

HP Business PCs - Using the HP Cloud Recovery Download Tool

This document is for certain business computers with Windows 10 Professional (64-bit) or Windows 7 Professional (64-bit). It is not available for all HP PCs. For consumer PCs go to [HP PCs - Using the HP Cloud Recovery Tool \(Windows 10, 7\)](#).

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

NOTE:

For a list of products that support the HP Cloud Recovery Download Tool, go to [HP Cloud Recovery Supported Platforms](#).

NOTE:

To avoid loss of data, you must back up important files, data, photos, videos, etc. before you use the HP Cloud Recovery Tool.

For more information on backing up your files, see [HP PCs - Backing Up Your Files \(Windows 10, 8\)](#).

To get started, you need the following:

- **A blank USB drive:** Must have a minimum of 16 GB.
- **An HP computer:** Make sure it has Windows 10 Professional (64-bit) or Windows 7 Professional (64-bit).

NOTE:

If you cannot download the HP Cloud Recovery Download Tool using your PC, you can use another PC to download the tool to the USB drive.

Downloading the recovery software

Download the recovery software for your Windows 10 Professional (64-bit) or Windows 7 Professional (64-bit) computer.

CAUTION:

This software recovery solution is only for specific supported computer models with Win 10 Pro (64-bit) or Win 7 Pro (64-bit). Go to [HP Cloud Recovery Supported Platforms](#) to confirm your computer is supported before proceeding with this recovery solution.

1. To download the recovery software, go to [Cloud Recovery Client](#). If you are prompted with a choice to run or save the file, click **Run**.

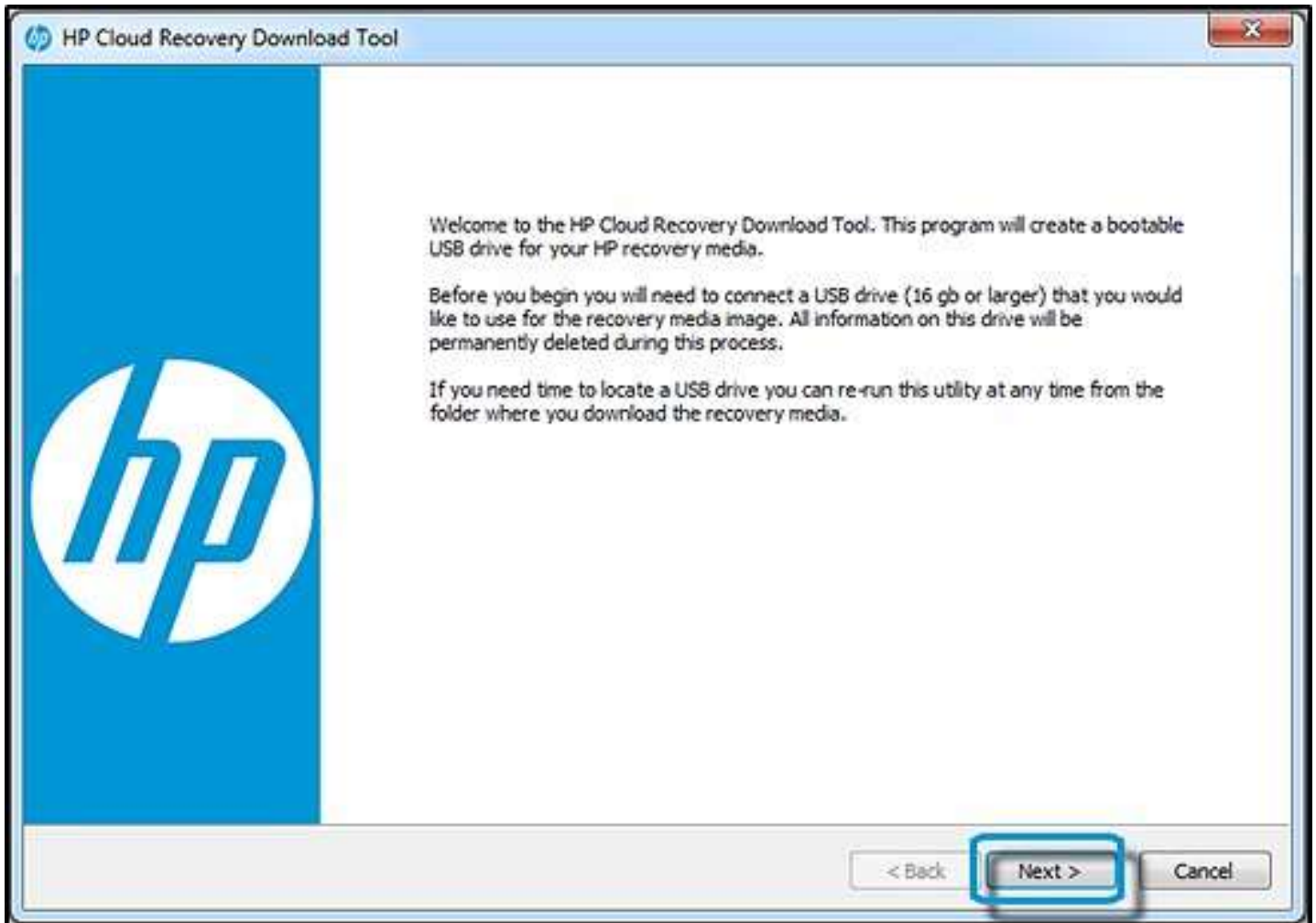
NOTE:

