

HP PCs - Using the HP Cloud Recovery Download Tool

This document is for computers with Windows 10 Professional (64-bit) and Windows 7 Professional (64-bit).

The HP Cloud Recovery Download Tool allows you to download recovery software to a USB drive. The recovery software works for HP PCs running Windows 10 Professional (64-bit) and Windows 7 Professional (64-bit).

To get started, you need the following:

- An HP PC running Windows 10, Windows 8, or Windows 7 on which you can **download the recovery software**
- A USB drive with a minimum of 16 GB
- An HP PC running Windows 10 Professional (64-bit) or Windows 7 Professional (64-bit) on which you can **use the recovery software download**

+ Downloading the recovery software

To download the recovery software for your Windows 10 Professional (64-bit) or Windows 7 Professional (64-bit) computer, use the following steps.

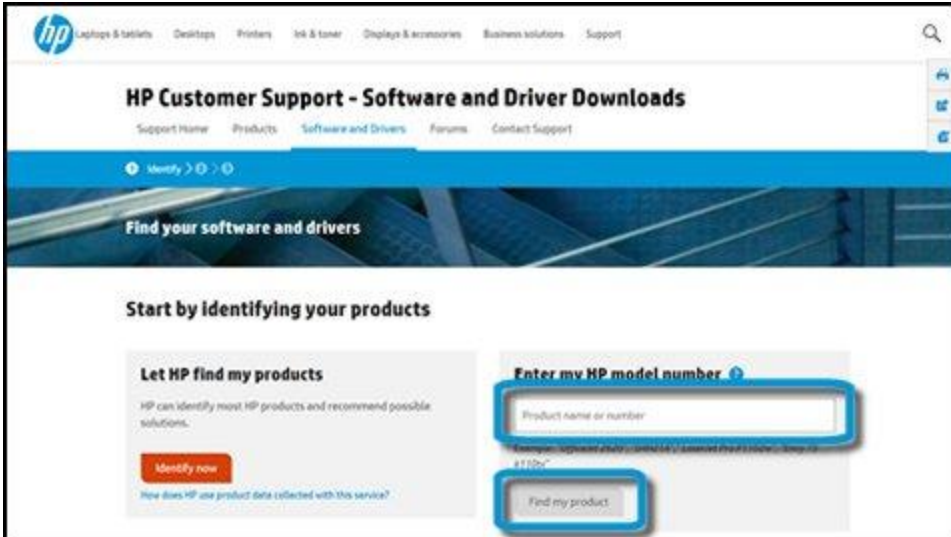
1. Navigate to [#NEW#HP_Customer_Support#NEW#](#).
2. Click **Software and Drivers**.

Figure 1: Software and Drivers



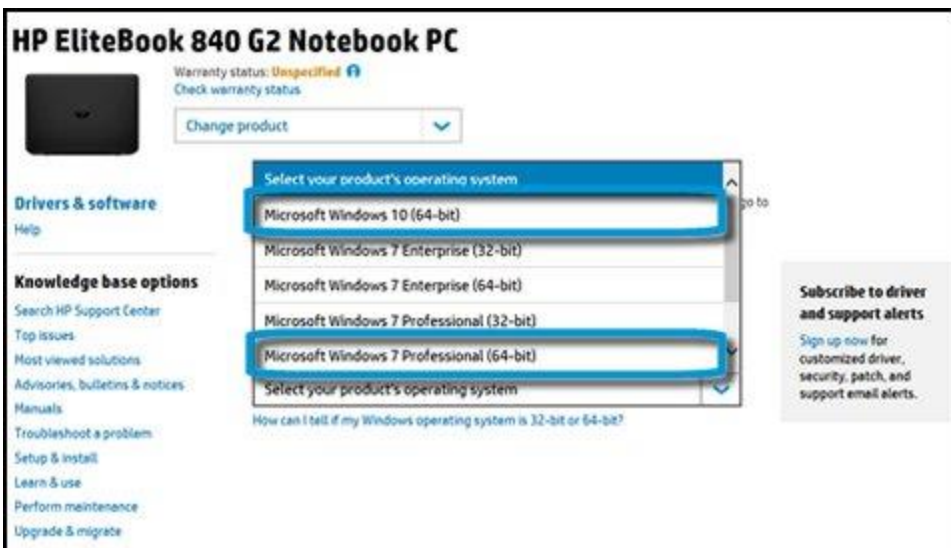
3. Type your product model number in the provided field, then click **Find my product**.

