

Dell SupportAssist OS Recovery

User's Guide



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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Introduction

Dell SupportAssist OS Recovery provides a recovery environment that consists of tools to diagnose and troubleshoot issues that may occur before your computer boots to the operating system. When your computer is unable to boot to the operating system even after repeated attempts, it automatically starts SupportAssist OS Recovery. The recovery environment enables you to diagnose hardware issues, repair your computer, back up your files, or restore your computer to its factory state.

This document provides information about using the SupportAssist OS Recovery environment to diagnose and troubleshoot issues that may occur before your computer boots to the operating system.

Topics:

- [Systems with SupportAssist OS Recovery](#)
- [Key features](#)

Systems with SupportAssist OS Recovery

SupportAssist OS Recovery is available only on certain Dell systems that run a Dell factory-installed Microsoft Windows 10 operating system. For the list of systems where SupportAssist OS Recovery is available, see the *Dell SupportAssist OS Recovery Support Matrix* at Dell.com/ServiceabilityTools.

 **CAUTION: Formatting the hard drive of your computer deletes the SupportAssist OS Recovery environment.**

Key features

- Scan Hardware — Run a diagnostic scan on your computer to detect hardware issues.
- Repair System — Troubleshoot common issues that may occur before your computer boots to the operating system. This option enables you to avoid the need to restore your computer to its factory state.
- Back Up Files — Create a copy of your personal files on an external storage device.
- Restore System — Restore the operating system and default applications to the state they were in, when your computer was shipped from the Dell factory.
- Cloud Image Restore — Download and install new operating system on your computer along with the default drivers and applications.

Starting SupportAssist OS Recovery

You can start the SupportAssist OS Recovery environment in the following ways:

- 1 Automatic start of SupportAssist OS Recovery — When your computer is unable to boot to the operating system even after repeated attempts, it automatically starts SupportAssist OS Recovery.
- 2 Manual start of SupportAssist OS Recovery — You can manually start SupportAssist OS Recovery to either restore your computer to the factory state or to back up your personal files. See [Manually start SupportAssist OS Recovery](#).
- 3 BIOSConnect for SupportAssist OS Recovery — SupportAssist OS Recovery is installed on a special partition of the system hard drive. If this partition is absent, corrupt, or needs repair, BIOSConnect provides an alternative method for starting SupportAssist OS Recovery. See [BIOSConnect](#).

NOTE: This feature is available only on certain Dell systems. For the list of systems where BIOSConnect feature is supported, see the 'Systems that support BIOSConnect' section in the *Dell SupportAssist OS Recovery Support Matrix* at Dell.com/ServiceabilityTools.

- 4 Start SupportAssist OS Recovery using Windows Recovery — Windows Recovery is a redirection utility that helps in redirecting to the SupportAssist OS Recovery environment when your computer is unable to boot to the operating system even after repeated attempts. See [Start SupportAssist OS Recovery using Windows Recovery](#).

Topics:

- [Manually start SupportAssist OS Recovery](#)
- [Start SupportAssist OS Recovery using Windows Recovery](#)

Manually start SupportAssist OS Recovery

About this task

You can manually start SupportAssist OS Recovery at any time to back up your personal files or to restore your computer to its factory state.

Steps

- 1 Turn on or restart your computer.
- 2 When the **Dell** logo is displayed, press **F12** to access the one time boot menu.

NOTE: If you wait too long and the operating system logo is displayed, continue to wait until you see the Windows desktop, then restart your computer and try again.

The available boot options are displayed.

- 3 Select **SupportAssist OS Recovery**, and then press **Enter**.

The **SupportAssist OS Recovery** home page is displayed.

Start SupportAssist OS Recovery using Windows Recovery

Windows Recovery is a redirection utility that helps in redirecting to the SupportAssist OS Recovery environment when your computer is unable to boot to the operating system even after repeated attempts. You can access the Windows Recovery Environment using the following methods:

- 1 From the operating system: **Start Menu > Settings > Update and Security > Recovery > Advanced Startup > Restart Now**.
- 2 From the Windows login screen: Hold the shift button and click **Restart**.

- 3 From the SupportAssist OS Recovery home page: Click the power icon which is located at the bottom right corner of the **SupportAssist OS Recovery** home page, and then click the **Windows recovery** option.

BIOSConnect

NOTE: This feature is available only on certain Dell systems. For the list of systems where BIOSConnect feature is supported, see the 'Systems that support BIOSConnect' section in the *Dell SupportAssist OS Recovery Support Matrix* at Dell.com/ServiceabilityTools.

BIOSConnect provides an alternative method for starting SupportAssist OS Recovery when the service partition of the hard drive where SupportAssist OS Recovery resides, is absent, corrupt, or needs repair. BIOSConnect connects to Dell over the internet, downloads the SupportAssist OS Recovery image, and initiates SupportAssist OS Recovery from the system memory (RAM). When your computer is unable to boot to the operating system even after repeated attempts, the pre-boot system performance check is initiated. If no hardware issue is detected by the performance check and your computer is unable to start SupportAssist OS Recovery from the hard drive, you are prompted to restart your computer and download the SupportAssist OS Recovery image from Dell.com. On confirmation, your computer restarts and displays the BIOSConnect screen.

