

System Recovery

To restore the default system settings, select one of the following two methods:

Using Windows OS Recovery Mode

(Supported model: SBB-SVDSBD)

Using Samsung OS Recovery Solution

(Supported models: SBB-D16AX2, SBB-D32AX2, SBB-D32AV2, SBB-Q16AX4, SBB-Q32AX4, SBB-Q32AV4, SBB-PD32BV2, SBB-PQ32BV4)



## Windows System Recovery

Enable to restore the default system settings at the time the system was purchased. Access recovery mode and recover the system as shown below.

## Option 1 to access recovery mode: Access using the menus in the Control Panel

*<del>C</del>BACK* 

1. Go to Start – Control Panel – System and Security – Back up your computer on the desktop.



2. Select Recover system settings or your computer in the displayed screen.

Service Service Panel >	System and Security  Backup and Restore		_
Control Panel Home Create a system image	Back up or restore your files Backup		
Create a system repair disc	Windows Backup has not been set up.	Set up backup	
	Restore		
	Windows could not find a backup for this computer.		
	Select another backup to restore files from		
	Recover system settings or your computer		
See also			
Action Center			
Windows Fasy Transfer			

3. Select Advanced recovery methods.

Control Panel	All Control Panel Items  Recovery	• Search Control Pane	N A
Control Panel Home froubleshoot a problem Jninstall a program Restore your files	Restore this computer to an earlier point in time System Restore can resolve many system problems, and is the best recovery reproblems, use the advanced recovery methods. System Restore	method to try first. For serious	
	Undo recent system changes, but leave files such as documents, pictures, and music unchanged. This might remove recently-installed programs and drivers. Advanced recovery methods	S Open System Restore	
see also			

4. Select Return your computer to factory condition.

Control Panel      All Control Panel Items      Recovery      Advanced Recovery Methods	•   <del>*  </del>	Search Control Panel	
Choose an advanced recovery method			
After you have chosen a method, you'll have the opportunity to back up your files, su pictures, and music. <u>Help me choose a recovery method</u>	ch as documents,		
Use a system image you created earlier to recover your com If you have created a system image, you can use it to replace everything on this Windows, your programs, and all your files, with the information saved on the s	puter computer, includin ystem image.	9	
Return your computer to factory condition This option will delete everything on your computer and replace it with a recov your computer manufacturer. Afterward, you can restore your files from a back installed will need to be reinstalled using the original installation discs or files.	ery image provideo ip. Any programs y	l by ou've	
	Can	cel	

5. If a message appears prompting if you want to back up files, select Skip.

914	Control Panel Items   Recovery   Advanced Recovery Methods   User File Backup	• 49	Search Control Panel	1
	Do you want to back up your files?			
	Before continuing, you can back up files such as documents, pictures, and music to an ex CD, or USB flash drive.	ternal hard dis	, DVD,	
	After the recovery process is completed, Windows will help you restore these files to yo skip this step, you might lose your files.	ur computer. If	you	
	A Windows could not find any file backups on this computer. Click "Back up now" to o	create a file bac	kup.	

6. The computer must restart to continue with the system recovery process. Select Restart.

🖉 📽 « Recovery + Advanced Recovery Methods + User File Backup + Restart	✓ 4+ Search	Control Panel	Q
Restart your computer and continue the recovery			
If you are restoring your computer from a system backup, you will be able to select yo than one exists.	our backup date, if more		
You have chosen not to back up your data. You might lose your user files, su pictures, and music if you continue.	ch as documents,		
	lestart Cancel		

# Option 2 to access recovery mode: Access when the computer boots up

- 1. Press F1 or F8 immediately after the computer boots up.
  - X Note that the system will boot in standard mode if you do not press F1 or F8 immediately after the computer boots up.

#### Windows System Recovery

2. If you have accessed recovery mode by pressing F8, the Advanced Boot Options screen will appear as shown below. Select Repair Your Computer.



## **Recovering the system**

After accessing recovery mode using one of the previously mentioned methods, recover the system.

1. Select Next in the displayed System Recovery Options screen.



X Recovery will be performed in English only.

2. Specify the user name and enter the password. Next, click OK.

📕 System Recovery	Options	×			
To access recovery options, log on as a local user.					
To access the command account.	prompt as well, log on using an administrator				
User name:	Administrator	•			
Password:	·····				
	OK Cancel				

 $\times$  The default user name is Administrator.

