



Dell System Restore (DSRV2)

Documentation

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DSRV2 Overview

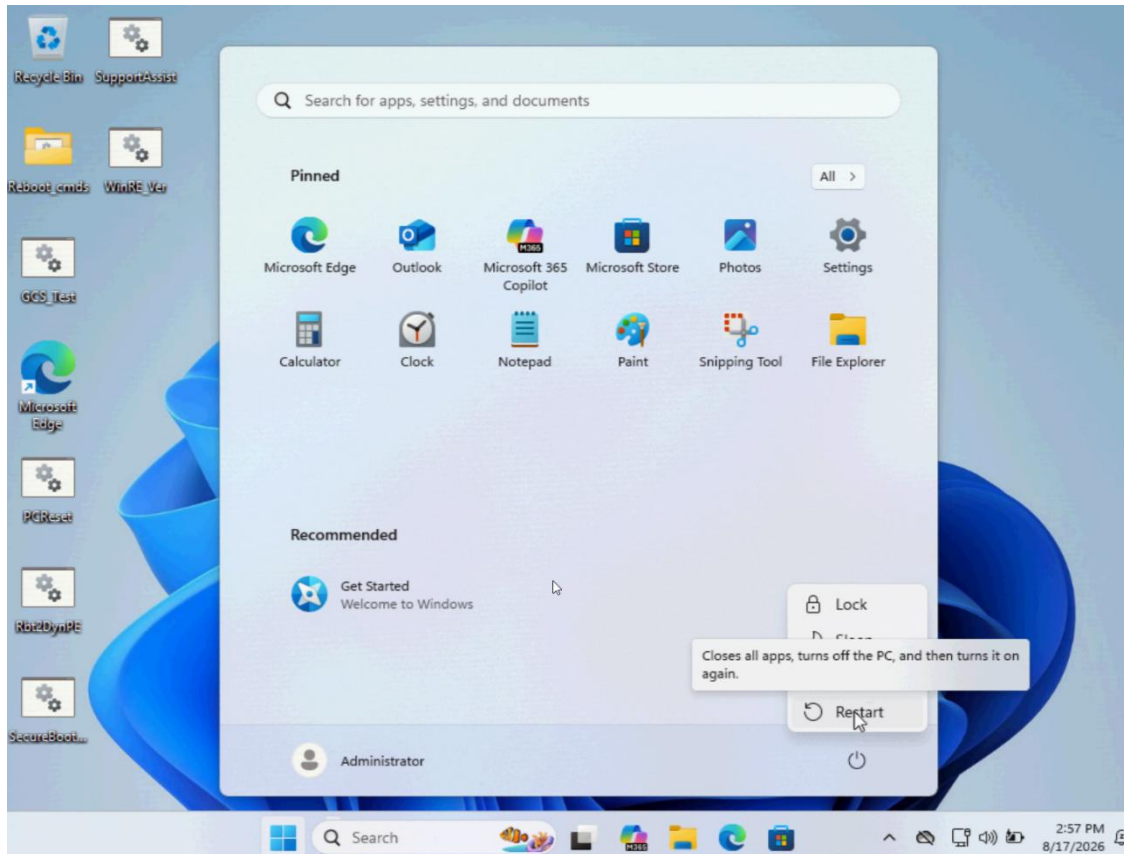
The following HOW-TO material contains technical details to perform OS recovery using DSRV2 (Dell System Restore). Follow [Dell Image Assist](#) guidelines to build a reference image to capture.

Please note, encryption is not supported with DSRV2. If your hard drive is encrypted, please follow Microsoft's recommendation for [suspending encryption](#) services.