Figure 2: Find my product



4. Select your product from the list of results.
5. Click the drop down arrow for **Select your product's operating system**, then select the operating system you want, either **Microsoft Windows 10 (64-bit)** or **Microsoft Windows 7 Professional (64-bit)**.

Figure 3: Operating system options



6. From the list of software download options, click **Software - Restore CD**, then click **Download**.

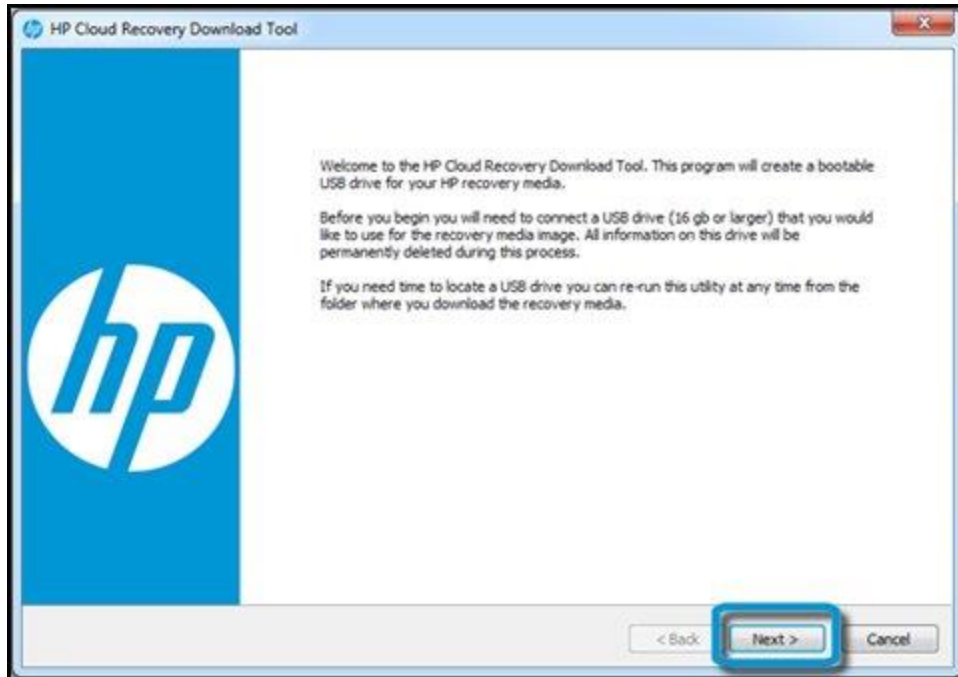
If a popup asks you what you want to do with the executable file, click **Run**.

7. Connect your USB device (**with minimum of 16 GB**), read the welcome message, then click **Next**.

NOTE:

