Dell System Restore v2

Documentation

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DSRV2 Overview

The following HOW-TO material contains technical details to perform OS recovery using DSR (Dell System Restore Version 2). The Dell System Restore option will restore the system to the exact state it was when it left the Dell factory. Follow Dell Image Assist guidelines to build a reference image to capture.

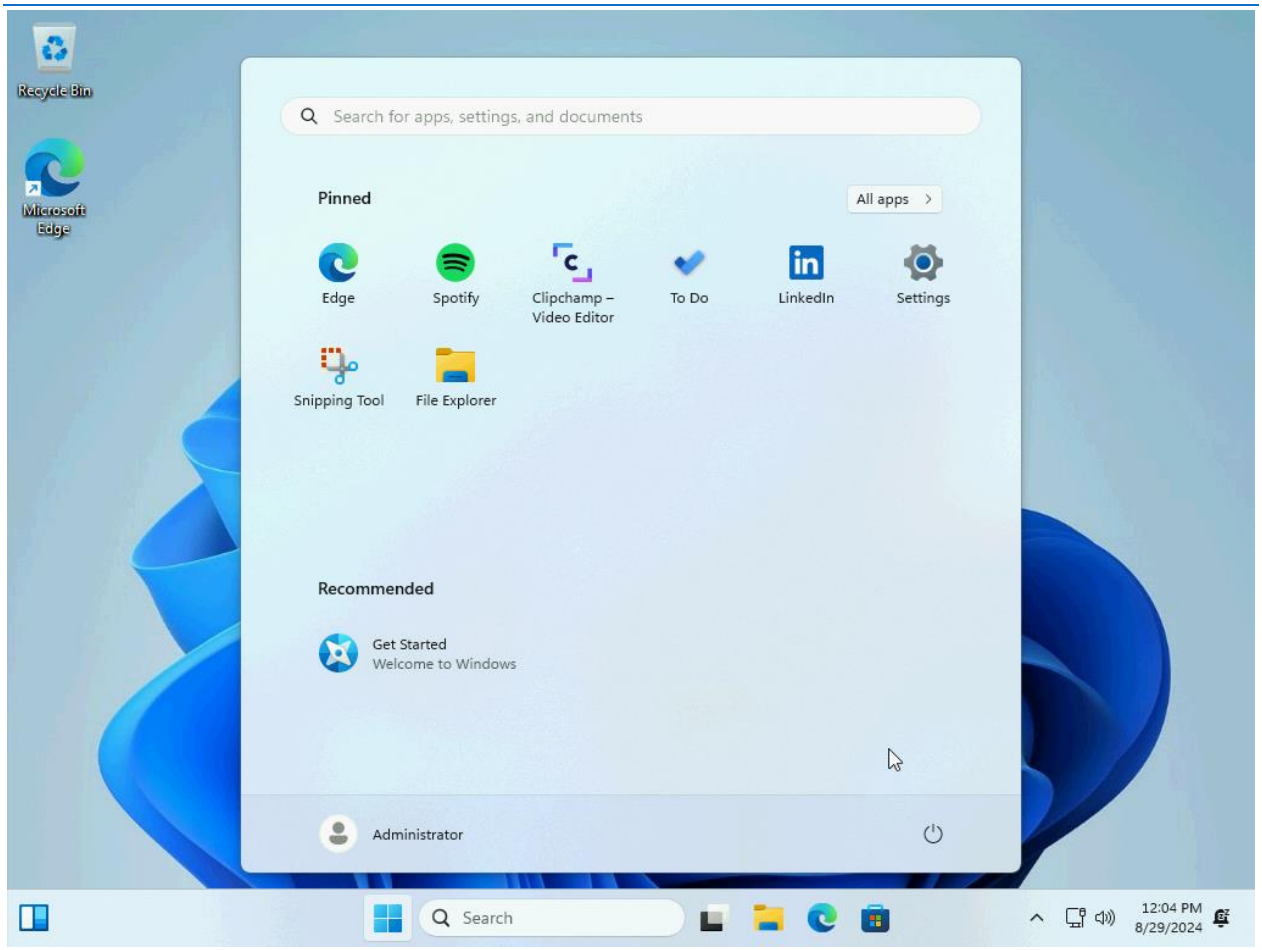
Please note, encryption is not supported with DSRV2. If your hard drive is encrypted, please follow Microsoft's recommendation for suspending encryption services.

