



# **Dell System Restore X**

## Documentation

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## DSRX Overview

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The following HOW-TO material contains technical details to perform OS recovery using DSRX (Dell System Restore X). Follow [Dell Image Assist](#) guidelines to build a reference image to capture.

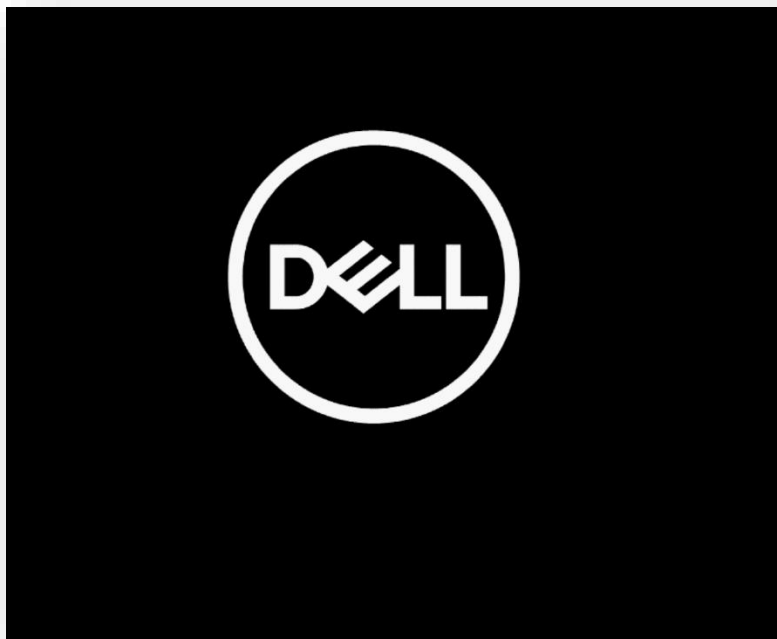
Please note, encryption is not supported with DSR or DSRX. If your hard drive is encrypted, please follow Microsoft's recommendation for [suspending encryption](#) services.

