

Image Backup and Recovery Procedures For Window 10

Thank you for purchasing a Fujitsu computer. Fujitsu is committed to bringing you the best computing experience with your new system.

It is very important that you create your Recovery Drive before beginning to use your system. Fujitsu may not provide any recovery media.

It is also important that you create a backup of the content of "C:\Drivers" folder on your system to writable media or an external drive. System-specific software drivers are also available for download through the Fujitsu [Support Site](#).

Please ensure that you have a backup of your personal files before you proceed with recovery as Fujitsu is not liable for any data loss.

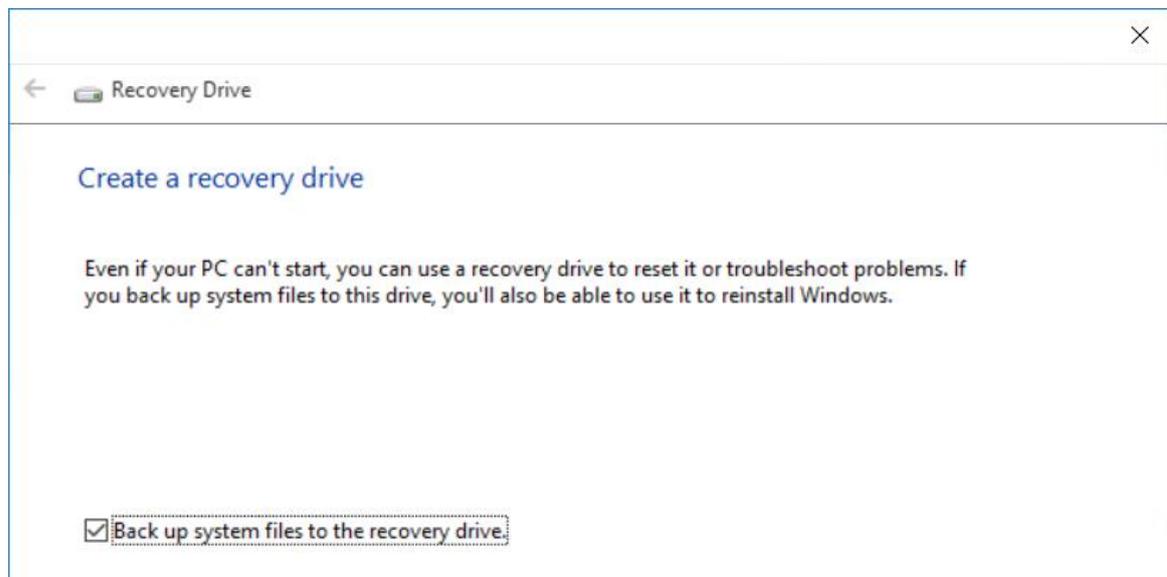
Note: Most of the information below comes from the Microsoft page <http://windows.microsoft.com/en-us/windows-10/windows-10-recovery-options>. Please refer to it for more details.

Create a Recovery Drive

A recovery drive can help you troubleshoot and fix problems with your PC, even if it won't start. To create one, all you need is a USB hard disk or flash drive. Windows will inform you of the capacity required for the drive.