For instructions on using the Dell BIOSConnect feature to start SupportAssist OS Recovery, see the [Using Dell BIOSConnect to start SupportAssist OS Recovery](#) video.

Depending on the type of internet connection available, one of the following actions may occur:

- Wired internet connection — Download of the SupportAssist OS Recovery image is automatically initiated.
- Wireless internet connection — BIOSConnect scans for wireless networks and displays the list of available wireless networks. You can also connect to hidden wireless networks. After the connection is established, download of the SupportAssist OS Recovery image is automatically initiated.

After download of the SupportAssist OS Recovery image is complete, your computer starts SupportAssist OS Recovery.

Topics:

- [Start SupportAssist OS Recovery using BIOSConnect](#)
- [Connect to wireless networks](#)
- [Enable or disable BIOSConnect](#)

Start SupportAssist OS Recovery using BIOSConnect

Prerequisite

Your computer must have access to the internet.

About this task

BIOSConnect provides an alternative method for starting SupportAssist OS Recovery when the service partition of the hard drive where SupportAssist OS Recovery was installed, is absent, corrupt, or needs repair.

Steps

- 1 Turn on or restart your computer.
- 2 When the **Dell** logo is displayed, press **F12** to access the one time boot menu.
- 3 Select the **SupportAssist OS Recovery** option from the boot menu, and then press **Enter**.
The **SupportAssist OS Recovery Image Download** page is displayed.
- 4 Connect to any available wired or wireless network. For instructions to connect to wireless networks, see [Connect to wireless networks](#).
- 5 Click **Start Recovery**.
The download begins and may take several minutes to complete.
- 6 When the download is complete, the **SupportAssist OS Recovery** window is displayed.

Connect to wireless networks

Prerequisite

The wireless modem or router must be turned on and placed near the computer for easy detection.

Steps

- 1 From the list of available wireless networks, select a wireless network. If you want to connect to a hidden wireless network that is not listed, click **Add Wi-Fi**.
- 2 Depending on the type of wireless network, perform the following:
 - For a secured wireless network, enter the password and click **Connect**.
 - For an unsecured wireless network, click **Connect**.
 - For a hidden wireless network, enter the network name or SSID, select an authentication method, enter the password, and then click **Connect**.

Enable or disable BIOSConnect

About this task

By default, BIOSConnect is enabled on your computer. If necessary, you can disable BIOSConnect based on your preference.

Steps

- 1 Turn on or restart your computer.
- 2 When the **Dell** logo is displayed, press **F2** to enter **System Setup**.

 **NOTE:** If you wait too long and the operating system logo is displayed, continue to wait until you see the Windows desktop, then restart your computer and try again.

- 3 On the left pane, click **SupportAssist**.
- 4 On the right pane, click **BIOSConnect**.
- 5 Select or clear the **Enable BIOSConnect** check box to enable or disable BIOSConnect.
- 6 Press **F10** to save the changes and exit.

Using SupportAssist OS Recovery

SupportAssist OS Recovery enables you to diagnose and troubleshoot issues that may occur before your computer boots to the operating system. You can also use SupportAssist OS Recovery to back up your personal files or to restore your computer to its factory state. SupportAssist OS Recovery starts automatically when your computer fails to start the operating system even after repeated attempts. If necessary, you can also manually start SupportAssist OS Recovery. For instructions to start SupportAssist OS Recovery manually, see [Manually start SupportAssist OS Recovery](#).

Topics:

- [SupportAssist OS Recovery home page](#)
- [SupportAssist OS Recovery user interface](#)
- [Scan the hardware](#)
- [Repair your computer](#)
- [Back up files](#)
- [Restore your computer](#)
- [Restore data after local system restore](#)
- [Send feedback to Dell](#)
- [Set up internet connectivity](#)

SupportAssist OS Recovery home page

The **SupportAssist OS recovery** home page displays the following options:

- **Scan Hardware** — Perform scan to identify hardware issues, if any
- **Repair System** — Troubleshoot issues that may occur before your computer boots to the operating system
- **Back Up Files** — Back up your personal files on an external storage device
- **Restore System** — Restore the operating system and default applications to the factory state or install a new operating system

SupportAssist OS Recovery user interface

The SupportAssist OS Recovery environment enables you to perform tasks using a mouse, keyboard, or the touch screen. At the top of each SupportAssist OS Recovery page, a banner is displayed. On laptops, the banner displays the current time and the battery status.

The following SupportAssist OS Recovery features are unique to certain screens:

- **Home icon** — The home icon is only displayed when you are performing a task such as backing up your files. You can use the home icon to return to the **SupportAssist OS Recovery** home page to start over or to access a different function.
- **Power options** — The power options available on the SupportAssist OS Recovery home page are as follows:
 - **Shut down** — Turns off your computer
 - **Restart** — Turns off and then turns on your computer to boot to the main operating system
 - **Windows recovery** — Boots to the Windows Recovery environment

Scan the hardware

Prerequisite

Your computer must be connected to a power outlet.

