



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

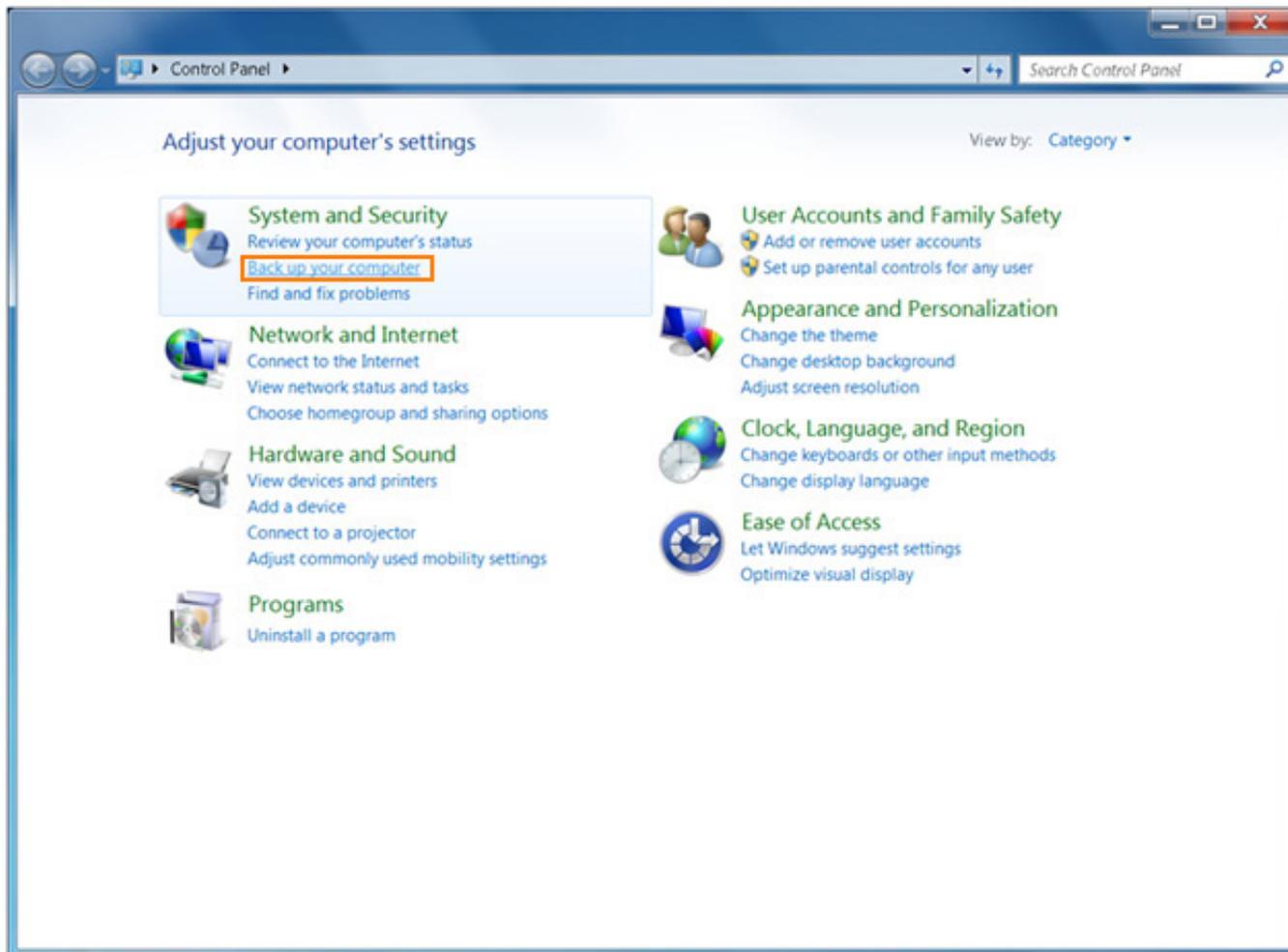
Enable to restore the default system settings at the time the system was purchased. Access recovery mode and recover the system as shown below.

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

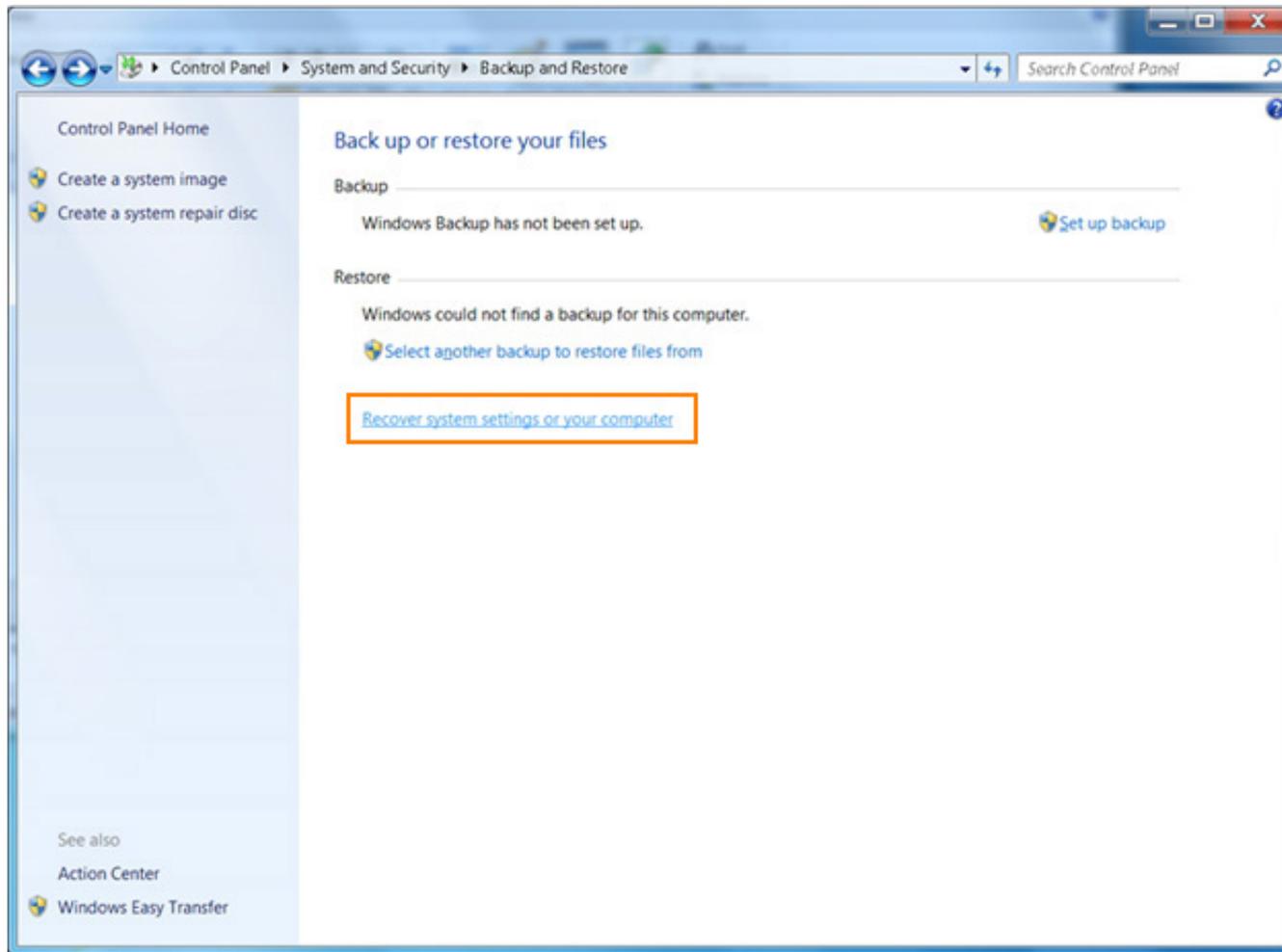
1. Go to Start – Control Panel – System and Security – Back up your computer on the desktop.