The recovery software download speed depends on the quality and speed of the Internet connection.

2. Insert the blank USB drive (minimum 16 GB), read the welcome message, and then click **Next**.

NOTE:

Any data on the USB device is permanently deleted during this process. When the process completes, the USB device contains only the recovery software.



3. Enter the proxy information, if necessary.

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

NOTE:

If the download recovery 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 to the next step.

Proxy Configuration

example: Proxy host: proxy.server.com, Proxy port: 8080



If your system requires a proxy to reach the internet, please configure it here.

Enable proxy

Proxy host

proxy-bm.austin.hpcorp.net

Proxy port

8080

My proxy requires a username and password

Username

Password

< Back

Next >

Cancel

4. When the Cloud Recovery tool detects the information for your device, click **Next**.

HP Cloud Recovery Download Tool

System Information Page
Details about your system.

I need to enter the serial number for my HP system.

Serial Number

Select model of the system for which I need recovery media

Model Name

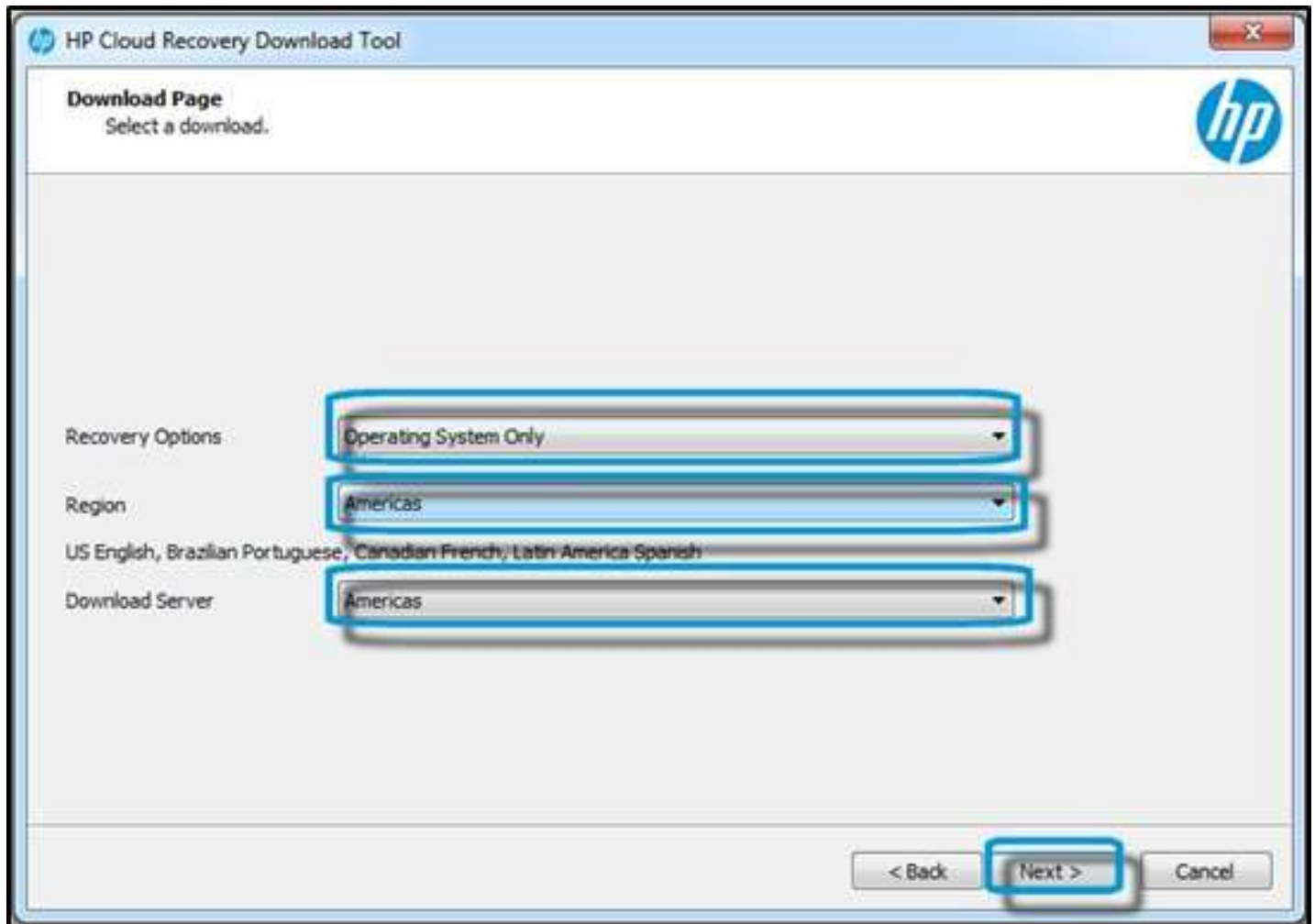
Operating System

< Back **Next >** Cancel

NOTE:

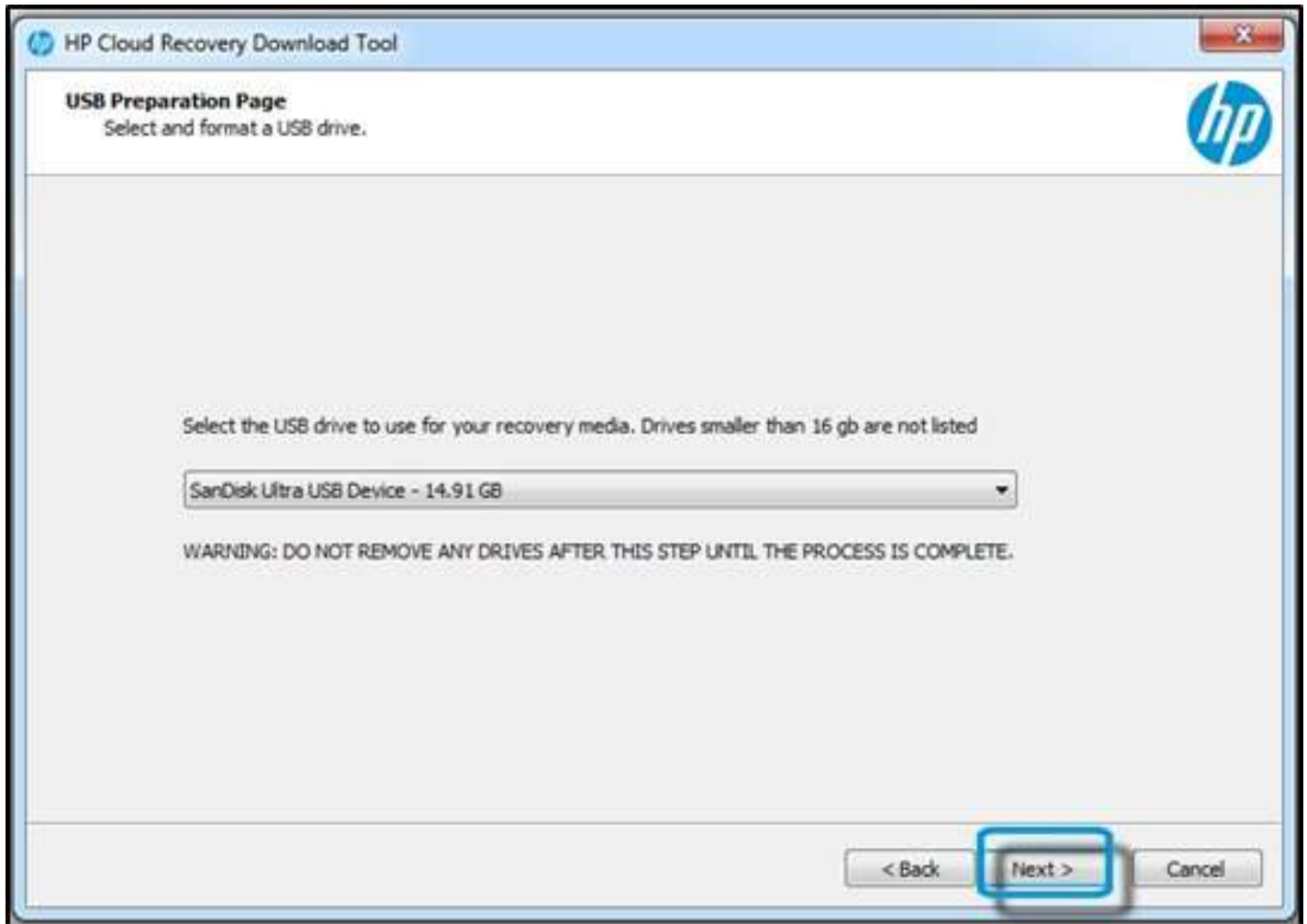
If you download the recovery media on a different computer than the computer you want to recover, check the **I need to enter the serial number for my HP system** box to manually type in the information for the affected system.