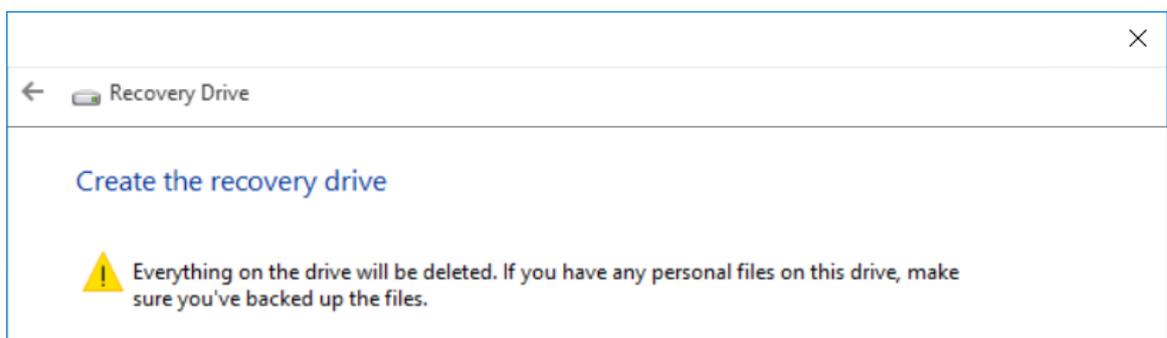
1. From the taskbar, search for *Create a recovery drive* and then select it. You might be asked to enter an admin password or confirm the *User Account Control* dialog.
2. When the tool opens, make sure *Back up system files to the recovery drive* is selected, then select *Next*. This will copy the system image to the recovery drive.

Note: If you chose not to back up system files when you created your recovery drive on Windows 10, you won't be able to use it to reinstall Windows.



3. Connect a USB drive to your PC, select it, and then click *Next > Create*. A lot of files need to be copied to the recovery drive, so this might take a while.

Note: Everything on the drive will be deleted.



4. When it's done, click *Finish*.

Recovery Options in Windows 10

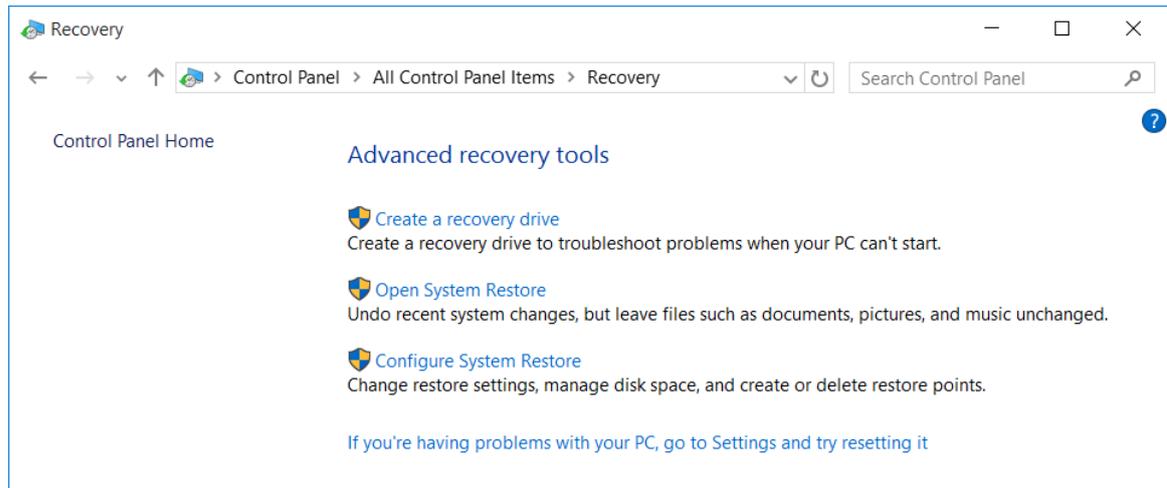
If your PC isn't running as quickly or reliably as it used to, try one of these recovery options. The following table can help you decide which one to use.

