How to Download and Use the Dell OS Recovery Image in Microsoft Windows

Do you need to reinstall Microsoft Windows or Linux on your Dell PC due to a system crash, hard drive replacement, etc.?

The Dell OS Recovery Tool will help you download a customized Dell recovery image of Microsoft Windows or Linux that was preinstalled on your Dell PC. Dell OS Recovery Tool now supports downloading SupportAssist OS Recovery for supported Dell PCs. Follow the steps below to download the utility, create a USB recovery media and reinstall Microsoft Windows or Linux on your Dell PC.

What you will need

- Service Tag of the Dell PC on which you want to install Microsoft Windows or Linux
- Download and install Dell OS Recovery Tool (https://www.dell.com/support/home/drivers/osiso/recoverytool) (runs in Microsoft Windows only)
- Blank USB flash drive with at least 16GB of free space
- Microsoft .Net Framework 4.5.2 or higher
- Administrator user rights and at least 16GB of available storage space to download the Dell ISO recovery image

> **ℹ️ Note:** For instructions on how to download the operating system recovery image and create a USB recovery key in Linux, refer to the Dell knowledge-base article How to download and use the Dell OS Recovery Image in Linux (//www.dell.com/support/article/sln301761/en).

Using the Dell OS Recovery Tool

❯ Creating a USB recovery media

Dell OS Recovery Tool helps you create a USB recovery media using Dell ISO recovery image that is customized for your Dell PC. Dell OS Recovery Tool allows you to download either Microsoft Windows or Linux operating system, whichever was preinstalled on your Dell PC. To create a USB recovery media using a Windows PC:

Pre-requisites - Download and install the Dell OS Recovery Tool (https://www.dell.com/support/home/drivers/osiso/recoverytool) on your Windows PC.

1. Click **Start** and open the **Dell OS Recovery Tool** application.

    > **ℹ️ Note:** Click **Yes** in the User Account Control prompt.

2. Select a computer and click **Next**
    - Using the same Dell PC - Click **This Computer**
    - Using another working PC - Under **Another computer**, enter the **Service Tag** of the Dell PC and click **Search**(*magnifying glass icon*)

3. Connect a USB flash drive with at least 16GB of storage space available to the PC.

4. Under **USB drive**, select the USB flash drive you would like to utilize to create the USB recovery media and check the button "**I understand that the selected drive will be reformatted and existing data will be deleted**".

> ⚠️ **Warning:** It is highly recommended that you backup any important data from the USB flash drive. Dell OS Recovery Tool will format the USB flash drive and all data on the USB flash drive will be lost permanently.

5. To begin downloading the operating system for your Dell PC, click **Download**.

> ℹ️ **Note**: The original pre-installed operating system for your Dell PC is automatically identified by Dell OS Recovery Tool