5. Use the drop-down menus to select the **Recovery Options**, **Region**, and **Download Server**, and then click **Next**.

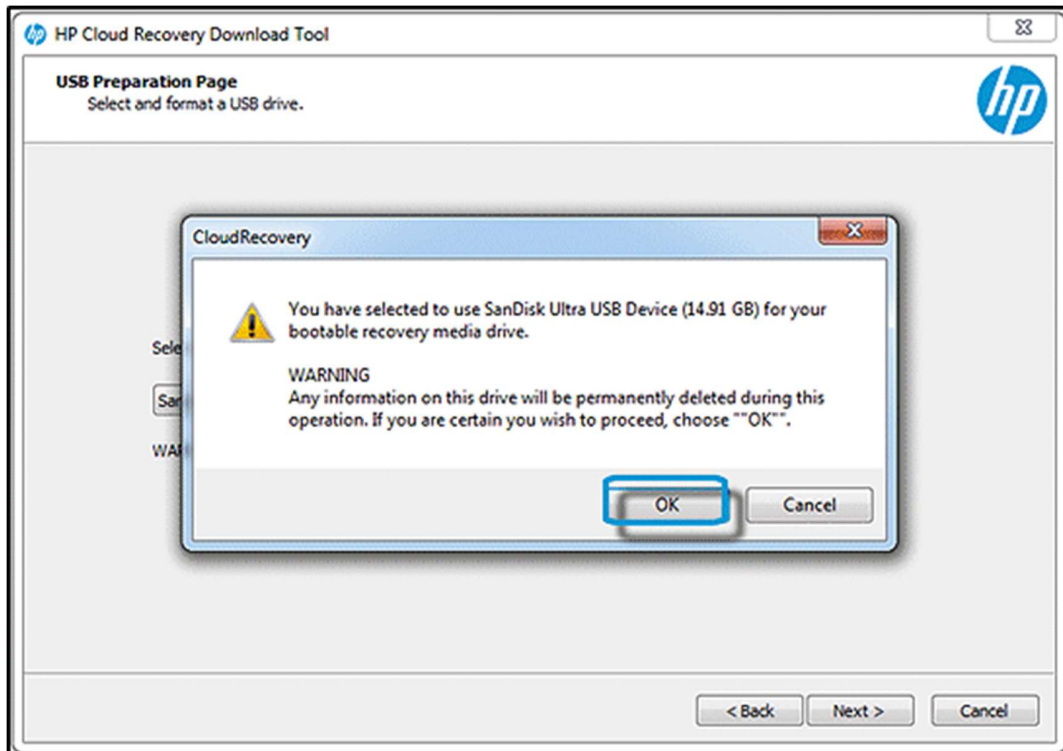


NOTE: For a better download experience, select a Download Server for your particular location.