↑ TOP

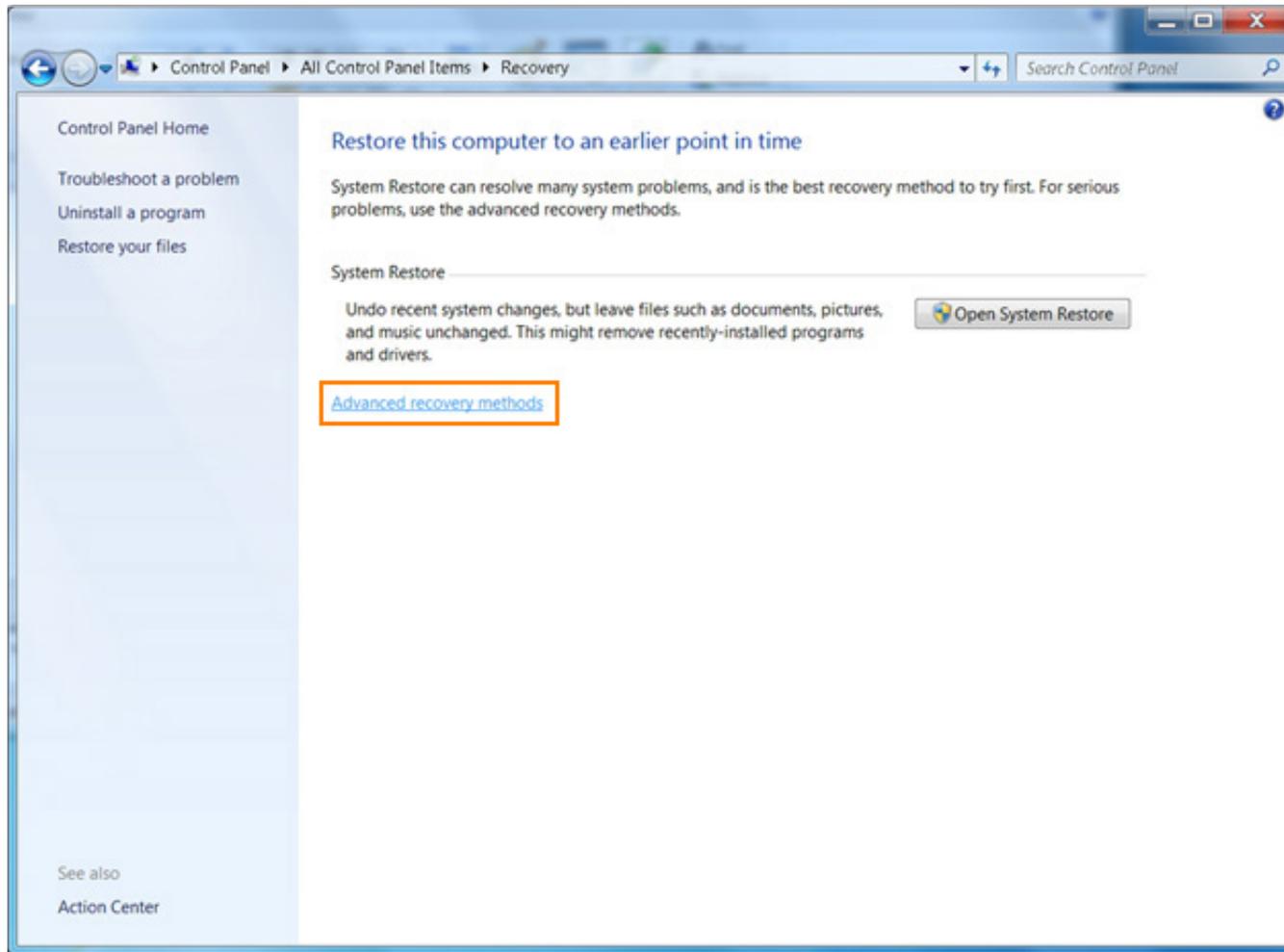
← BACK



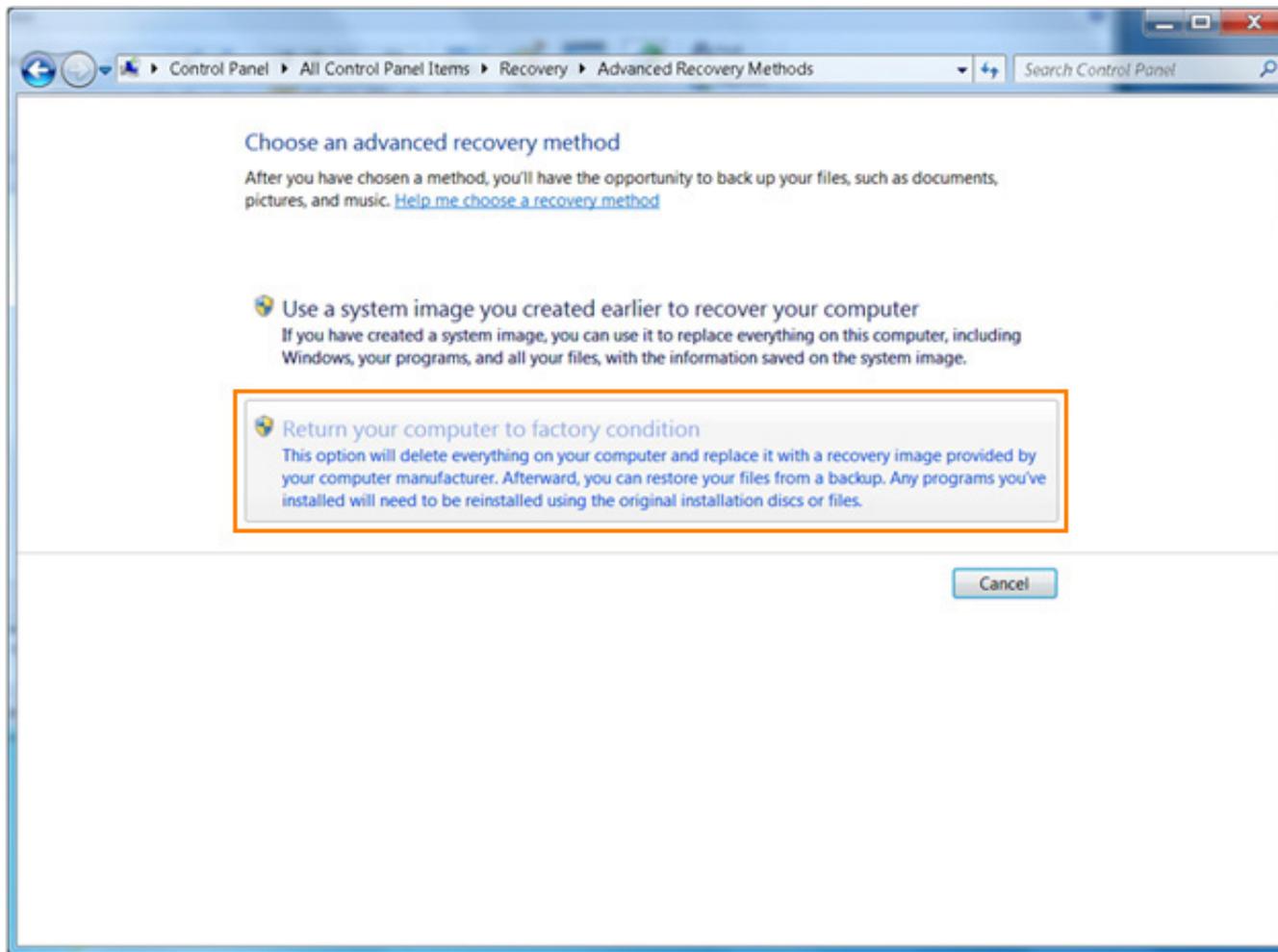
2. Select Recover system settings or your computer in the displayed screen.



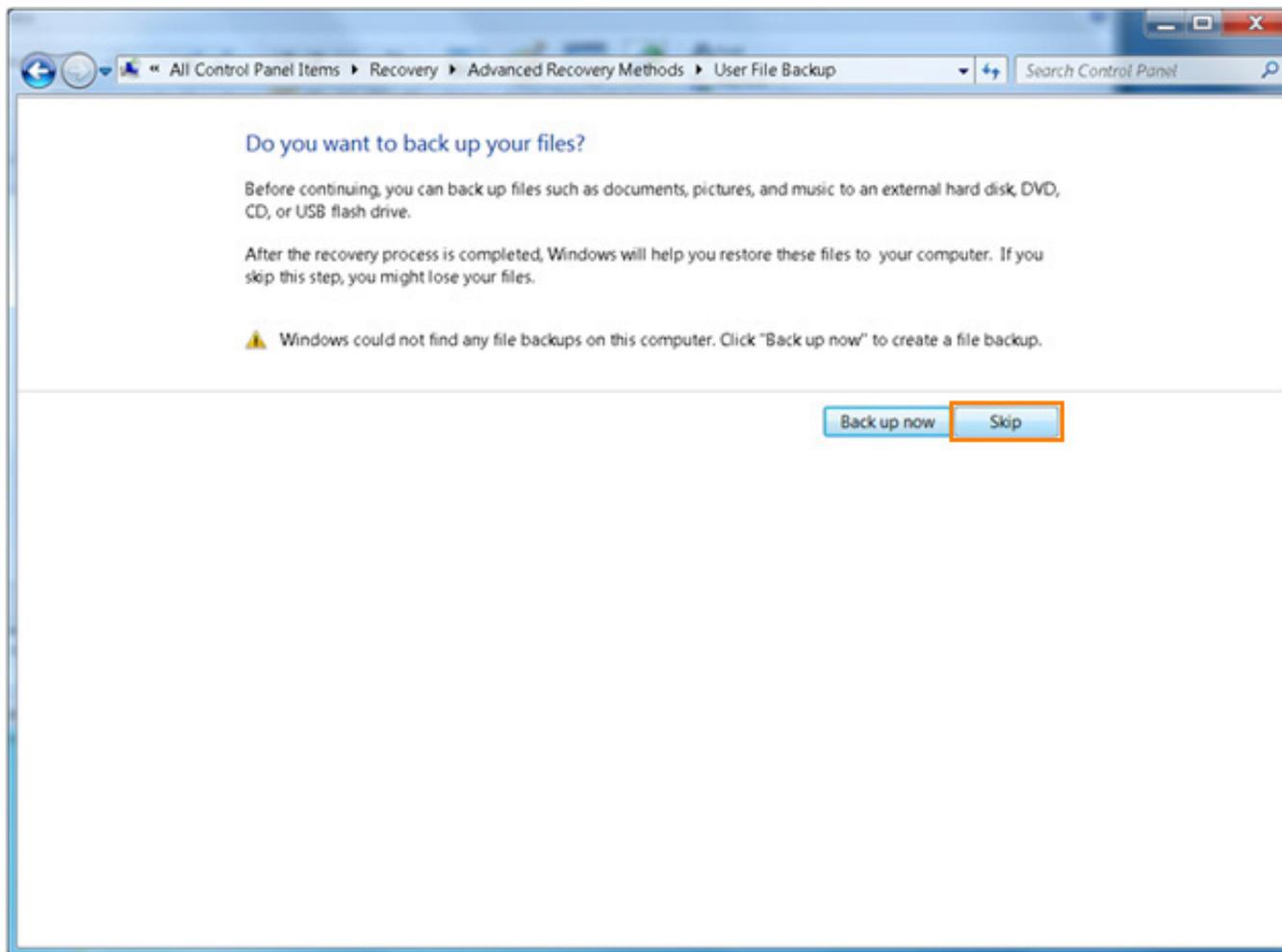
3. Select Advanced recovery methods.



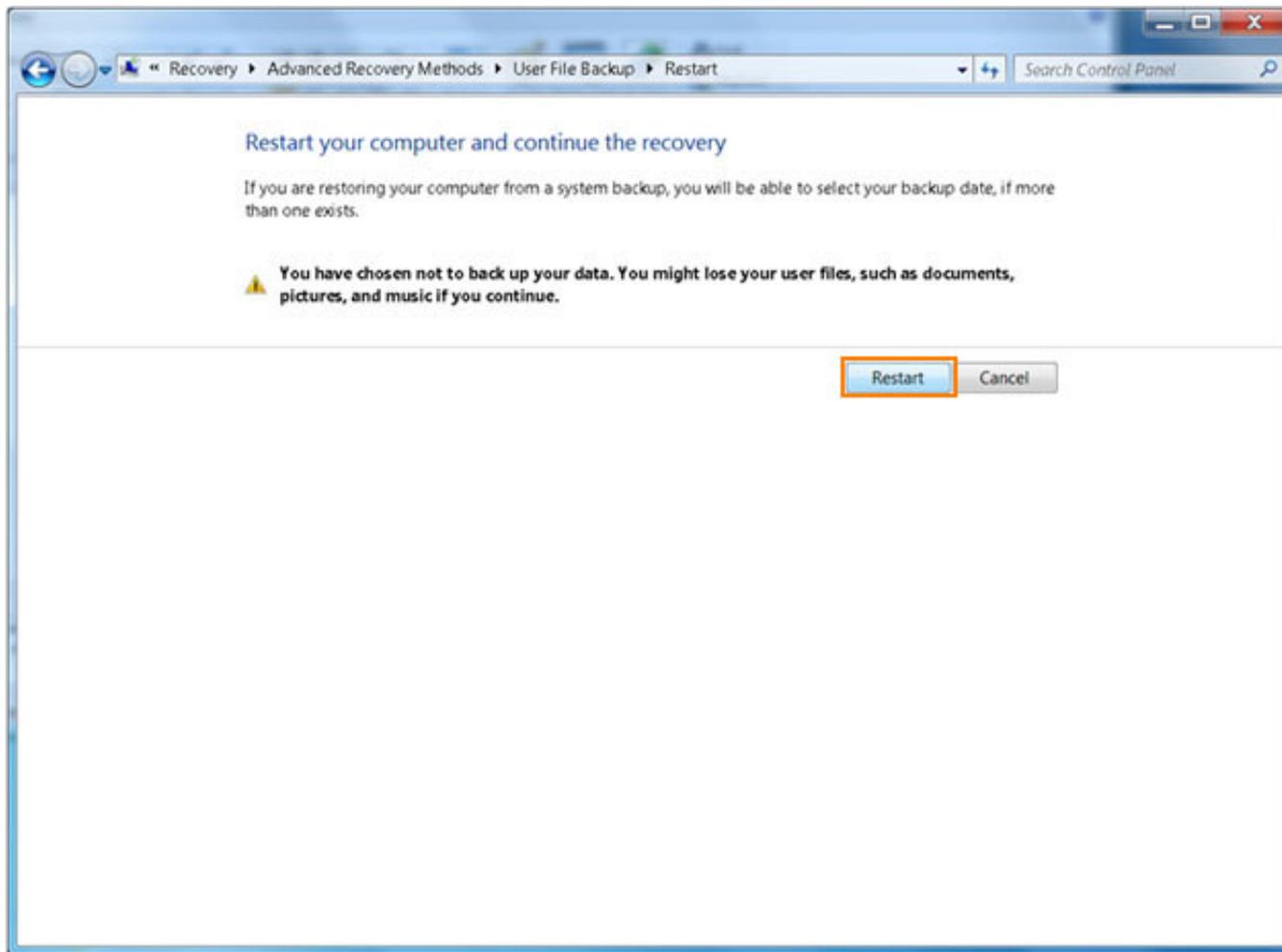
4. Select Return your computer to factory condition.