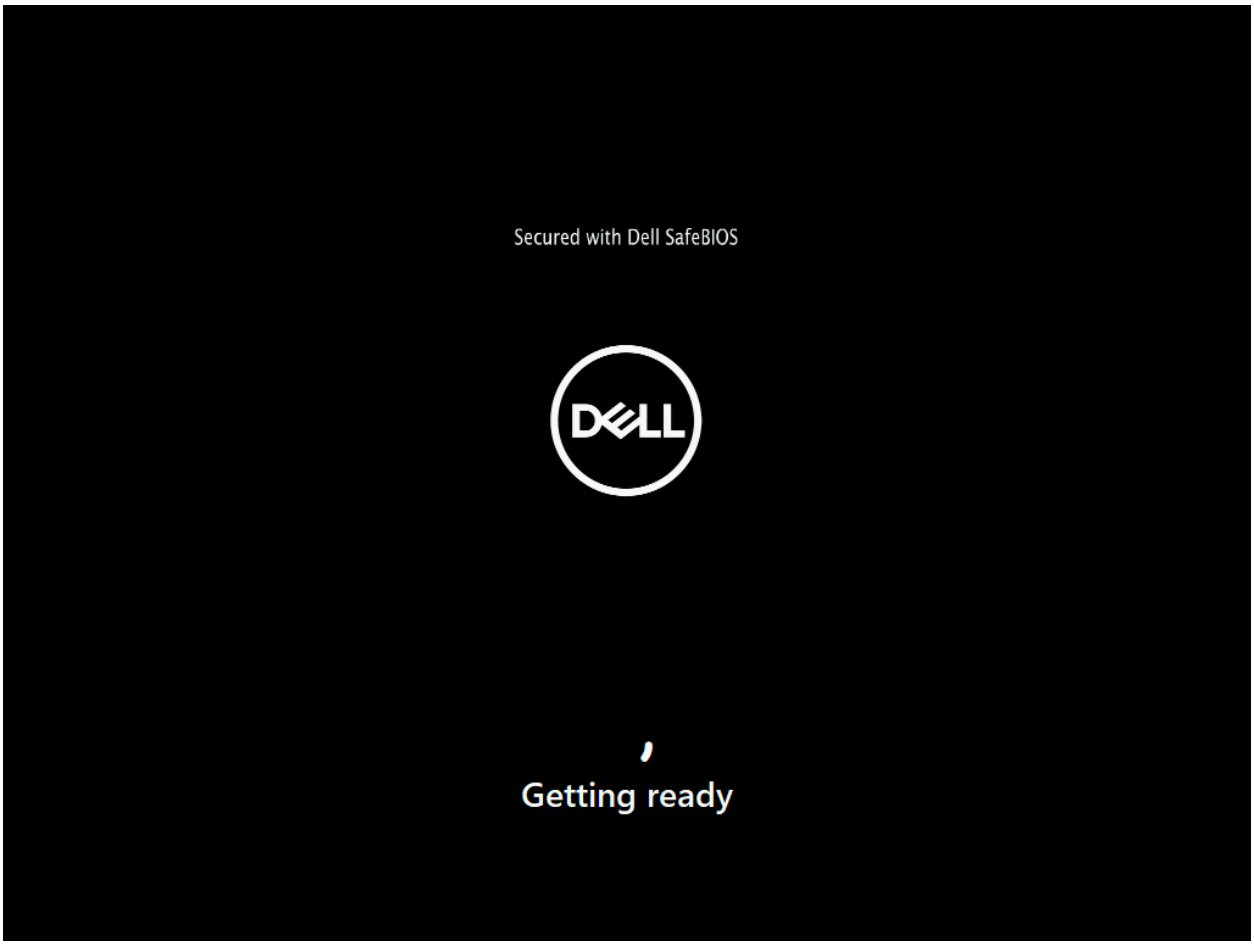
WINDOWS 11 24H2 RECOVERY

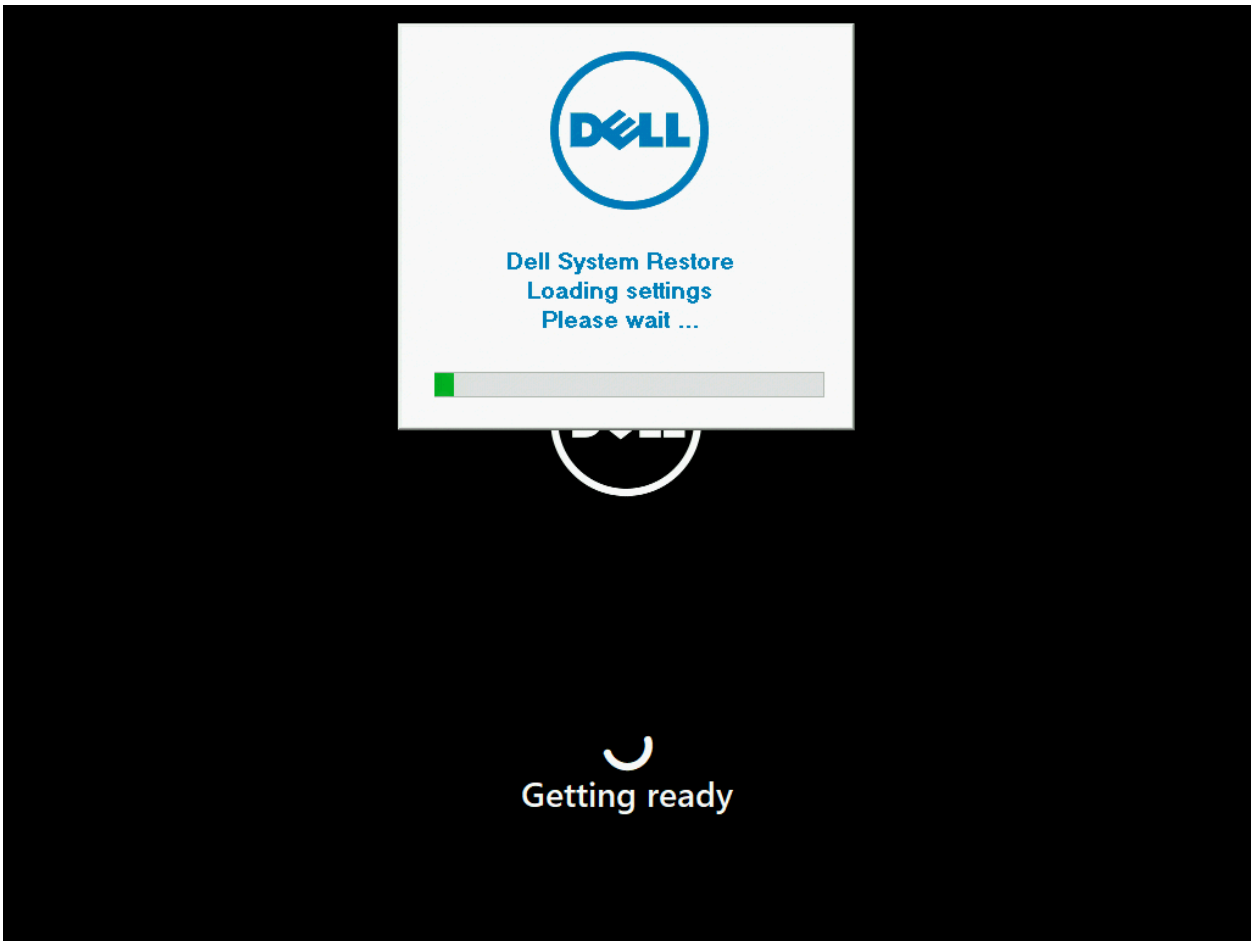
Shift Start from Desktop