Problem	Try this
Your PC isn't working well and you recently installed an app, driver, or update.	Restore from a system restore point
Your PC isn't working well and it's been a while since you installed anything new.	Reset your PC
Your PC won't start and you've created a recovery drive.	Use a recovery drive to reinstall Windows
Your PC won't start and you haven't created a recovery drive.	Use installation media to reinstall Windows

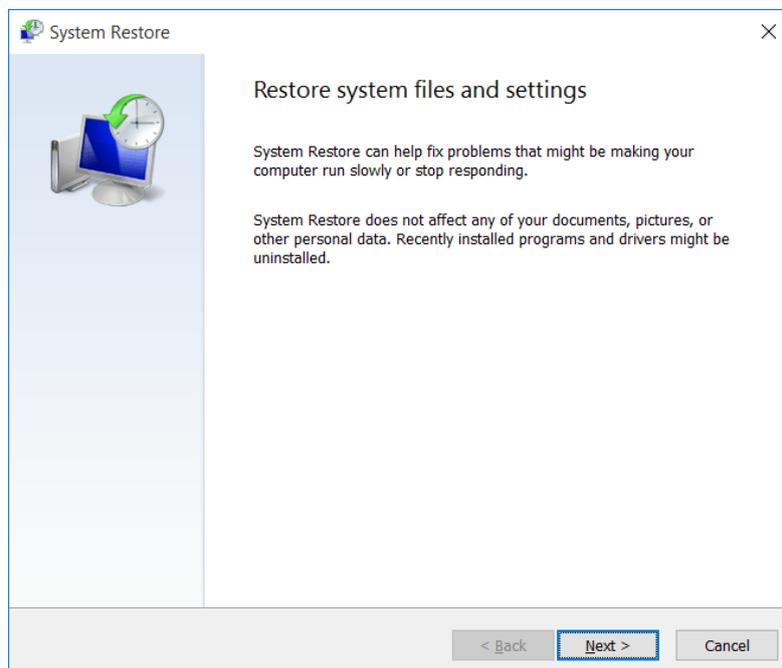
Restore from a System Restore Point

This option takes your PC back to an earlier point in time, called a system restore point. Restore points are generated when you install a new app, driver, or Windows update, and when you create a restore point manually. Restoring won't affect your personal files, but it will remove apps, drivers, and updates installed after the restore point was made.

1. Right-click on the *Start* button, and then select *Control Panel* from the popup menu.
2. Search *Control Panel* for *Recovery* and select it. *Advanced recovery tools* are shown.