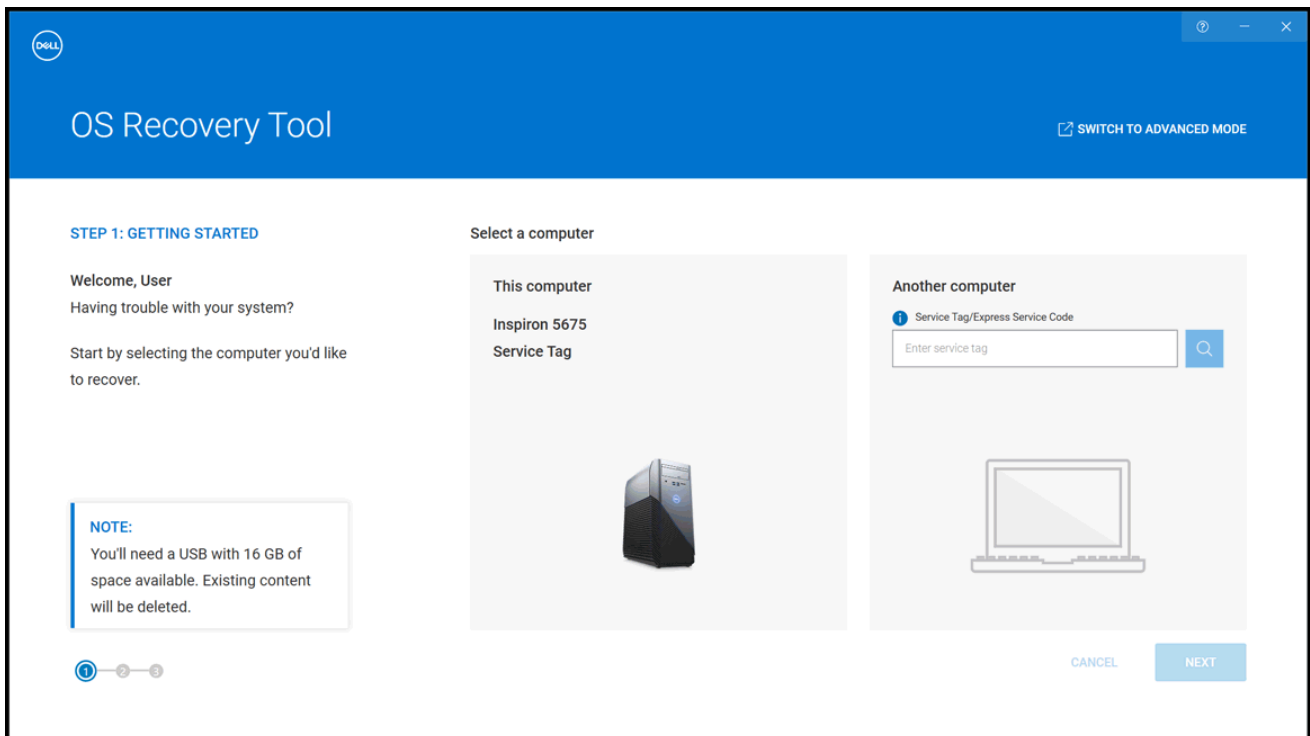6. Once the process is complete, you will be presented with a summary screen.

Figure 1: Create a recovery USB key for your Dell computer using Dell OS Recovery Tool (image in English)

Using the USB recovery media to install Microsoft Windows

❯ Installing Microsoft Windows 10

1. Connect the USB recovery media that you created to the Dell PC where you want to install Microsoft Windows.
2. Restart the PC and when the Dell logo appears, tap **F12** key until you see Preparing one time boot menu in the top-right corner of the screen.
3. On the boot menu, select the USB drive and press **Enter**.
4. On the Choose an option screen, click **Troubleshoot**, and then click **Recover from a drive**.

5. Follow the on-screen instructions to finish installing Microsoft Windows.
   The installation process will take some time and your PC may restart several times.

> **i** **Note:** For PCs with Windows 10 pre-installed, find more information about recovering the operating system using SupportAssist OS Recovery (https://topics-cdn.dell.com/pdf/dell-supportassist-pcs-tablets_Users-Guide2_en-us.pdf).

❯ Installing Microsoft Windows 8.1 or 7

❯ Installing Linux OS

Frequently asked questions

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❯ What is the *Switch to Advanced Mode* in Dell OS Recovery Tool and how do I use it?

❯ What is the difference between recovery images named Windows 10 and Windows 10 Automated by SupportAssist?

❯ What is Dell SupportAssist OS Recovery and how do I use it on my Windows 10 PC?

❯ How do I download the Windows or Linux recovery image on a non-Dell PC?

❯ How do I download the Windows or Linux ISO file on a non-Windows PC?

❯ How do I download 32-bit version of Windows ISO?

❯ What do I do if the ISO download fails?

❯ What do I do when my Dell Windows 7 PC is unable to boot to the USB recovery media?

❯ What do I do if I get an error "Not enough space on drive" while trying to download the ISO file?

❯ What do I do if the "Recover from a drive" option is missing when installing Microsoft Windows 10?

❯ Will the recovery image contain the latest device drivers for my Dell PC?

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