3. Select Samsung Factory Recovery as a recovery tool.

📕 System	n Recovery Options	×
Choos	e a recovery tool	
Operatio	ng system: Windows 7 on (C:) Local Disk	
	Startup Repair Automatically fix problems that are preventing Windows from starting	
R	System Restore Restore Windows to an earlier point in time	
1	System Image Recovery Recover your computer using a system image you created earlier	
-	Windows Memory Diagnostic Check your computer for memory hardware errors	
01N	Command Prompt Open a command prompt window	
-	Samsung Factory Recovery Return C drive to Factory Condition	
	Shut Down Restart	

4. Restore the default system settings at the time the system was purchased. The restore process is automated and takes about 10 minutes. After the restore is complete, the system will restart.





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## Samsung OS Recovery Solution

Using the Samsung OS Recovery Solution, conveniently configure the MagicInfo network and back up or restore your system.

## Before getting started

Using the Samsung OS Recovery Solution, conveniently configure the MagicInfo network and back up or restore your system. When the system starts, repeatedly press the – key on the remote control or the F3 key on the keyboard to launch recovery mode. Samsung OS Recovery Solution will launch.

Samsung OS Recovery Solution is compatible with some SBB and NL22B models. See the label on your device for compatible models. (Supported model names: SBB-D16AX2, SBB-D32AX2, SBB-D32AV2, SBB-Q16AX4, SBB-Q32AX4, SBB-Q32AV4, SBB-PD32BV2, SBB-PQ32BV4) *<del>CBACK</u>*</del>

#### **Basic control**

Samsung OS Recovery Solution can be controlled using a keyboard and remote control. Navigate between menu items using the  $\blacktriangle \lor \blacklozenge \lor$  keys. Select desired menu items by pressing  $\square$  or the Enter key on the keyboard. To return to the previous page, press  $\square$  or the ESC key on the keyboard.

### **Key features**

Find out more about the Home screen. The Home screen appears after the Samsung OS Recovery Solution launches.



The Home screen of Samsung OS Recovery Solution provides the following key features.

- Restore: Restore the system to the default settings at the time the system was purchased or restore the system since the last backup from a local drive, shared folder, or FTP server.
- Backup: Back up the current system to a local drive, shared folder, or FTP server.
- Network Settings: Back up the system over a network to a shared folder or FTP server. View and configure the system network settings required to restore from a backup file saved in the backup directory.
- Reboot: Restart the system.

## **Restoring the system**

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Restore to previous system settings or to the default system settings at the time the system was purchased.

- **1.** In the Home screen, select Restore.
- 2. When the Restore page appears, select a restore method.



- o Factory Reset: Reset the system to restore the default settings at the time the system was purchased.
- Local Drive: Load a system backup file from a local drive and restore the previous system settings from the backup time.
- Shared Folder: Load a system backup file from a shared folder over a network and restore the previous system settings from the backup time.
- FTP: Load a system backup file from an FTP server and restore the previous settings from the backup time.

- X To restore your system from a **Local Drive**, **Shared Folder**, or **FTP**, make sure that a backup image (.wim) is available. The backup image is created when a system is backed up through the Samsung OS Recovery Solution. Confirm that the backup image is available before restoring the system.
- X During the system restore process, the C drive is formatted. If important data is saved in the C drive, make sure to back up the data before restoring the system.
- X Do not power off the device or perform another task while the system is being restored. A system error may occur.

### **Factory reset**

In the Restore page, select Factory Reset to reset the system to restore the default settings at the time the system was purchased.

- **1.** To perform a factory reset, select Start Restore.
  - o Select the Reuse MagicInfo Settings checkbox. After the factory reset, the updated settings will be applied.



- Language: View a language added in MagicInfoSetup. N/A will be displayed if no language has been added.
- MagicInfo: View whether MagicInfo Premium is used.
- Network Setting: View the network settings configured using MagicInfoSetup.
- Screen Orientation: View the screen orientation configured using MagicInfoSetup.
- 2. If a warning window appears that the C drive will be formatted, select Yes.
  - Factory reset starts. To cancel an ongoing factory reset task, select Cancel.
  - o In the Restore Progress page, a brief status description and progress bar will show the progress of the restore.



