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Dell System Restore (DSR) for Windows 7

How to initialize the DSR restore process for Windows 7 Operating Systems

Dell Engineering
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DSR Overview

The Dell System Restore option will restore the system to the exact state it was when it left the Dell factory. Please note, encryption is **_not_** supported with DSR. If your hard drive is encrypted, please follow Microsoft's recommendation for [suspending encryption](#) services.

With UEFI enabled systems, you will not have an F11 recovery option.

Windows 7

This document will provide technical details on how to perform a DSR recovery for projects that were ordered before March 2020.

Windows 7 Recovery

## *WIN7 MBR & UEFI*

From the Windows 7 desktop, navigate to and double-click

```
c:\windows\DSRAdmin\DSR\BootToDSR.exe
```
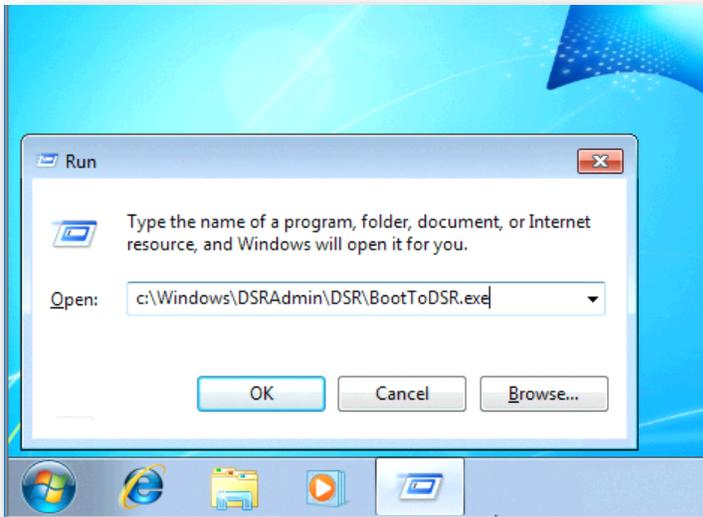

Follow the prompts to execute program
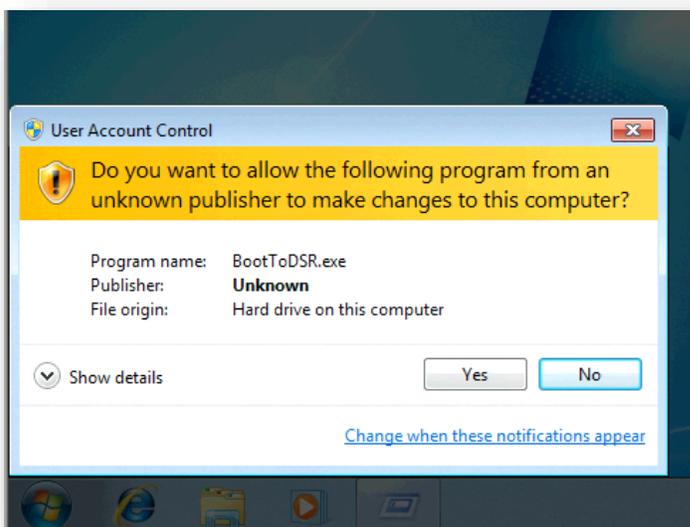
Prompt will ask you to confirm you want to perform a Dell System Restore. Click OK confirm, Cancel to exit and stay in the Operating System.