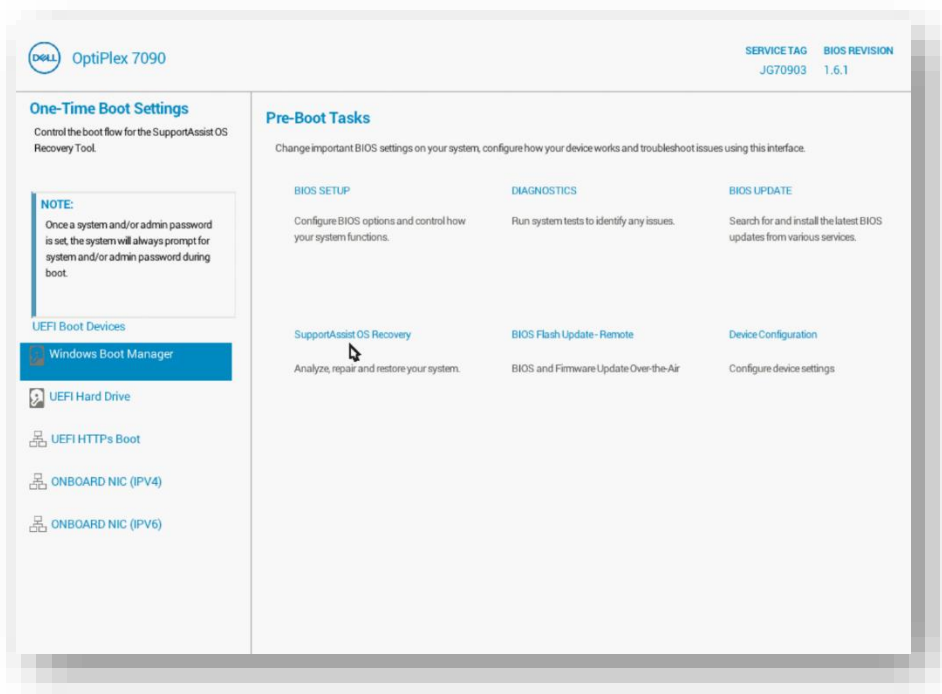
## WINDOWS 10 RECOVERY

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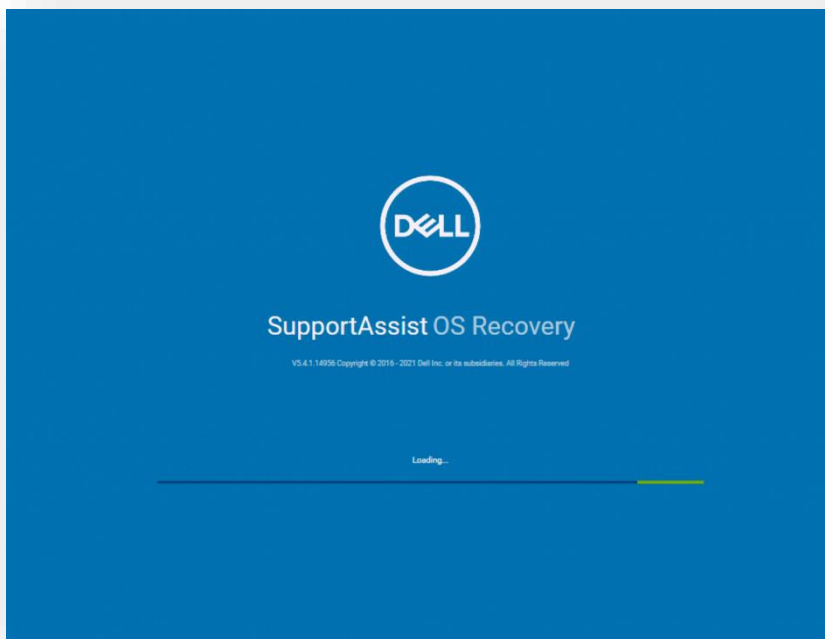
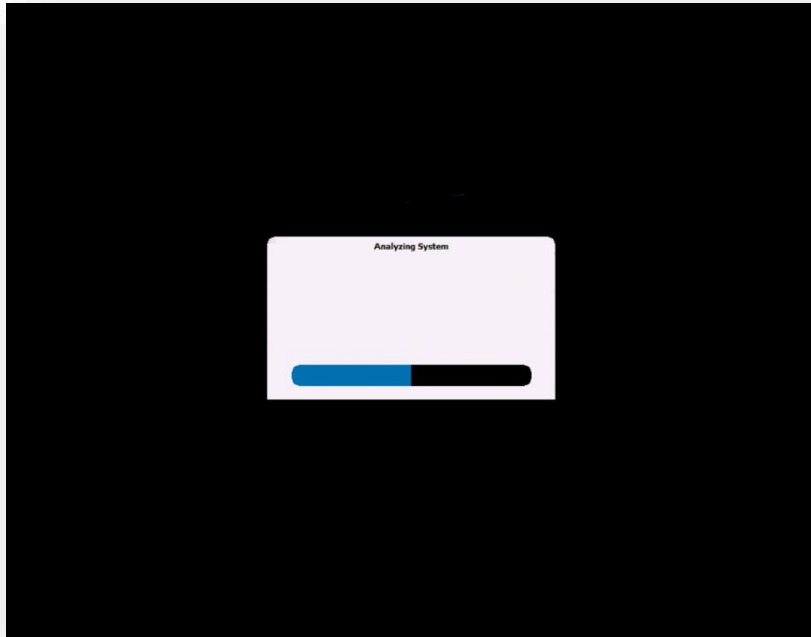
### F12 Boot Menu (in BIOS)

The following method allows you to boot into the DSRX (Dell System Restore X) recovery. When system is powered on, hit F12 repeatedly during the Dell BIOS splash screen. Select **SupportAssist OS Recovery** and begin to follow the prompts.