- 3. After the factory reset is complete, you will be prompted to confirm that you want to restart the system. To restart the system, select Yes.
  - $_{\odot}\,$  Selecting No will display the Home screen without system restart.

#### Restore using a backup file from a local drive

- 1. If system backup files are saved in a local drive (i.e., hard drive or USB drive), select Local Drive from the Restore page.
- 2. In the Local Drive page, select a system backup file using the  $\blacktriangle \lor \blacklozenge \lor$  keys.

System restore results depend on the selected system backup file. Make sure to select the correct system backup file to restore.

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⅓ System backup files use the .wim extension.

Samsung OS Recovery Solutio	n		
Home > Restore > Local Drive			
F:/FactoryImage/ Parent Folder  Install.wim		Sta	rt Restore
	[▲▼◀►] Move	[enter] OnScreen Keyboard	[ESC]/[Exit] Back

3. To restore the system using the selected backup file, select Start Restore.

1 To activate Start Restore, make sure to select a system backup file.

- 4. If a warning window appears that the C drive will be formatted, select Yes.
  - o System restore starts. To cancel an ongoing restore task, select Cancel.
  - o In the Restore Progress page, a brief status description and progress bar will show the progress of the restore.



- 5. After restore is complete, you will be prompted to confirm that you want to restart the system. To restart the system, select Yes.
  - o Selecting No will display the Home screen without system restart.

#### Restore using a backup file from a shared folder

- 1. If system backup files are saved in a shared folder, select Shared Folder from the Restore page.
  - It restore using a file saved in a shared folder, make sure to configure the network settings first. To view or configure the network settings, select **Network Settings** from the **Home** screen.

- - $_{\circ}$  Move between options using the  $\blacktriangle \lor \blacklozenge \lor$  keys.
  - Press 🕒 to display the on-screen keyboard. Enter the required information.

Samsung OS Recovery Solution					
Home > Restore > SI	nared Folder				
Shared Folder	112				
Location	₩₩10.88.44.44₩OS_Ima	ige			
Username	administrator				
Password	•••••		Connect		
	[▲▼◀►] Move	[enter] OnScreen Keyl	board [ESC]/[Exit] Back		

- Location: Enter the path to the shared folder where system backup files are saved.
- Username: Enter the user account for the shared folder.
- Password: Enter the user password for the shared folder.
- 3. After entering the required information, select Connect.
  - o Registered information of the shared folder is displayed.
- 4. Select a system backup file using the  $\blacktriangle \lor \blacklozenge \lor$  keys.

Va System restore results depend on the selected system backup file. Make sure to select the correct system

backup file to restore.

√ System backup files use the .wim extension.

Samsung OS Recovery Solu	ition		
Home > Restore > Shared	Folder > Browse		
N:/ Parent Folder New recovery sfimtest Util W7TEST win7re WinPE VinPE 123.wim		Star	t Restore
	[▲▼◀►] Move	[enter] OnScreen Keyboard	[ESC]/[Exit] Back

5. To restore the system using the selected backup file, select Start Restore.

It o activate Start Restore, make sure to select a system backup file.

- 6. If a warning window appears that the C drive will be formatted, select Yes.
  - <sup>o</sup> System restore starts. To cancel an ongoing restore task, select Cancel.
  - o In the Restore Progress page, a brief status description and progress bar will show the progress of the restore.



- 7. After restore is complete, you will be prompted to confirm that you want to restart the system. To restart the system, select Yes.
  - $_{\odot}\,$  Selecting No will display the Home screen without system restart.

#### Restore using a backup file from an FTP server

1. If system backup files are saved on the FTP server, select FTP from the Restore page.

In restore from a file saved on an FTP server, make sure to configure the network settings first. To view or configure the network settings, select **Network Settings** from the **Home** screen.

- 2. Next, enter the FTP server details in the FTP page.
  - $_{\circ}$  Move between options using the  $\blacktriangle \lor \blacklozenge \lor$  keys.
  - Press 🕒 to display the on-screen keyboard. Enter the required information.