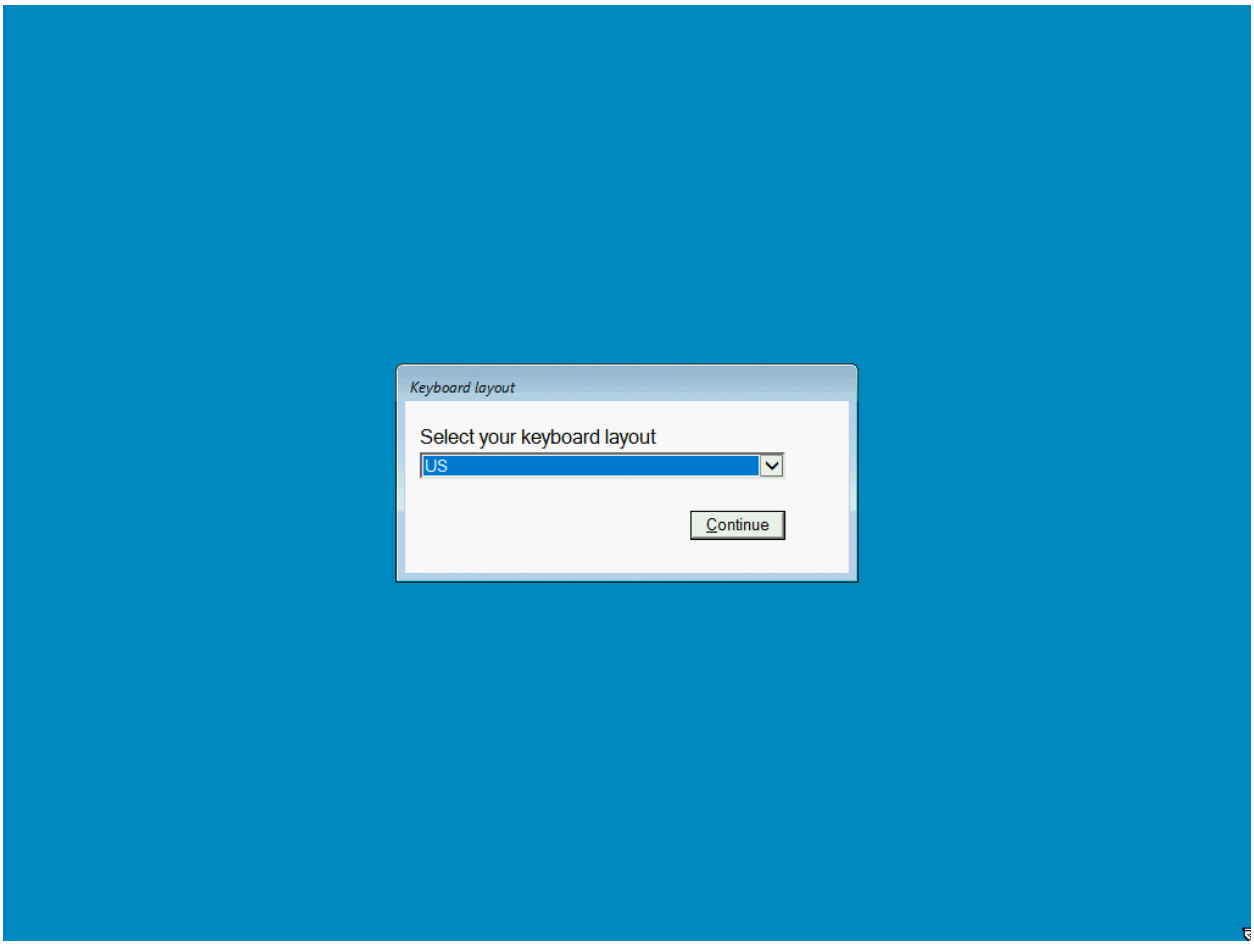
The following method is not supported by (Dell System Restore V2) recovery. ***SupportAssist OS Recovery*** is