About this task

The **Scan Hardware** option on the SupportAssist OS Recovery home page enables you to run diagnostic tests to detect hardware issues. It scans the battery, cable, hard drive, fan, and memory to detect issues, if any.

Steps

- 1 On the **SupportAssist OS Recovery** home page, click **Scan Hardware**.
- 2 Click **Scan Now**.
 - If no hardware issue is detected, the **No issues detected** status is displayed.
 - If a hardware issue is detected, a page with the details of the detected issue is displayed. Click the link on the page to access the Dell support website and follow the instructions to submit a trouble ticket.
- 3 Click **Done**.

Repair your computer

Prerequisite

Your computer must be connected to a power outlet.

About this task

The **Repair System** option on the SupportAssist OS Recovery home page enables you to diagnose and troubleshoot common issues that may occur before your computer boots to the operating system. It checks and fixes the partition table, boot files, and the health of the Windows operating system.

Steps

- 1 On the **SupportAssist OS Recovery** home page, click **Repair System**.

NOTE: If software encryption is enabled on your computer, you are prompted to disable the encryption before you start repairing your computer.

Perform the following steps to disable software encryption:

- a Click **Decrypt**. The Microsoft account login page is displayed.
- b Enter the Microsoft account login email or phone number, and then click **Next**.
- c Enter the Microsoft account password, and then click **Sign in**.
- d Select the user phone number, enter the last four digits of the phone number, and then click **Send code**. A message with a verification code is sent to the phone number.
- e Enter the verification code in the **Code** field, and then click **Verify**. BitLocker recovery keys are displayed.
- f Make note of the recovery key applicable to your device.
- g Enter the recovery key in the **Enter BitLocker recovery key** field, and then click **Decrypt**. The software encryption is disabled.
- h Click **OK**.

After the software encryption is disabled, you can continue repairing your computer.

- 2 Click **Repair Now**.
 - If the issue is fixed successfully, the **Repair Completed** status is displayed. To restart the computer, click **Restart**.
 - If the issue cannot be fixed or if the repair is unsuccessful, an appropriate message is displayed. You can click **Back Up & Restore** to back up your personal files and restore the operating system. See [Back up files](#) and [Restore your computer](#).

Back up files

Prerequisites

- Your computer must be connected to a power outlet.
- You must have an external storage device such as an SD card, USB drive, or USB hard drive to back up your files.

About this task

You can back up your personal files before you proceed to restore your computer to the factory state. If your computer is unable to start the operating system, the SupportAssist OS Recovery environment starts automatically. If you want to manually start SupportAssist OS recovery, see [Manually start SupportAssist OS Recovery](#).

Steps

- 1 On the **SupportAssist OS Recovery** home page, click **Back Up Files**.

The **Back Up Files** page is displayed.

NOTE: If software encryption is enabled on your computer, you are prompted to disable the encryption before you start backing up the files on your computer.

Perform the following steps to disable software encryption:

- a Click **Decrypt**. The Microsoft account login page is displayed.
- b Enter the Microsoft account login email or phone number, and then click **Next**.
- c Enter the Microsoft account password, and then click **Sign in**.
- d Select the user phone number, enter the last four digits of the phone number, and then click **Send code**. A message with a verification code is sent to the phone number.
- e Enter the verification code in the **Code** field, and then click **Verify**. BitLocker recovery keys are displayed.
- f Make note of the recovery key applicable to your device.
- g Enter the recovery key in the **Enter BitLocker recovery key** field, and then click **Decrypt**. The software encryption is disabled.
- h Click **OK**.

After the software encryption is disabled, you can continue backing up your files.

- 2 Click **Start Backup**.

The files and folders on your computer are analyzed and the file count and the file size of the default Windows libraries are displayed.

NOTE: The file count and file size that are displayed may be greater than that of your user account because the Windows libraries contain files of all the users on your computer.

- 3 Perform one of the following:

- Select the folders that you want to back up, and then click **Next**.
- To include or exclude specific files and folders for backup, click **Custom**. The **Custom Settings** page is displayed.
 - 1 To include files or folders for the backup, select the check box next to those files or folders. To exclude files or folders for the backup, clear the check box next to those files or folders.
 - 2 Click **Next**.

The free space that is required to back up the selected files is displayed and you are prompted to connect or insert a storage device to your computer.

- 4 Connect an external storage device such as an SD card, USB drive, or USB hard drive.

The free space available on the storage device and the space that is required to back up the selected files is displayed.

NOTE: If the free space available on the storage device is less than the required free space, an appropriate error message is displayed. Connect a storage device with more storage space.

- 5 Click **Next**.

The backup process begins and may take several minutes to complete. When the backup process is complete, an appropriate message is displayed. The backup that you create is located in a folder named **SupportAssist_Backups**. Within this folder, you can find a folder that is created with your backup and has the backup date and time in the folder name, for example, **Year-Month-Day_Hour.Minute.Second**. For steps to restore your data after performing a local system restore, see the **readme.html** file that is available in the **SupportAssist_Backups** folder or see [Restore data after local system restore](#). If you perform a cloud system image restore, see [Restore data by using SupportAssist Recovery Assistant](#).