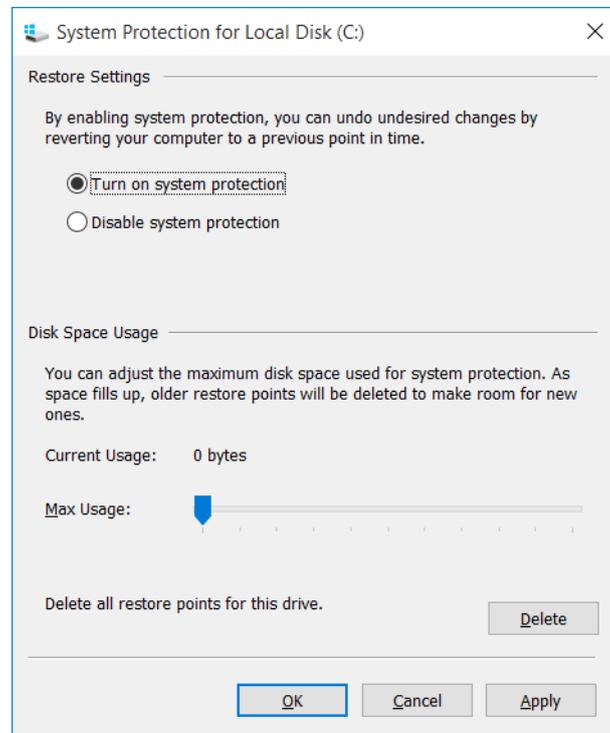


3. Select *Open System Restore* > *Next*.



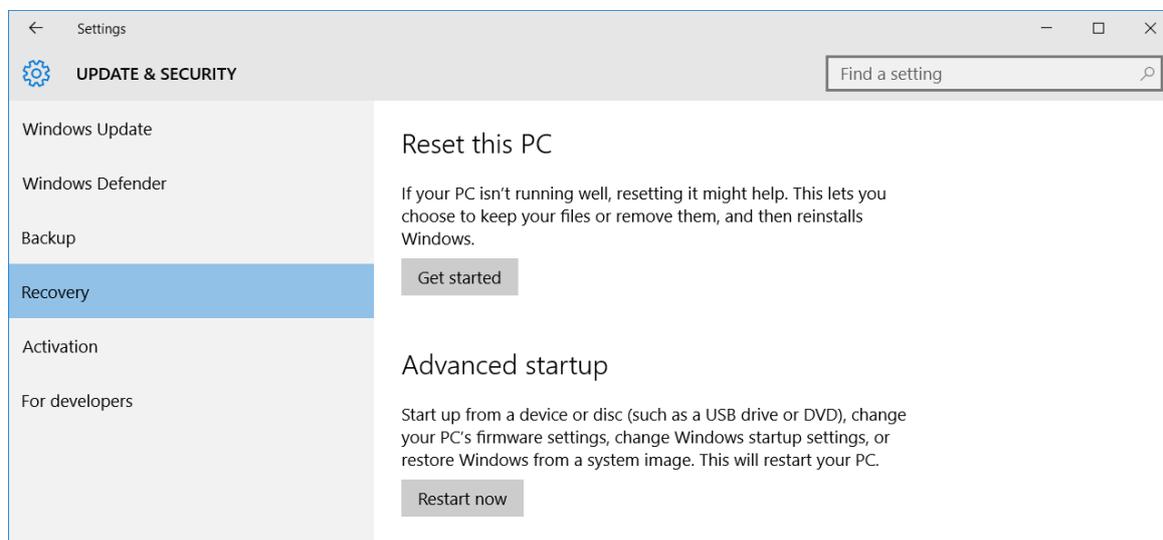
4. Choose the restore point related to the problematic app, driver, or update, and then select *Next* > *Finish*.

Note: If you're not seeing any restore points, it might be because system protection isn't turned on. To check, go to the Control Panel, search for Recovery, and then select Recovery > Configure System Restore > Configure and make sure Turn on system protection is selected.

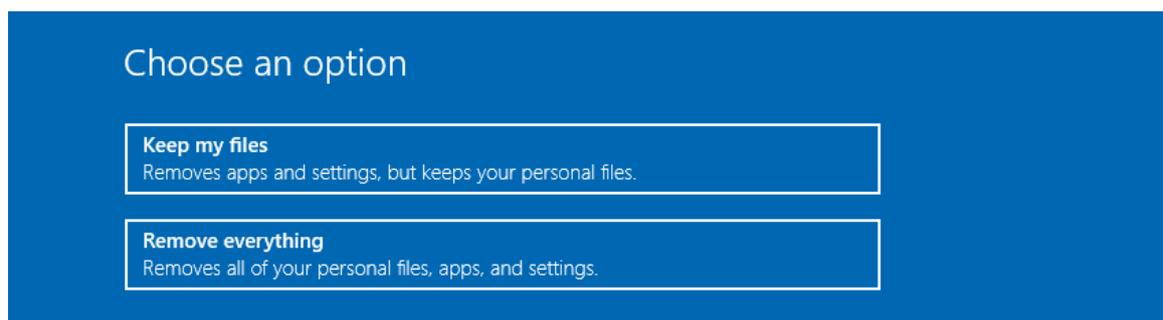


Reset your PC

Resetting lets you choose whether to keep your files or remove them, and then reinstall Windows. To get started, go to *Settings > Update & security > Recovery > Reset this PC: Get started*.