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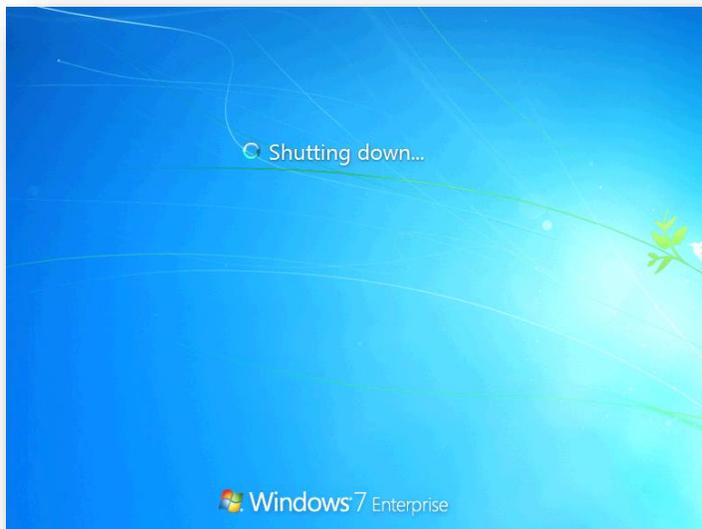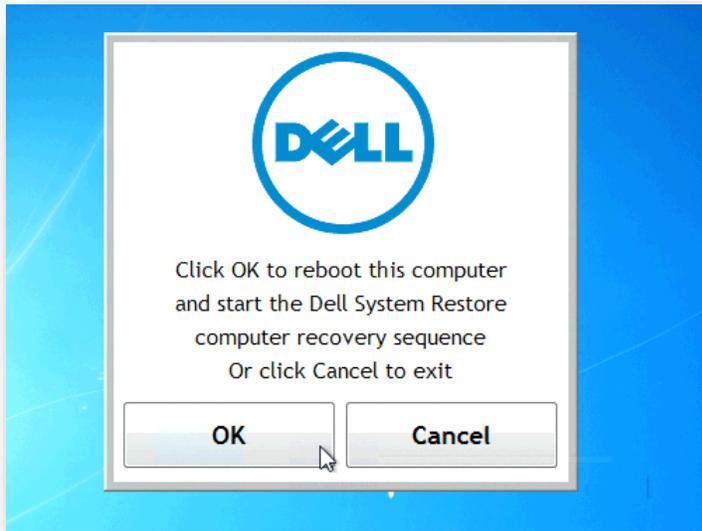
OS will reboot into DSR recovery interface

Windows is loading files...

Dell System Restore
Password required -
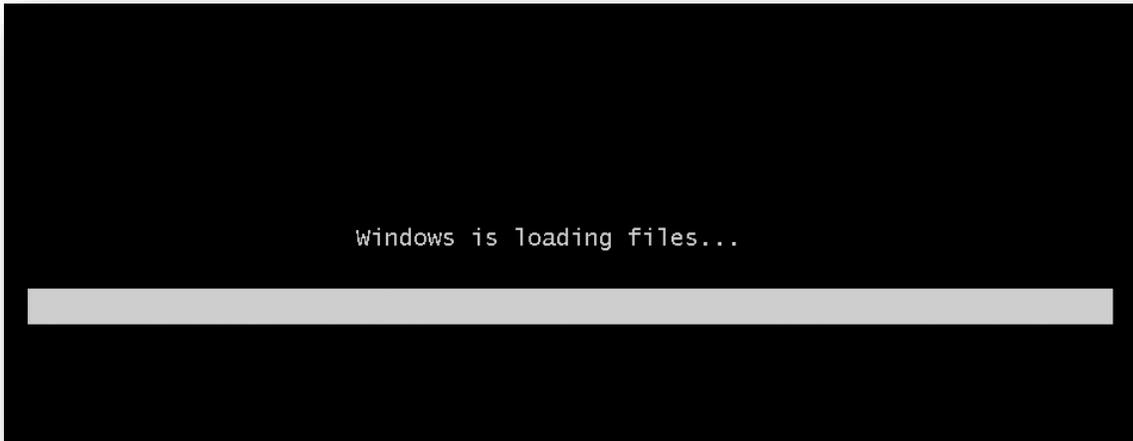
System Restore