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

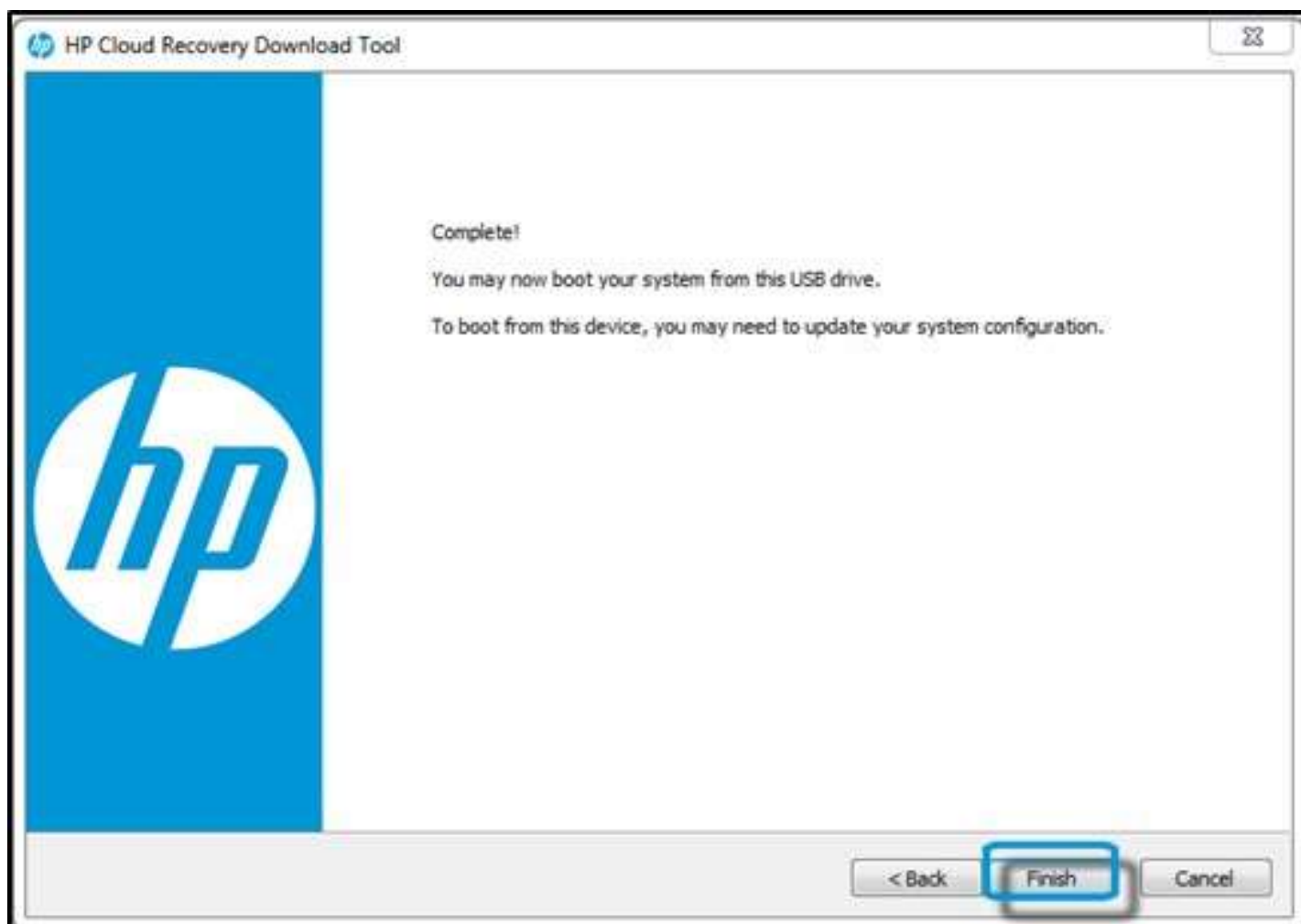


7. Carefully read the confirmation message which states that any information on the USB drive is deleted during this process, and then click **OK**.



8. When the download completes, click **OK**.

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



The recovery download is 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

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.

