

HP Consumer PCs - Using the HP Cloud Recovery Tool (Windows 10)

Object name	con_win_genpc_c_using_hp_cloud_recovery_download_tool
GUID	GUID-5DD6E66E-6BA3-4128-AD6C-A09EF6FA8E47
Version	1

The HP Cloud Recovery Tool allows you to download recovery software to a USB drive. Currently, the tool supports consumer PCs manufactured in 2016 and later. Earlier model computers are being added on an ongoing basis.

 **NOTE:** If you purchased your computer before 2016, see [HP Customer Support - Software and Driver Downloads](#) for other available recovery options.

 **NOTE:** To learn if your model is supported, see [HP PCs - HP Cloud Recovery Tool Supported Platforms](#).

[How to Recover Your Computer Using the HP Cloud Recovery Tool](#)

Prepare for recovery

Object name	con_win_genpc_e_prepare_for_cloud_recovery
GUID	GUID-863DD2DA-BE3A-42CF-96B1-3514C5D5F595
Version	1

Prepare your computer for system recovery before you download and install the HP Cloud Recovery Tool.

- Back up your files. See [HP PCs - Backing Up Your Files \(Windows 10, 8\)](#).
- Set aside one to four hours for the recovery process. The recovery time varies depending on the network and USB flash drive.
- Make sure that you have a computer with an active internet connection. For best results, an Ethernet connection is recommended. Do not disconnect from the internet or Ethernet during the process.
- Make sure that you use an AC power connection to the computer during the process. Do not disconnect from AC power during the process to avoid recovery failure.
- Make sure that you have a blank USB flash drive with a minimum of 32 GB.
- Make sure that your computer has a minimum of 20 GB free disk space on the Windows partition.
- Do not use an external hard drive. The tool does not work when downloaded to an external hard drive.

Download and install the HP Cloud Recovery Tool

Object name	con_win_genpc_t_download_cloud_recovery_tool
GUID	GUID-5C5BBD72-A99A-43D2-9E8E-6A321F8FEA3D
Version	1

HP Cloud Recovery Tool can be downloaded and installed only on the 64-bit version of Windows.

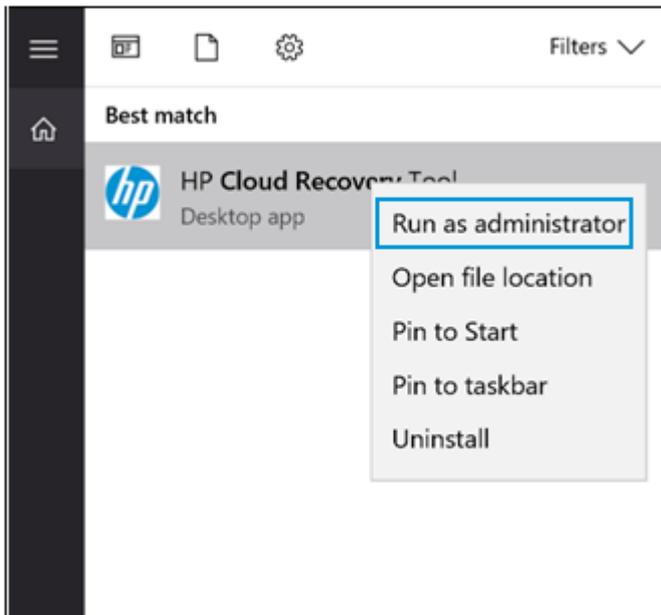
- ▲ Choose one of these options to download and install the HP Cloud Recovery Tool.
 - Search for and download the HP Cloud Recovery Tool from the Microsoft Store.
 - Go to [HP Cloud Recovery Tool](#) to download and install the tool.
 - Go to [HP Customer Support](#) and search for Cloud Recovery.