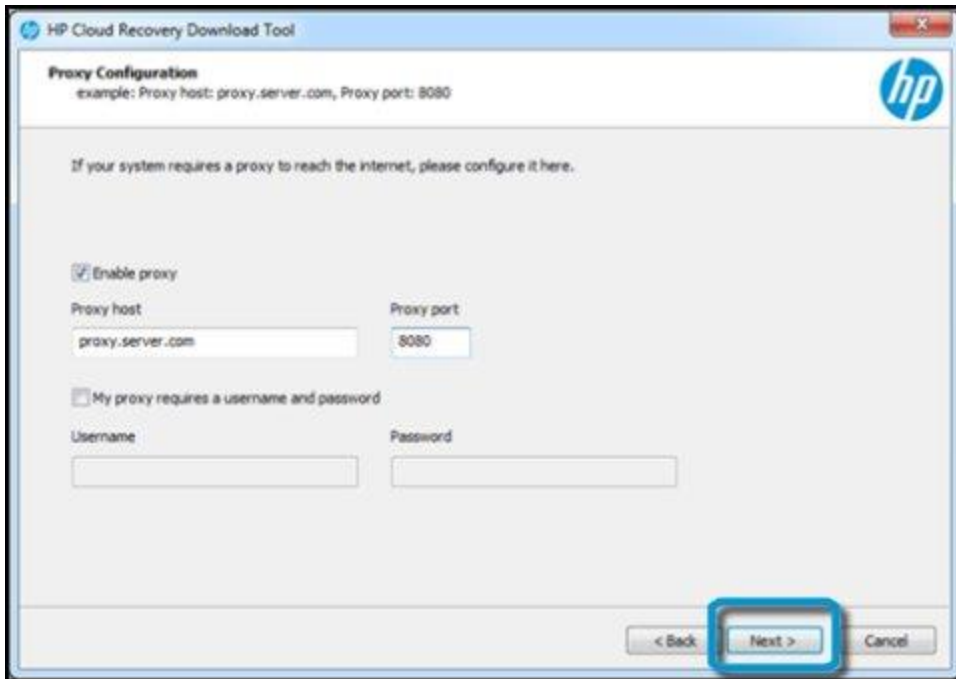
All information on your USB device will be permanently deleted during this process. When the process is complete, the USB device will contain the recovery software only.

Figure 4: HP Cloud Recovery Download Tool Welcome screen



8. If you are downloading the recovery software on a secure network, contact your network administrator and manually enter the required information, then click **Next**. If you are not downloading on a secure network, proceed to the next step.

Figure 5: Proxy configuration

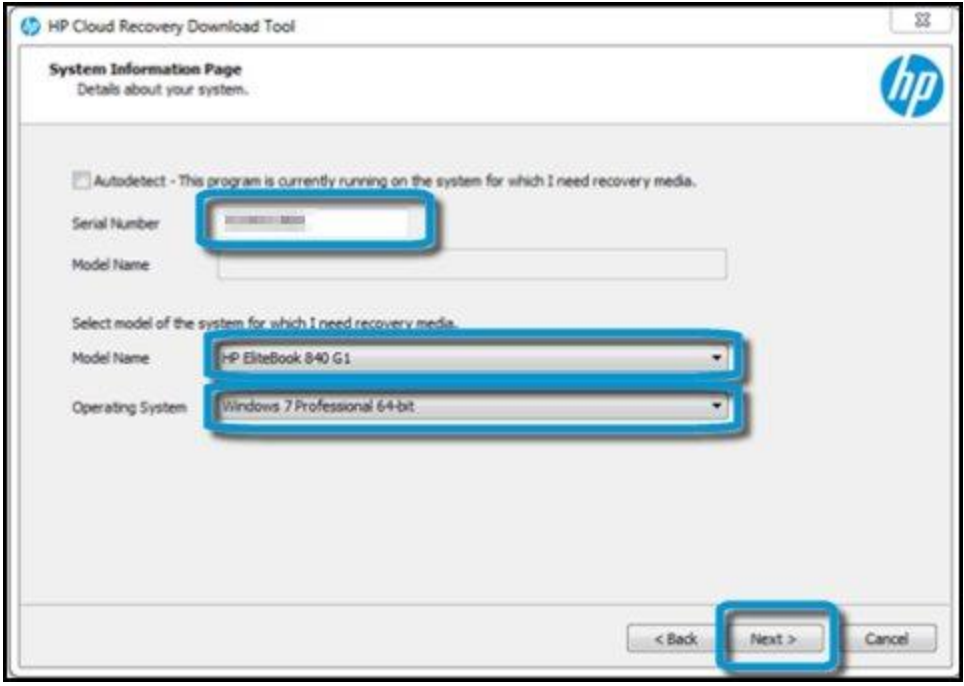


9. Enter the information for your product, then click **Next**.

NOTE:

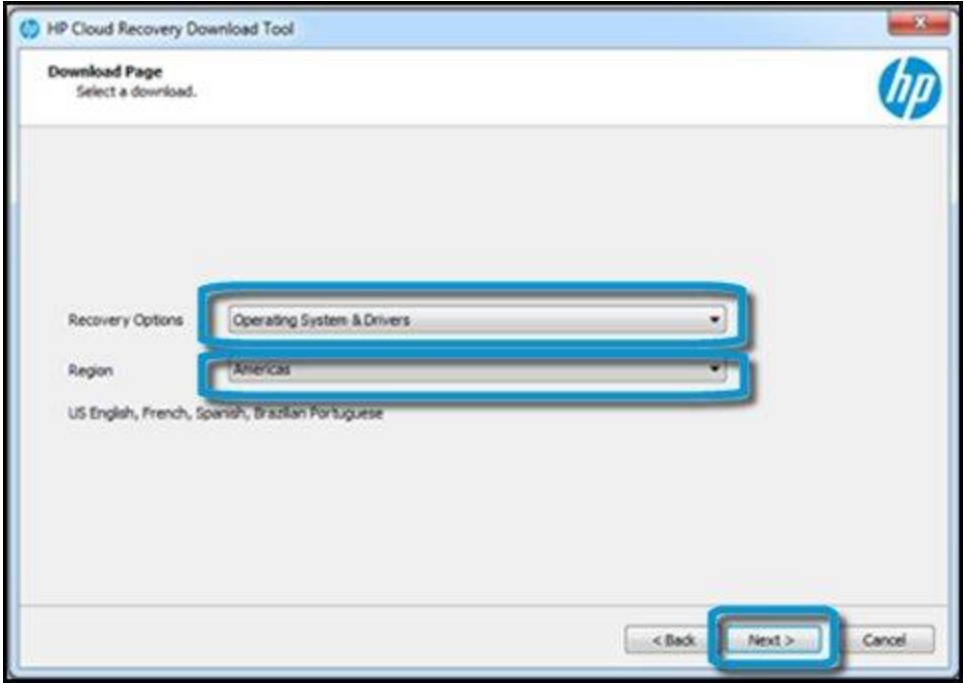
If you are downloading the recovery media on the same computer on which you will use the recovery media, you can check the box next to **Autodetect - This program is currently running on the system for which I need recovery media** to have the fields auto-populate.

Figure 6: System Information Page



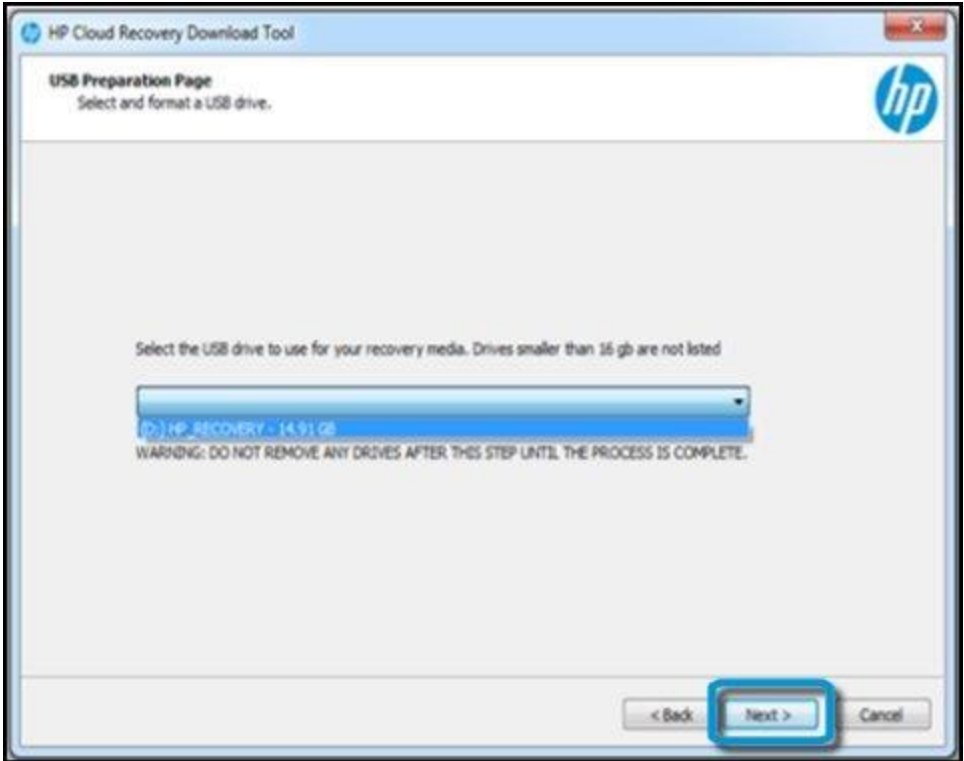
10. Use the drop down arrows to select your **Recovery Options** and **Region**, then click **Next**.