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



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

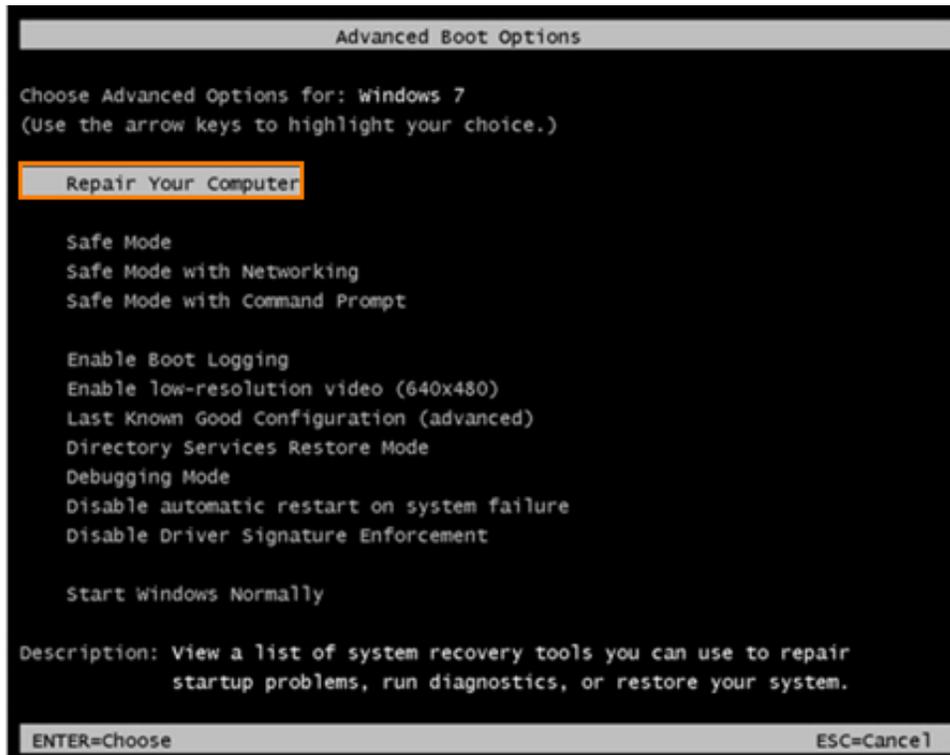


Option 2 to access recovery mode: Access when the computer boots up

1. Press F1 or F8 immediately after the computer boots up.

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

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

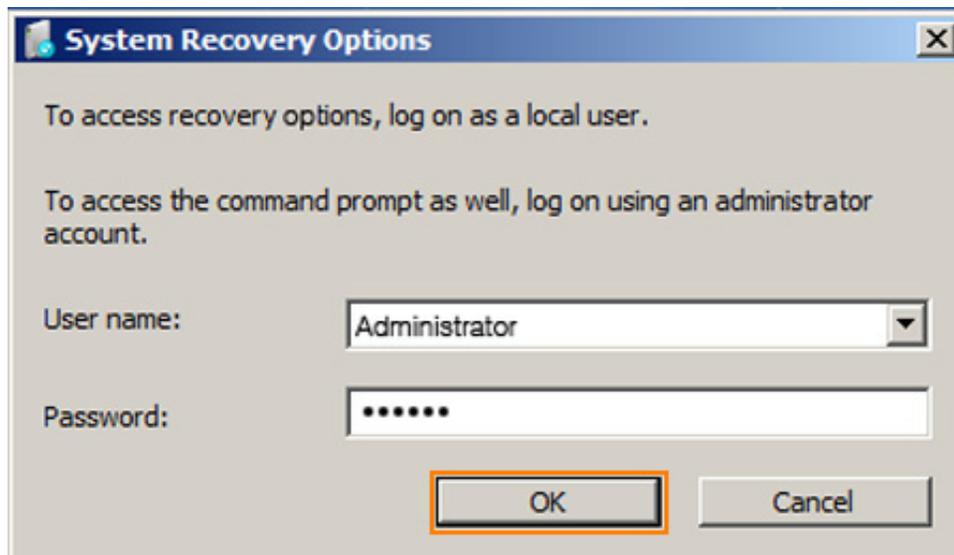
After accessing recovery mode using one of the previously mentioned methods, recover the system.

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



✘ Recovery will be performed in English only.

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



✘ The default user name is Administrator.

3. Select Samsung Factory Recovery as a recovery tool.



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.

```
x:\sources\recovery\Tools\CustomRecoveryTool.exe

DiskPart successfully set the partition ID.
Partition 3 is now the selected partition.
    100 percent completed
DiskPart successfully formatted the volume.
DiskPart successfully assigned the drive letter or mount point.
Partition 4 is now the selected partition.
DiskPart successfully assigned the drive letter or mount point.
-----
[ [ Return to your OS to FACTORY condition ] ]
[ < It will take about 10 minutes and reboot automatically. ]
[   please wait . . . > ]
[ ]
[ Recovering started at [17:13:55.16] ]
[ ]
```



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)

Basic control

Samsung OS Recovery Solution can be controlled using a keyboard and remote control. Navigate between menu items using the ▲▼◀▶ keys. Select desired menu items by pressing  or the Enter key on the keyboard. To return to the previous page, press  or the ESC key on the keyboard.

Key features

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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

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.



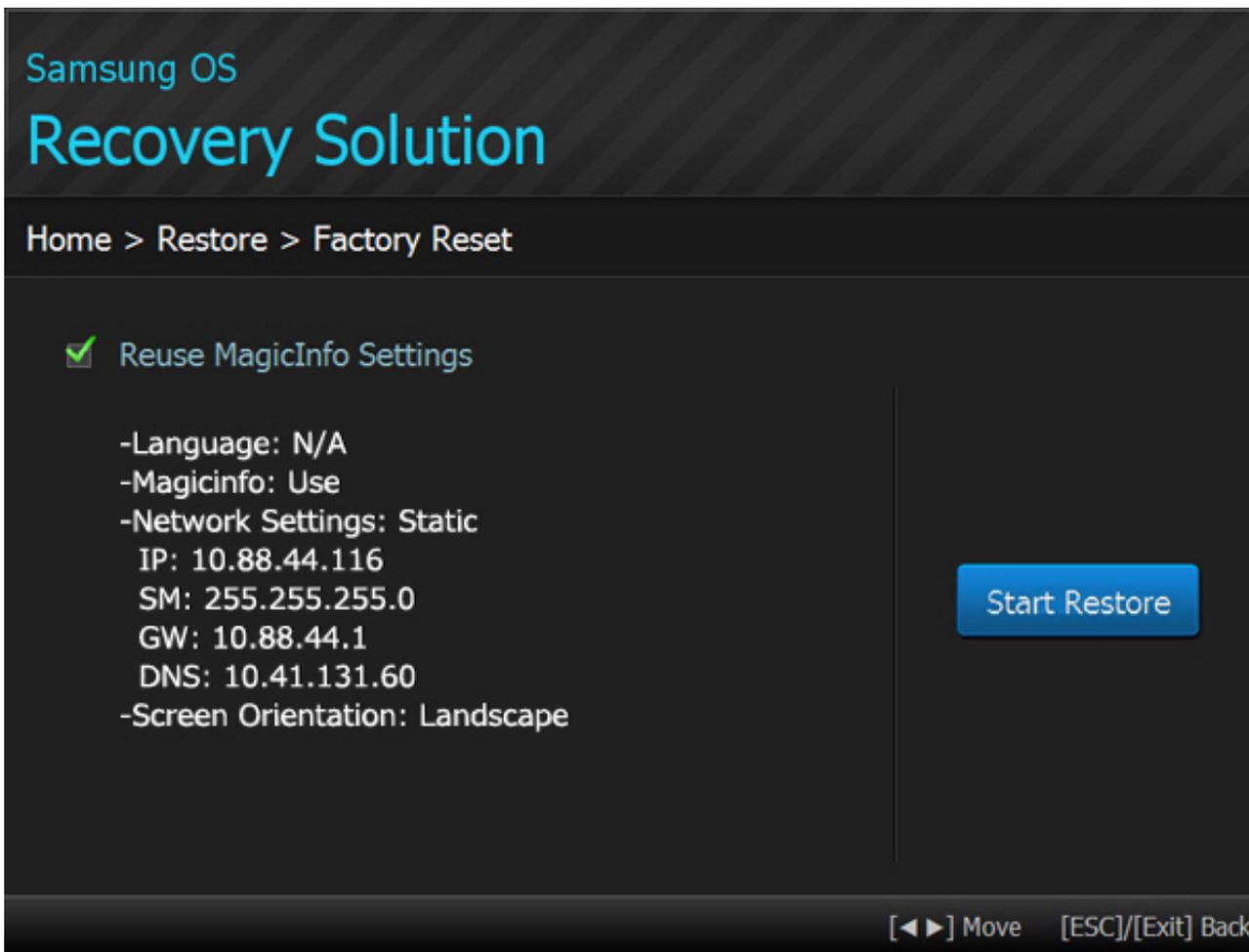
- o Factory Reset: Reset the system to restore the default settings at the time the system was purchased.
- o Local Drive: Load a system backup file from a local drive and restore the previous system settings from the backup time.
- o Shared Folder: Load a system backup file from a shared folder over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

- ✘ 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.
- ✘ 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.
- ✘ Do not power off the device or perform another task while the system is being restored. A system error may occur.

Factory reset

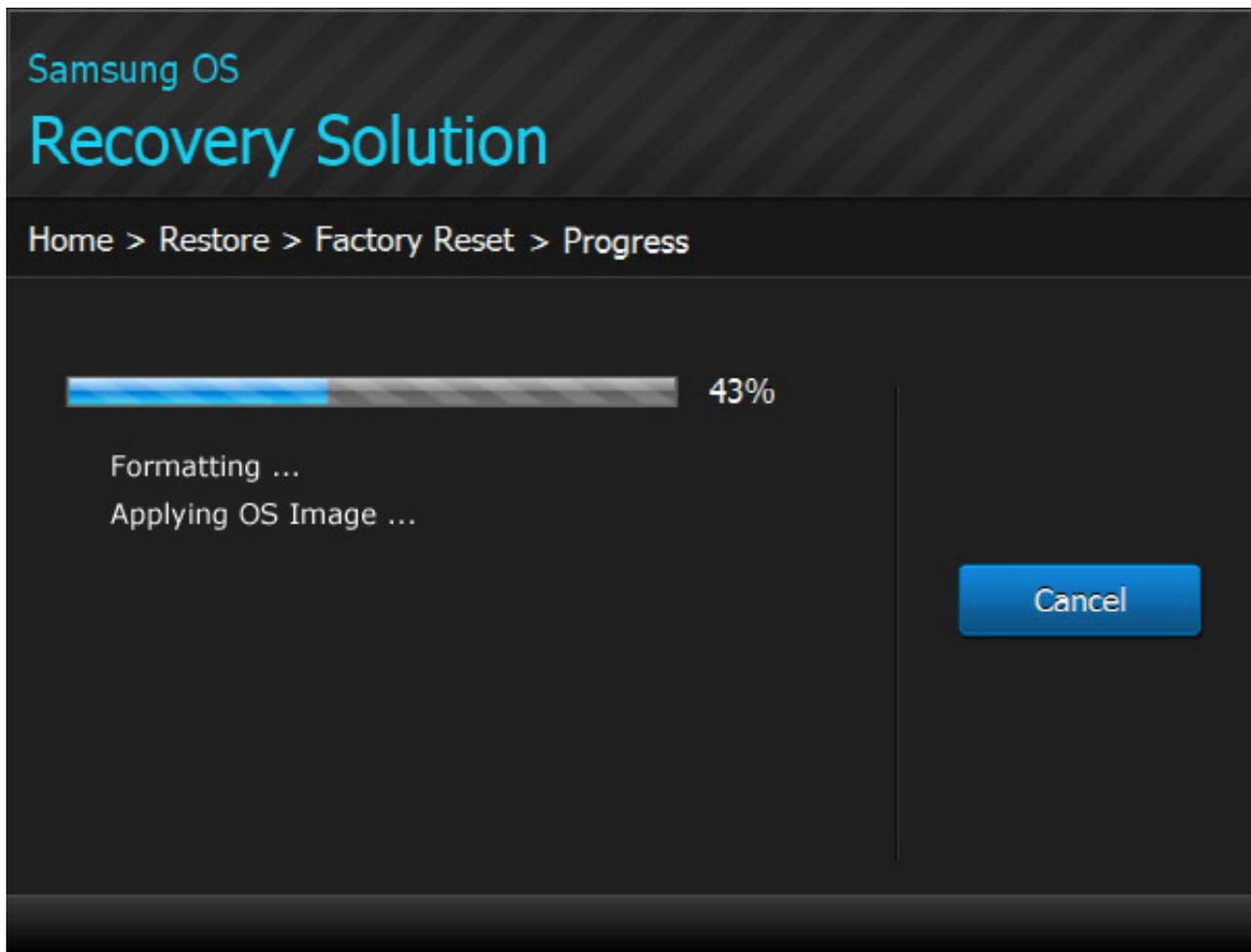
In the Restore page, select Factory Reset to reset the system to restore the default settings at the time the system was purchased.

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.
 - In the Restore Progress page, a brief status description and progress bar will show the progress of the restore.



