

# DIGIOP Windows 10 Recovery Image

Revision 10.17.2022

## 1.0 Introduction

All factory pre-configured DIGIOP systems have a recovery image for the hardware that includes both the appropriate version of Windows for that hardware, and the DIGIOP software. These recovery images are used to perform a system recovery in the case of hard drive replacement, corruption of the Windows operating system, or upgrades from Windows 7 to Windows 10\*. This guide details how to perform the system recovery on a factory pre-configured DIGIOP system built in 2016 or later (serials with GSP096@@##### or later). For earlier builds, please refer to *DIGIOP Legacy Recovery Images*. For DIGIOP Software only installations on customer provided hardware, please refer to the hardware's documentation for information on its system recovery procedures.

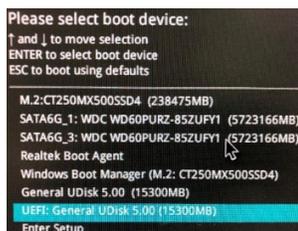
\* A Windows 10 Upgrade kit can be purchased for systems that originally included Windows 7 licensing that includes the latest image USB and Windows 10 licensing.

## 2.0 Creating the Recovery USB

When performing a system recovery, it is important to use the correct recovery image for your hardware. You can contact DIGIOP Support to purchase a recovery image USB for your hardware, or you can obtain a download link to the files needed to create the recovery image USB for your system. The image requires a 16GB or larger flash drive formatted for NTFS. You will need to download the zipped folder provided, unzip the files, then copy the unzipped files to the USB Drive.

## 3.0 Booting to the Recovery Image

- 1) Safely power down the system
- 2) Insert the USB Image Drive into the system and power on the system.
- 3) Upon boot-up of the system you will need to select the **F8** Function Key to access the boot menu. Upon boot-up repeatedly press the **F8** key until the boot menu appears.
- 4) When prompted, select the UEFI USB drive option and select **Enter**.



**NOTE** A Full System Restore will be performed, restoring the Windows Operating System and formatting all data drives. All information will be lost.

## 4.0 System Recovery

Once you have booted to the recovery image, the system will start the recovery process automatically. After some time, it will prompt you to login. Please switch the user from “Administrator” to “AdminUser” and login. The system will continue the remainder of its imaging process.

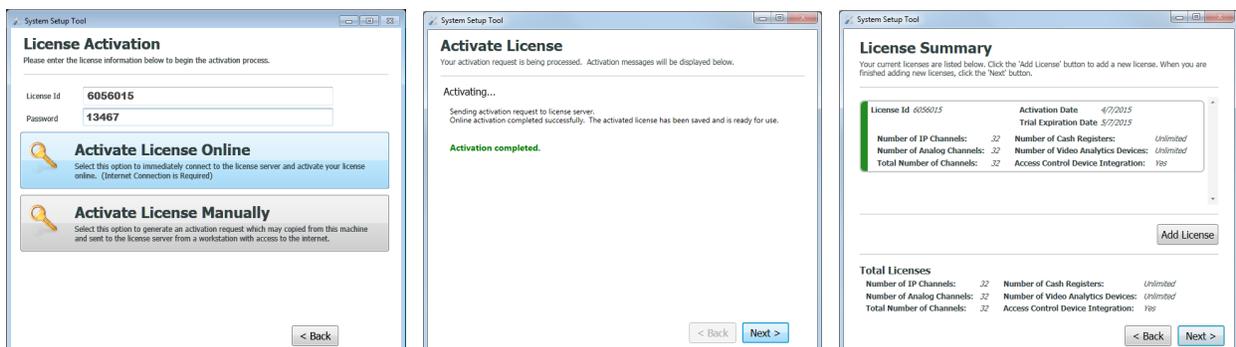
Username: AdminUser Password: AdminUs3r!

After the recovery process is complete, remove the recovery image USB. It is then recommended that you run all Windows Updates before proceeding:

- 1) Exit the DIGIOP System Setup Tool.
- 2) Run all Windows Updates available. Reboot the system.
- 3) Once the system reboots, check for additional Windows Updates and run those as well. You will often need to complete several rounds of Windows Updates and reboots before all Windows Updates are completed.
- 4) Browse to the Windows Start Menu and select the DIGIOP System Setup Tool.
- 5) Select the option for “Hosted – Using a DIGIOP Elements Account” and enter your account information.
- 6) Select if this will be a new system, or if you are replacing an existing system.

## 5.0 Activate DIGIOP Licenses

The DIGIOP System Setup Tool will prompt you to enter in licenses for the DIGIOP software. The system’s original licenses can be found on top of the system on a white or yellow sticker, along with the system’s serial number. In the License Activation window, enter the License ID and Password. Click **Activate License Online**, then follow the instructions to complete the process.



After the license is activated, the window will show the Activation completed. Click **Next**.

The **License Summary** window will show a summary of the licenses. If you have additional licenses, click **Add License** and repeat this procedure to add each one.

After entering all the license information, click **Next**.

After **Restarting Services** completes, click **Next**.

In the **Setup Complete** window, click Finish to close the **System Setup Tool**.

For more information, please refer to the DIGIOP Elements Full User Manual.