Choose a Reset Option



Option

What it does

Keep my files

This reinstalls Windows 10, but keeps your personal files and any apps that came with your PC. It removes:

- Changes you made to settings
- Apps and drivers you installed

Remove everything

This reinstalls Windows 10 and any apps that came with your PC. It removes:

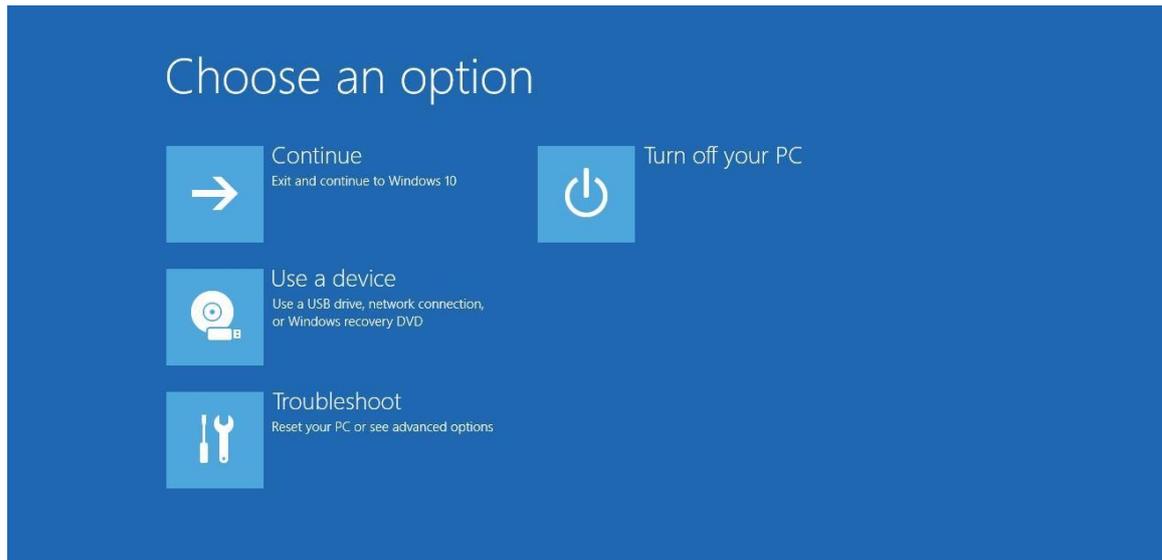
- Personal files
- Changes you made to settings
- Apps and drivers you installed

If you're planning to donate, recycle, or sell your PC, use this option and choose to fully clean the drive. This might take an hour or two, but it makes it harder for other people to recover files you've removed.

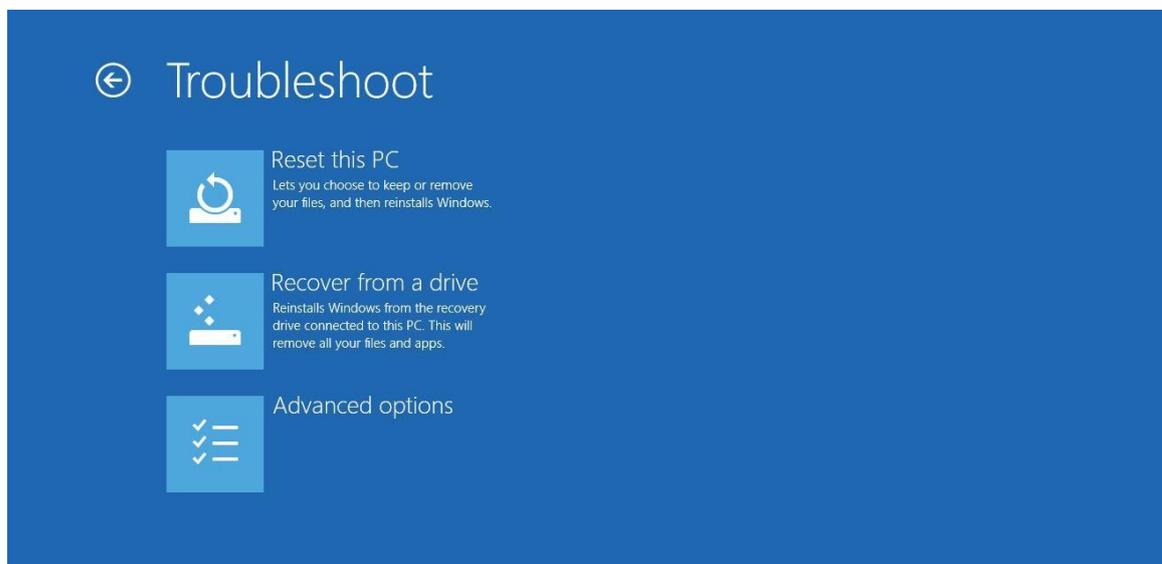
Use a Recovery Drive to Reinstall Windows