Samsung OS Recovery	Solution		
Home > Restore >	FTP		
FTP Server IP Address Port Mode Mode User Info Username Password	10.88.75.194 2: Active admin ••••••••••••••••••••••••••••••••••••	14 1 7e C	onnect
	[▲▼◀►] Move [en	nter] OnScreen Keyboard	[ESC]/[Exit] Back

- FTP Server: Enter the IP address and port of the FTP server where the system backup files are saved.
- Mode: Select Active or Passive for the FTP server connection mode.
- User Info: Enter the user account and password for the FTP server. To log in without entering account information, select the Anonymous Login checkbox.
- 3. After entering the required information, select Connect.
  - Registered information of the FTP server is displayed.
- 4. Select a system backup file using the  $\blacktriangle \lor \blacklozenge \lor$  keys.

- System restore results depend on the selected system backup file. Make sure to select the correct system backup file to restore.
- System backup files use the .wim extension.

Samsung OS Recovery Solutio	on		
Home > Restore > FTP > Brows	e		
/ admin capture contents_home jobs_home mofiles pop schedule test V 20121022_2154_Backup.wi	m	Sta	rt Restore
	[▲▼◀►] Move	[enter] OnScreen Keyboard	[ESC]/[Exit] Back

5. To restore the system using the selected backup file, select Start Restore.

in To activate Start Restore, make sure to select a system backup file.

- 6. If a warning window appears that the C drive will be formatted, select Yes.
  - <sup>o</sup> System restore starts. To cancel an ongoing restore task, select Cancel.
  - o In the Restore Progress page, a brief status description and progress bar will show the progress of the restore.



- 7. After restore is complete, you will be prompted to confirm that you want to restart the system. To restart the system, select Yes.
  - o Selecting No will display the Home screen without system restart.

### System backup

Backing up the C drive using the Samsung OS Recovery Solution allows you to restore previous system settings. Select the most recent backup file or any other backup files.

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- 1. To back up your system, select Backup from the Home screen.
- 2. In the Backup page, select the local drive, shared folder, or FTP server for the destination directory to save backup files.



X Do not power off the device or perform another task while the system is being backed up. A system error may occur.

### Backup to a local drive

- 1. To back up the system to a local drive, select Local Drive from the Backup page.
- 2. Using the  $\blacktriangle \lor \blacklozenge \lor$  keys, select a folder to save the system backup image file in.

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Samsung OS Recovery Solution	
Home > Restore > Local Drive	
D:/ Parent Folder MagicInfo Release_Premium Release_Premium_2012 Repository TreeSizeFree251	Start Restore
Backup Name: 20121113_1930_Backup.wim	Rename
[▲▼◀►] Move [enter] OnScree	en Keyboard [ESC]/[Exit] Back

3. To change the file name, select Rename. Next, enter a new file name using the on-screen keyboard and select Done.
 You do not need to enter the system backup file extension .wim. It is created automatically.

```
Samsung OS Recovery Solution
```

Samsung O	s									
Recove		Backup Name								
Home > Bac	Enter (.wir	Enter a file name for the backup (.wim will be added automatically).								
D:∀Temp′	1	2	3	4	5	6	7	8	9 0	
Parent 20121:	a	b	с	d	e	f	g	h	i j	
20121: 20121	k	-	m	n	•	р	q	r	Del All	
20121.	s	t	u	v	w	×	у	z	Delete	Backup
	Caps	*		Spa	ice		Do	ne	Cancel	
Backup Na		عند			_046	Nepm				name
[▲▼◀►] Move [enter] OnScreen Keyboard [ESC					d [ESC]/[Exit] Back					

- 4. To start system backup, press Start Backup.
  - <sup>o</sup> System backup starts. To cancel an ongoing backup task, select Cancel.
  - o In the Backup Progress page, a brief status description and progress bar will show the progress of the backup.



- 5. After backup is complete, you will be prompted to confirm that you want to restart the system. To restart the system, select Yes.
  - Selecting No will display the Home screen without system restart.

#### Backup to a shared folder

- 1. To back up the system to a shared folder, select Shared Folder from the Backup page.
  - It back up to a shared folder, make sure to configure the network settings first. To view or configure the network settings, select **Network Settings** from the **Home** screen.

- 2. Next, enter the shared folder details in the Shared Folder page.
  - $_{\circ}$  Move between options using the  $\blacktriangle \lor \blacklozenge \lor$  keys.
  - Press 🖃 to display the on-screen keyboard. Enter the required information.