Dell System Restore will ask you to confirm you want to re-image your Dell system and wipe your existing partition. Press OK
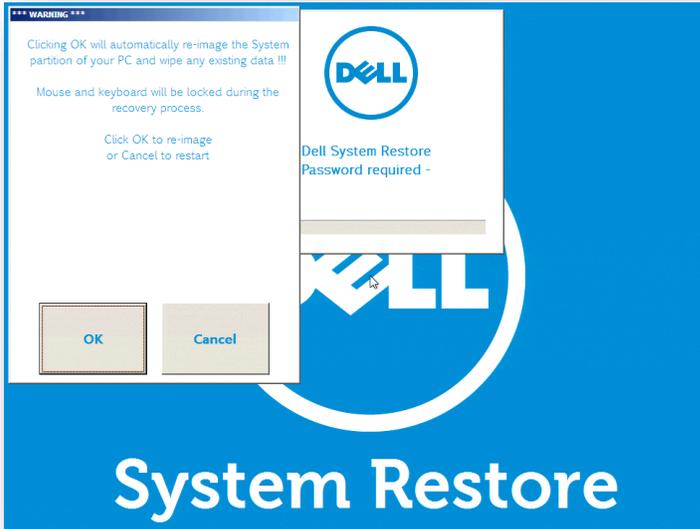
Dell System Restore will require a password to continue. Your password is your system SERVICE TAG (not case sensitive)
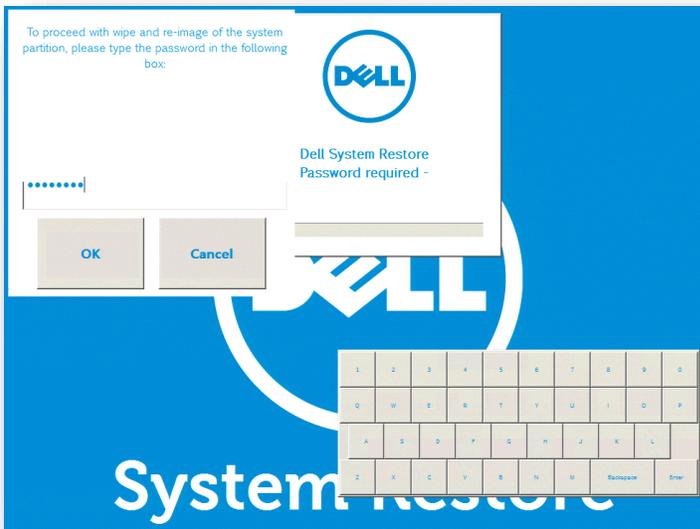
Restore process will begin to wipe your OS system drive

Once complete, click RESTART or SHUTDOWN to complete the restore process.
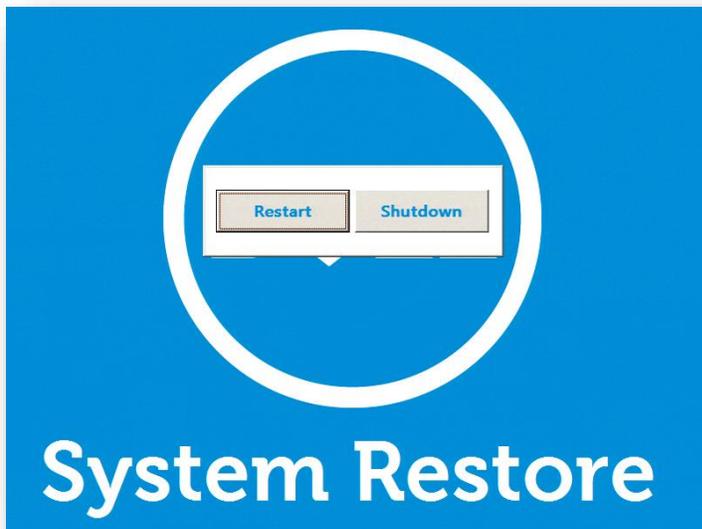
Troubleshooting

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 Troubleshoot>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.