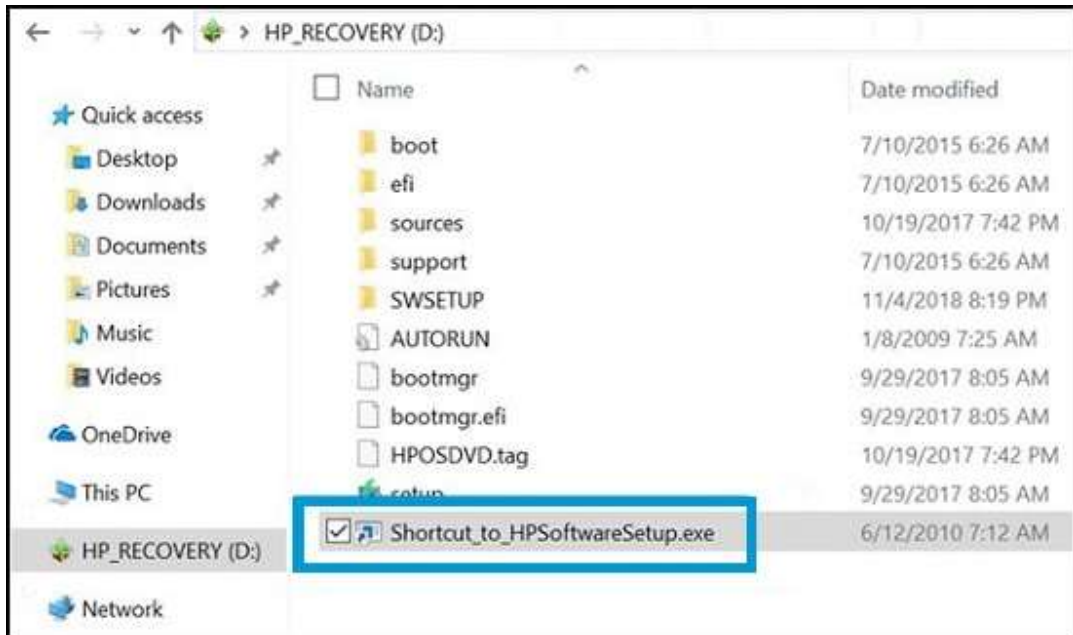
Installing HP drivers and software after recovery

Once the operating system installation by recovery USB key is complete, HP software and drivers can be installed by performing the following steps:

NOTE:

Without installing **Shortcut_to_HPSoftwareSetup.exe**, you cannot install any drivers or applications.

1. Open **File Explorer**.
2. In the left pane of File Explorer, click **HP_RECOVERY (D:)**. The contents of the recovery drive are displayed in the right pane.
3. Double-click **Shortcut_to_HPSoftwareSetup.exe**. The HP Software Setup wizard opens.



4. Complete the steps to install HP Software Setup.



You can now use HP Software Setup to install the necessary drivers and apps.

Frequently Asked Questions

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

Why should I download recovery media from the cloud-based digital service instead of ordering physical recovery media from HP?

HP recommends obtaining recovery media from the cloud-based service for the following reasons:

- Ordered physical media can take up to 10 days to arrive due to fulfillment and shipping processes.
- Reduced down-time for the PC and user.
- All PC form factors are supported. Optical disc drives and media are not required.

What should I do if an 'Invalid Serial Number' error message displays?

If an `Invalid Serial Number` message displays, re-enter the correct serial number.

What if a 'Model not found' error message displays?

If a `Model not found` error message displays, perform the following steps.

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

What if there are long delays after I click 'Next' on the Welcome page?

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

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

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

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?

If your download attempts keep failing:

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

What if a 'Requested resource is not available' error message displays?

If you get a `Requested resource is not available` error message, check your network connectivity and restart the process.

What if a 'Disk not selectable' message displays?

If you get a `Disk not selectable` error message, make sure your USB drive has 16 GB of free space to use.

What if the process fails during the USB format?

If the download process fails during the USB formatting, check for the following items.

1. Make sure the USB device has a minimum of 16 GB.
2. Make sure the USB device is properly inserted into the USB port.

What should I do if the process fails when applying the file to USB?

If the download process fails when applying the file to the USB device, check for the following items.

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

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

It might be necessary to disable secure boot in the BIOS in order to start the computer using recovery media.