NOTE: If certain files could not be copied during the backup process, an error message is displayed with the list of files that were not copied.

Restore your computer

When the **Repair System** option in the SupportAssist OS Recovery environment is unable to repair your computer, you can back up your files and restore your operating system. You can perform either a local restore or a cloud restore.

On the **SupportAssist OS Recovery** home page, click **Restore System**. Depending upon the state of your computer, the following options may be available:

- **Local Restore**—Restore the operating system and default applications to the state they were in when your computer was shipped from the Dell factory.
- **Cloud Restore**—Download and install a new operating system on your computer along with the critical drivers and applications.

⚠ CAUTION: The **System Restore** option permanently deletes all data on the hard drive and removes any programs or drivers that you installed on your computer. Dell recommends that you back up the data before performing a system restore. Restore your computer using Dell SupportAssist OS Recovery only if you cannot resolve operating system issues using Windows System Restore.

ⓘ NOTE: If your computer is irreparable or SupportAssist OS Recovery is unable to detect the factory installed operating system on your computer, only the Cloud Restore option is displayed.

ⓘ NOTE: The cloud restore feature is supported only on certain systems. For the list of systems where cloud restore is supported, see the 'Systems that support Cloud Restore' section in the *Dell SupportAssist OS Recovery Support Matrix* at Dell.com/ServiceabilityTools.

ⓘ NOTE: Restoring the system to the factory state may require you to enter product or license keys for software such as Microsoft Office 365 and other licensed software.

- To perform a local system image restore, see [Perform local system image restore](#).
- To perform a cloud system image restore, see [Perform cloud system image restore](#).

Perform local system image restore

Prerequisite

Your computer must be connected to a power outlet.

About this task

You can use the **Local Restore** option to restore your operating system and default applications to the state they were in when your computer was shipped from the Dell factory.

Steps

- 1 On the **SupportAssist OS Recovery** home page, click **System Restore**.
System restore options are displayed.
- 2 Click **Local Restore**.
The **Local Restore** page is displayed.
- 3 Click **Restore Now**.
- 4 Read the warning message that is displayed on the screen.
- 5 Optionally, from the **Select Reason** list, select the reason for choosing to perform a system image restore.
- 6 Select the check box to acknowledge your agreement, and then click **Next**.
The **Backup** screen is displayed.
- 7 Depending on your requirement, perform one of the following:
 - If you have already created a backup of your personal files or if you do not want to back up your personal files, click **Skip**.
 - If you want to back up your personal files before the restoration process, click **Backup** and follow the instructions on the screen.
- 8 Select the **I understand that running a factory restore will delete all files and reformat my hard drive** check box, and then click **Next**.
The restore process begins and may take several minutes to complete. After the process is complete, an appropriate message is displayed.
- 9 Click **Finish** to restart your computer.

Next step

Reinstall all the applications (including third party applications) that were originally not installed on your computer. You can restore your files after performing a local system restore. See [Restore data after local system restore](#).

Restore data after local system restore

Prerequisites

- Your computer must be connected to a power outlet.
- You must have a backup of your data in an external storage device.
- You must be able to log in to the main operating system.

About this task

After you perform a local restore of the operating system on your computer, perform the following steps to restore data.

NOTE: The following instructions are applicable if you want to restore data after performing a local restore. If you performed a cloud system image restore, you can recover the files by using the SupportAssist Recovery Assistant. See [Restore data by using SupportAssist Recovery Assistant](#).

Steps

- 1 Connect the external storage device on which you created a backup of your files.
- 2 In the **SupportAssist_Backups** folder on the external storage device, double-click the **File_Restore.exe** file.
The restore application is displayed.
- 3 Click **Browse** next to **Select archive**.
- 4 Navigate to the external storage device folder, and then select **archive.zip** file.
The contents of the **archive.zip** are displayed.
- 5 Depending on your requirement, perform one of the following:
 - To restore all the files, click **Select All**.
 - To restore specific files, scroll through the list of files and select the files that you want to restore.
- 6 Click **Browse** next to **Select a destination**.
- 7 Navigate to the folder on the local drive where you want to save the files, and then click **Extract**.
The data restoration process begins and it may take several minutes to complete.
- 8 Click **Close**.

Send feedback to Dell

The **Give Feedback** option enables you to provide feedback to Dell about the SupportAssist OS Recovery environment. Your feedback remains confidential and helps Dell to make product improvements. You can provide your feedback to Dell after you perform an activity in the SupportAssist OS Recovery environment.

Prerequisite

You must have set up the internet connection settings in the SupportAssist OS Recovery environment. For instructions to set up internet connectivity, see [Set up internet connectivity](#).

NOTE: The **Give Feedback** option does not send your feedback to a Dell Technical Support agent. For issues that require immediate hardware and software assistance, contact Dell Technical Support.