not supported by DSRV2.

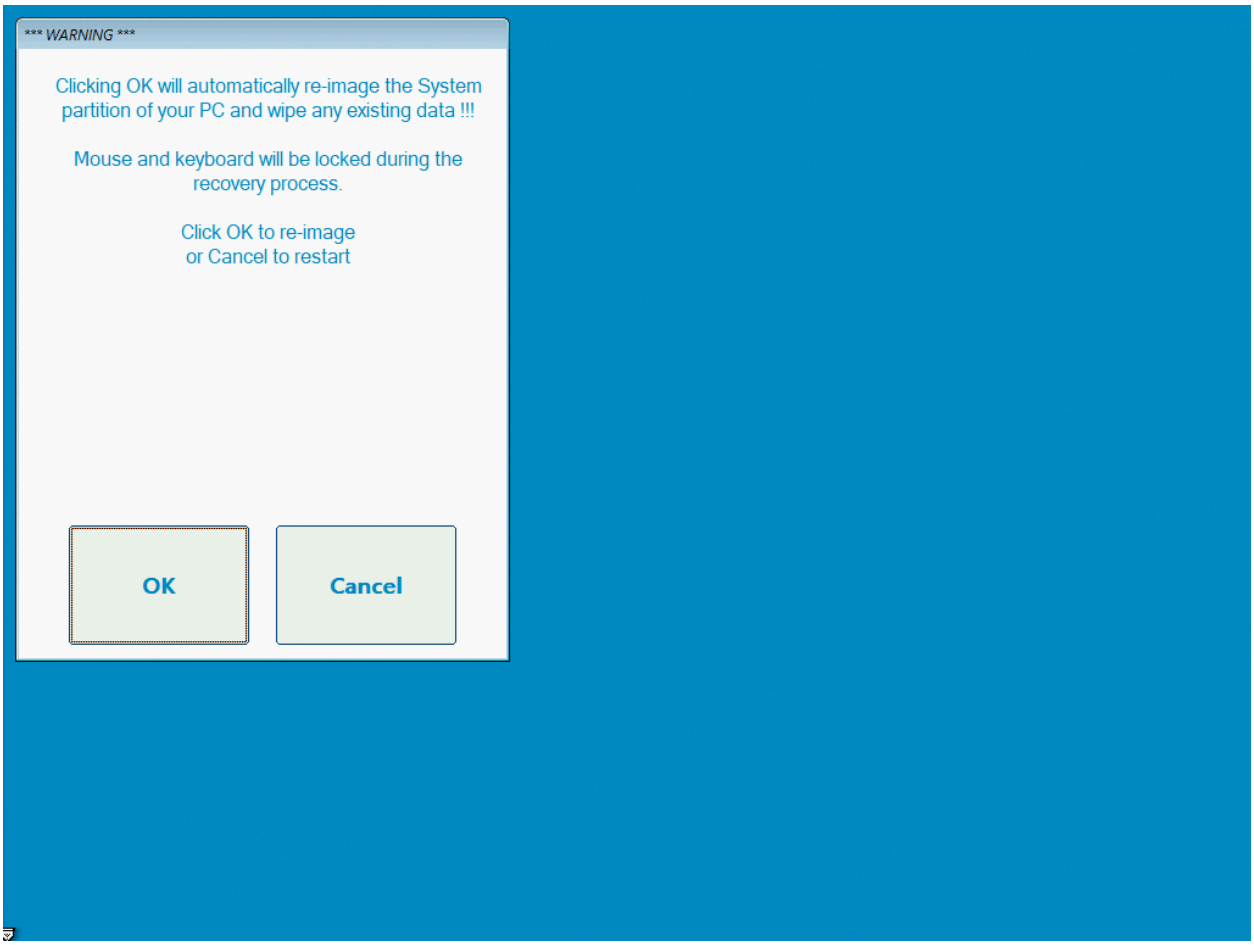
Press Shift-Restart in the desktop to begin Dell System Restore V2