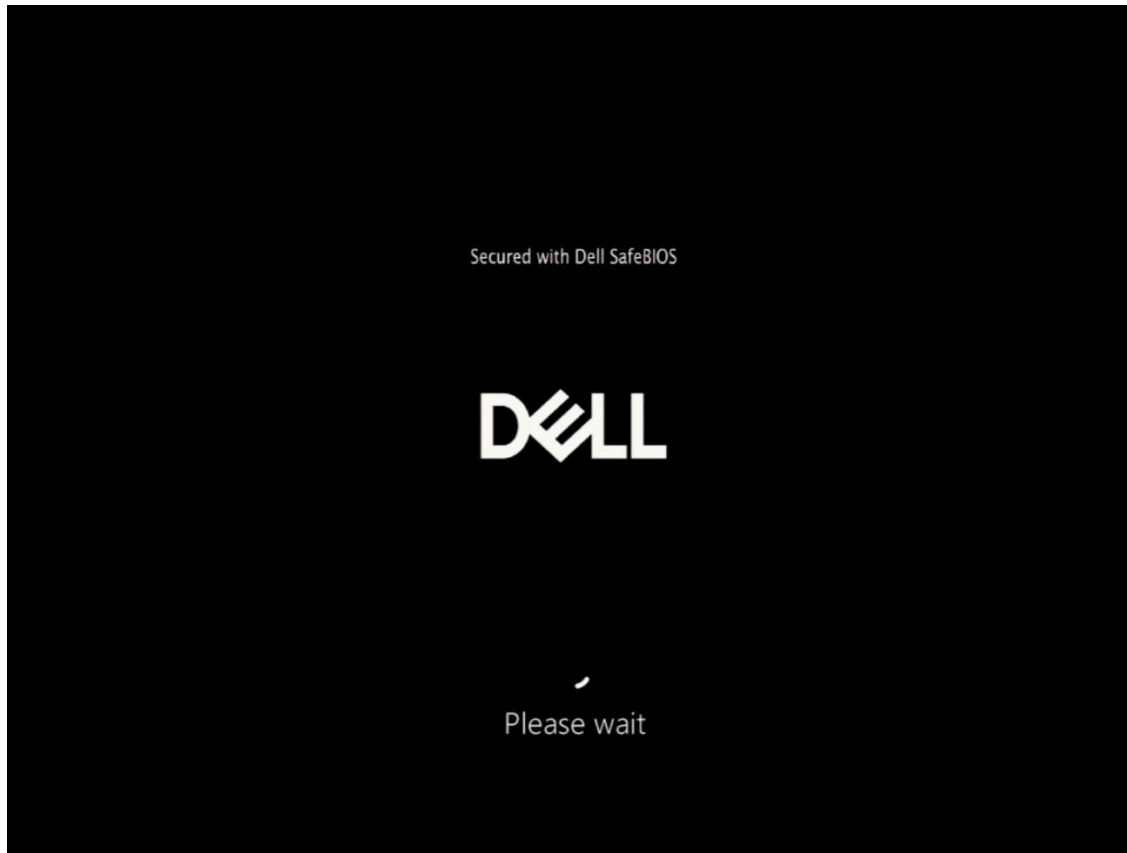
WINDOWS OS RECOVERY

SHIFT + RESTART

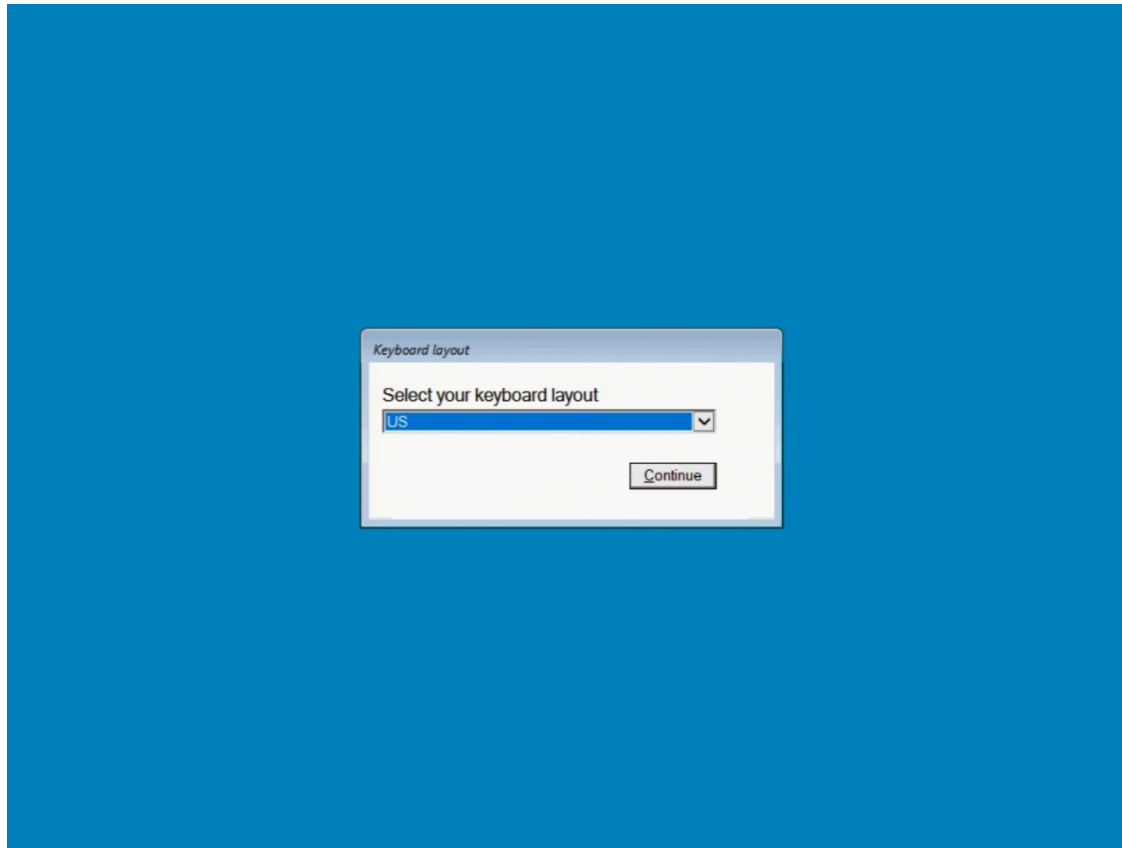
In the Windows 11 Operating System, hold down the SHIFT key and select Restart from the Start Menu.