Run the HP Cloud Recovery Tool

Object name	con_win_genpc_t_run_cloud_recovery_tool
GUID	GUID-3D4B7534-8F57-4E12-A081-B4036C1CAA93
Version	1

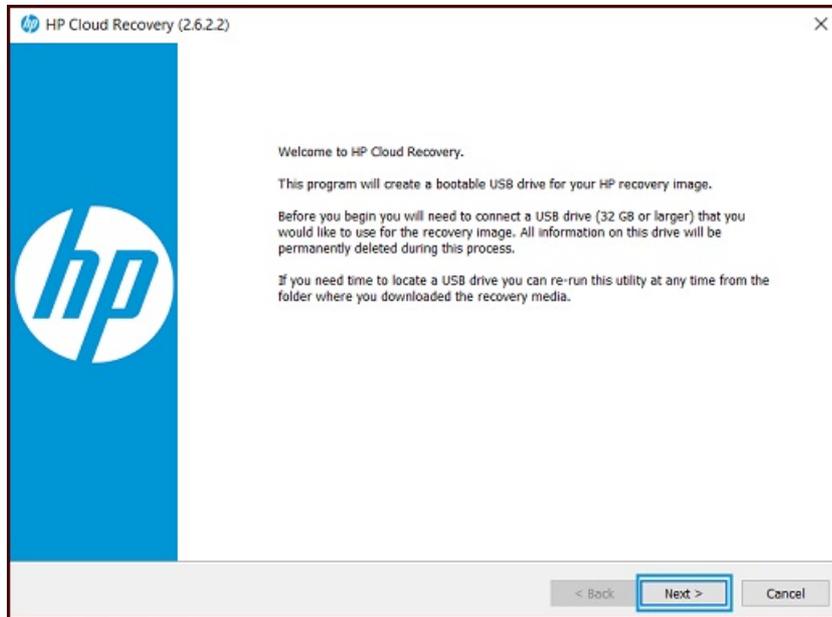
Run the HP Cloud Recovery Tool to create a recovery image for your computer.

1. Insert a blank USB flash drive (minimum 32 GB) into the computer, and then make sure that the computer is connected to the internet. Any data on the USB flash drive is permanently deleted during this process. When the process is complete, the USB flash drive contains only the recovery software.
2. Search for Cloud Recovery, right-click **HP Cloud Recovery Tool**, and then select **Run as administrator**.



If the **Do you want to allow this app from an unknown publisher to make changes to your device?** message is displayed, click **Yes** to continue.

