DELLTechnologies

Dell System Restore (DSR) for Windows 10

How to initialize the DSR restore process for Windows 10 Operating Systems

Dell Engineering
March 2020

Table of Contents

DSR Overview

The Dell System Restore option will restore the system to the exact state it was when it left the Dell factory. With UEFI enabled, you will not have an F11 recovery option. Please note, encryption is **_not_** supported with DSR. If your hard drive is encrypted, please follow Microsoft's recommendation for suspending encryption services.

Windows 10 Recovery

WIN10 MBR & UEFI

There are 2 different methods for performing DSR restore. Below are the methods used. Please be sure and check to ensure your hard drive is not encyprted before performing a DSR restore. Use the troubleshooting section to check your HDD Encryption Protection Status.
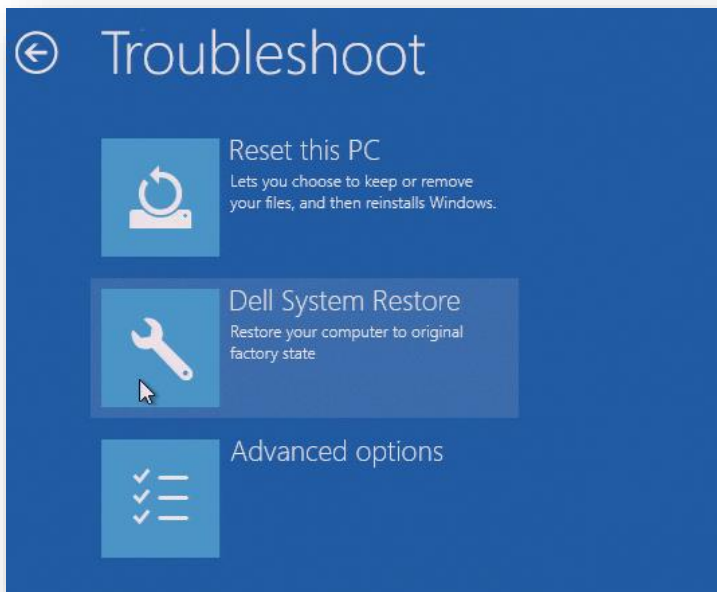
Shift+Restart Option

The following method allows you to boot into the Dell System Recovery (DSR) option.
Click the START Menu. While holding down the SHIFT key, click the POWER option and select RESTART
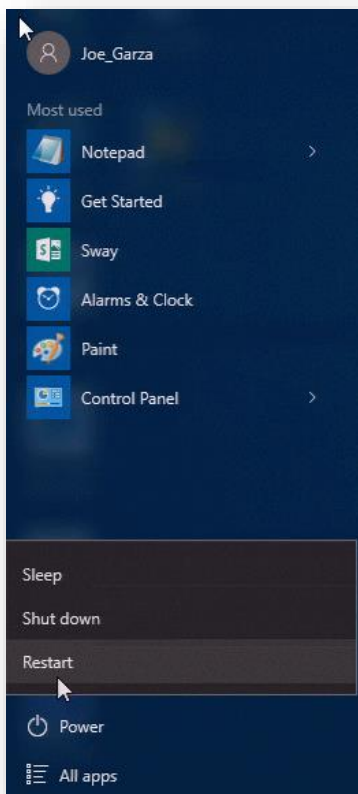
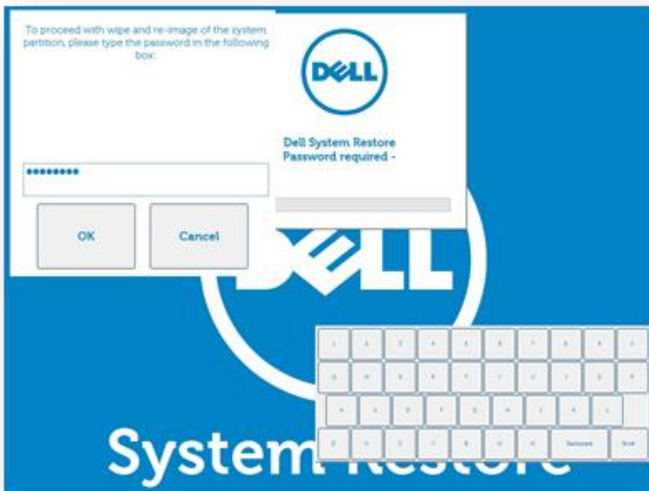Select TROUBLESHOOT from the menu options
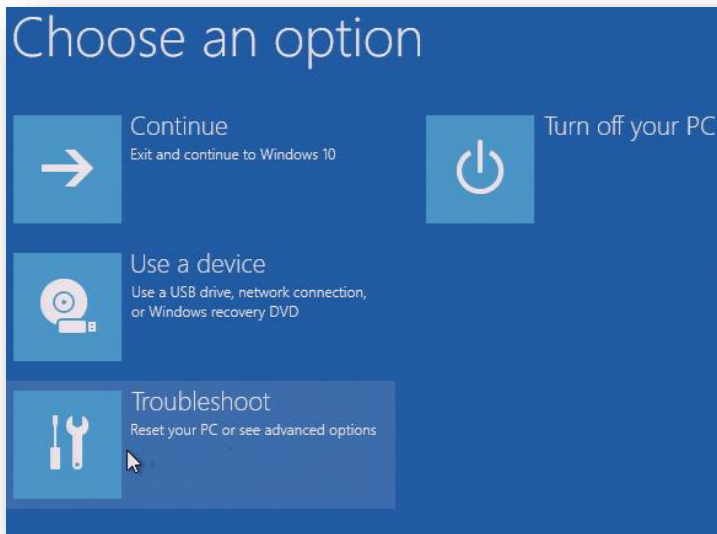
Select DELL SYSTEM RESTORE

Your system will reboot into the Recovery Process. Click OK to begin the recovery process

Input the password (service tag of the system) and Click OK. The process will begin.