Figure 7: Recovery Options and Region



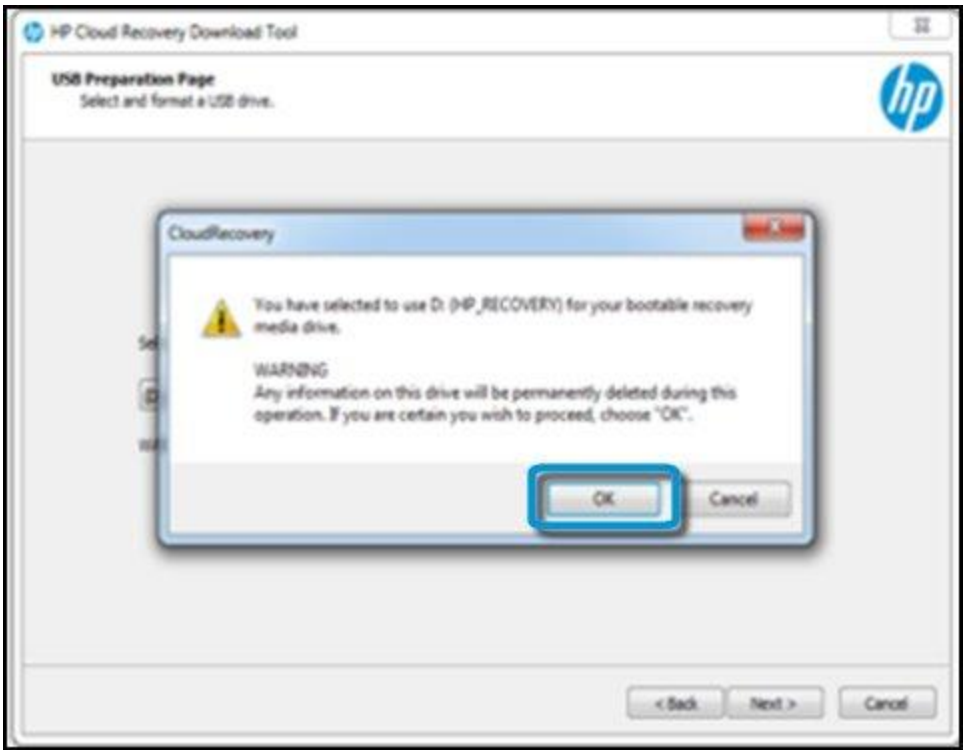
11. Select your USB drive from the drop down menu, then click **Next**.