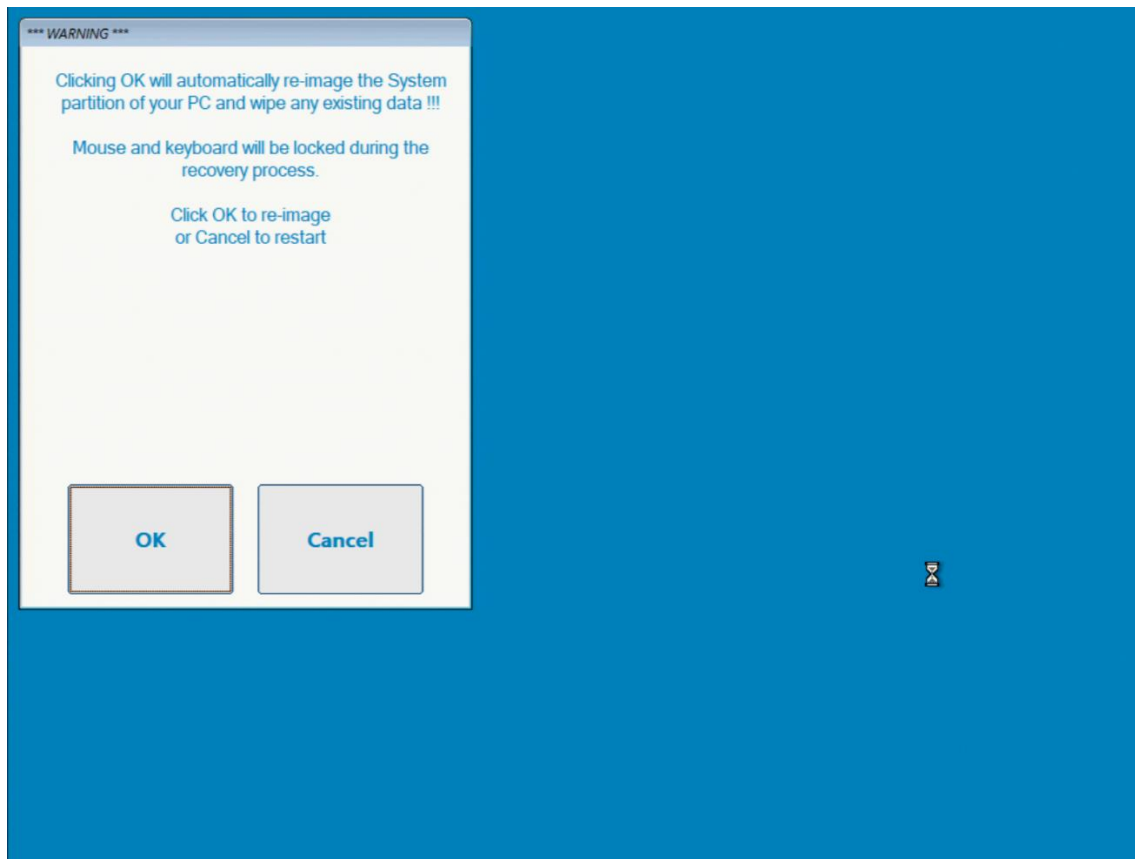
You will see a series of Dell BIOS flash screens.



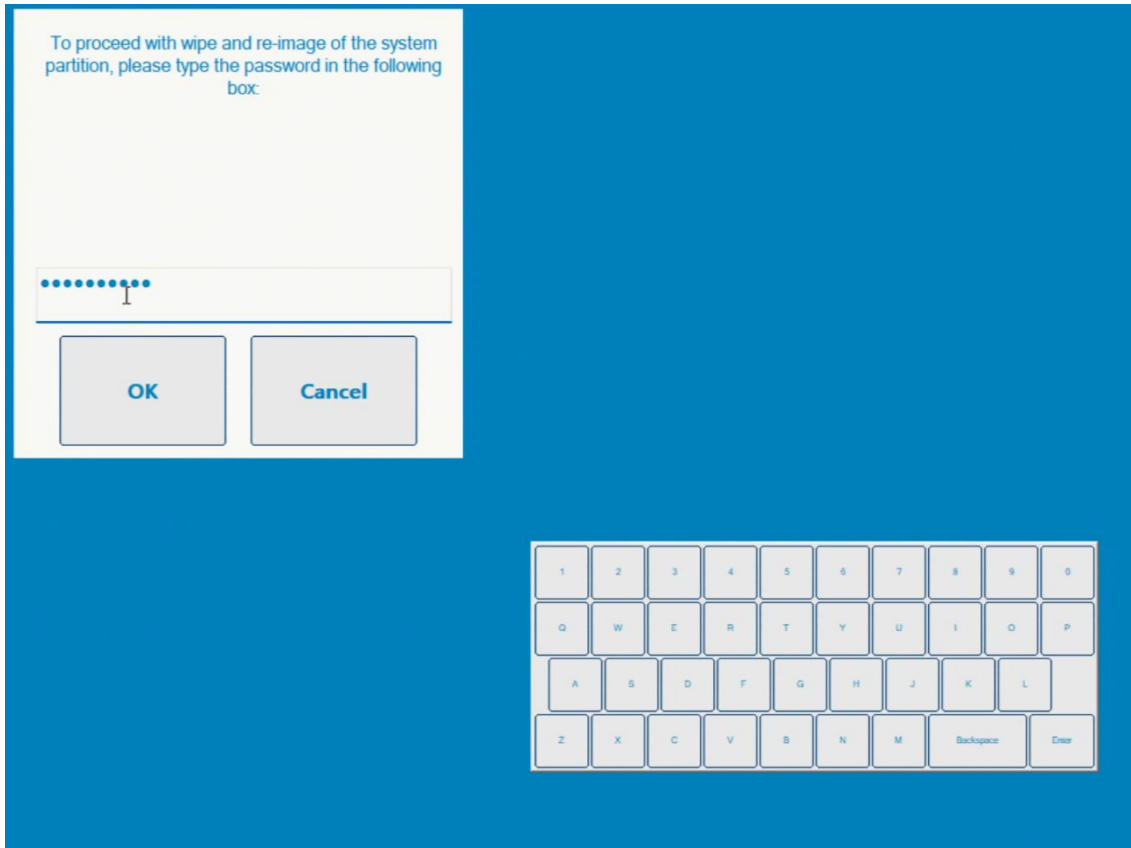
Once the DSRV2 interface is loaded you will see the keyboard layout option. Select your keyboard option and hit Continue.