Secured with Dell SafeBIOS
Getting ready

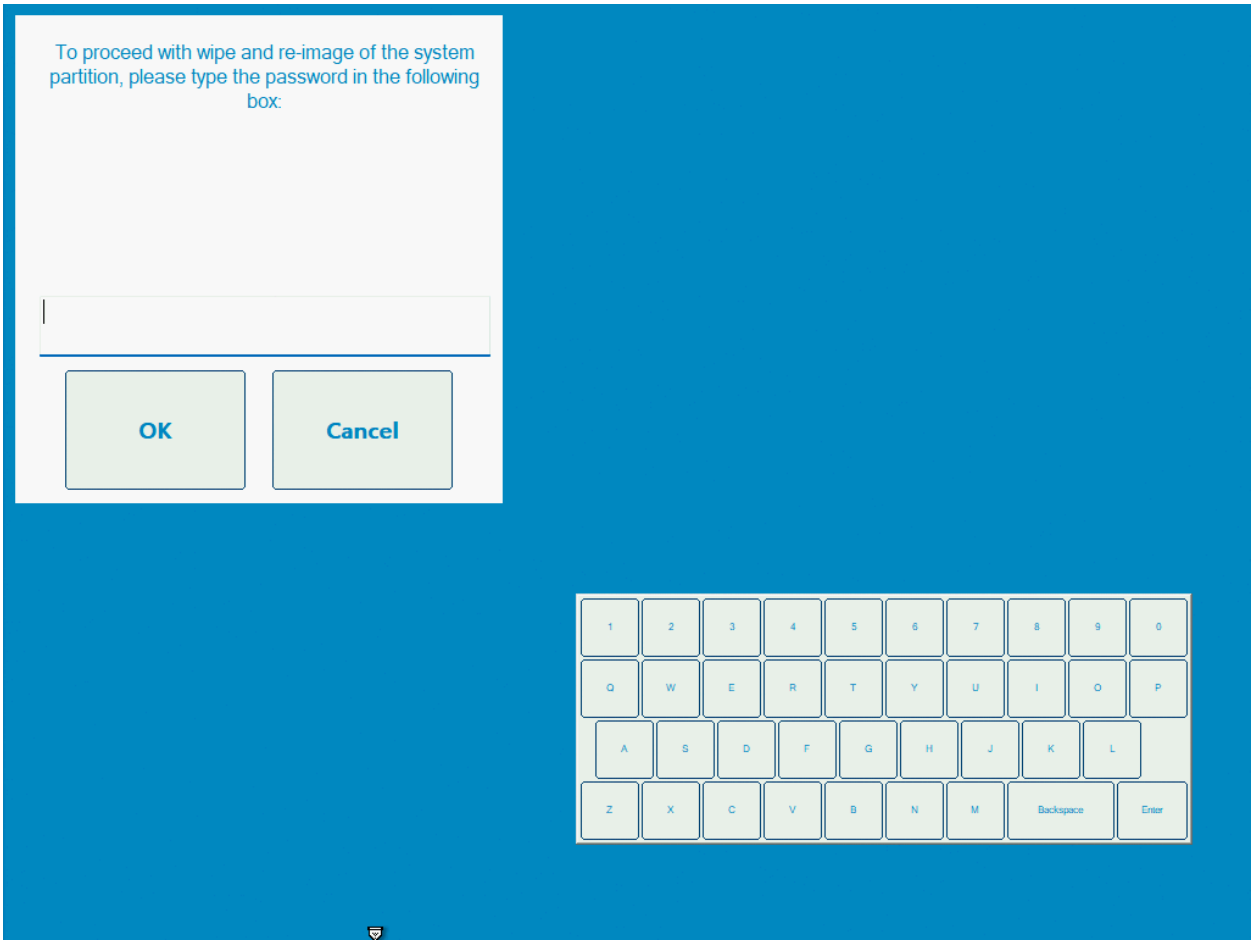

Dell System Restore
Loading settings
Please wait ...
Getting ready

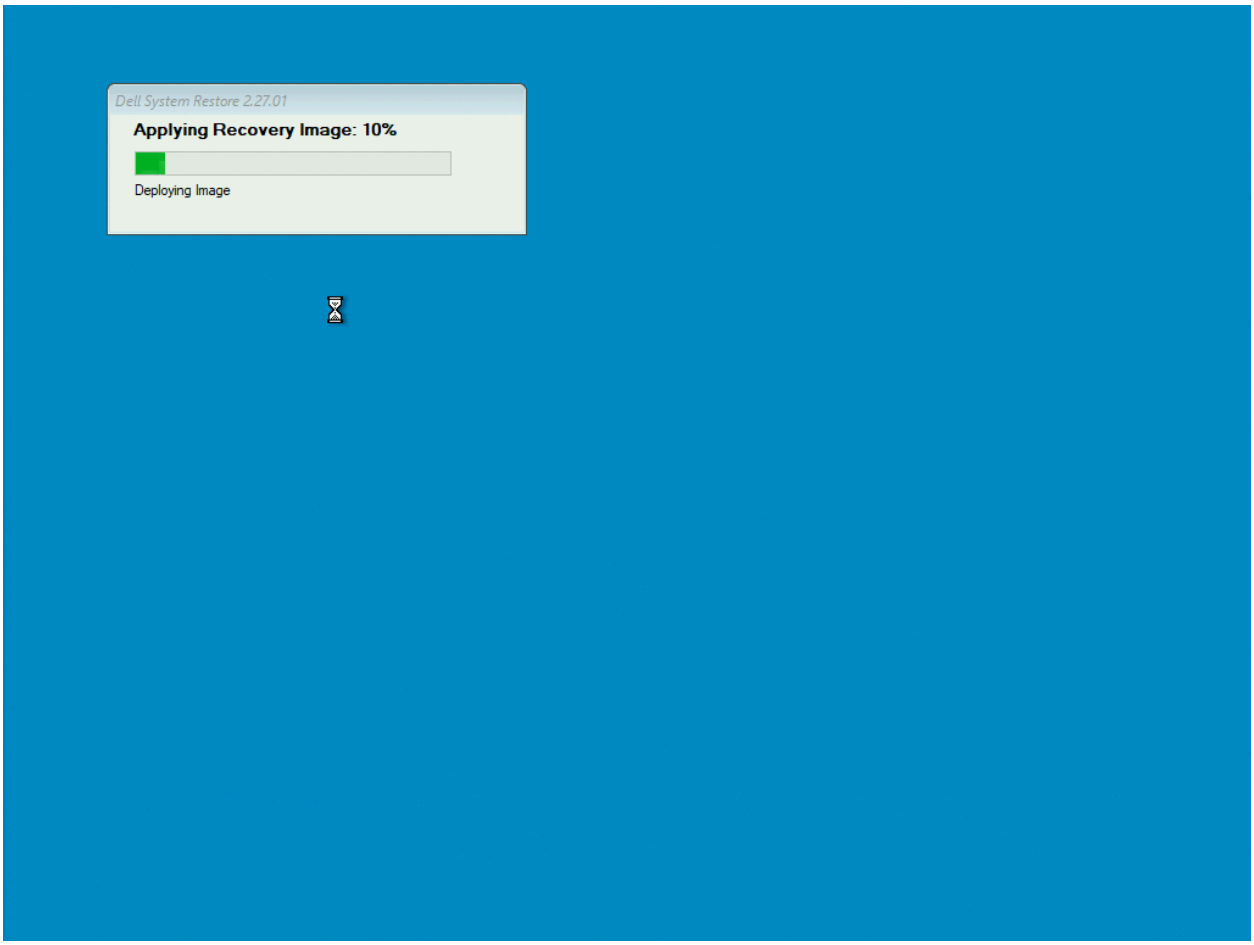