*Note: This process utilizes the **USB Recovery Drive** that you created in the previous section “[Create a Recovery Drive](#)”.*

1. Connect the Recovery Drive and turn on your PC. When the Fujitsu logo appears on the screen, press the *F12* key.
2. Highlight the *USB HDD* option from the Boot Menu and press *Enter*.
3. Choose your language and keyboard layout (depending on your region, this might not appear).
4. On the *Choose an option* screen, select *Troubleshoot*.



5. Select *Reset this PC*, and then **Choose a Reset Option** that's best for you.



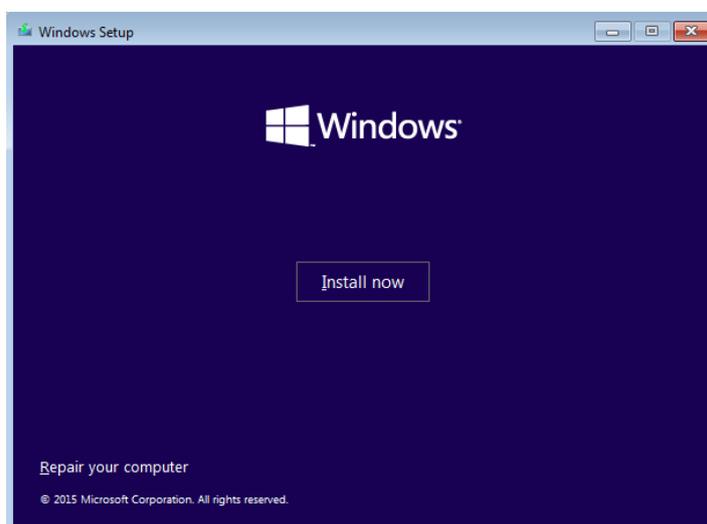
If that doesn't fix the problem, try *Recover from a drive*. This will remove your personal files, apps and drivers you installed, and changes you made to settings. If you repartitioned the drive Windows is installed on, note that this will restore the drive's default partitions.

Use Installation Media to Reinstall Windows

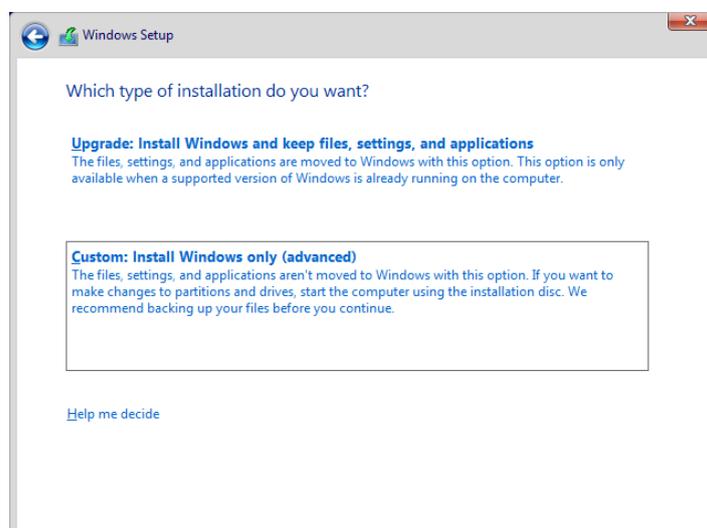
If you have installation media, like a Recovery DVD that you purchased from Fujitsu, you can use it to reinstall Windows. You will need to install additional drivers and applications after reinstalling Windows.