Samsung OS Recovery S	Solution	
Home > Backup > S	nared Folder	
Shared Folder		
Location	//10.88.44.44/OS_Image	
Username	administrator	
Password	••••	Connect
	[▲▼◀►] Move [en	ter] OnScreen Keyboard [ESC]/[Exit] Back

- Location: Enter the destination shared folder path for the backup.
- Username: Enter the user account for the shared folder.
- Password: Enter the user password for the shared folder.
- 3. After entering the required information, select Connect.
  - Registered information of the shared folder is displayed.
- 4. Using the  $\blacktriangle \lor \blacklozenge \lor$  keys, select a folder to save the system backup image file to.

5. To change the file name, select Rename. Next, enter a new file name using the on-screen keyboard and select Done.



- 6. To start system backup, press Start Backup.
  - o System backup starts. To cancel an ongoing backup task, select Cancel.
  - o In the Backup Progress page, a brief status description and progress bar will show the progress of the backup.



- 7. After backup is complete, you will be prompted to confirm that you want to restart the system. To restart the system, select Yes.
  - $_{\rm O}\,$  Selecting No will display the Home screen without system restart.

#### Backup to an FTP server

**1.** To back up the system to an FTP server, select FTP from the Backup page.

In back up to an FTP server, make sure to configure the network settings first. To view or configure the network settings, select **Network Settings** from the **Home** screen.

2. Next. enter the FTP server details in the FTP page.

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- Move between options using the ▲▼◀▶ keys.

Samsung OS Recovery	Solution			
Home > Backup >	FTP			
FTP Server IP Address Port Mode Mode User Info Username	admin	10.88.75.194 21 Active		Connect
Password	<ul> <li>Anonymous Login</li> </ul>			
	[A <b>V</b> 4]	▶] Move [enter] On	Screen Keyboar	d [ESC]/[Exit] Back

- FTP Server: Enter the destination IP address and port of the FTP server for the backup.
- Mode: Select Active or Passive for the FTP server connection mode.
- User Info: Enter the user account and password for the FTP server. To log in without entering account information, select the Anonymous Login checkbox.
- 3. After entering the required information, select Connect.
  - Registered information of the shared folder is displayed.

Samsung OS Recovery Solution	
Home > Backup > FTP > Browse	
/ i contents_home jobs_home mofiles pop schedule	Start Backup
20120024_1026_Rackup wim	
Backup Name: 20121113_1930_Backup.wim	Rename
[▲▼◀►] Move [enter] OnScr	een Keyboard [ESC]/[Exit] Back

- 4. Using the  $\blacktriangle \lor \blacklozenge \lor$  keys, select a folder to save the system backup image file to.
- 5. To change the file name, select Rename. Next, enter a new file name using the on-screen keyboard and select Done.
- 6. To start system backup, press Start Backup.
  - o System backup starts. To cancel an ongoing backup task, select Cancel.
  - o In the Backup Progress page, a brief status description and progress bar will show the progress of the backup.



- 7. After backup is complete, you will be prompted to confirm that you want to restart the system. To restart the system, select Yes.
  - $_{\odot}\,$  Selecting No will display the Home screen without system restart.

### **Network setup**

Using the Samsung OS Recovery Solution, configure the system network settings.

1. To configure the network settings, press Network from the Home screen.

- 2. To change settings, change the network details as desired in the Network page.
  - Move between options using the  $\blacktriangle \lor \blacklozenge \lor$  keys.
    - Except for **IP Mode**, network settings should be configured with numbers. To change the network settings, enter values in the number input field that appears after an item is selected.



- IP Mode: View the network IP allocation method: Static or Dynamic.
- IP Address: View the network IP address.
- Subnet Mask: View the network subnet mask settings.
- Gateway: View the network gateway settings.
- DNS: View the network DNS settings.

3. After entering the required information, select Apply.

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• The updated network settings are applied.

## **Restarting the system**

Samsung OS Recovery	Solution		
Home			
Restore	Do you want to Yes Backup	reboot? No Network Settings	Reboot
		[4Þ]	] Move [ESC]/[Exit] Back

To restart the system after using the Samsung OS Recovery Solution, select Reboot from the Home screen.