Steps

- 1 Click **Give Feedback** option that is displayed in the Dell SupportAssist OS Recovery tool after you finish performing an activity.
A feedback page with three questions is displayed.
- 2 For questions 1 and 2, select the most appropriate option.
- 3 For question 3, select the category of additional feedback that you want to provide and enter your feedback in the appropriate field.
- 4 To enable Dell to use your feedback anonymously, select **Publish my feedback online (anonymously)**.
- 5 Click **Send Feedback**.

Set up internet connectivity

An active internet connection is required for sending feedback to Dell. The **Network** page displays a visual network map and indicates the connection state of your computer to the local network and the internet. After you set up the internet connection, SupportAssist OS Recovery saves the network configuration settings for future connections.

Set up a wireless internet connection

Prerequisite

The wireless modem or router must be turned on and placed near the computer for easy detection.

Steps

- 1 Click the network icon on the header of the **SupportAssist OS Recovery** window.

The **Network** page is displayed.

- 2 Select **Wireless**.

NOTE: If your device is unable to detect a wireless network adapter, an appropriate message is displayed. To resolve the issue, verify if the wireless network adapter is disabled in your computer settings.

A list of all the available wireless internet connections is displayed.

- 3 From the **Select a network** list, select the wireless internet connection that you want to configure and connect.

- If you select a secured network, enter the corresponding network security key, and then click **Connect**.
- If you select a public Wi-Fi network, read the terms of service, and then click **Accept and Connect**.

NOTE: If you want SupportAssist OS Recovery to connect automatically to the selected wireless internet connection, select **Connect automatically**.

The selected wireless internet connection is configured in SupportAssist OS Recovery, and the **Connected** status is displayed.

- 4 Click **Done**.

Set up a wired internet connection

Prerequisite

The network cable must be connected to your computer.

Steps

- 1 Click the network icon on the header of the **SupportAssist OS Recovery** window.

The **Network** page is displayed.

- 2 Select **Wired**.

SupportAssist OS Recovery automatically displays the **IP Address**, **Subnet Mask**, **Router**, and **DNS Server** details of the wired internet connection.

- 3 If you want to manually configure your internet connection, select **Manual** for **DHCP**, enter the **IP Address**, **Subnet Mask**, **Router**, and **DNS Server** details, and then click **Apply**.

- 4 Click **Done**.

Perform cloud system image restore

You can use the **Cloud Restore** option if your computer is irreparable or SupportAssist OS Recovery is unable to detect the factory image on your computer.

NOTE: The cloud restore feature is supported only on certain systems. For the list of systems where cloud restore is supported, see the 'Systems that support Cloud Restore' section in the *Dell SupportAssist OS Recovery Support Matrix* at Dell.com/ServiceabilityTools.

NOTE: Performing cloud restore updates the operating system image to the latest version which is more current than the operating system image installed at the Dell factory.

Before performing a cloud system image restore, you must:

- 1 Download and install the Dell OS Recovery Tool. See [Download and install Dell OS Recovery Tool](#).
- 2 Create a SupportAssist OS Recovery USB key. See [Create SupportAssist OS Recovery USB key](#).

Topics:

- [Download and install Dell OS Recovery Tool](#)
- [Create SupportAssist OS Recovery USB key](#)
- [Perform cloud system image restore using SupportAssist OS Recovery USB key](#)
- [SupportAssist Recovery Assistant](#)

Download and install Dell OS Recovery Tool

Prerequisite

Your computer must have an active internet connection.

About this task

You can download and install the Dell OS Recovery Tool from the Dell support site.

NOTE: Downloading and installing the Dell OS Recovery Tool is necessary for performing a cloud restore. It is recommended that you perform a cloud restore only if your computer is completely irreparable and the SupportAssist OS Recovery tool is unable to detect the factory image on your computer.

Steps

- 1 Go to dell.com/support.
- 2 Enter the service tag number of your computer in the **Enter a Service Tag** field, and then click **Submit**. You can also click **Detect PC** to get the service tag number of your computer detected automatically.
The **Product Support** page is displayed.
- 3 In the **Additional resources** section, click **Operating system recovery**.
The **Reinstall Microsoft Windows** page is displayed.
- 4 Click **Download OS Recovery Tool**.
The Dell OS Recovery Tool installation package is downloaded.
- 5 Double-click the Dell OS Recovery Tool installation package and follow the instructions on the screen to install the tool.

Next step

After the installation is complete, you can create the SupportAssist OS Recovery USB key. See [Create SupportAssist OS Recovery USB key](#).


Create SupportAssist OS Recovery USB key

Prerequisites

- Dell OS Recovery Tool must be installed on your computer. See [Download and install Dell OS Recovery Tool](#).
- You must have a USB drive with 16 GB free space.