3. On the Welcome screen, click **Next** to continue.

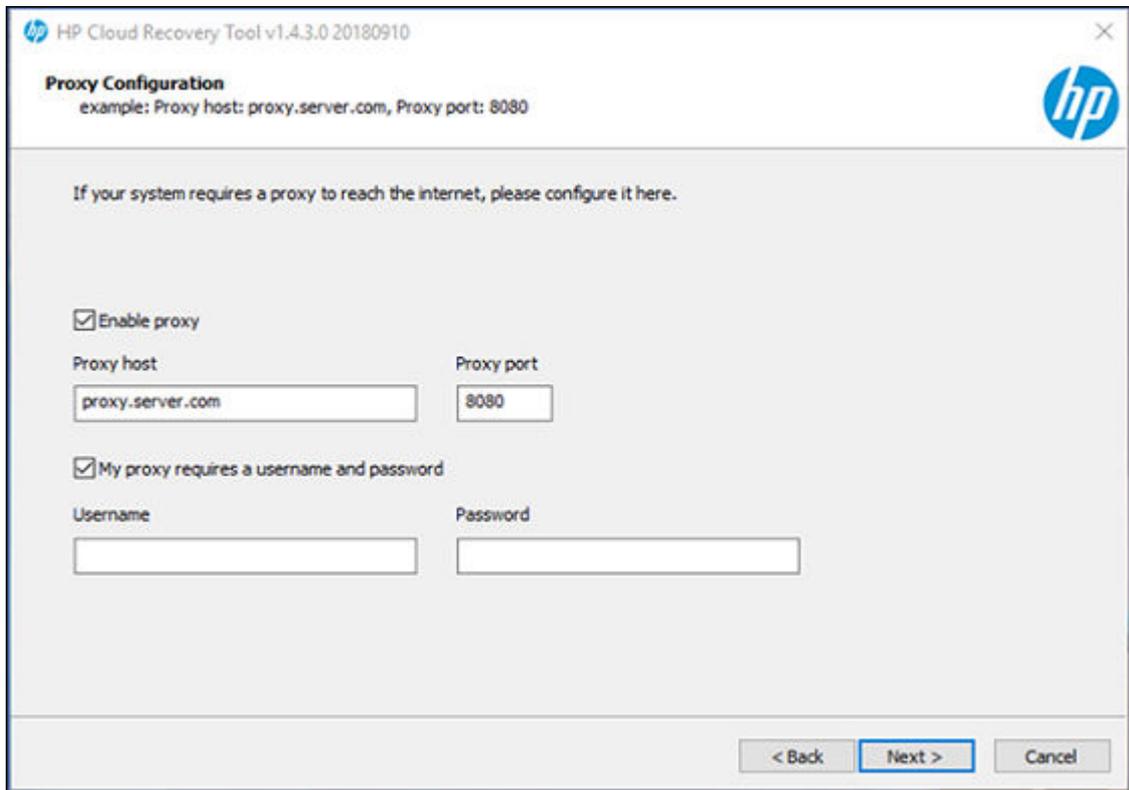


4. Enter the proxy information, if necessary.

- If you are on a secure network, the download tool automatically detects and populates the proxy information. Click **Next**.

 **NOTE:** If the download tool does not detect and populate the proxy information, contact your network administrator for the proxy information, and then type it in the appropriate fields.

- If you are on an unsecured network, skip this step and continue to the next screen.



5. When the cloud recovery tool detects the information for your device, click **Next**.

 **NOTE:** If you download the recovery media on a different computer than the computer you want to recover, select the **I need to enter Product ID for my HP system** check box to type the information for the affected system. If the **Product ID is Not Match or Invalid** error message is displayed, your computer is not yet available for the HP Cloud Recovery Tool. Go to [HP Customer Support - Software and Driver Downloads](#) for other recovery options.

HP Cloud Recovery Tool v1.4.3.0 20180911

System Information Page
Details about your system.

I need to enter Product ID for my HP system.

Product ID: -4MY79EA#ABZ

Country Code: ABZ

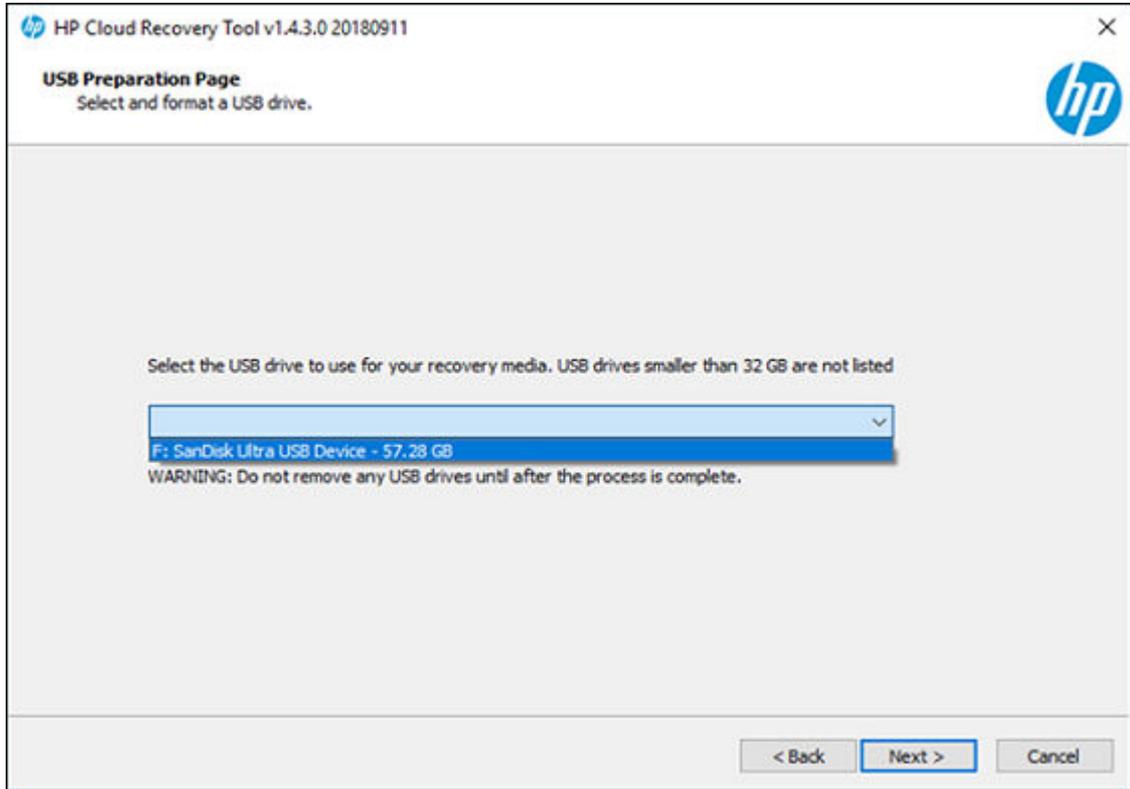
Operating System: Microsoft Windows 10 64-bit

