

## Windows 10 Restore

Restore in Win10 is different from what we have seen in previous version of Windows. In Win10 there are two recovery categories:

- Keep my files
- Remove everything

If the user selects “Keep my files”, reset will work correctly, though some additional steps will need to be taken if Mondopad software is installed. If the user selects “Remove everything” they will end up stuck in a boot loop with no other option but to re-image or launch from a recovery stick.

Following outlines the methods for recovering.

Keep my files:

1. Open Settings -> Update & Security -> Recovery -> Get started
2. Select “Keep my files.”
3. User will be advised of apps that will be removed and not recovered automatically.
4. Select “Next”
5. User will be asked to confirm the reset. Select reset to begin.

At this point, the user is finished if this is a BigTouch unit. If the user has a Mondopad, then continue with following steps:

6. From the Windows Desktop, run the Windows 10 MPIK, and confirm reboot.
7. Install the most recent FSP.

Remove everything:

1. The user should not select the Remove Everything option in Win10 on our images. This does not work. The user needs to go to <http://windows.microsoft.com/en-us/windows-10/create-a-recovery-drive> and follow the instructions to create a recovery drive. Then use this drive to reinstall Windows 10.