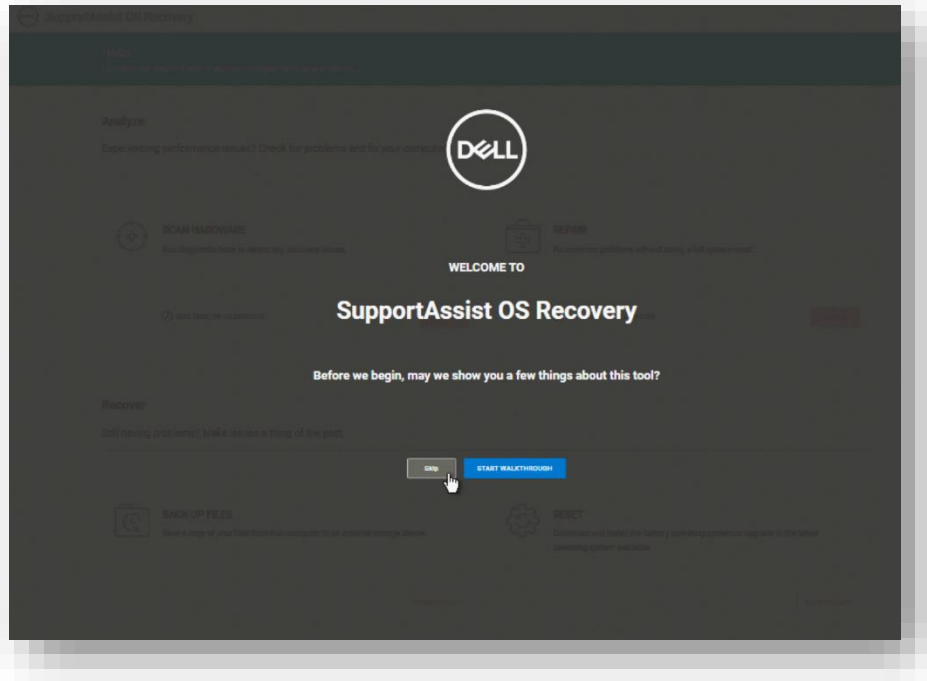




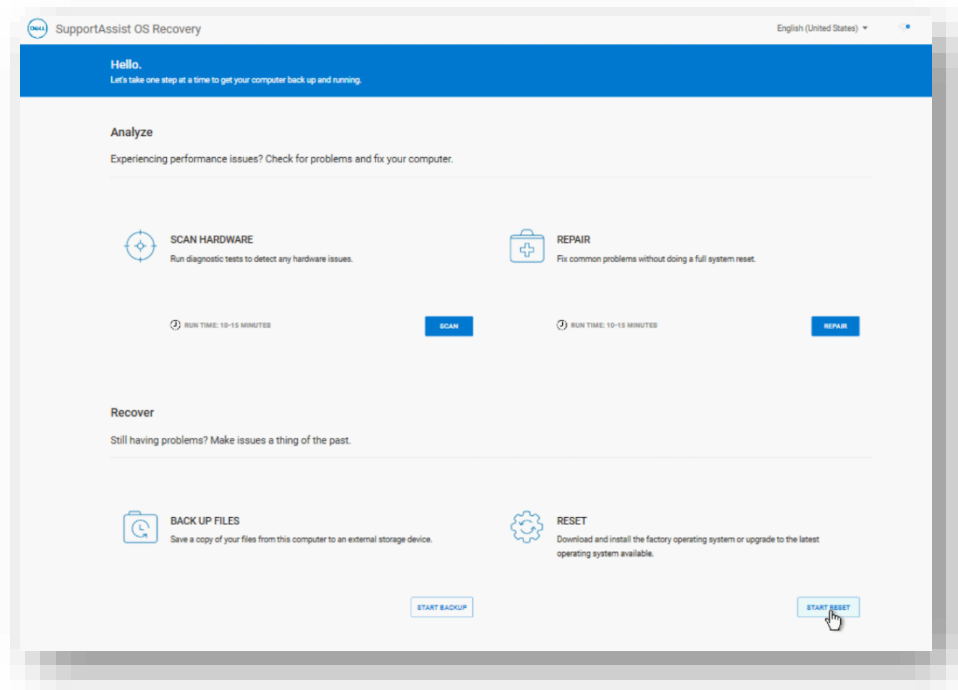
Allow Recovery UI to load



Skip the **Walkthrough**.