< Back Next > Cancel

 **NOTE:** To locate the product ID, look on the back of the computer for a label. You can also see [How Do I Find My Model Number or Product Number? \(Desktop\)](#) or [How Do I Find My Model Number or Product Number? \(Notebook\)](#) for more information about locating the product ID.

 **NOTE:** If the product ID has an AV before a pound sign (#) and a three-digit number, do not include that information in the product ID. For example, if the product ID is JGT75AV#123, you would only enter JGT75AV as the product ID.

6. Select your USB flash drive from the drop-down list, and then click **Next**.



An alert that all information all the USB flash drive will be permanently deleted is displayed. Click **OK** to continue.

 **NOTE:** If the **The recovery USB Flash drive is ready. Do you want to delete the downloaded temporary files to save space in the drive?** message is displayed, click **Accept** to continue.

7. To finish the download and close the app, click **Finish**.

Performing an HP System Recovery with your USB Drive

Object name	com_win_genpc_t_perform_hp_syst_recovery_usb
GUID	GUID-DC7171CE-59B8-4B2A-92EA-2FA5BE8B6A4D
Version	1

Perform the following steps to recover the computer using a USB flash drive.

1. Turn on the computer and insert the USB flash drive into a USB port.
2. Turn off the computer by pressing and holding the power button.
3. Disconnect all peripheral devices, except for the monitor, keyboard, mouse, and power cord. Remove media from internal drives and remove any recently added internal hardware.
4. Turn on the computer and use booting options to boot from the USB drive.
5. Follow on-screen prompts to complete the recovery.

Frequently asked questions

Object name	con_win_genpc_c_faqs
GUID	GUID-2F73635D-15AA-4BD7-9E3F-41334CD8BCE5
Version	1

Review these frequently asked questions for information about using the HP Cloud Recovery Download Tool.

What should I do if a 'Product ID is Not Match or Invalid' error message is displayed?

Object name	con_win_genpc_e_what_should_i_do_product_id_invalid_error
GUID	GUID-2EB4EA1B-A42A-4BB9-B9A2-D78F99A1E772
Version	1

If a **Product ID is Not Match or Invalid** error message is displayed, enter the correct serial number.

What if there is a long delay after I click 'Next' on the Welcome page?

Object name	con_win_genpc_t_long_delays_after_click_next_welcome_page
GUID	GUID-C3BCFB9C-3CA9-4A9F-8465-04C518C23B5F
Version	1

If you experience a long delay after clicking **Next** on the Welcome page, perform the following steps.

1. Check your network connectivity.
2. Make sure that the system clock and time zone are accurate.
3. Restart the HP Cloud Recovery Tool and try again.

What should I do if the recovery repeatedly fails after using the tool on a secure network?

Object name	com_nonOS_genpc_e_what_should_i_do_recovery_fails_using_tool_secure_netowrk
GUID	GUID-8A1B5C44-0D4E-4987-A613-7E88900B5E67
Version	1

If your attempts to use the recovery tool on a secure network fail, contact the network administrator to get your proxy server, port information, and login credentials.

What if my download attempts keep timing out or failing?

Object name	con_nonOS_genpc_e_download_attempts_timing_out_failing
GUID	GUID-D0FDEF1F-C506-4E47-A14E-08E95FD81D15
Version	1

If your download attempts keep failing, do the following.

- Check your internet connection.
- Check that the system date and time are set correctly.

What if a 'Drive partitioning failed' error message is displayed?

Object name	con_nonOS_genpc_t_drive_partitioning_failed_error_message
GUID	GUID-57D3445E-18B1-4975-B3F2-A62AE459D9FC
Version	1

If a **Drive partitioning failed** error message is displayed, it might mean there is a problem with the USB flash drive. Follow these steps to test the USB flash drive.

1. Reformat the USB flash drive.
2. Create a file on the USB flash drive.
3. Try accessing the file you created on the USB flash drive.