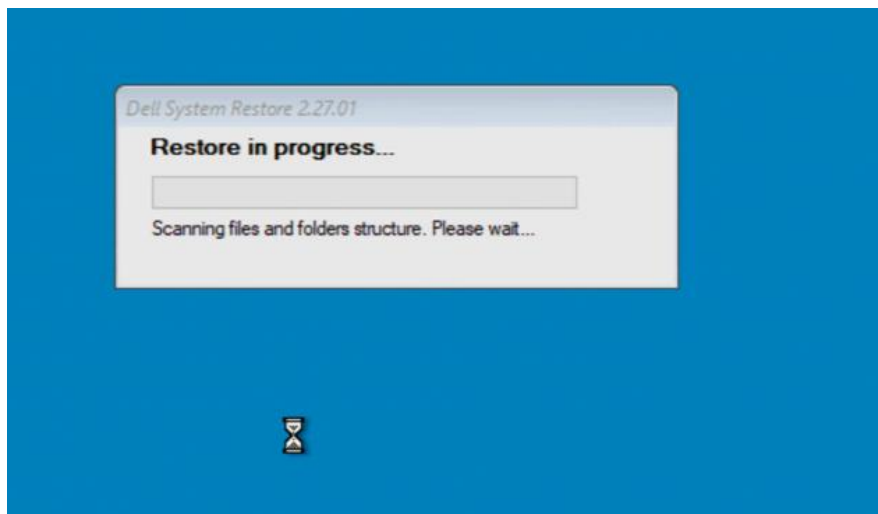
Review the DSRV2 Restore image partition warning and then select OK to continue.



