageAssist Static USB drive

1. Connect the ImageAssist Static USB drive to the system.
2. Turn on the system.
3. When the Dell logo is displayed, press the F12 key. The boot menu is displayed.
4. Use the arrow keys to select the USB boot device and then press Enter.

Capture an image

1. Boot to the ImageAssist Static USB drive.
2. On the ImageAssist Selector screen, click the Capture icon. The Capture Tool screen is displayed.
   
   **NOTE:** If you want to change location where you want to save the WIM file, click Browse.
3. Click Capture. When the capture is complete, a confirmation window is displayed.
4. Click Shutdown to turn off the system.

   **NOTE:** To send the files to Dell, you must copy the files to an additional drive before you turn off the system or you must copy the files after restarting the system.

   **NOTE:** The captured Windows image, Dell_<Dell Model Number>_Static_Image.wim for example Dell_3340_Static_Image.wim, is saved in the root directory of the Windows partition and on your USB drive.

   **NOTE:** ImageAssist Static also creates the following System Summary files that provide a detailed summary of your WIM file:
   - English System Summary file — system_summary_en.xml
   - Operating System Summary file — system_summary.xml

   These files are saved in the root directory of the Windows partition.

Restore an image

1. Boot to the ImageAssist Static USB drive.
2. On the ImageAssist Selector screen, click the Restore icon. The Restore Tool screen is displayed.
3. Click Browse and select the WIM file that you want to restore.
The Browse for WIM File window is displayed.

4. Select the Dell_<Dell Model Number> Static_Image.wim file, and click OK.

   **NOTE:** A warning message is displayed if you are trying to restore an image that was created on a different platform.
   If you continue to restore the image, the device manager displays a warning icon next to the component.

5. Click Restore.
   When the image is restored, a confirmation dialog box is displayed.

6. On the Restore Complete dialog box, perform one of the following:
   - Click **Shutdown** to turn off the system.
   - Click **Reboot** to immediately restart the restored system.
Uninstall ImageAssist Static

1. Navigate to the Control Panel and double-click **Programs**.
2. Click **Programs and Features**.
3. Right-click **ImageAssist** and then click **Uninstall**.
4. Click **Uninstall**.
Frequently asked questions

1. What is a Static image?
A Static image is a single .wim file that is generated by ImageAssist, which contains a copy of hard disk partitions and content of a specific PC model. This image is also referred to as a Ghost image. The image file may not function properly if the destination hardware does not match the original source hardware.

2. When should I use the ImageAssist Static tool?
You can use the ImageAssist Static tool to capture customized Windows environments for reimaging to identical hardware configurations.

3. What are the advantages of using the ImageAssist Static tool?
ImageAssist Static tool works with both UEFI and MBR. Additionally, there is no need to learn how to build Windows Preinstallation Environment (PE) or use command line. Also, ImageAssist expedites image preparation for the Dell factory.

4. Can I restore a ImageAssist Static image on my PC or use it to create a local backup?
Yes, the ImageAssist Static tool allows you to install a previously captured image on your PC by using a bootable USB key. This tool is designed to only work as a backup or restore to an identical system. For a cross platform solution, use the ImageAssist Dynamic tool.

5. Does ImageAssist Static run Sysprep?
No, it is recommended that you run Sysprep before you run the ImageAssist Static tool to capture your image.

6. Can I use the default image that is on my computer from the Dell factory to build my image?
Yes, Dell factory installed operating systems are supported by the ImageAssist Static tool. However, the ImageAssist Dynamic tool does not support Factory Installed Dell Application (FIDA) images.

7. What languages is the ImageAssist user interface available in?
The ImageAssist user interface is available in the following languages:
- German
- Dutch
- English
- Spanish
- French
- Italian
- Japanese
- Korean
- Brazilian Portuguese
- Chinese Simplified
- Chinese Traditional

All Microsoft operating system languages can be used with ImageAssist. However, if ImageAssist is installed on an operating system with a language in which ImageAssist is not available, the user interface is displayed in English.

The /English switch can be used on any operating system to display the ImageAssist user interface in English.

8. Where can I find more information about ImageAssist?
For more information about ImageAssist, see Dell.com/ImageAssist.

9. Are there known issues with some USB drives during restore?
Yes. We have seen some manufacturers' drives perform poorly with read or write functionality. If you come across problems during creation, booting, capturing, or restoring, try a different drive and/or a different USB port.

10. When I boot from the USB PE Key-in UEFI mode, why does the display not align properly? Or why do the text boxes in Windows PE not align properly? Or why does the display appear to be slightly skewed off to one side?
Windows PE supports the base VGA display settings. On some systems, video cards, monitors, or Windows PE may not be able to display full resolution graphics. For additional information, see Technet.microsoft.com.

11. How should I prepare my static image partition structure?
Dell ImageAssist is based on Microsoft recommended imaging practices. If your image captured with Dell ImageAssist Static includes customization of the default partitions structures or layouts outside of the Microsoft standards functionality of local restores may be impacted. For more information on Microsoft recommended imaging and hard drive partition practices, see:
- Manufacture
- UEFI/GPT-based hard drive partitions
- BIOS/MBR-based hard drive partitions

Dell recommends that you fully test the custom image before sending the image to the Dell factory.
<table>
<thead>
<tr>
<th>Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Image</td>
<td>The image of a desktop or other computing device is a file encapsulating the operating system, software, and settings configured on the device.</td>
</tr>
<tr>
<td>Static Image</td>
<td>The static image is the image that is produced at the end of the ImageAssist Static process. This image can be used in the Dell factory for shipping compatible systems. It can also be used for break-fix and reimaging your systems on-site by using the bootable USB drive created by ImageAssist Static.</td>
</tr>
</tbody>
</table>