Keyboard layout
Select your keyboard layout
US
Continue

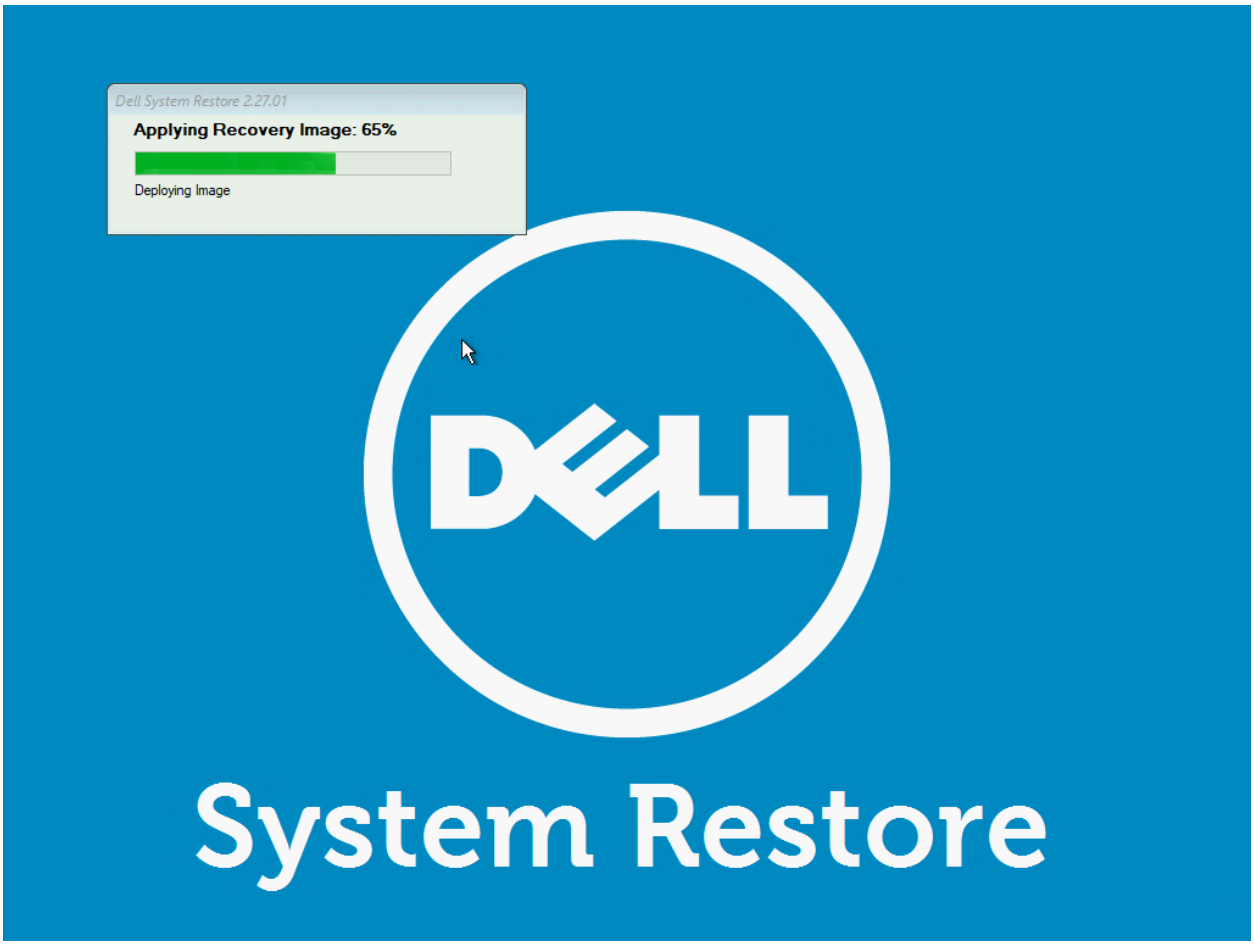

*** WARNING ***
Clicking OK will automatically re-image the System partition of your PC and wipe any existing data !!!
Mouse and keyboard will be locked during the recovery process.
Click OK to re-image
or Cancel to restart
OK
Cancel

