

Image Backup and Recovery Procedures For Windows 11

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Thank you for purchasing a computer. Fujitsu Client Computing Limited is committed to bringing you the best computing experience with your new system.

It is very important that you create your Recovery Drive before beginning to use your system. Fujitsu Client Computing Limited may not provide any recovery media.

It is also important that you create a backup of the content of "C:/Drivers" folder on your system to writable media or an external drive. System-specific software drivers are also available for download through the Support Site.

Please ensure that you have a backup of your personal files before you proceed with recovery as Fujitsu Client Computing Limited is not liable for any data loss.

Create a Recovery Drive

A recovery drive can help you troubleshoot and fix problems with your PC, even if it won't start. To create one, all you need is a USB hard disk or flash drive. Windows will inform you of the capacity required for the drive.

1. From the taskbar, search for *Create a recovery drive* and then select it. You might be asked to enter an admin password or confirm the *User Account Control* dialog.
2. When the tool opens, make sure *Back up system files to the recovery drive* is selected, then select *Next*. This will copy the system image to the recovery drive.

Note: If you chose not to back up system files when you created your recovery drive on Windows 11, you won't be able to use it to reinstall Windows.

3. Connect a USB drive to your PC, select it, and then click *Next > Create*. A lot of files need to be copied to the recovery drive, so this might take a while.

Note: Everything on the drive will be deleted.

4. When it's done, click *Finish*.

Recovery Options in Windows 11

If your PC isn't running as quickly or reliably as it used to, try one of these recovery options. The following table can help you decide which one to use.

Problem	Try this
Your PC isn't working well and it's been a while since you installed anything new.	Reset your PC
Your PC won't start and you've created a recovery drive.	Use a recovery drive to reinstall Windows
Your PC won't start and you haven't created a recovery drive.	Use USB Recovery Drive to reinstall Windows

Reset your PC

Resetting lets you choose whether to keep your files or remove them, and then reinstall Windows. To get started, go to Settings > *Update & security* > *Recovery* > *Reset PC: Get started*.

Choose a Reset Option

Option	What it does
Keep my files	<p>This reinstalls Windows 11, but keeps your personal files and any apps that came with your PC. It removes:</p> <ul style="list-style-type: none">• Changes you made to settings• Apps and drivers you installed
Remove everything	<p>This reinstalls Windows 11 and any apps that came with your PC. It removes:</p> <ul style="list-style-type: none">• Personal files• Changes you made to settings• Apps and drivers you installed <p>If you're planning to donate, recycle, or sell your PC, use this option and choose to fully clean the drive. This might take an hour or two, but it makes it harder for other people to recover files you've removed.</p>

Note: When "How would you like to reinstall Windows?" is displayed, select "Local reinstall".

Use a Recovery Drive to Reinstall Windows

Note: This process utilizes the USB Recovery Drive that you created in the previous section "[Create a Recovery Drive](#)".

1. Connect the Recovery Drive and turn on your PC. When the Fujitsu logo appears on the screen, press the *F12* key.
2. Highlight the *USB HDD* option from the Boot Menu and press *Enter*.
3. Choose your language and keyboard layout (depending on your region, this might not appear).
4. On the *Choose an option* screen, select *Troubleshoot*.
5. Select *Reset this PC*, and then Choose a Reset Option that's best for you.

If that doesn't fix the problem, try *Recover from a drive*. This will remove your personal files, apps and drivers you installed, and changes you made to settings. If you repartitioned the drive Windows is installed on, note that this will restore the drive's default partitions.

Use Installation Media to Reinstall Windows

If you have a Recovery Drive, like a Recovery USB Drive that is licensed by Fujitsu Client Computing Limited, you can use it to reinstall Windows.

To reinstall Windows, follow the steps below:

1. Connect a Recovery USB to your PC.
2. Power on your system. When the Fujitsu logo appears on the screen, press the F12 key.
3. Highlight the USB option from the Boot Menu and press Enter.
Please wait until the message is displayed.
4. Read the message, check on *Agree* and click *Next*.
5. Read the message, click *Next*.
Installation of Windows will start. This will take some time so please wait until the installation is finished.
6. When it's done, click *Finish*.
The system will shut down automatically.
7. Detach the Recovery USB from your PC.
8. Power on your system.
9. Please wait until the "Continue in selected language?" screen is displayed.