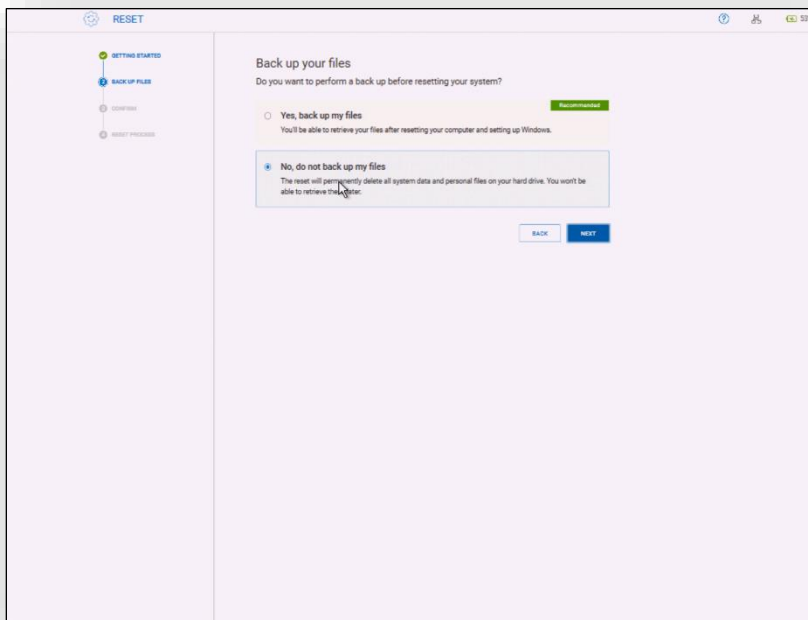
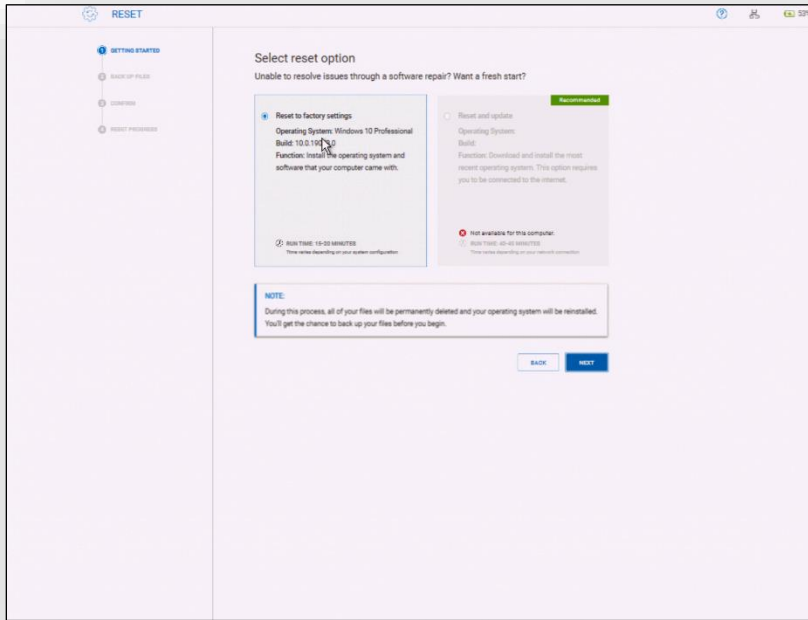


Select the option to **Start Reset**.