 **CAUTION:** Data on the USB drive is formatted and erased when the SupportAssist OS Recovery key is created.

Steps

- 1 Connect the USB drive to the computer where Dell OS Recovery Tool is installed.
 - 2 Launch the **Dell OS Recovery Tool** and click **Get Started**.
 - 3 Click **Next**.
The **Start Recovery** page is displayed.
 - 4 Depending on the computer for which you want to restore the operating system, select one of the following options:
 - **This Computer** — Select this option if you want to restore the operating system of the computer on which you have installed the Dell OS Recovery Tool.
 - **Other Computer** — Select this option if you want to restore the operating system of a different computer.
 - 5 If you selected **Other Computer**, enter the service tag number of the other computer.
 - 6 Click **Next**.
The **Operating System** page is displayed with options to download:
 - One or more than one Windows operating system image that are available for the computer whose service tag is entered.
 - SupportAssist OS Recovery tool.
-  **NOTE:** If SupportAssist OS Recovery is not available for your service tag, only the links to download the Windows operating system image are displayed.
- 7 Click **Download** to download the SupportAssist OS Recovery tool.
The SupportAssist OS Recovery tool is downloaded.
 - 8 Click **Download** for the version of Windows operating system image that you want to download.
The Windows operating system image is downloaded.
 - 9 Click **Next**.
The **USB Drive** page is displayed.
 - 10 In the **USB Drive** list, select the appropriate USB drive, and then click **Burn OS**.
The SupportAssist OS Recovery USB key is created.

Next step

After you create a SupportAssist OS Recovery USB key, you can perform cloud system image restore. See [Perform cloud system image restore using SupportAssist OS Recovery USB key](#).

Perform cloud system image restore using SupportAssist OS Recovery USB key

Prerequisites

- Your computer must be connected to a power outlet.
- Your computer must have an active internet connection.
- You must have created a SupportAssist OS Recovery USB key. See [Create SupportAssist OS Recovery USB key](#).

 **NOTE:** The cloud restore feature is supported only on certain systems. For the list of systems where cloud restore is supported, see the 'Systems that support Cloud Restore' section in the *Dell SupportAssist OS Recovery Support Matrix* at [Dell.com/ServiceabilityTools](#).

About this task

Cloud restore enables you to restore your operating system and drivers.

Steps

- 1 Connect the SupportAssist OS Recovery USB key to the computer where you want to restore the operating system.
- 2 Turn on or restart your computer.
- 3 When the **Dell** logo is displayed, press **F12** to enter **System Setup**.

NOTE: If you wait too long and the operating system logo is displayed, continue to wait until you see the Windows desktop, then restart your computer and try again.

The **System Setup** screen is displayed.

- 4 Use the arrow keys to go to the **Boot** menu.
- 5 Select the USB drive on which you created the SupportAssist OS Recovery USB key.
The computer boots to the USB drive and the **SupportAssist OS Recovery** home page is displayed.
- 6 Click **Restore System**.
System restore options are displayed.

NOTE:

- If SupportAssist OS Recovery is able to detect the local system image, both the **Local Restore** and the **Cloud Restore** options are displayed.
- If SupportAssist OS Recovery is unable to detect the local system image, only the **Cloud Restore** option is displayed.

- 7 Click **Cloud Restore**.
The **Cloud Restore** page is displayed.
- 8 Click **Restore Now**, and then click **Next**.
The option to back up your files is displayed. You can click **Backup** and follow the instructions in [Back up files](#) to back up the required files.
- 9 Click **Skip** to proceed with cloud restore if you have already created a backup of your files or you do not want to back up your files.
- 10 Read the warning message that is displayed on the screen.
- 11 Optionally, from the **Select Reason** list, select a reason for restoring your system image.
- 12 Select the check box to acknowledge your agreement, and then click **Next**.
The restore process begins and may take several minutes to complete. After the process is complete, an appropriate message is displayed.
- 13 Click **Restart**.

Next step

After you restart the computer post performing cloud image restore, the computer reboots to complete your software installation. SupportAssist OS Recovery installs necessary applications and drivers. It also installs the SupportAssist Recovery Assistant to help you restore data after the system restore.

After SupportAssist OS Recovery installs the necessary applications, the computer reboots and you see Cortana screen. You can then finish the normal setup procedure. After you finish the system setup, the **SupportAssist Recovery Assistant** is launched which helps you to install all the required system updates and restore your data. For more information, see [SupportAssist Recovery Assistant](#).

SupportAssist Recovery Assistant

NOTE: SupportAssist Recovery Assistant is available only on certain systems. For the list of systems where SupportAssist Recovery Assistant is available, see the 'Systems that support Cloud Restore' section in the *Dell SupportAssist OS Recovery Support Matrix* at Dell.com/ServiceabilityTools.

The SupportAssist Recovery Assistant is automatically launched when you restart your computer after performing a cloud restore. The SupportAssist Recovery Assistant helps you to perform the following tasks.

- **Windows Update** — Download and install Windows OS updates available for your computer
- **Dell Update** — Install the updates available for the software included with the computer
- **My Dell Apps** — View the applications and features available on your computer
- **Restore Data** — Restore system files and settings from a backup

When the SupportAssist Recovery Assistant is launched, click **Launch** and follow the instructions to finish Windows update and Dell update.

- ① **NOTE:** SupportAssist Recovery Assistant only installs the basic drivers. If you need to install any additional drivers, you must install them separately.
- ① **NOTE:** If some firmware or BIOS updates need the computer to restart, the **Reboot Now** option is displayed.
- ① **NOTE:** SupportAssist Recovery Assistant does not display information about the progress of the download. It supports simultaneous download of multiple files.