If you are unable to access the file, you might need to replace the USB flash drive.

What if an 'Image extraction failed' or 'Relocation fail' error message is displayed?

Object name	con_nonOS_genpc_e_image_extraction_relocation_failed_error_message
GUID	GUID-F2E0F855-71A5-4813-B660-3B8E2FF23C95
Version	1

If an **Image extraction failed** or **Relocation fail** error message is displayed, HP recommends that you restart the recovery process. The following error messages indicate that there might be a problem with the download or processing of the recovery image.

- Image extraction failed
- Relocation failed
- Failure to mount the recovery image
- Failure to get drive letter from mounting image
- Failure to compare Hash...
- Recovery USB content size does not equal download ISO size

What if a 'Disk not selectable' error message is displayed?

Object name	con_nonOS_genpc_e_disk_not_selectable_error_message
GUID	GUID-97FAFE1C-A835-4B86-B4CA-47FDEE1FD3C6
Version	1

If a **Disk not selectable** error message is displayed, make sure that your USB flash drive has 32 GB of free space.

What if the process fails during the USB formatting?

Object name	con_nonOS_genpc_t_what_if_process_fails_during_usb_format
GUID	GUID-475AAE7B-7D7E-44EF-9CBC-4F1F655E1252
Version	1

If the download process fails during the USB formatting, follow these steps.

1. Make sure that the USB flash drive has a minimum of 32 GB.
2. Make sure that the USB flash drive is properly inserted into the USB port.
3. Insert the USB flash drive into a different USB port.
4. Reformat the USB flash drive, and then test it to make sure that it works.
5. Restart the process using a properly functioning USB flash drive.

What should I do if the USB device is not included in the list of boot devices (Windows 10)?

Object name	con_win_genpc_c_usb_device_not_in_list_boot_devices
GUID	GUID-B9E952C9-C844-4FC6-809C-A49FB1D74A31
Version	1

It might be necessary to disable secure boot and then enable legacy mode in the BIOS to start the computer using recovery media.

Use one of the following methods to open the BIOS Setup Utility, and then choose your device type below for steps to disable secure boot.

- Turn on the computer and immediately press the **f10** key repeatedly, about once every second, until the BIOS Setup Utility opens.
- Turn on the computer and immediately press the **esc** key repeatedly, about once every second, until the Startup Menu opens. Press **f10** to open the BIOS Setup Utility.

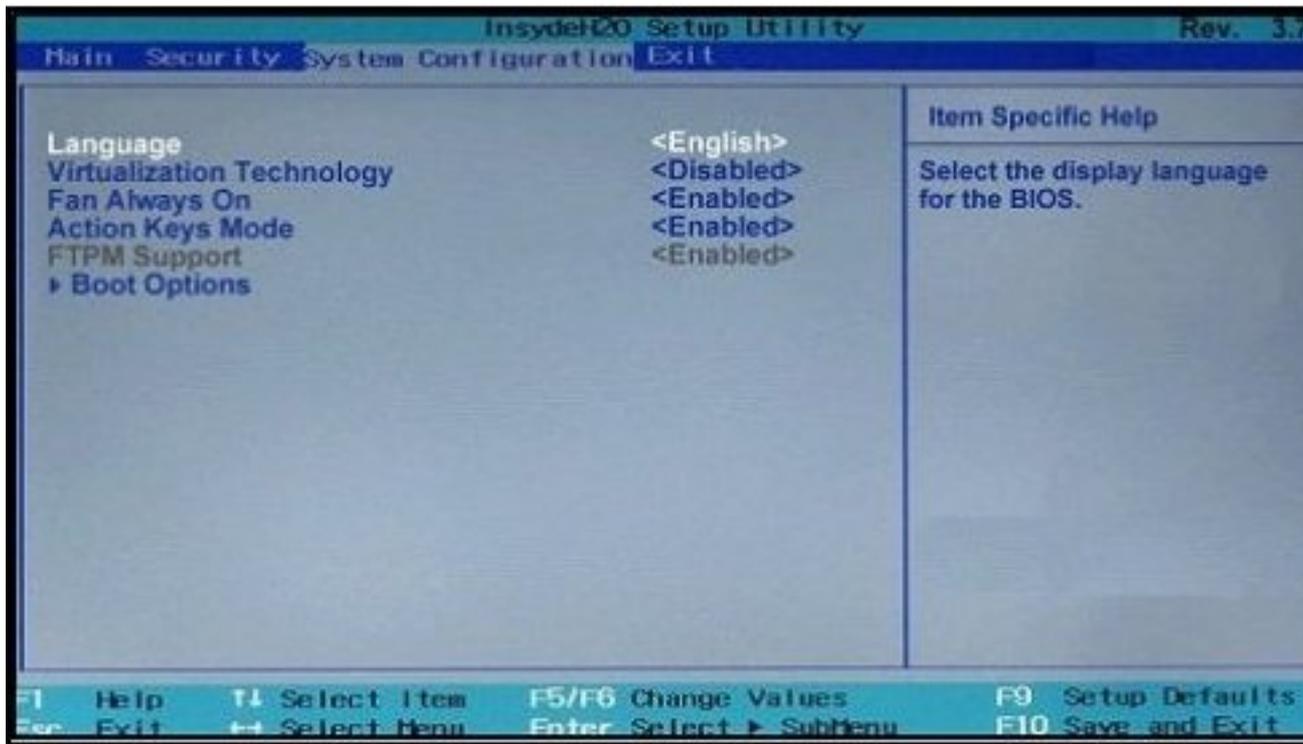
To navigate the BIOS Setup Utility, select menu screens by pressing the left or right arrow keys. Use the up or down arrow keys to move through the list of items on the menu screen. Press the **enter** key to select an item and open a submenu. Then use the left and right arrow keys to modify the settings. Press the **f10** key to save the changes and exit from a submenu, or press the **esc** key to exit from a submenu without saving the changes.