Alternate Recovery Methods

BootToDSR.exe

If Windows is still intact, you can invoke the DSR process by running the following command

```
%SYSTEMROOT%\DSRAdmin\DSR\BootToDSR.exe
```


Note: This exe can only be run by an Administrator

Click OK to run recovery

Your system will reboot into the Recovery Process. Click OK to begin the recovery process

Input the password (service tag of the system) and Click OK. The process will begin.
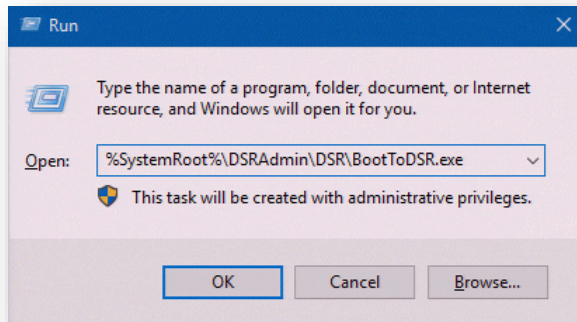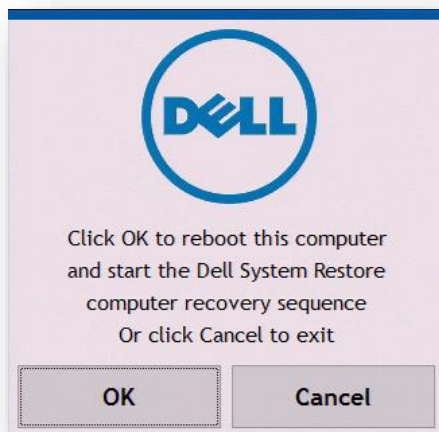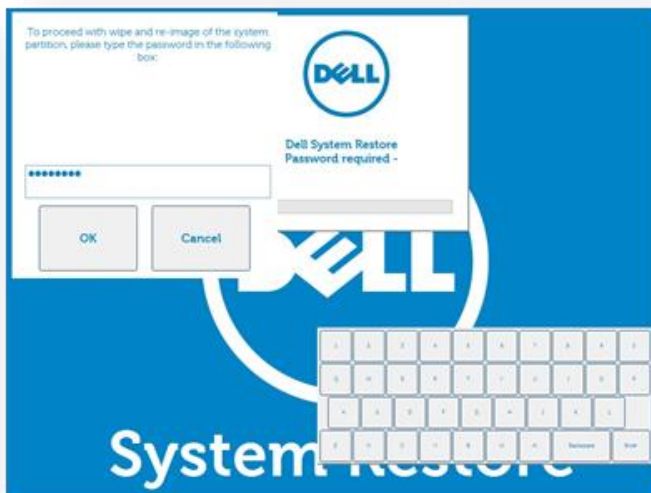
Troubleshooting

Encryption

Check Encryption Status

Run cmd.exe as Administrator and run the following command:

```
Manage-bde -status
```

Conversion Status will indicate if your HDD is encrypted or not.

Disable Encryption

If your hard drive is encrypted, you can use the following command to suspend the encryption to allow maintenance to be performed to the OS.

```
manage-bde  -protectors  -disable c:
```

This command will be used if C:\ is your OS partition. This will allow the user to suspend the encryption state to allow maintenance to be performed. Once the DSR restore image process is complete, the OS should restore back to it's original state. Please follow Microsoft's recommended practice for [encryption](#).

Command Error

Users will experience the following error when running the above command

```
ERROR: An attempt to access a required resource was
denied.
Check that your have administrative rights on the
computer.
```

You must run the above As Administrator.

DSR Recovery Not Starting

If you SHIFT + RESTART and select DELL SYSTEM RESTORE, but the OS just shuts down instead of booting into DSR recovery, you likely have the hard drive encrypted. DSR will not start until the HDD encryption is suspended. No RECOVERY logs will be present if this issue occurs.

DSR Prerequisites

The following list of prerequisites are listed to avoid issues with Dell System Restore recovery process.

- – DELL IMAGEASSIST
  Use the Dell ImageAssist user guides for following image creation best practices. Dell provides documentation and training videos to assist in building images within a virual machine.

- – ANTIVIRUS SOFTWARE
  Under no circumstances, is AntiVirus software allowed to be in the captured image. If a custom image requires AntiVirus software to be installed, please do so using First Logon Commands (Microsoft docs) within the DIA (Dell ImageAssist) tool.

- – DRIVERS
  Do not attempt to install drivers (including drivers and driver updates from Windows Update) through the process of creating your custom image.

- – ENCRYPTION
  DSR does not support hard drive disk encryption. Use the troubleshooting steps to suspend encryption in order to perform operating system maintenance.