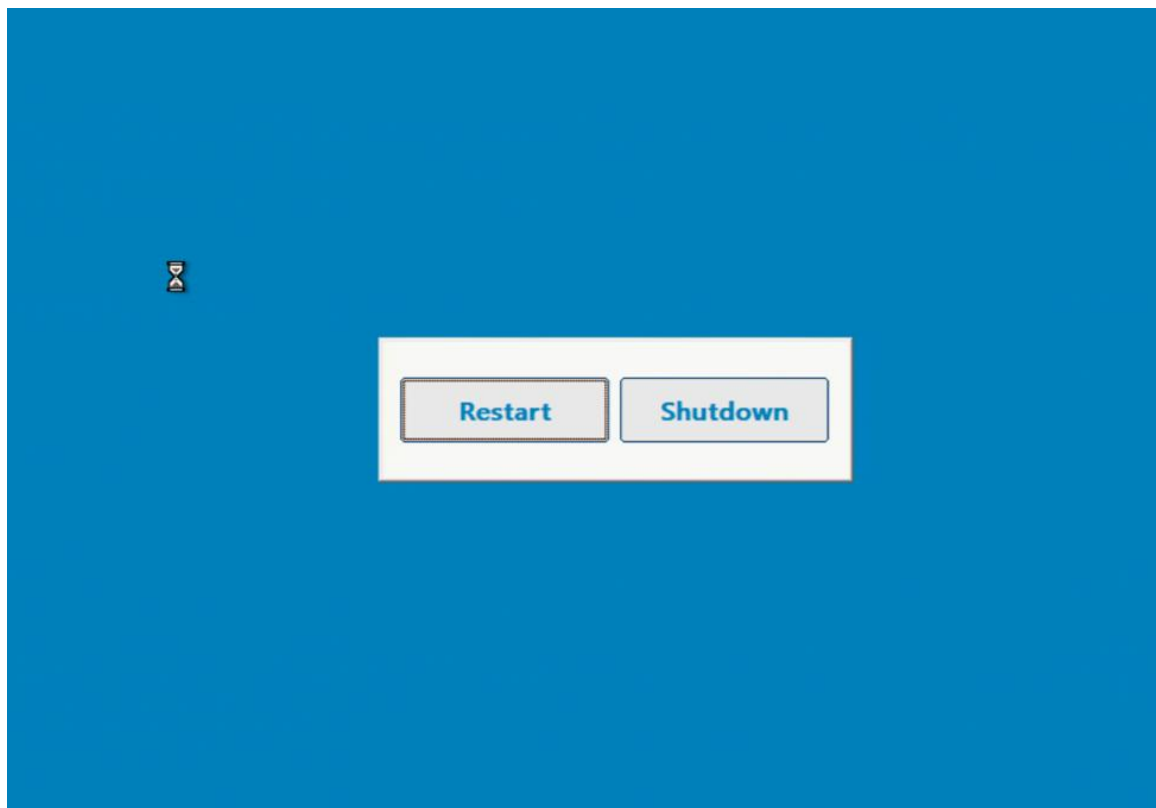
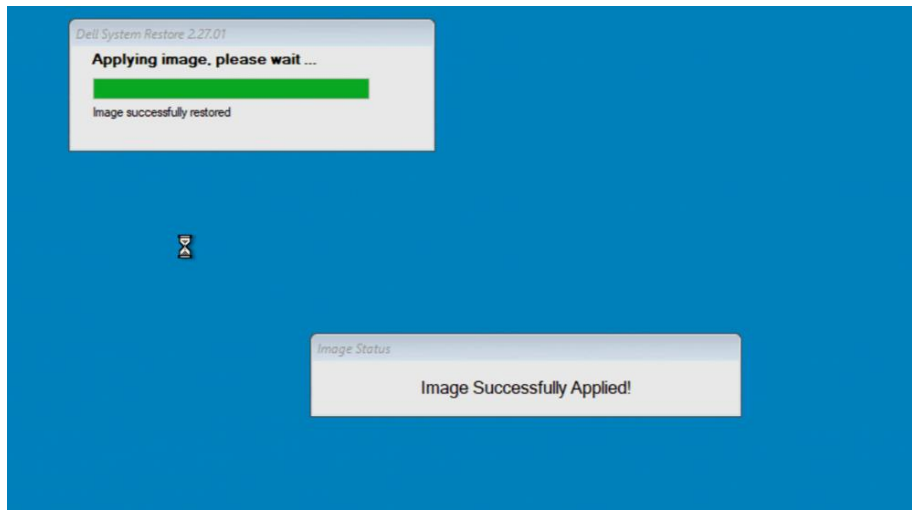
You must enter the system password to proceed with the Dell System Restore process. The password is system's SERVICETAG (not case sensitive). Then select Ok.