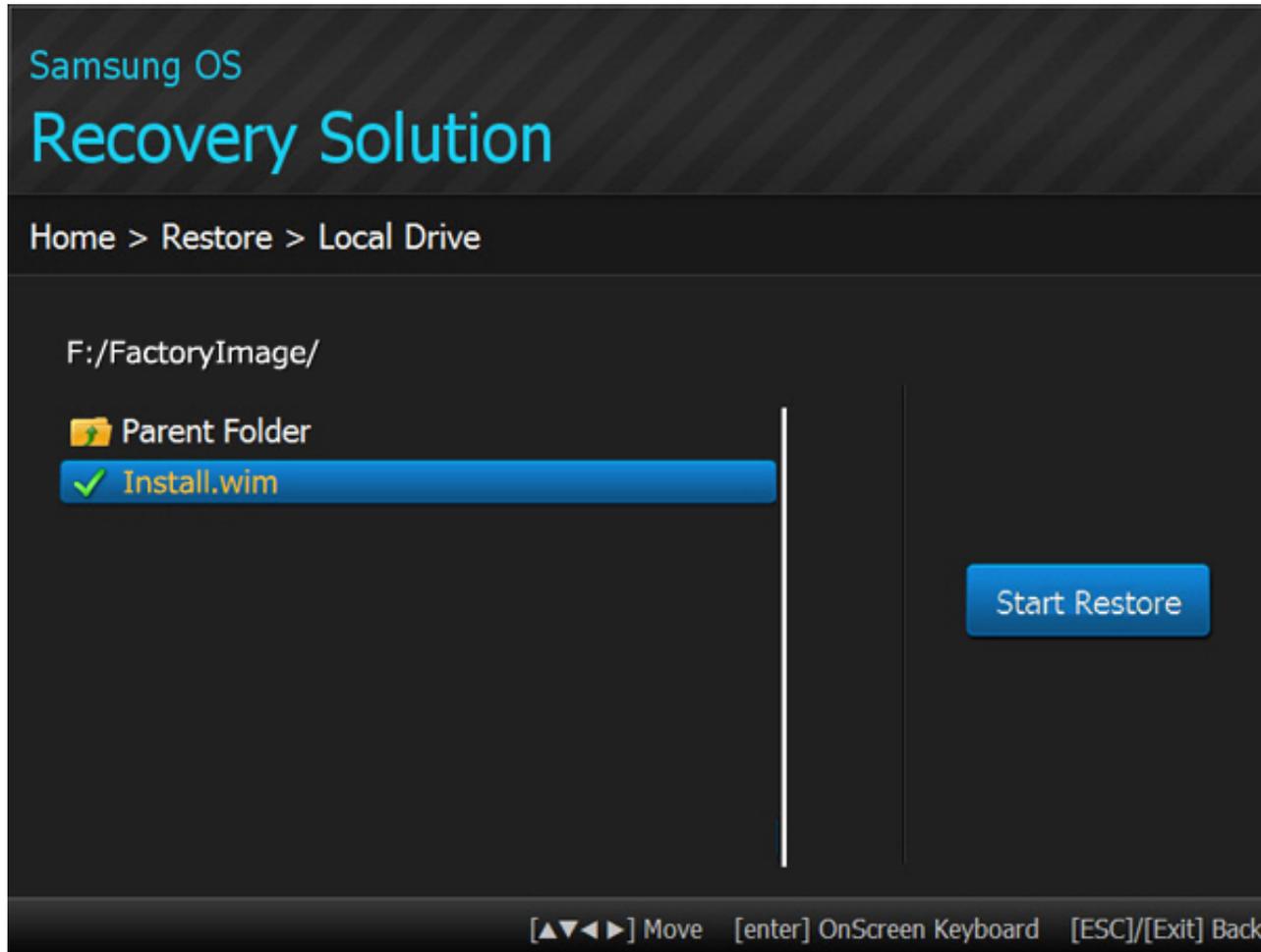
3. After the factory reset is complete, you will be prompted to confirm that you want to restart the system. To restart the system, select Yes.
 - o Selecting No will display the Home screen without system restart.

Restore using a backup file from a local drive

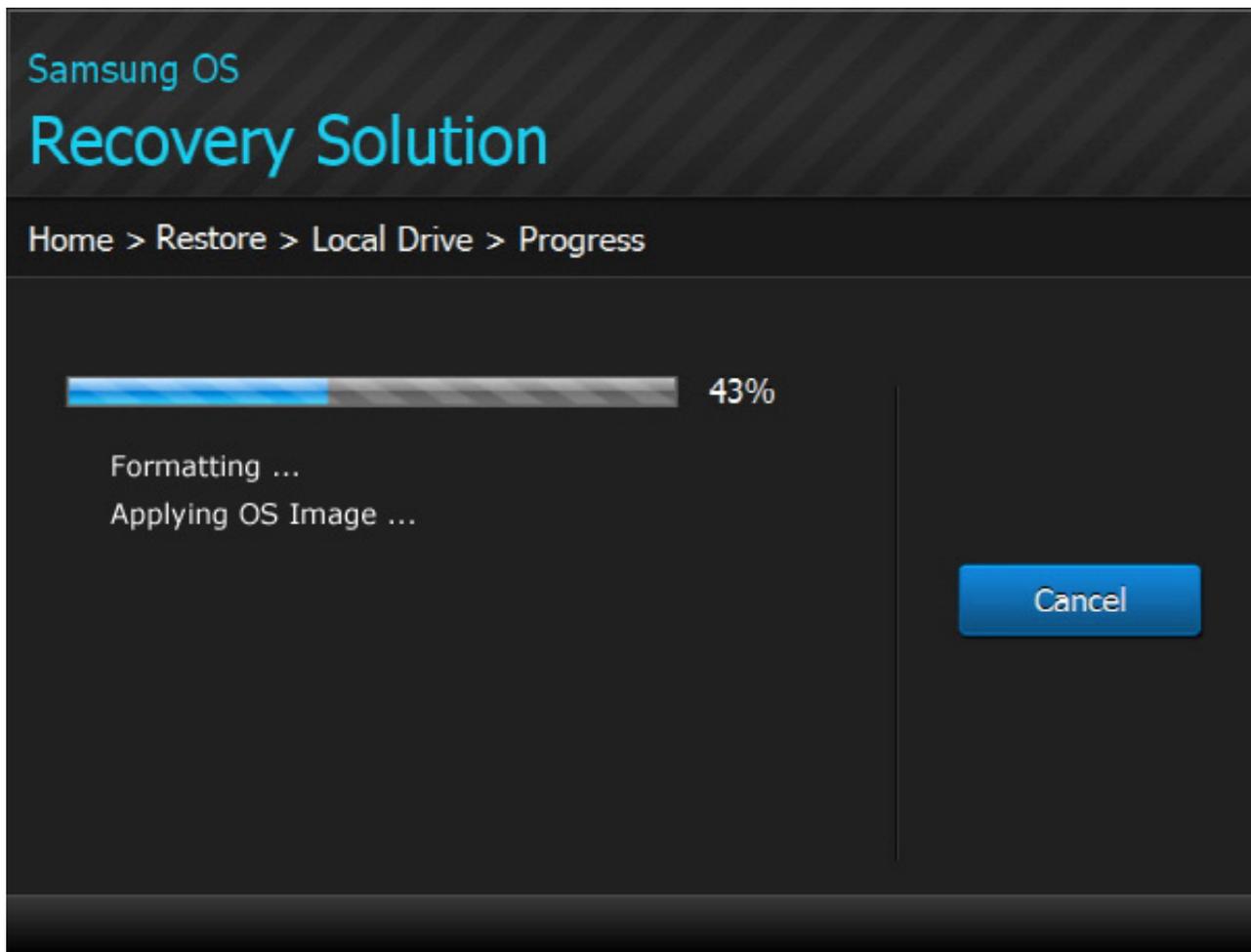
1. If system backup files are saved in a local drive (i.e., hard drive or USB drive), select Local Drive from the Restore page.
2. In the Local Drive page, select a system backup file using the ▲▼◀▶ keys.

 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.



3. To restore the system using the selected backup file, select Start Restore.
 - System backup files use the .wim extension. 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.
 - System restore starts. To cancel an ongoing restore task, select Cancel.
 - In the Restore Progress page, a brief status description and progress bar will show the progress of the restore.

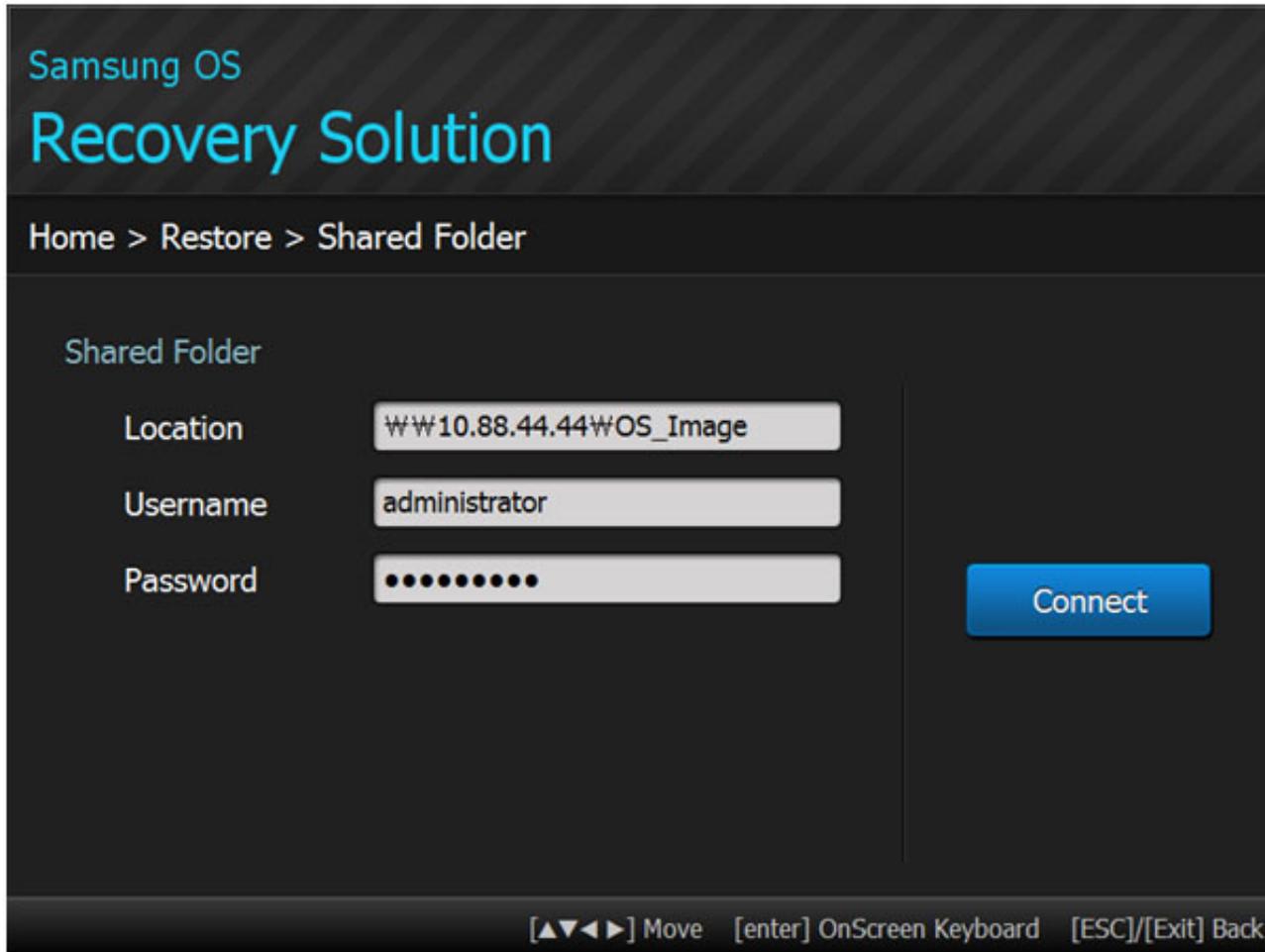


5. After restore is complete, you will be prompted to confirm that you want to restart the system. To restart the system, select Yes.
 - o Selecting No will display the Home screen without system restart.

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.
 - 📖 To 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.

- Move between options using the ▲▼◀▶ keys.
- Press  to display the on-screen keyboard. Enter the required information.



- 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.