Figure 8: Selecting the USB drive



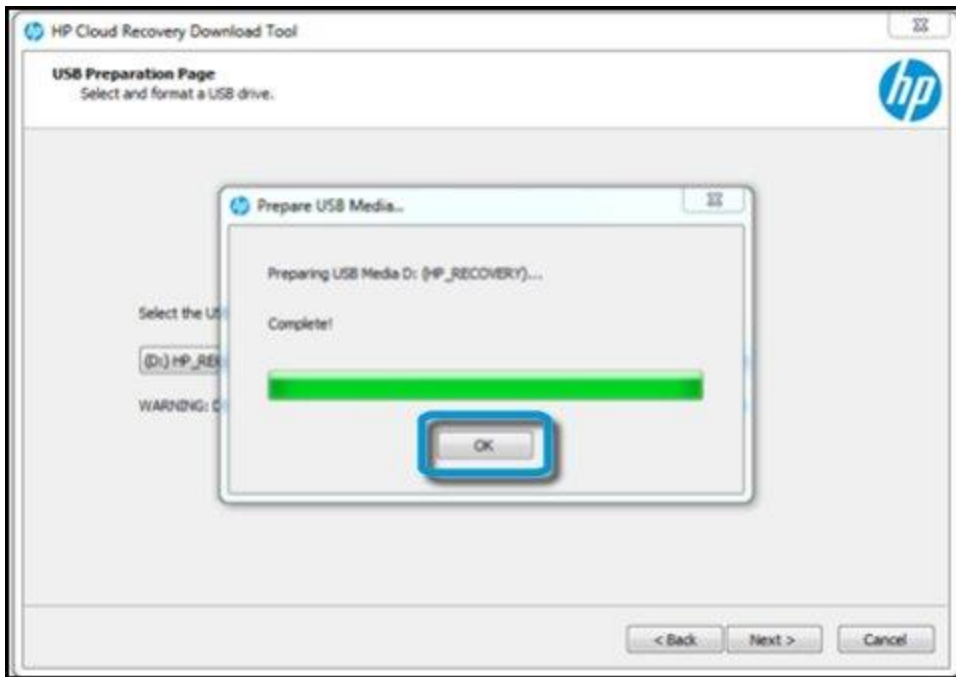
12. Carefully read the confirmation message (which notes, any information on the USB drive will be deleted through this process), then click **OK**.

Figure 9: Confirmation message



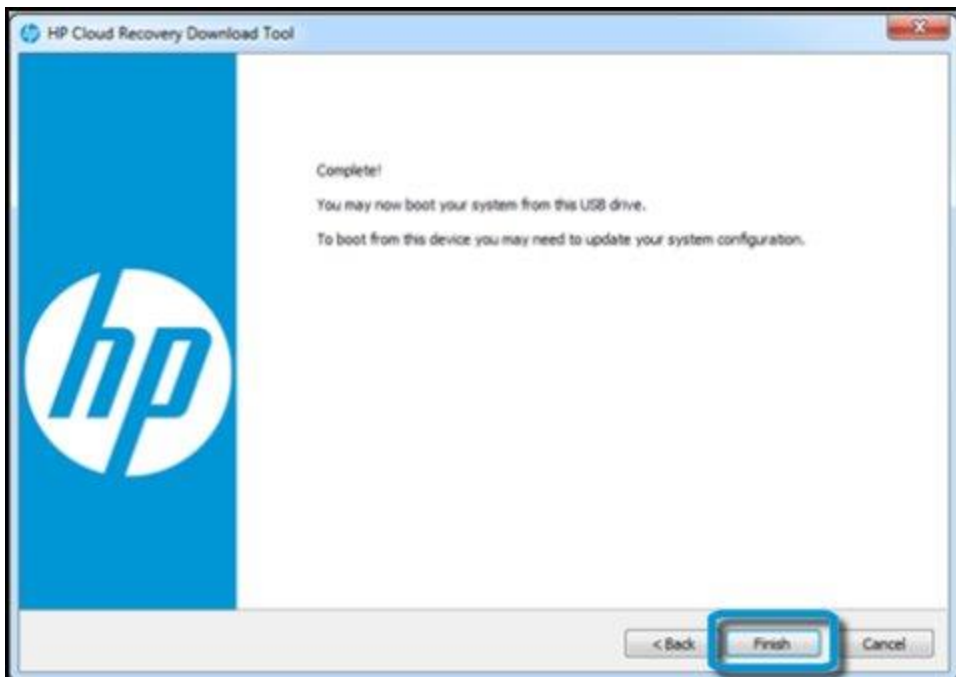
13. When the download is complete, click **OK**.

Figure 10: Download complete



14. To finish the download and close the program, click **Finish**.

Figure 11: Finish the download



The recovery download is now complete and ready for use on your HP PC with Windows 10 Professional (64-bit) or Windows 7 Professional (64-bit).

+ Performing an HP System Recovery with your USB Drive

For assistance on how to perform an HP recovery with your USB drive, see one of the following documents, depending on your operating system.

[Performing an HP System Recovery \(Windows 10\)](#)

[Performing an HP System Recovery \(Windows 7\)](#)

+ Frequently Asked Questions

Use the information in the following sections to answer your questions.