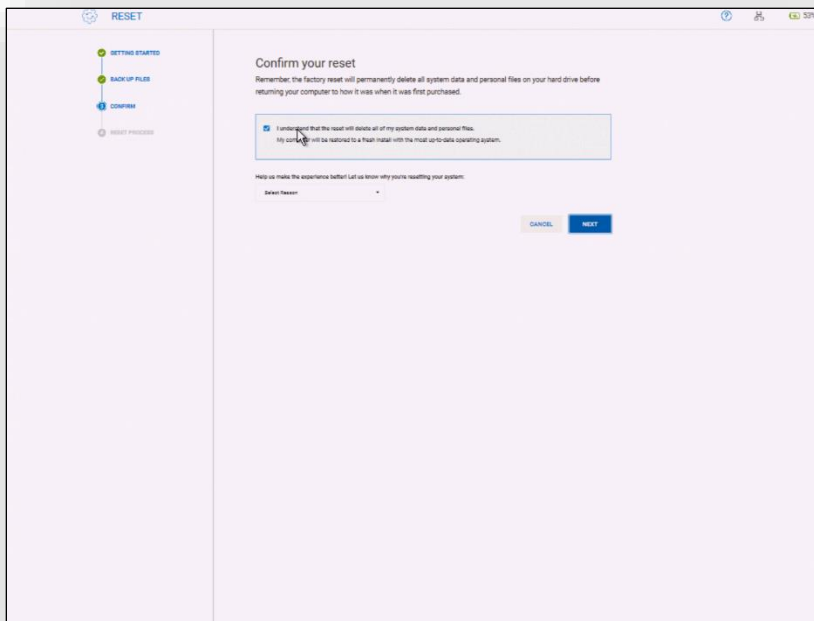
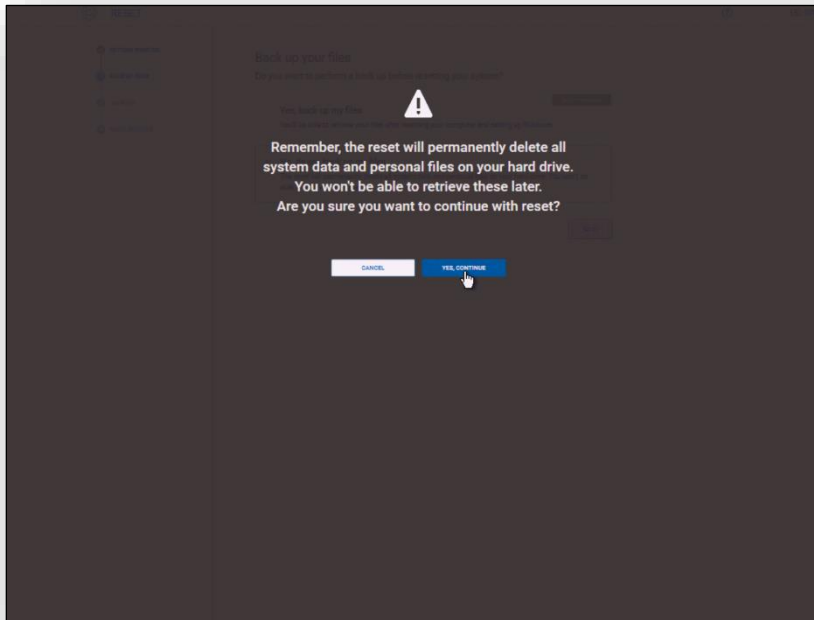




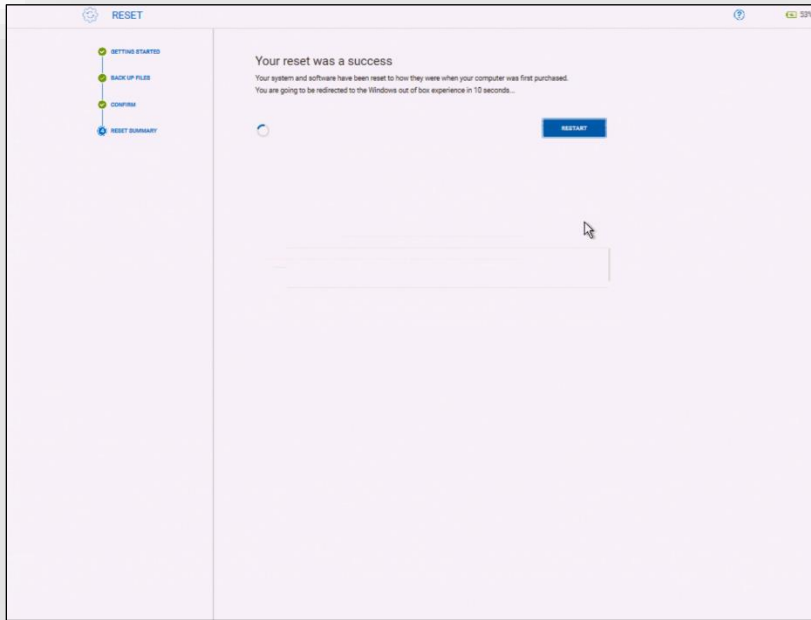
Select option to **Reset to Factory Settings** and **No, Do Not Back Up Files**.



Select **Yes, Continue** OS recovery process and check box to confirm data deletion.



Select **Restart** once completed.



## Troubleshooting

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- From BIOS, ensure SupportAssist OS Recovery is ON (enabled).
- DSRX does not support encryption. Please ensure Bitlocker is disabled from your original custom image.

## DSR Prerequisites

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

- **CUSTOM PBR IMAGES**  
DSRX 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**  
DSR does not support hard drive disk encryption. Use the troubleshooting steps in this document to suspend encryption in order to perform operating system maintenance.