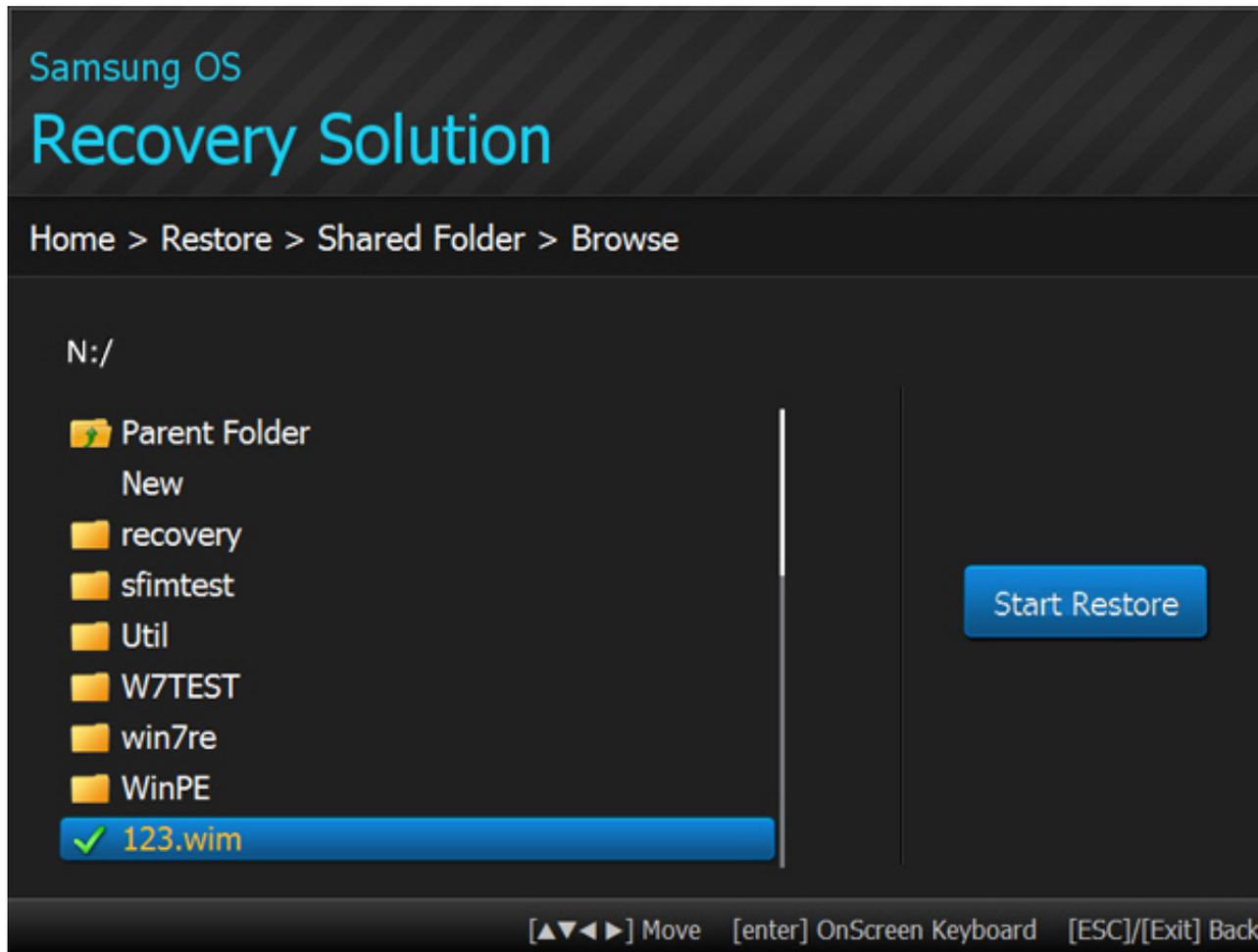
3. After entering the required information, select Connect.
 - Registered information of the shared folder is displayed.

4. Select a system backup file using the ▲▼◀▶ keys.

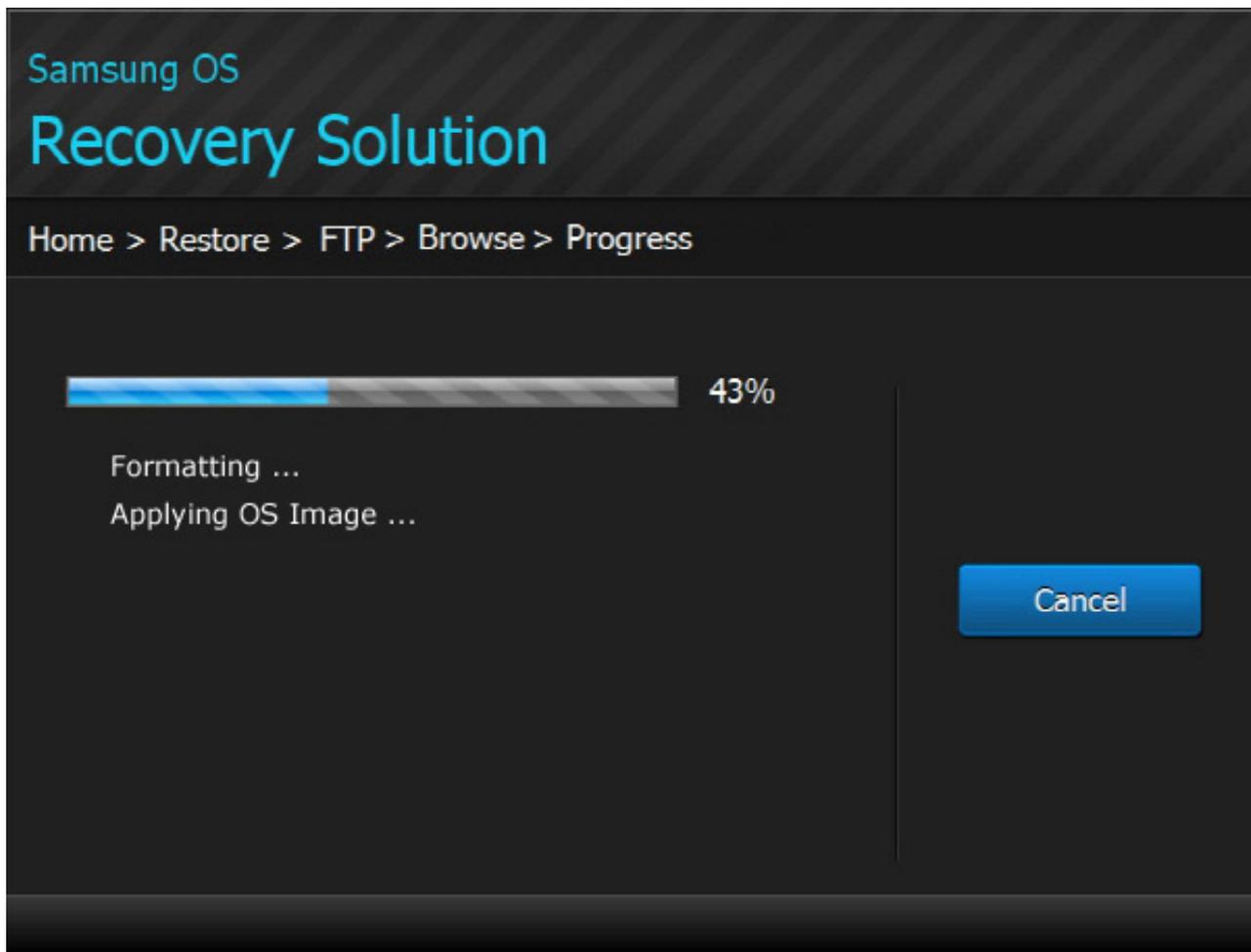
 System restore results depend on the selected system backup file. Make sure to select the correct system

backup file to restore.

System backup files use the .wim extension.



5. To restore the system using the selected backup file, select Start Restore.
 - System backup files use the .wim extension.
6. If a warning window appears that the C drive will be formatted, select Yes.
 - System restore starts. To cancel an ongoing restore task, select Cancel.
 - 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.

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.
 - 📖 To 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.
 - o Move between options using the ▲▼◀▶ keys.
 - o Press  to display the on-screen keyboard. Enter the required information.



Samsung OS
Recovery Solution

Home > Restore > FTP

FTP Server

IP Address 10.88.75.194

Port 21

Mode

Mode Active

User Info

Username admin

Password ●●●●●●●●

Anonymous Login

Connect

[▲▼◀▶] Move [enter] 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.

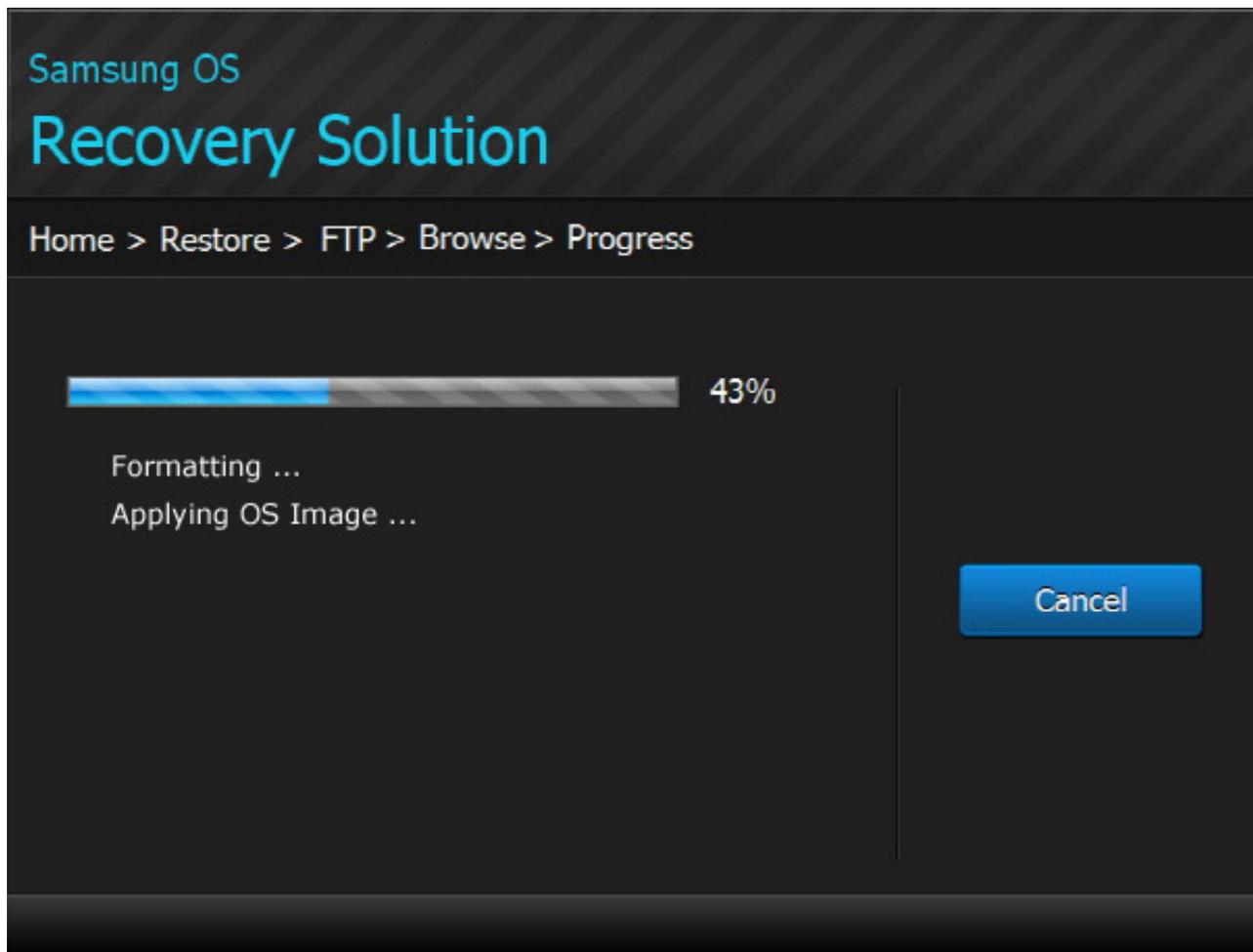
3. After entering the required information, select Connect.
 - o Registered information of the FTP server is displayed.

4. Select a system backup file using the ▲▼◀▶ 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.



- To restore the system using the selected backup file, select Start Restore.
 - To activate **Start Restore**, make sure to select a system backup file.
- If a warning window appears that the C drive will be formatted, select Yes.
 - System restore starts. To cancel an ongoing restore task, select Cancel.
 - 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.