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

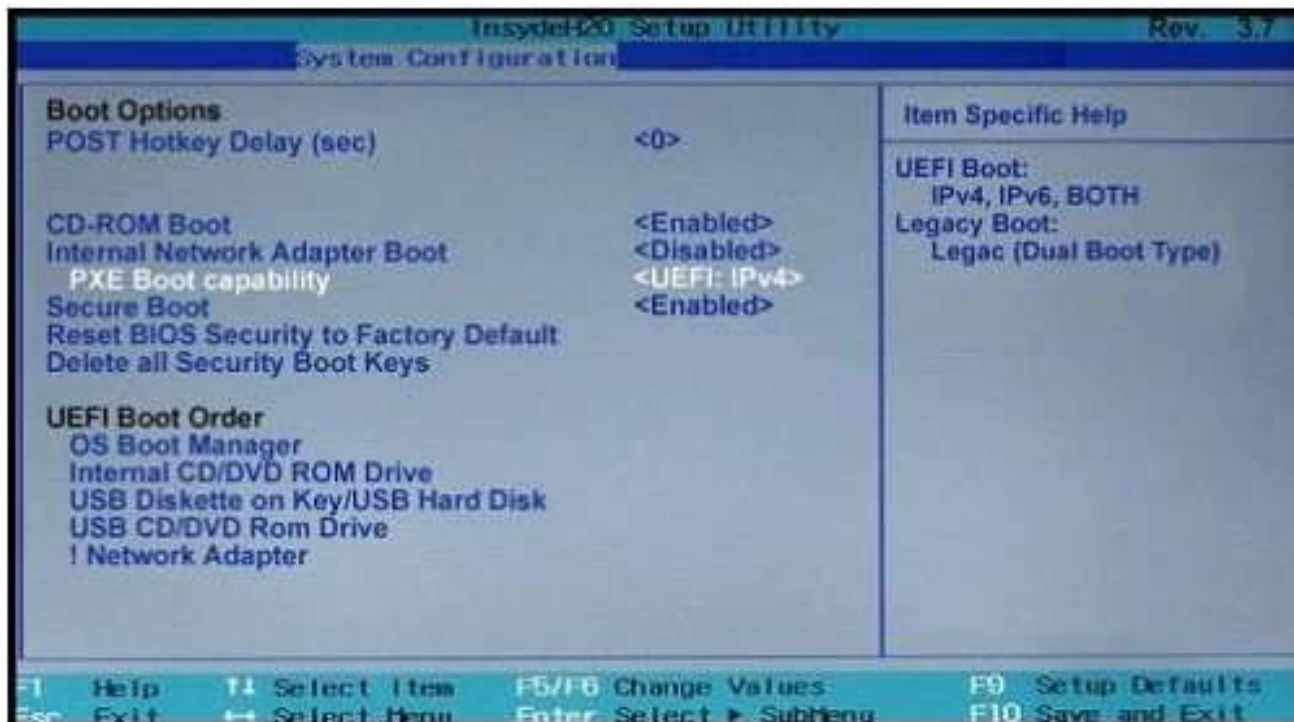
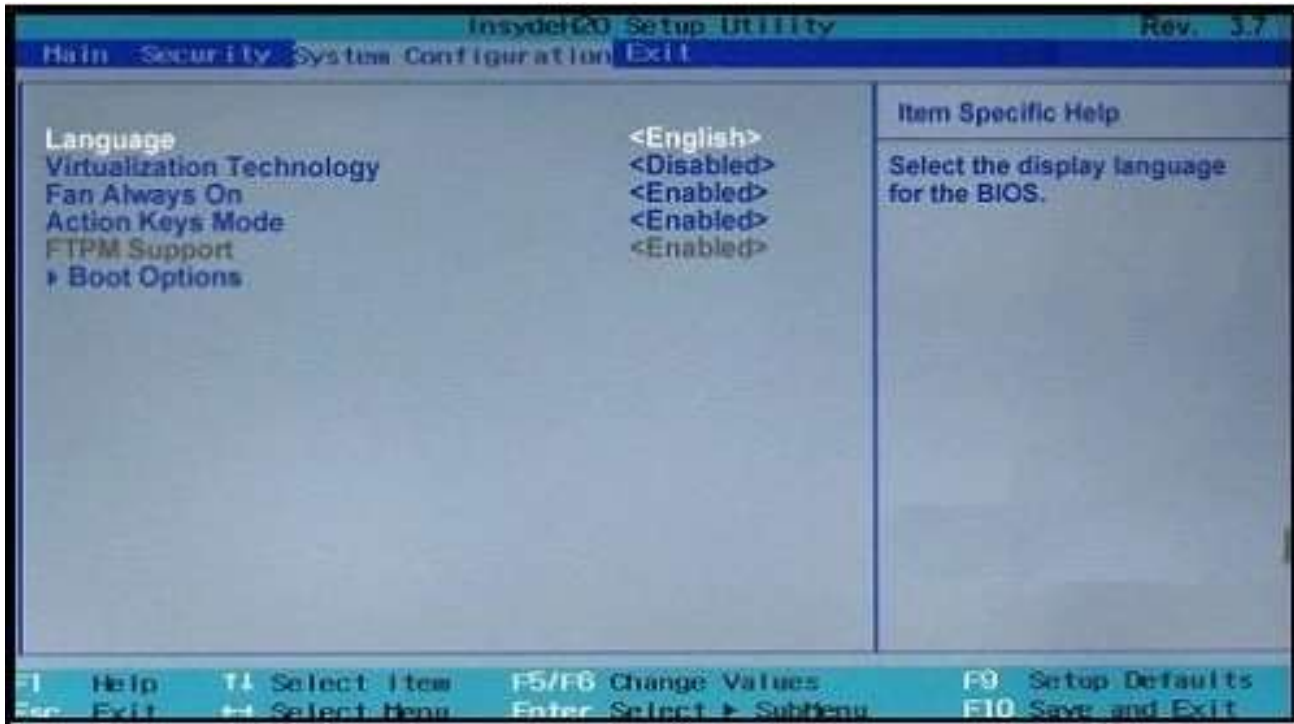
- Turn on the computer and immediately press the `F10` key repeatedly, about once every second, until the Computer Setup Utility opens.
- Turn on the computer and immediately press the `Escape` key repeatedly, about once every second, until the Startup menu opens. Press `F10`.