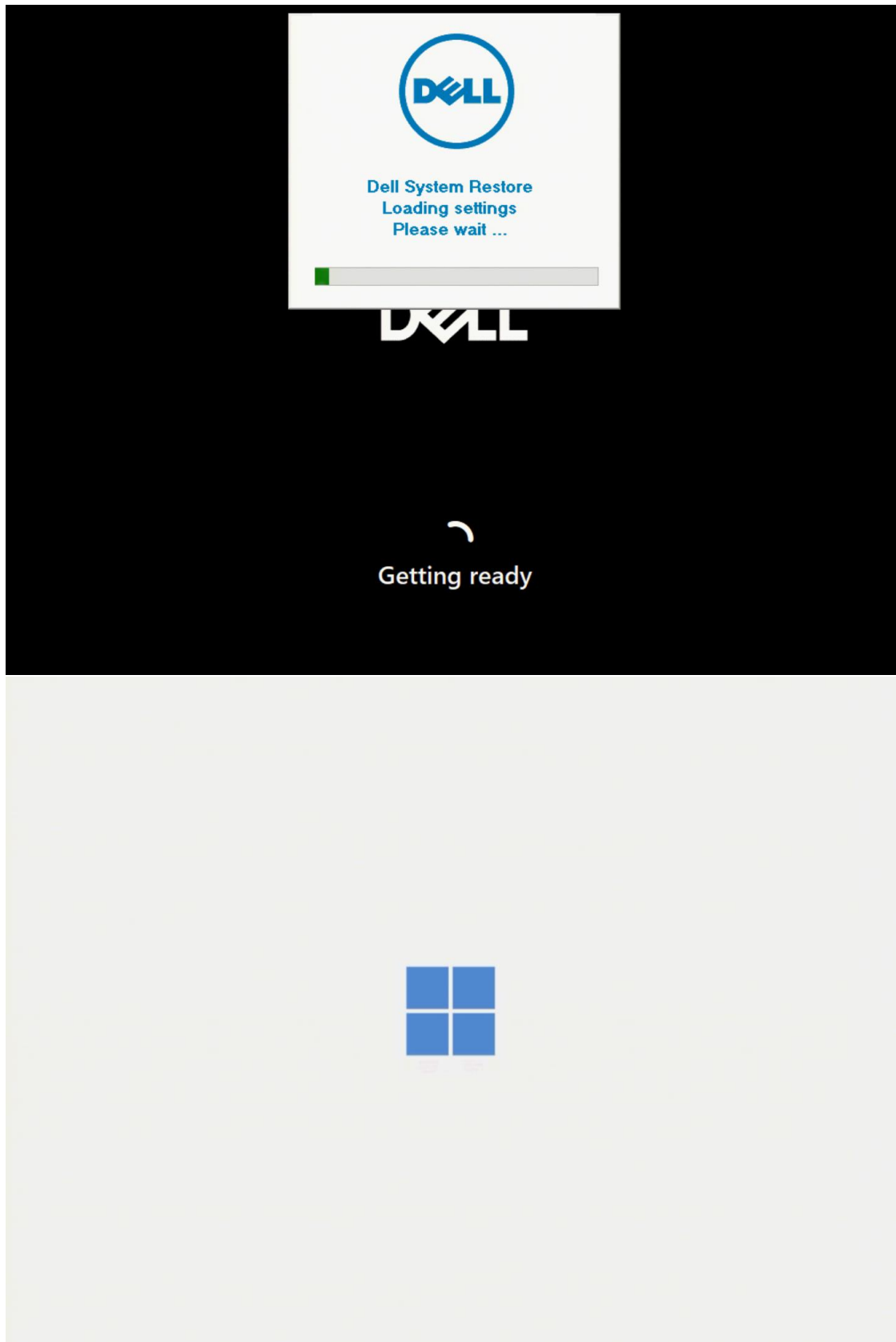


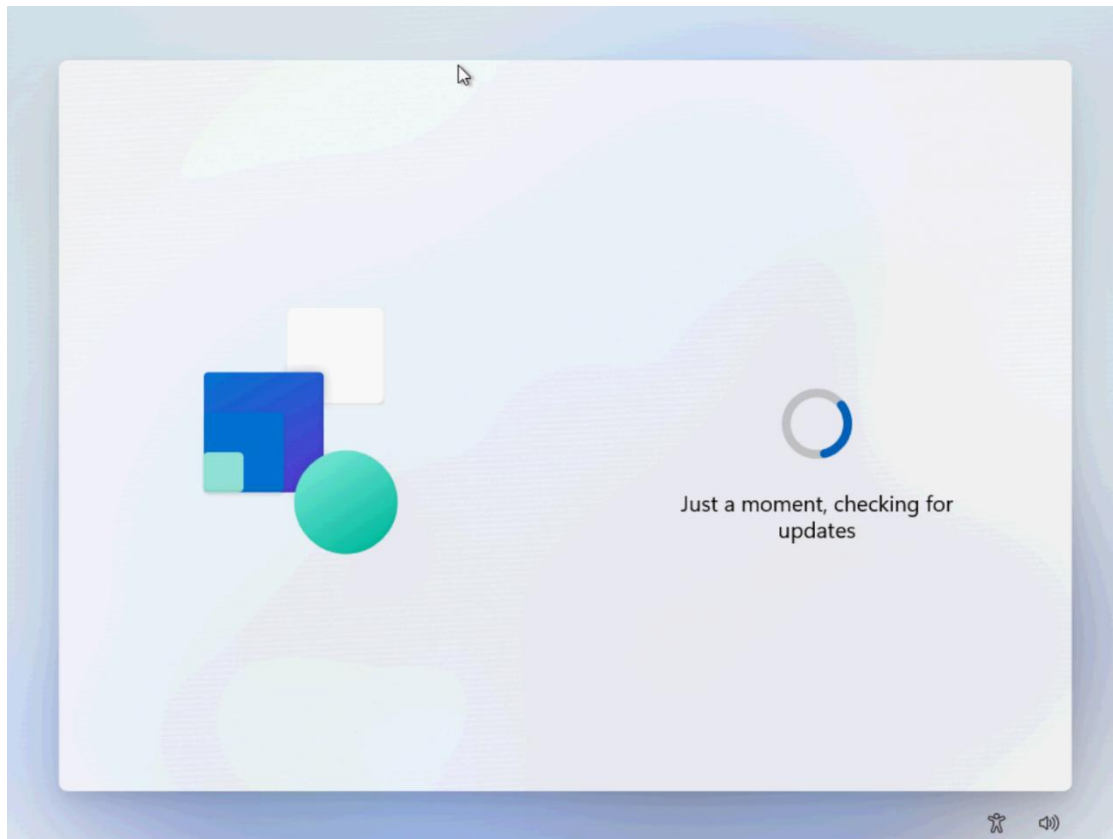
From here the OS restore process will continue



Once the restore process is complete, choose Restart to reboot back into the Windows Operating System as it was captured in the Dell factory process.







Troubleshooting

- DSRV2 does not support encryption. Please ensure Bitlocker is disabled from your original custom image.

DSRV2 Prerequisites

The following list of prerequisites are listed to avoid issues with Dell System Restore recovery process.

- **CUSTOM PBR IMAGES**
DSRV2 does not support custom PBR (Push Button Reset) images. Visit [Dell Image Assist portal](#) on building a reference image to capture.
- **DELL IMAGE ASSIST**
Use the [Dell Image Assist](#) user guides for following image creation best practices. Dell provides [documentation and training material](#) to assist in building images within a virtual machine.
- **ANTIVIRUS SOFTWARE**
Under no circumstances is security software (AntiVirus) allowed to be in the referenced captured image. If a custom image requires security or AntiVirus software to be installed, please do so using First Logon Commands ([Microsoft docs](#)) within the [DIA](#) (Dell Image Assist) tool.
- **DRIVERS**
For non-static custom images, do not attempt to install drivers (including drivers and driver updates from Windows Update) through the process of creating your custom image.
- **ENCRYPTION**
DSRV2 does not support hard drive disk encryption. Use the troubleshooting steps in this document to suspend encryption in order to perform operating system maintenance.