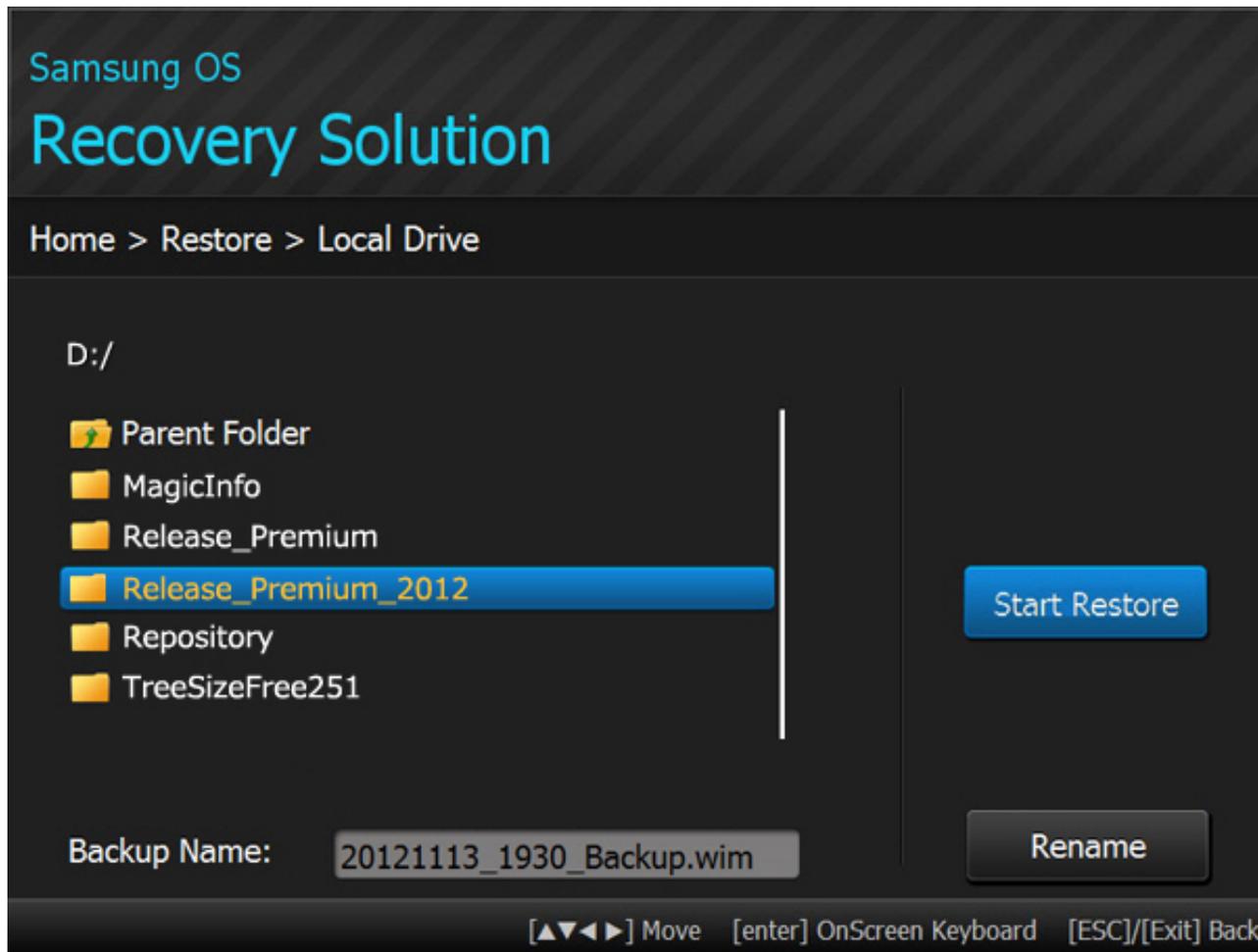
1. To back up your system, select Backup from the Home screen.
2. In the Backup page, select the local drive, shared folder, or FTP server for the destination directory to save backup files.



⌘ 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

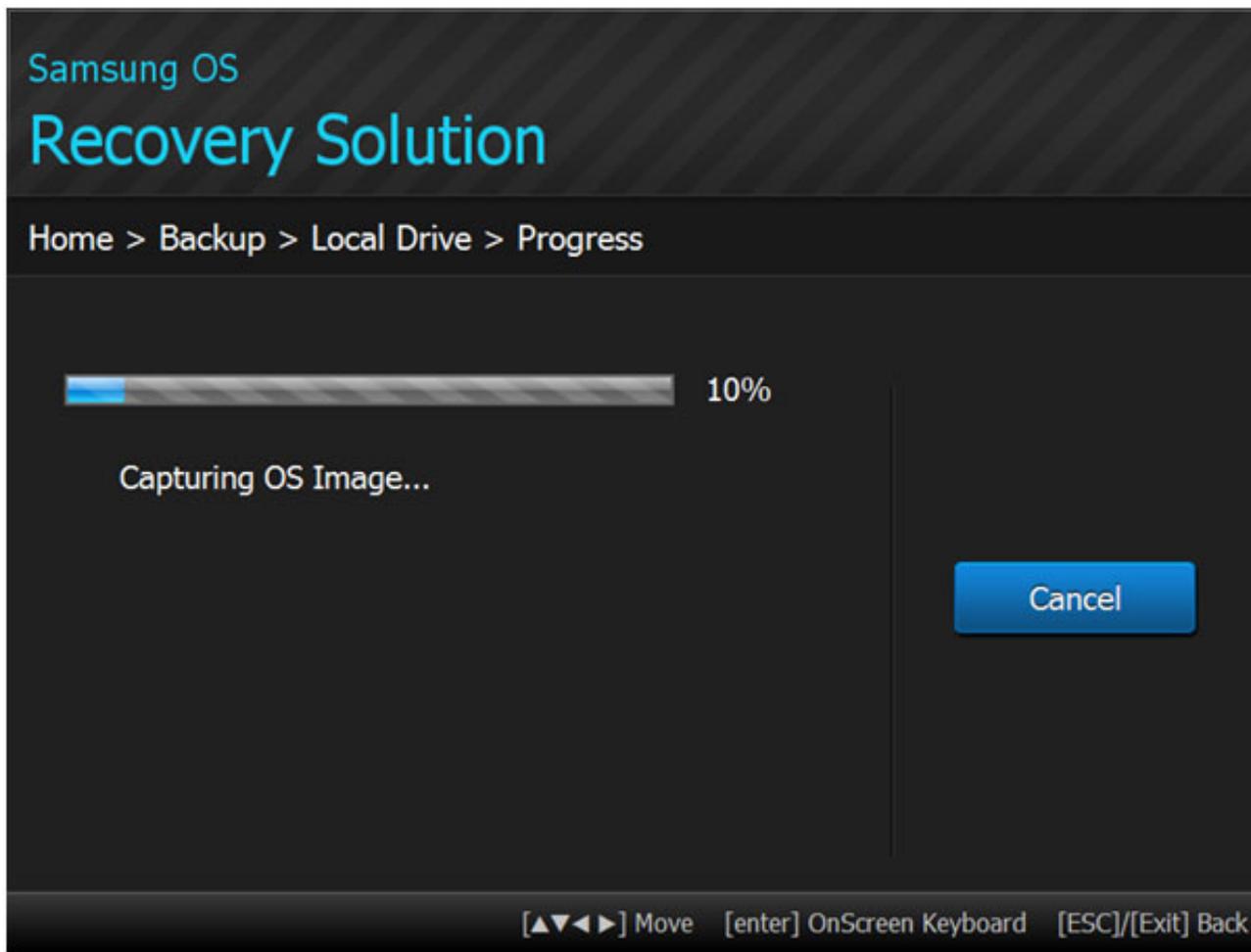
1. To back up the system to a local drive, select Local Drive from the Backup page.
2. Using the ▲▼◀▶ keys, select a folder to save the system backup image file in.



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.



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

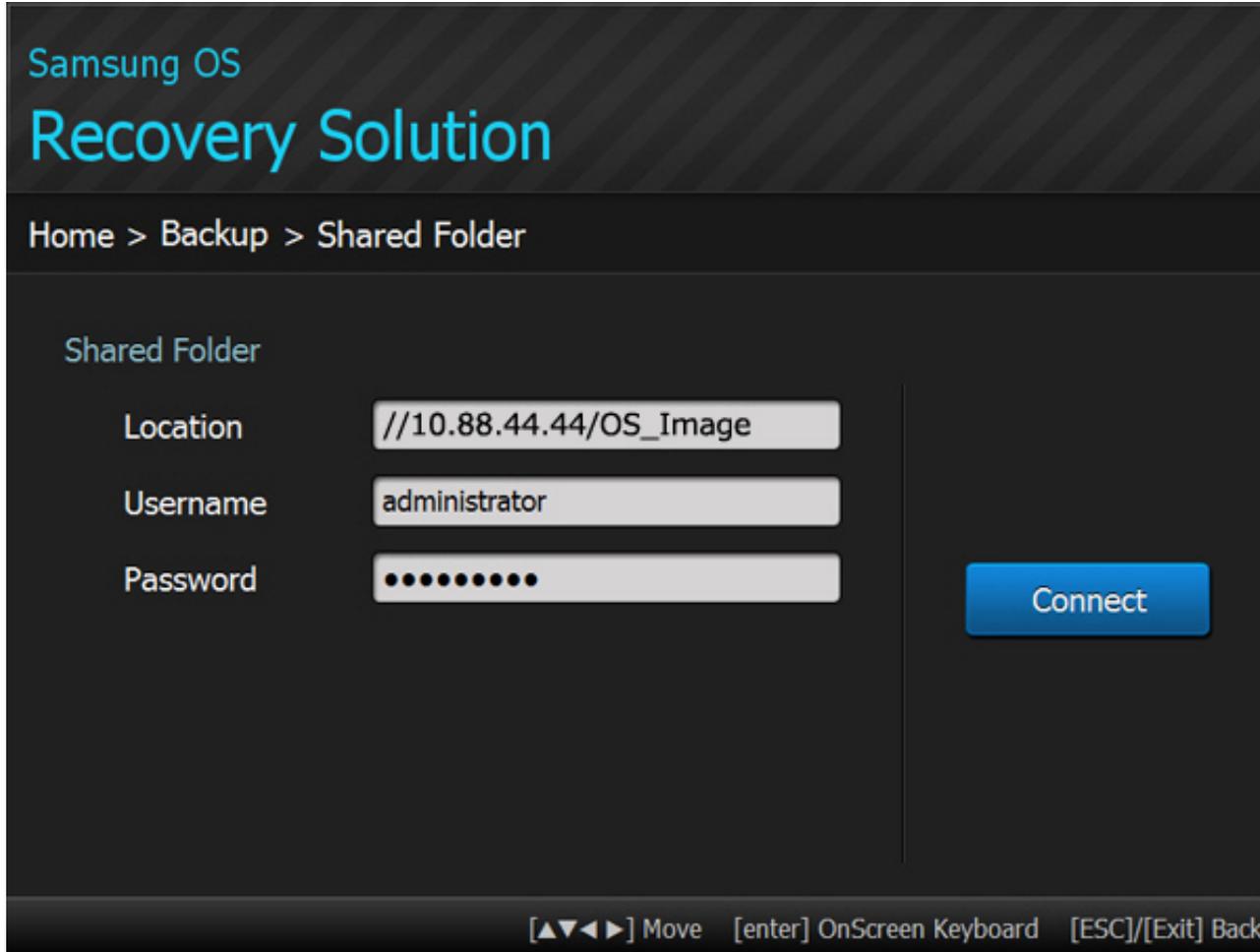


5. After backup is complete, you will be prompted to confirm that you want to restart the system. To restart the system, select Yes.
 - o Selecting No will display the Home screen without system restart.

Backup to a shared folder

1. To back up the system to a shared folder, select Shared Folder from the Backup page.
 - 📖 To 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.

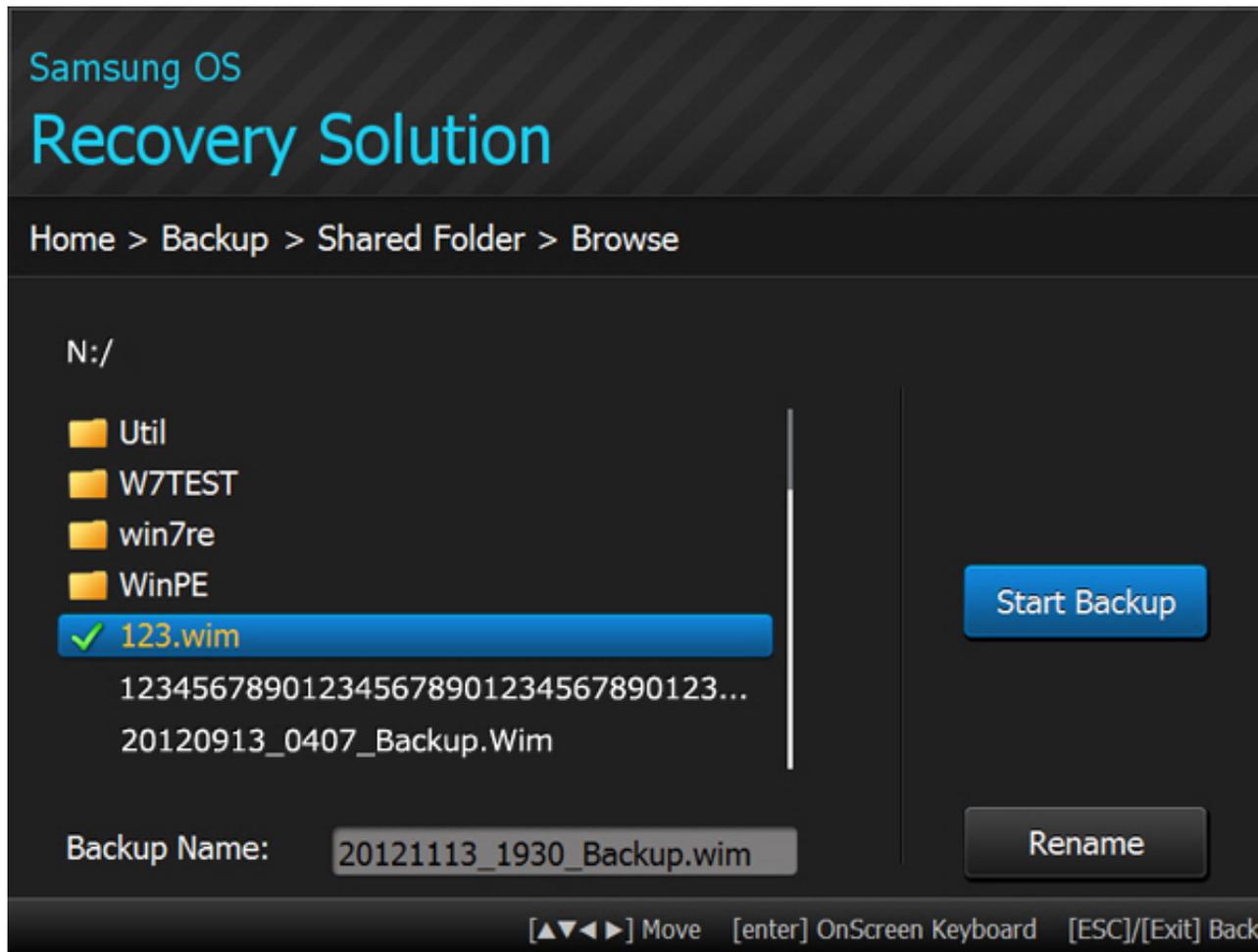
2. Next, enter the shared folder details in the Shared Folder page.
 - o Move between options using the ▲▼◀▶ keys.
 - o Press  to display the on-screen keyboard. Enter the required information.