Configure boot options (notebooks)

Object name	con_win_nb_t_configure_boot_opts
GUID	GUID-12DE30AF-6EBE-436F-B695-E99EE9A837E7
Version	1

Disable secure boot and enable legacy mode on notebook computers.

1. Use the right arrow key to select the **System Configuration** menu, use the down arrow key to select **Boot Options**, and then press **enter**.



2. Use the down arrow key to select **Secure Boot**, and then press **enter**.
3. Use the down arrow key to modify the setting to **Disable**, and then press **enter**.
4. Use the arrow keys to select **Legacy Support**, and then press **enter**.
5. Use the arrow keys to modify the setting to **Enable**, and then press **enter**.
6. Press **f10** to accept the changes and exit. Or, use the left arrow key to select **Exit**, use the down arrow key to select **Exit Saving Changes**, and then press **enter** to select **Yes**.
7. The Operating System Boot Mode Change screen is displayed, prompting you to confirm the Boot Options change. Type the code that is displayed on the screen, and then press **enter** to confirm the change.

The BIOS Setup Utility closes, and the computer restarts.

8. Turn off the computer.

You can now boot from the recovery media.

Configure boot options (desktops)

Object name	con_win_dt_t_configure_boot_opts
GUID	GUID-825DE51A-347D-4057-A813-F312ADF08276
Version	1

Disable secure boot and enable legacy mode on desktop computers.

1. Use the right arrow key to select the **Security** menu, use the down arrow key to select **Secure Boot Configuration**, and then press **enter**.



2. Press **f10** when the Secure Boot Configuration window is displayed.



3. Use the down arrow key to select **Secure Boot**, and then press the left or right arrow keys to modify the setting to **Disable**.
4. Use the up arrow key to select **Legacy Support**, and then press the left or right arrow key to modify the setting to **Enable**.
5. Press **f10** to accept the changes and exit. Then press **enter**. Or, use the left arrow key to select **File**, use the down arrow key to select **Exit Saving Changes**, and then press **enter** to select **Yes**.
6. The Operating System Boot Mode Change screen is displayed, prompting you to confirm the Boot Options change.
 - ▲ Type the code that is displayed on the screen, and then press **enter** to confirm the changes.
7. Turn off the computer.

You can now boot from the recovery media.

Is my model supported?

Object name	con_win_genpc_e_is_my_model_supported
GUID	GUID-1C91AE70-3136-46E2-925F-508B3A3A496D

Determine if your computer model supports the HP Cloud Recovery Tool by referring to a list of supported platforms.

To determine if your model is supported, go to [HP PCs - HP Cloud Recovery Tool Supported Platforms](#).