+ What should I do if an 'Invalid Serial Number' error message pops up?

Re-enter the correct serial number.

+ What should I do if a 'Model not found' error message pops up?

1. Check that your device is included in the list of supported models.
2. Re-enter correct serial number.

+ I am experiencing long delays after clicking 'Next' on the welcome page of the application. What should I do?

1. Check your network connectivity.
2. Restart the Cloud Recovery App and try again.

+ I am trying to use the recovery tool on a secure network (at the office), but it keeps failing. What should I do?

Contact your IT administrator for your proxy server and port information and login credentials.

+ What should I do if my download attempts keep failing?

- Check your Internet connection.
- Check that the system date/time are set correctly.

+ I am getting a 'Requested resource is not available' pop-up error message. What should I do?

Check your network connectivity and restart the process.

+ My downloads keep timing out, even after several tries. What should I do?

Check your network connectivity. A strong Internet connection is required to complete the download.

+ I am getting an error message 'Disk not selectable'. What should I do?

Make sure your USB drive has 16 GB of free space to use.

+ The process fails during the USB format. What should I do?

1. Make sure the USB device is 16 GB or more.
2. Make sure the USB device is properly inserted into the USB port.

+ The process fails when applying the file to USB. What should I do?

1. Make sure the USB device is 16 GB or more.
2. Make sure the USB device is properly inserted into the USB port.

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

It might be necessary to disable secure boot in the BIOS in order to start the computer using recovery media. Follow these steps to disable Secure Boot in the BIOS.

Use one of the following methods to open the Computer Setup Utility:

- Turn on the computer and immediately press the F10 key repeatedly, about once every second, until the Computer Setup Utility opens.
- Turn on the computer and immediately press the Escape key repeatedly, about once every second, until the Startup menu opens. Then press F10.

Choose 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.

+ Notebooks

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

Figure 12: System configuration

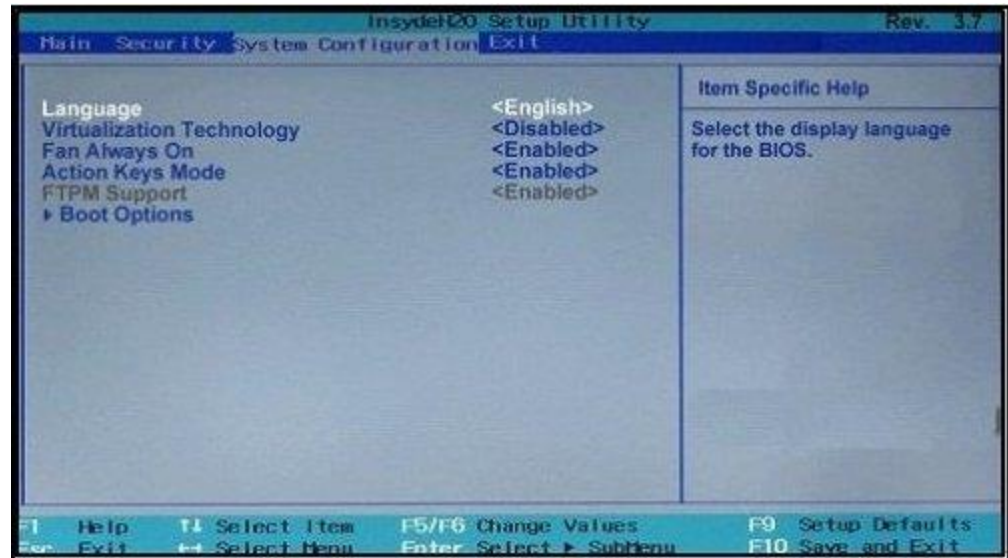
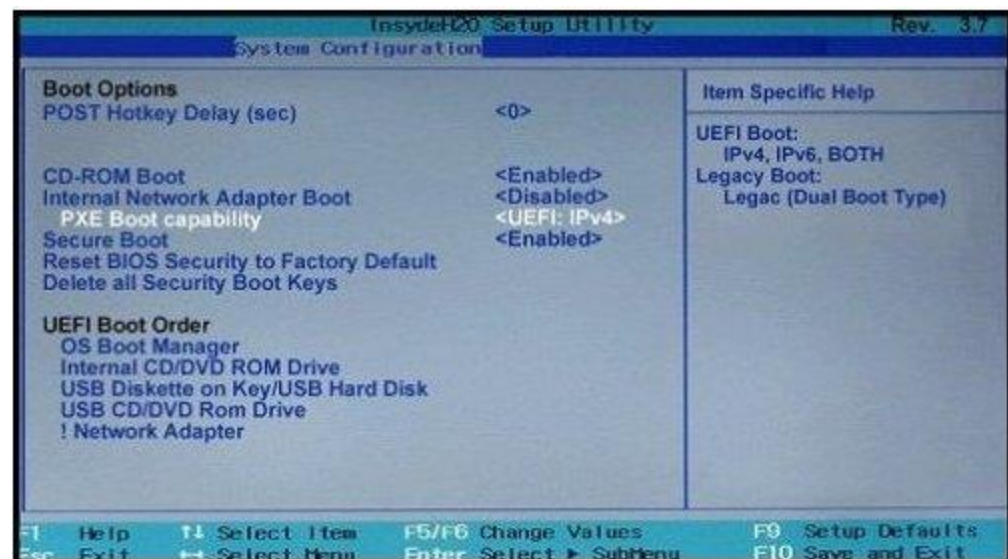