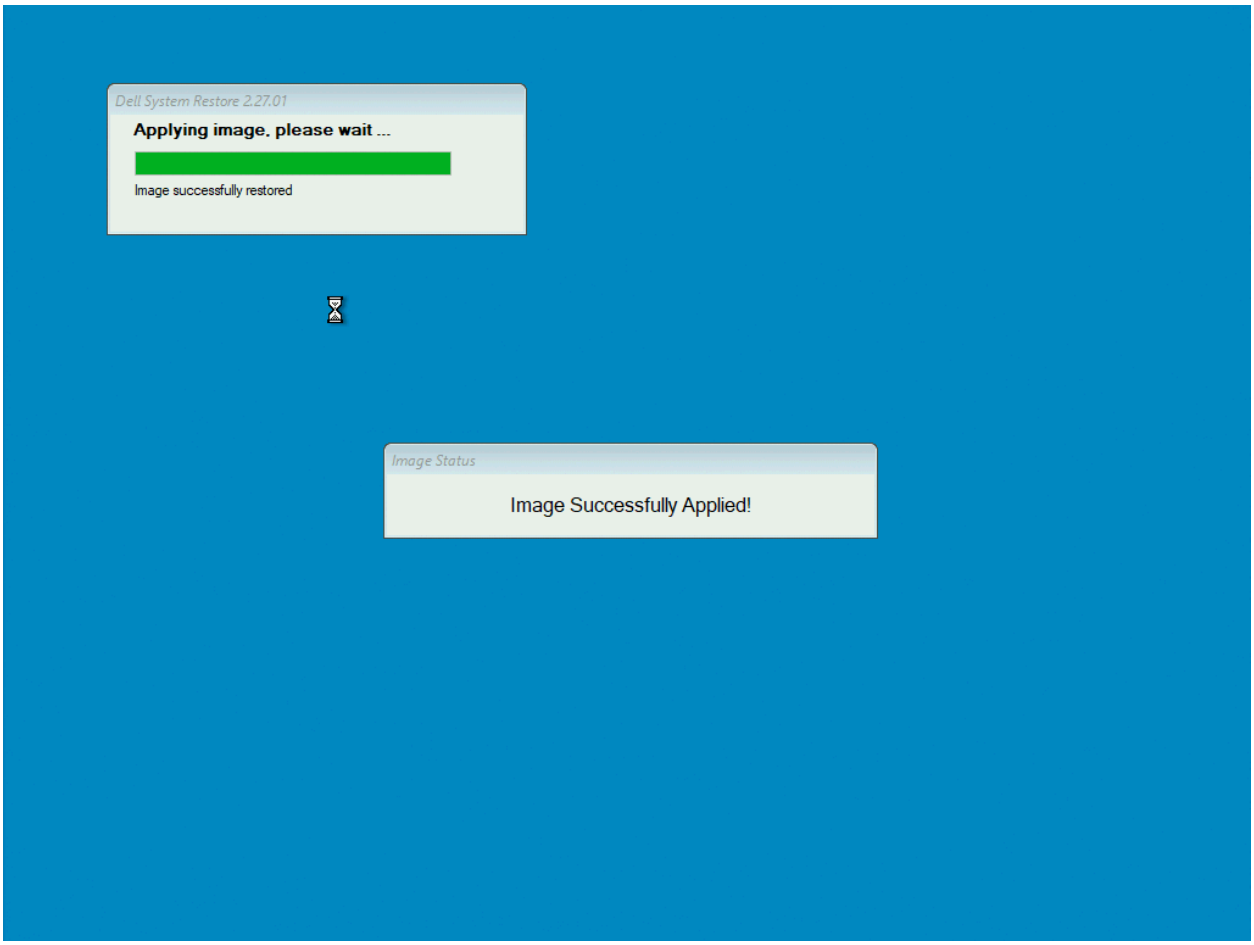
Enter password.

Note: Default password is system service tag.




Dell System Restore 2.27.01
Applying Recovery Image: 10%
Deploying Image


Dell System Restore 2.27.01
Applying Recovery Image: 65%
Deploying Image
System Restore


Dell System Restore 2.27.01
Applying image, please wait ...
Image successfully restored
Image Status
Image Successfully Applied!

Select **Restart** once completed.

Troubleshooting

- DSRV2 does not support encryption. Please ensure Bitlocker is disabled from your original custom image.

DSRV2 Prerequisites

The following list of prerequisites are listed to avoid issues with Dell System Restore V2 recovery process.

- CUSTOM PBR IMAGES
  DSRV2 does not support custom PBR (Push Button Reset) images. Visit Dell Image Assist portal on building a reference image to capture.
- DELL IMAGE ASSIST
  Use the Dell Image Assist user guides for following image creation best practices. Dell provides documentation and training material to assist in building images within a virtual 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 Image Assist) tool.
- DRIVERS
  For non-static custom images, do not attempt to install drivers (including drivers and driver updates from Windows Update) through the process of creating your custom image.
- ENCRYPTION
  DSRV2 does not support hard drive disk encryption. Use the troubleshooting steps in this document to suspend encryption in-order to perform operating system maintenance.