To navigate the Computer 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 `Escape` key to exit from a submenu without saving the changes.

Notebooks

Disable secure boot 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`.



- 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 the **Exit**, use the down arrow key to select **Exit Saving Changes**, and then press `Enter` to select **Yes**.
7. 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 that displays on the screen, and then press `Enter` to confirm the change.

The Computer Setup Utility closes, and the computer restarts.

8. Turn off the computer.

You can now boot from the recovery media.

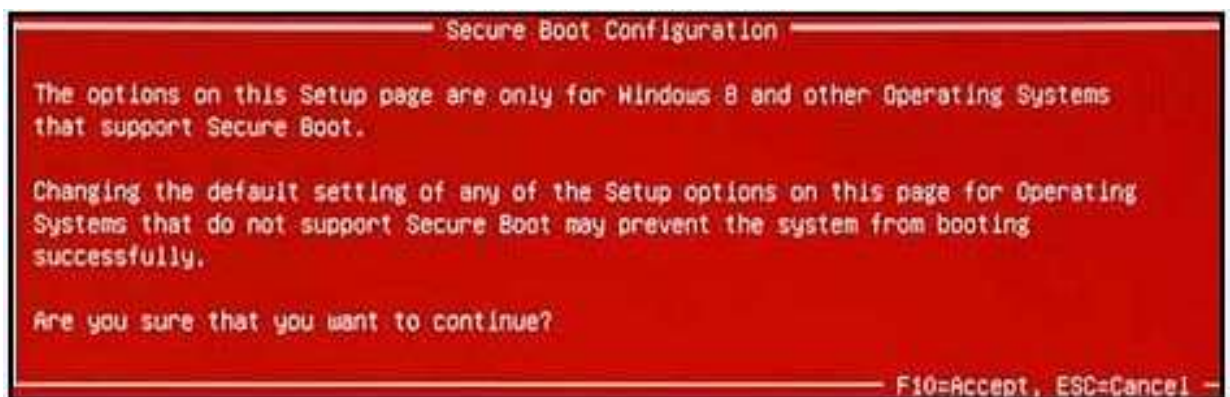
Desktops

Disable secure boot 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 displays.



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 **Disable**.



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 displays, prompting you to confirm the Boot Options change.

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

The Computer Setup Utility closes, and the computer restarts.

7. Turn off the computer.

You can now boot from the recovery media.