To restore data using the SupportAssist Recovery Assistant, follow the instructions in [Restore data by using SupportAssist Recovery Assistant](#).

Restore data by using SupportAssist Recovery Assistant

Prerequisites

- Your computer must be connected to a power outlet.
- You should have a backup of your data in an external storage device.
- You must have restarted your computer after performing a cloud system image restore and the SupportAssist Recovery Assistant must have finished updating Dell drivers and other software updates.

- ① **NOTE:** Restoring data by using SupportAssist Recovery Assistant is supported only on certain Dell systems. For the list of systems where this feature is available, see the 'Systems that support Cloud Restore' section in the *Dell SupportAssist OS Recovery Support Matrix* at Dell.com/ServiceabilityTools.

About this task

You can restore your data from an external device by using the SupportAssist Recovery Assistant only after you perform a cloud system restore. If you perform a local system image restore, you can follow the instructions in [Restore data after local system restore](#) to restore data from an external storage device. After you click **Restore** in the SupportAssist Recovery Assistant, the **Restore Data** page is displayed.

Steps

- 1 Connect the external storage device on which you created a backup of your files.
- 2 Click **Browse** next to **Select archive**.
- 3 Navigate to the external device folder where the files and folders are backed up, select that folder and click **OK**.
The contents of the selected folder are displayed.
- 4 Depending on your requirement, perform one of the following:
 - To restore all the files, click **Select All**.
 - To restore specific files, scroll through the list of the files and select the files that you want to restore.
- 5 Click **Browse** next to **Select a destination**.
- 6 Navigate to the folder on the local drive where you want to save the files, select that folder and click **OK**.
- 7 Click **Extract**.
The data restoration process begins and it may take several minutes to complete.
- 8 Click **Done** to return to the **SupportAssist Recovery Assistant** home page after the restoration process is complete.

Configuring SupportAssist OS Recovery

The SupportAssist OS Recovery environment starts automatically when your computer fails to boot to the operating system even after repeated attempts. You can configure the following for the SupportAssist OS Recovery environment based on your preference:

- Enable or disable the automatic start of the SupportAssist OS Recovery environment.
- Set the failure threshold for the automatic start of the SupportAssist OS Recovery environment.

Topics:

- [Enable or disable the automatic start of SupportAssist OS Recovery](#)
- [Set failure threshold for automatic start of SupportAssist OS Recovery](#)

Enable or disable the automatic start of SupportAssist OS Recovery

About this task

By default, the automatic start of SupportAssist OS Recovery is enabled. If necessary, you can disable the automatic start of SupportAssist OS Recovery.

NOTE: It is recommended that you do not disable SupportAssist OS Recovery so that you get best assistance during any operating system failure.

Steps

- 1 Turn on or restart your computer.
- 2 When the **Dell** logo is displayed, press **F2** to enter **System Setup**.
 - NOTE:** If you wait too long and the operating system logo is displayed, continue to wait until you see the Windows desktop, then restart your computer and try again.
- 3 On the left pane, expand **SupportAssist System Resolution**, and then select **SupportAssist OS Recovery**.
- 4 On the right pane, select or clear the **SupportAssist OS Recovery** check box to enable or disable the automatic start of SupportAssist OS Recovery.
- 5 Press **F10** to save the changes and exit.

NOTE: BIOS options may vary slightly from system to system.

You can also start SupportAssist OS Recovery manually by following the instructions in [Manually start SupportAssist OS Recovery](#).

Set failure threshold for automatic start of SupportAssist OS Recovery

About this task

By default, your computer starts SupportAssist OS Recovery automatically if it fails to boot to the operating system on two consecutive attempts. If necessary, you can configure the failure threshold for the automatic start of SupportAssist OS Recovery.

Steps

- 1 Turn on or restart your computer.
- 2 When the **Dell** logo is displayed, press **F2** to enter **System Setup**.
 - NOTE:** If you wait too long and the operating system logo is displayed, continue to wait until you see the Windows desktop, then restart your computer and try again.

- 3 On the left pane, expand **SupportAssist System Resolution**, and then select **Auto OS Recovery Threshold**.
- 4 On the right pane, select one of the following:
 - **OFF** — Disables the automatic start of the SupportAssist System Resolution and SupportAssist OS Recovery environments
 - **1** — Automatically starts the SupportAssist OS Recovery environment after a single failure
 - **2** — Automatically starts the SupportAssist OS Recovery environment after two failures
 - **3** — Automatically starts the SupportAssist OS Recovery environment after three or more failures
- 5 Press **F10** to save the changes and exit.

Troubleshooting SupportAssist OS Recovery

Troubleshoot OS Recovery boot failure

You cannot access the SupportAssist OS Recovery environment when the **SupportAssist System Resolution** option is disabled in the system BIOS.