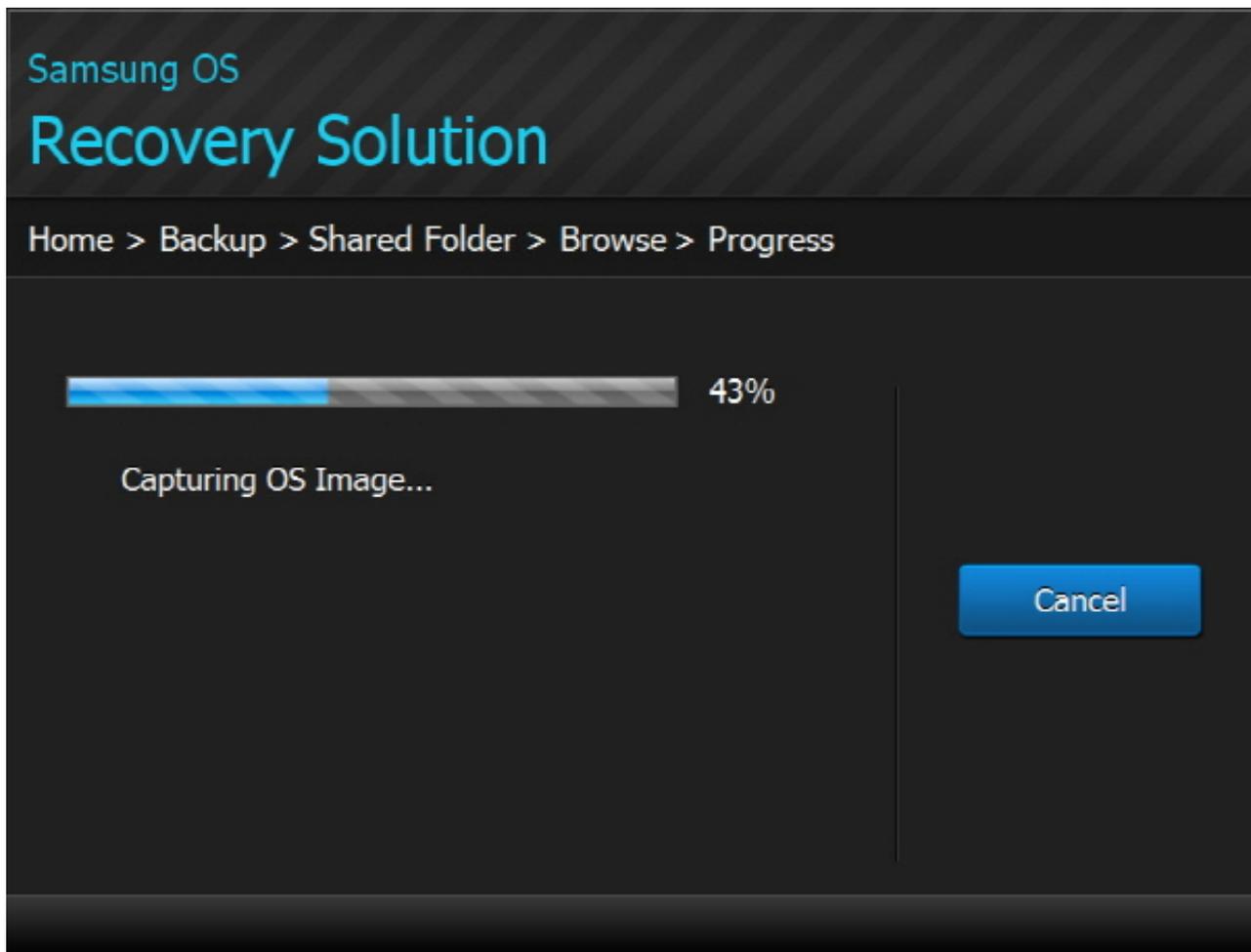
- Location: Enter the destination shared folder path for the backup.
- Username: Enter the user account for the shared folder.
- Password: Enter the user password for the shared folder.

3. After entering the required information, select Connect.
 - o Registered information of the shared folder is displayed.
4. Using the ▲▼◀▶ 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.

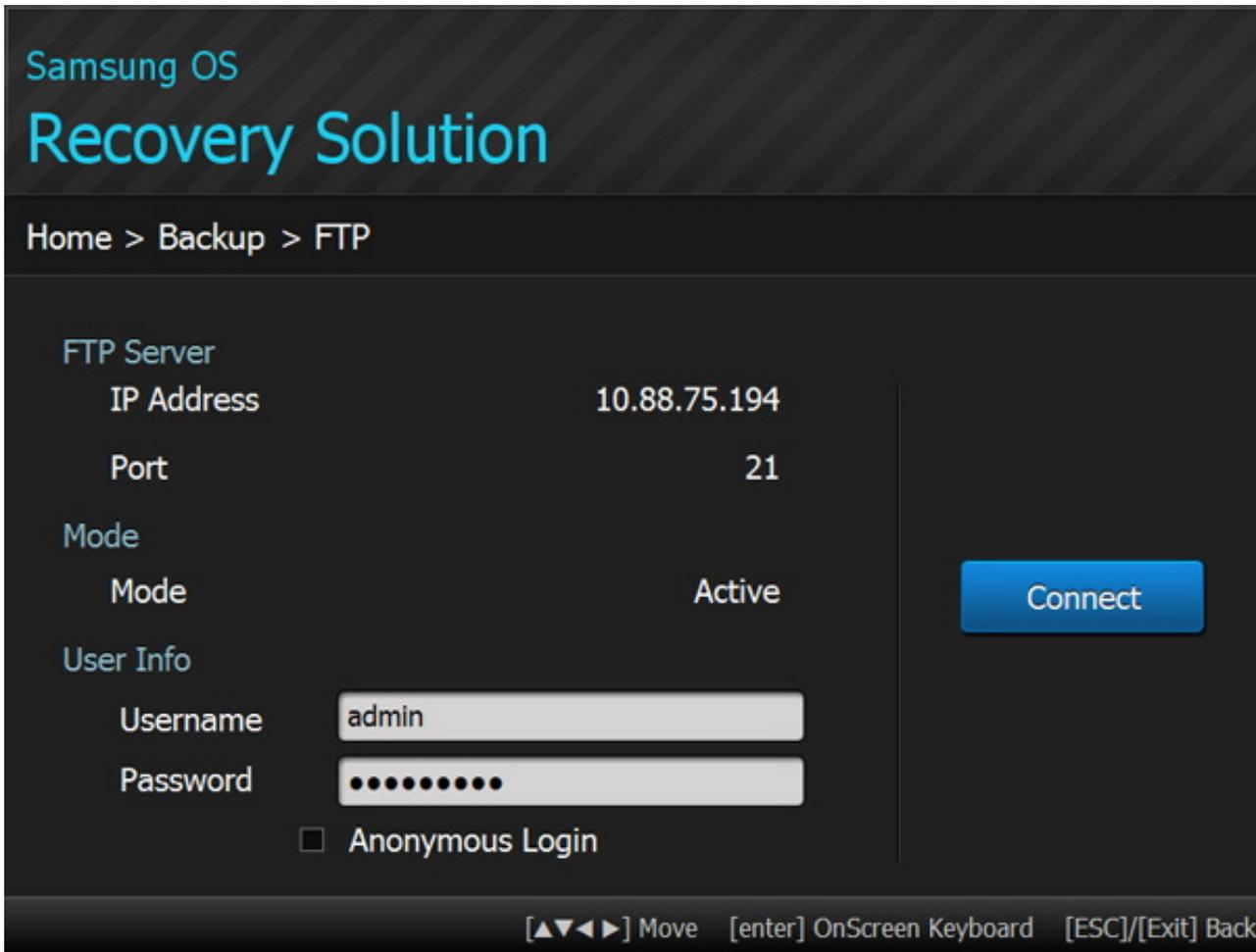


7. After backup is complete, you will be prompted to confirm that you want to restart the system. To restart the system, select Yes.
 - o Selecting No will display the Home screen without system restart.

Backup to an FTP server

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

- Move between options using the ▲▼◀▶ keys.
- Press  to display the on-screen keyboard. Enter the required information.