Figure 13: Boot options



2. Use the down arrow key to select **Secure Boot**, press `Enter`, and then use the down arrow key to modify the setting to **Disable** and press `Enter`.
3. Use the arrow keys to select **Legacy Support** and press `Enter`, and then use the arrow keys to modify the setting to **Enable** and press `Enter`.
4. Press `F10` to accept the changes and exit or use the left arrow key to select the **Exit**, use the down arrow key to select **Exit Saving Changes** and then press `Enter` to select **Yes**.
5. The Computer Setup Utility closes and the Operating System Boot Mode Change screen displays, prompting you to confirm the Boot

Options change. Type the code shown on the screen, and then press `Enter` to confirm the change.

6. The Computer Setup Utility closes and the computer restarts.
7. Turn the computer off and try to boot from the Recovery media.

+ Desktops

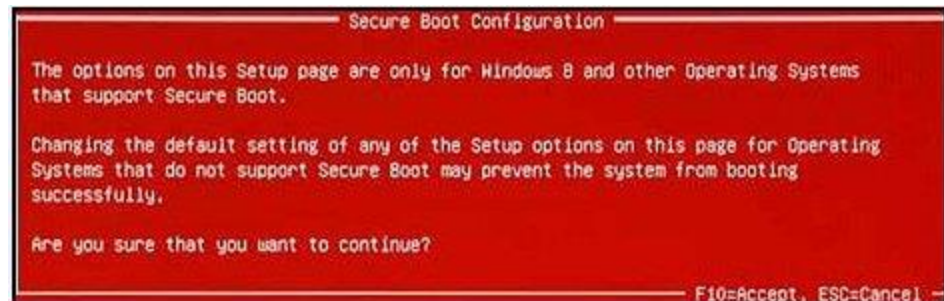
1. Use the right arrow key to choose the **Security menu**, then use the down arrow key to select **Secure Boot Configuration**, and then press `Enter`.

Figure 14: Security menu



2. Press `F10` when the Secure Boot Configuration window is displayed.

Figure 15: Secure Boot Configuration



3. Use the down arrow key to select **Secure Boot**, then press the left or right arrow keys to modify the setting to **Disable**.
4. Use the up arrow key to select **Legacy Support**, then press the left or right arrow key to modify the setting to **Disable** and press `F10`.

Figure 16: Disabling Secure Boot



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 Computer Setup Utility closes and the Operating System Boot Mode Change screen is displayed, prompting you to confirm the Boot Options change.

Type the code shown on the screen, and then press `Enter` to confirm the changes.

7. The Computer Setup Utility closes and the computer restarts.
8. Turn the computer off and boot from the Recovery media.