To reinstall Windows, follow the steps below:

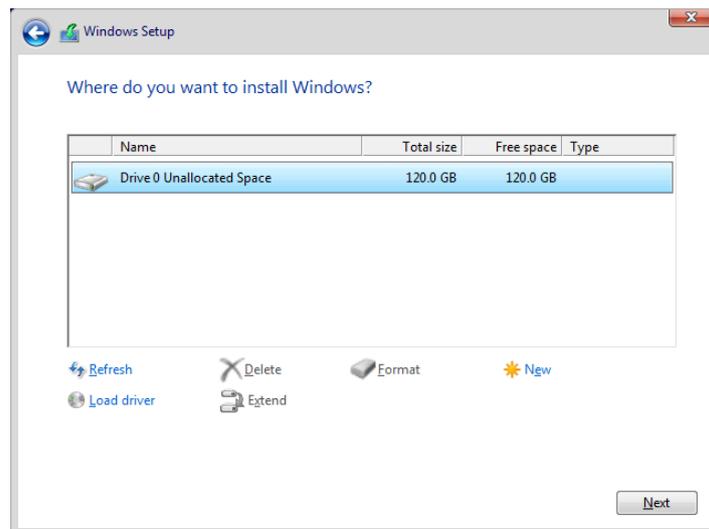
1. Power on your system. When the Fujitsu logo appears on the screen, press the *F12* key.
2. Insert the Bootable Recovery Disc in your DVD drive.
3. Highlight the *CD/DVD* option from the Boot Menu and press *Enter*.
4. Follow on-screen instructions to restore the image.
 - Select the language (depending on your region, this might not appear)
 - At the Windows Setup dialog window, enter your OS, language and other preferences and click *Next* to continue.
 - Click *Install now* to proceed with reinstalling Windows.



- Read the License terms, check on *I accept the license terms* and click *Next*.
- At *Which type of installation do you want*, click on *Custom: Install Windows only (advanced)*



- Delete all partitions on the drive and click *Next*.



- Installation of Windows will start. This will take some time so please wait until the installation is finished and the system restarts.
5. When the system restarts, perform all setup steps to arrive at the Desktop.
 6. Connect to the Internet.
 7. Use the backup of the contents of “C:\Drivers” to install needed drivers and applications to your system. If it is not available, download the software from the Fujitsu [Support Site](#), as described below in “[Auto Installation support for the software downloaded from support website](#)”.

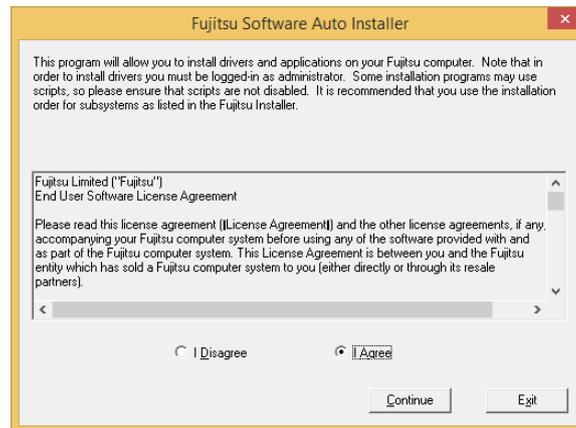
Essential Access Software Installation

1. Insert the Bootable Recovery Disc in your DVD drive.
2. Open the *Drivers* folder in the disc, and follow the steps in *readme.txt*. If there is no *Drivers* folder in the Bootable Recovery Disc, the computer does not need the essential access software. The recovery image already has the essential access software installed.
3. You can now connect to the internet and download *Fujitsu Software Download Manager (FSDM)* from the [Support Site](#) and download all the software applicable to the model and OS using *FSDM* if they are not downloaded yet.