Samsung OS
Recovery Solution

Home > Backup > FTP

FTP Server

IP Address 10.88.75.194

Port 21

Mode

Mode Active

User Info

Username admin

Password ●●●●●●●●

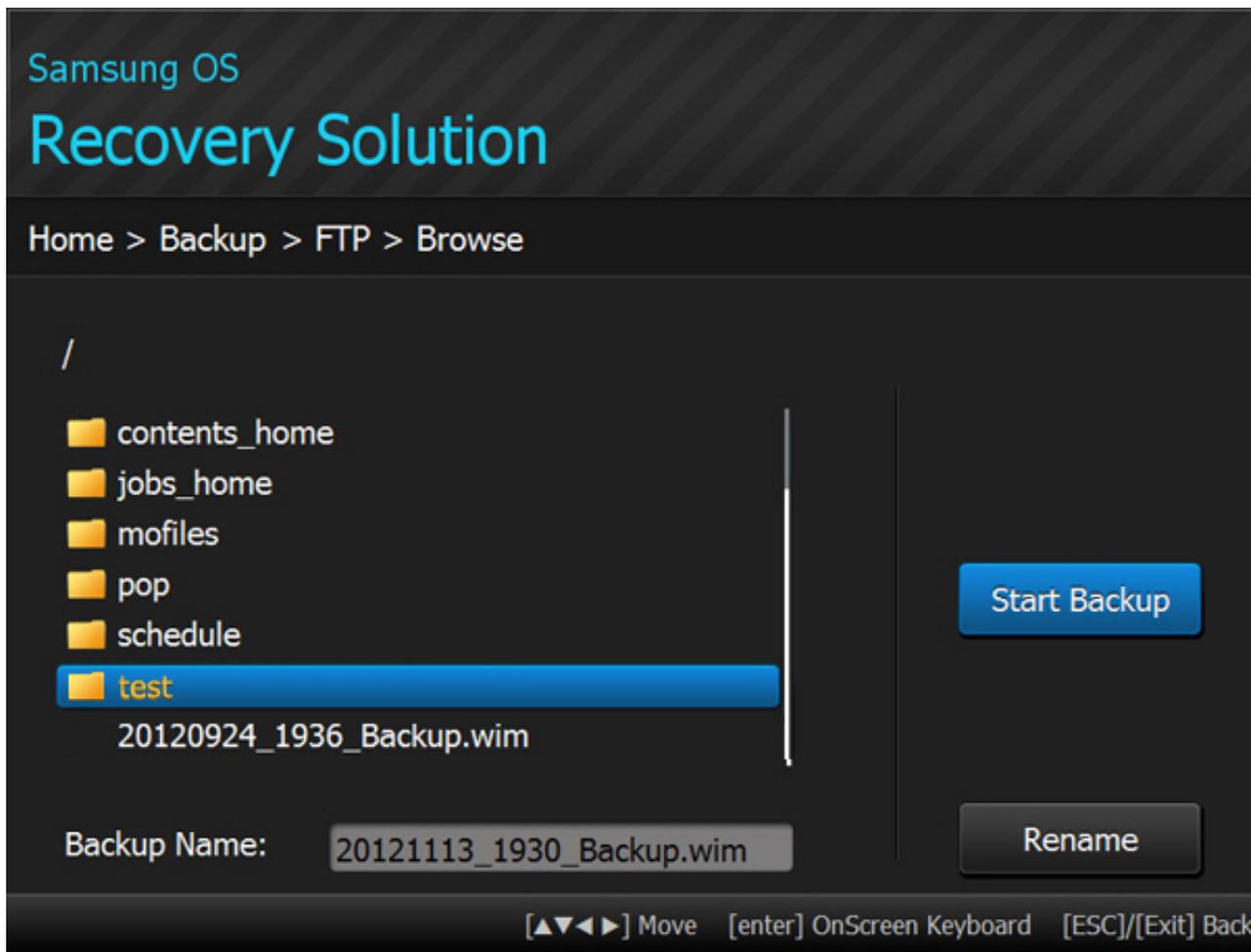
Anonymous Login

Connect

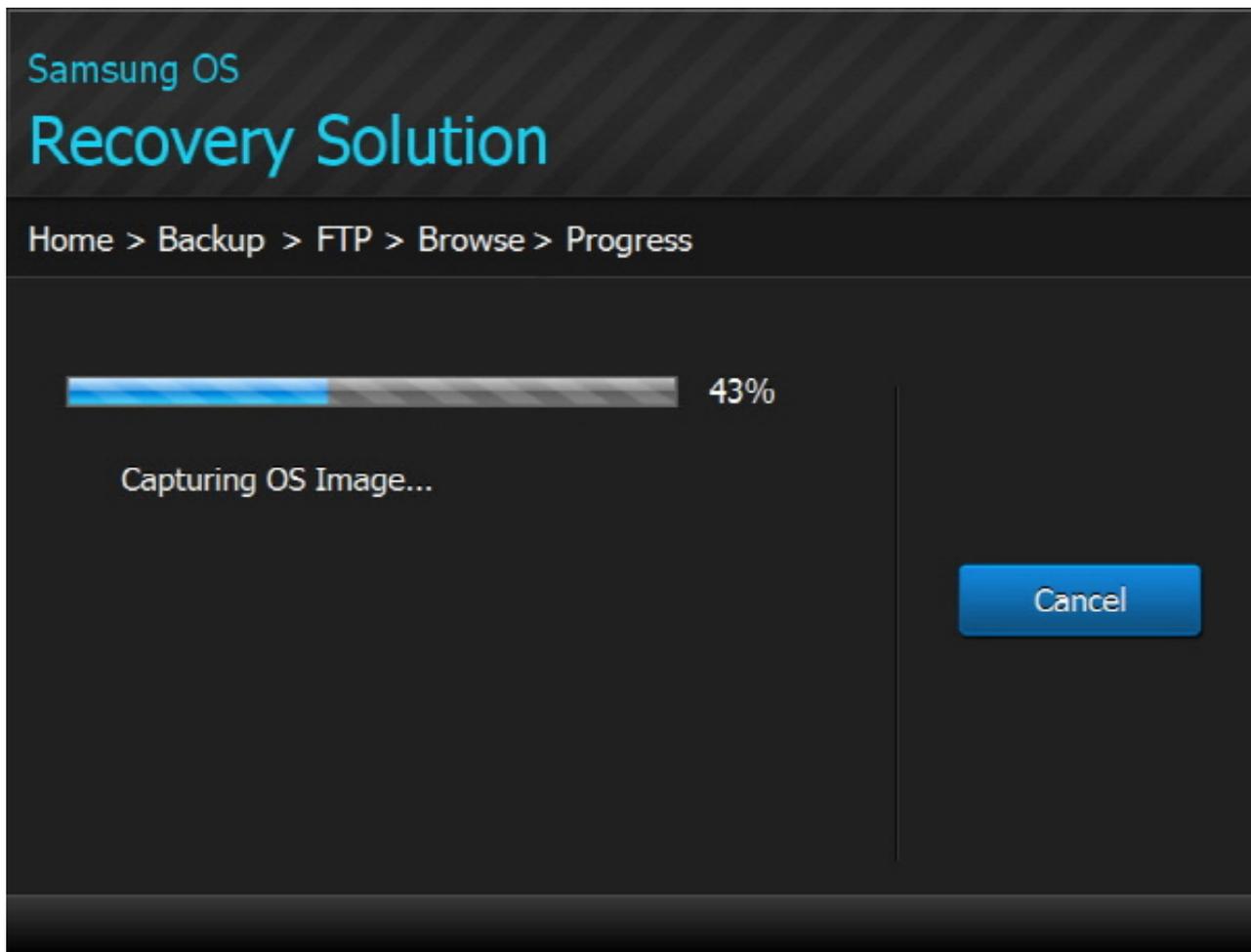
[▲▼◀▶] Move [enter] OnScreen Keyboard [ESC]/[Exit] Back

- 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.



4. Using the ▲▼◀▶ 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.
 - System backup starts. To cancel an ongoing backup task, select Cancel.
 - 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.
 - o Selecting No will display the Home screen without system restart.

Network setup

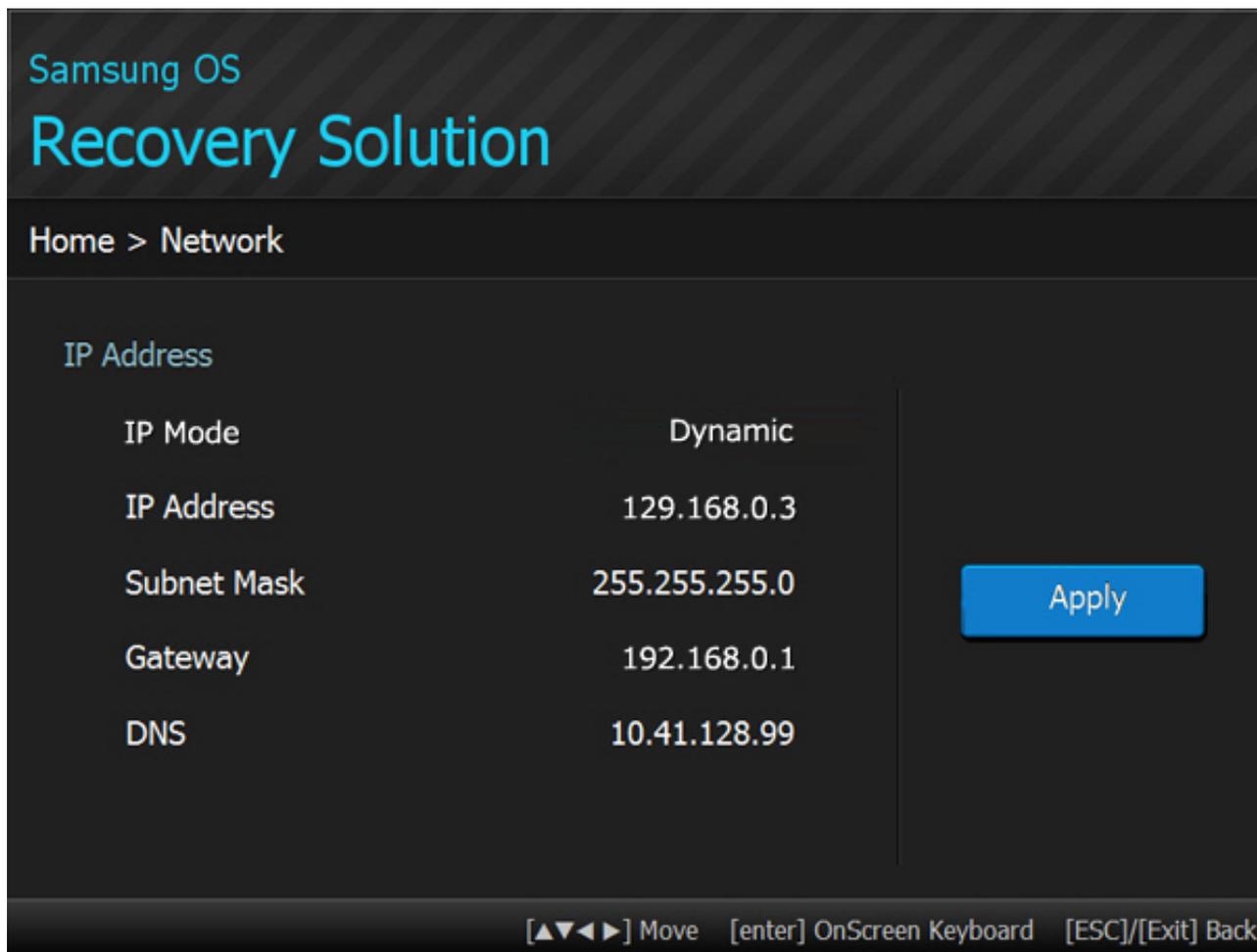
Using the Samsung OS Recovery Solution, configure the system network settings.

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 ▲▼◀▶ 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.

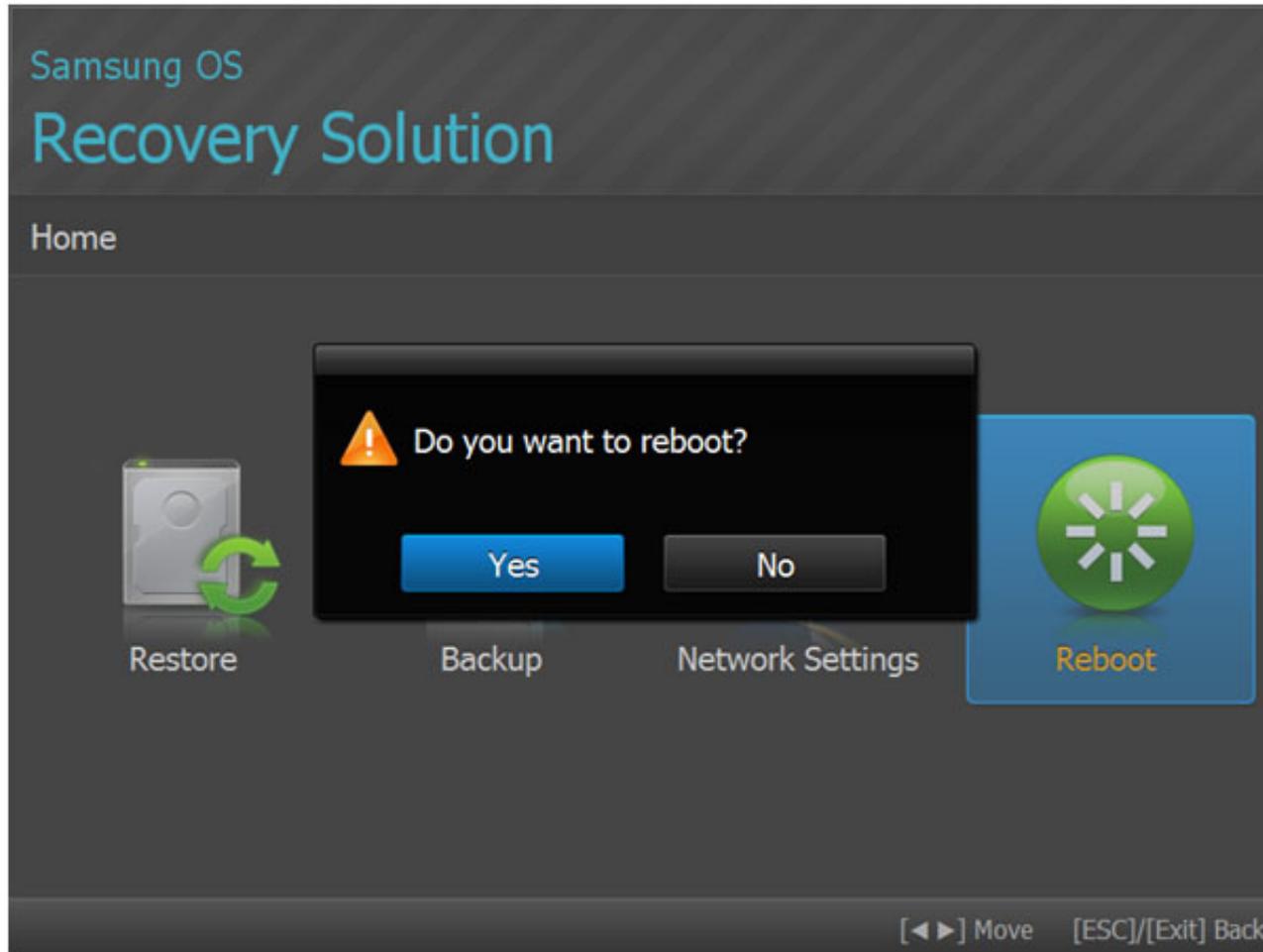


- IP Mode: View the network IP allocation method: Static or Dynamic.
- IP Address: View the network IP address.
- Subnet Mask: View the network subnet mask settings.
- Gateway: View the network gateway settings.
- DNS: View the network DNS settings.

3. After entering the required information, select Apply.

- o The updated network settings are applied.

Restarting the system



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