- 1 Restart your computer.
- 2 When the Dell logo is displayed on the screen, press the **F2** key until the **Preparing to enter setup** message is displayed. The available boot options are displayed.
- 3 In the **BIOS** section, expand **SupportAssist System Resolution**.
- 4 Ensure that:
 - The **Auto OS Recovery Threshold** is not set to **OFF** and has a value of 1, 2, or 3 selected.
 - The **SupportAssist OS Recovery** option is selected.

Troubleshoot file backup errors

After the backup is complete, the file errors are listed. When files of size greater than 4 GB are backed up, files are sent to a drive formatted in the FAT32 file system. Before you back up the files of size greater than 4 GB, format your backup drive using another computer to use exFAT or NTFS format. You can also use another drive that is formatted in either exFAT or NTFS format. Back up errors may also occur when sectors of the hard drive used for backup are corrupted.

- 1 Go to the **SupportAssist OS Recovery** home page, and then click the **Back Up Files** option.
- 2 Click **Start Backup**.
- 3 Click **Custom** and then select the files that previously had errors.
- 4 Select your destination storage media to back up the selected files, and then begin the backup.
- 5 If the error occurs again, run the [diagnostics test](#).

Run diagnostics test

The **Scan Hardware** option in SupportAssist OS Recovery helps you to diagnose hardware issues related to battery, cable, hard drive, fan and memory of your computer. However, SupportAssist OS Recovery may not be able to detect hardware issues in certain scenarios. It is recommended that you use Dell Enhanced Pre-Boot System Assessment (ePSA) diagnostics to detect such hardware issues.

- 1 Go to the **SupportAssist OS Recovery** home page.
- 2 Click the power icon, and then click **Restart**.
- 3 When the **Dell** logo is displayed, press the **F12** key until the one time boot menu is displayed.
- 4 From the one time boot menu, select **Diagnostics**, and then press **Enter**.
The diagnostics test starts automatically.

Frequently asked questions

1 **When I format my hard drive, will it affect the SupportAssist OS Recovery partition?**

SupportAssist OS Recovery partition is removed if you format the hard drive of your computer by using a standard OS media or a USB drive. After the partition is removed, you can reinstall the operating system along with SupportAssist OS Recovery tool by performing a cloud system image restore. See the [Perform cloud system image restore](#) section for more information.

If your computer supports the BIOSConnect feature, you can reinstall the operating system along with SupportAssist OS Recovery tool by using BIOSConnect. See the [BIOSConnect](#) section for more information.

2 **How much space does the SupportAssist OS Recovery occupy on my hard drive?**

SupportAssist OS Recovery occupies approximately 900 MB of your hard drive space.

3 **Is SupportAssist OS Recovery available only for a specific service plan?**

No, SupportAssist OS Recovery is available for all service plans.

4 **My computer is in an out-of-warranty state. Can I still use SupportAssist OS Recovery?**

If your computer is in an out-of-warranty state, you can still use SupportAssist OS Recovery. However, if you face any issues, you need to purchase a per-incident support agreement to receive technical support from Dell.

5 **What operating systems are supported by SupportAssist OS Recovery?**

Currently, SupportAssist OS Recovery supports Microsoft Windows 10 operating system only.

6 **What storage formats are supported by SupportAssist OS Recovery?**

SupportAssist OS Recovery supports USB drives, USB hard drives, and SD cards.

7 **What do I do when SupportAssist OS Recovery does not appear automatically?**

SupportAssist OS Recovery option may not appear automatically because of the following reasons:

- The option to automatically start SupportAssist OS Recovery may be disabled in the BIOS — To enable automatic start of SupportAssist OS Recovery in the BIOS, see the [Configuring SupportAssist OS Recovery](#) section.
- Boot files maybe missing on the boot partition — You can reinstall the operating system along with SupportAssist OS Recovery tool by performing a cloud system image restore. See the [Perform cloud system image restore](#) section for more information. If your computer supports the BIOSConnect feature, you can reinstall the operating system along with SupportAssist OS Recovery tool by using BIOSConnect. See the [BIOSConnect](#) section for more information.
- The service operating system might be missing from the local drive because you may have formatted the system drive — You can reinstall the operating system along with SupportAssist OS Recovery tool by performing a cloud system image restore. See the [Perform cloud system image restore](#) section for more information. If your computer supports the BIOSConnect feature, you can reinstall the operating system along with SupportAssist OS Recovery tool by using BIOSConnect. See the [BIOSConnect](#) section for more information.

Related Dell products

The following table explains the difference between SupportAssist OS Recovery and related products.

Table 1. Related Dell products

SupportAssist OS Recovery	SupportAssist for PCs
Dell SupportAssist OS Recovery provides a recovery environment that consists of tools to diagnose and troubleshoot issues that may occur before your computer boots to the operating system. When your computer is unable to boot to the operating system even after repeated attempts, your computer automatically starts SupportAssist OS Recovery. The recovery environment enables you to diagnose hardware issues, repair your computer, back up your files, or restore your computer to its factory state.	Dell SupportAssist for PCs automates support from Dell by proactively and predictively identifying hardware and software issues on your computer. SupportAssist addresses system performance and stabilization issues, prevents security threats, monitors and detects hardware failures, and automates the engagement process with Dell Technical support.