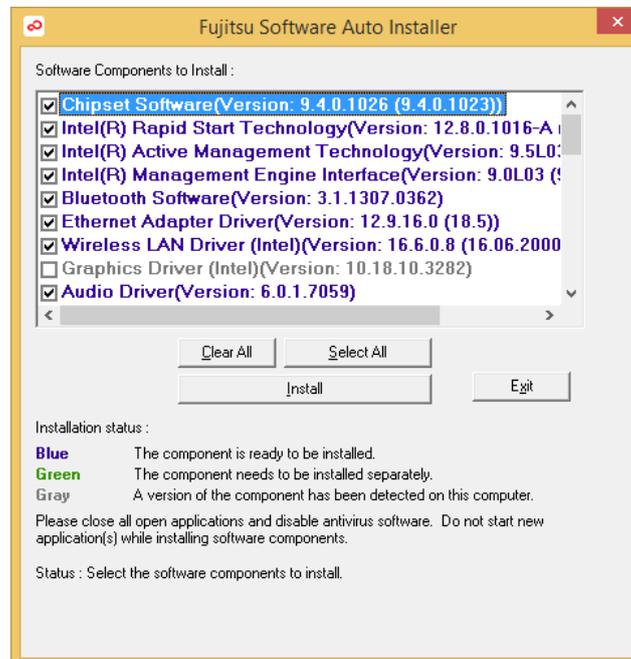
Auto Installation support for the software downloaded from support website

1. Download *Fujitsu Software Download Manager (FSDM)* from the [Support Site](#) and download all the software applicable to the model and OS using *FSDM* if they are not downloaded yet.
2. When the software packages are downloaded from the web, it is important to download the *Auto Installer* Software package and the model/language-specific *Readme* file if you prefer to auto install the software.
3. It is important to have the extracted *Auto Installer* software package folder and *Readme* file in the same location as the other software folders. Otherwise auto-installation of the software will not be supported.
4. Inside the *Auto Installer* software package, launch *FjAutoinstall.exe* as administrator.
5. Click *Yes* on the *User Account Control* dialog box. This will take some time to process the software packages. A message will be displayed during this time stating “Please wait while the content is being processed”.

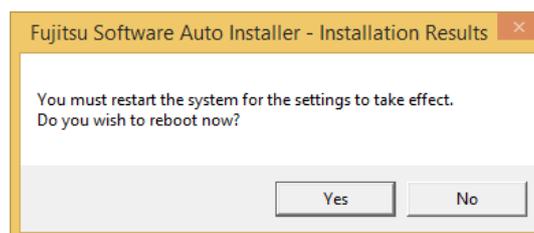
6. If the EULA is displayed for *Fujitsu Software Auto Installer*, accept the EULA, otherwise continue.



7. The *Fujitsu Software Auto Installer* user interface will be launched providing the ability to auto install the software downloaded from the [Support Site](#).
8. It is recommended that you install all the software in the listed order by clicking *Select All*.



9. Click the *Install* button to start the installation.
10. After installing all the selected drivers, the *Installation Results* window is displayed. Click *OK*.
11. "You must restart the system for the settings to take effect. Do you wish to reboot now?" message appears. Select *Yes*.



12. The system will now reboot.

Downloading Driver Updates

To ensure that you always have the most current driver updates related to your system, you should occasionally access the Fujitsu Software Download Manager (FSDM) utility. The FSDM utility is available from the Fujitsu Support Site. FSDM will allow you to view and download a list of the most current drivers, utilities, and applications to determine whether you have the latest versions. To download the FSDM Utility, go to the Support Site:

<http://www.fujitsu-pc-asia.com/driversupport/selectioninterface/selection.html#>

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