How To Perform A System Recovery On Your Chromebook or Chromebox

compiled by Eddie Jackson

Important: You will need a 4GB or larger flash drive and access to a Windows, Linux, or Mac computer with administrative rights to perform the recovery. Make sure to backup any data you have on your flash drive as the recovery process will overwrite it. The USB Drive will also need to be reformatted after you perform the recovery. There will be notes at the bottom of this article describing how to re-format your USB drive for common use again.

Note: The Recovery tool is created and managed by Google. If you have any problems with the recovery tool on your computer, you will need to contact Google for assistance <u>here</u>.

Warning: All account information and data stored on your Chrome device, such as photos, downloaded files, and saved networks, will be deleted. Owner privileges for your primary account will also be reset. **However, the actual Google Accounts and any data synced to these accounts won't be affected by the recovery process.** After the recovery process is completed, you'll be guided through the initial setup again.

Readying a ChromeBook For Recovery

Hint: If your Chromebook is already displaying the "Chrome OS is missing or damaged" screen, skip step 1.



- 1. How to reset the unit:
 - $_{\odot}$ $\,$ Power the chromebook off and flip it over with the hinges facing away.
 - Insert a paperclip into the reset hole located to the back left on the underside of the unit.
 - While pressing the paperclip in, press the power button.

 Release the button the paperclip was holding, and remove the paperclip after the computer displays the "Recovery" screen.

Note: The unit should turn on when pressing the power button. If the screen remains blank after waiting at least 15 seconds, call 1-800-SAMSUNG for assistance, it could possibly be a hardware issue, and hardware issues cannot be fixed by software.

- 2. Download the recovery image tool from Google's server, to your desktop (or somewhere easily accessible).
 - Direct Link to the Windows Recovery Tool Download: <u>Here</u>.
 - $_{\odot}$ $\,$ If you are using Linux or Mac to build the recovery tool, please go <u>here</u>.
 - You can access Google's instructions (or use ours below) for the recovery tool at this link: <u>Google Recovery Tool Instructions</u>.
- 3. After you have downloaded the tool, we now start with creating the recovery image.

Creating the Recovery Disk:

1. Click on the link on the Google recovery page to download the recovery program

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	ACTRC WART recovery facts drive will not work on a Samming Series 5 3G Chromebook	
	* Windows instructions	
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	* Mac instructions	
	Create a recovery flash time by using the Recovery Tool. The tradition with the webbits in all languages.	
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	Nor the protects is complete, you might see as also saying that your USB dive or SD coal is unreaduld. If the fairs, try contening and isonophing your USB drive is SD coal also needy to use for receiving	
	+ Laukinstanteria	
	Step 3: Reinstall the Chrome operating system	
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2. After the file downloads, (we use chrome in this example) go to the location where the file downloaded.

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	* Windows instructions		
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	1 Clos Maline to deveload the Receivery Test https://dl.googli.com/dc/opress/teceory/driversectingecondecuting 2 Run the test and follow the instructions that approve on your unrees.		
	Max the poesso is complete, you make see as able caying that you USB drive or SD card is unreadulfs. If this tails, try concerns and isocording poor USB drive or SD card. You will be drive or SD card sheald now be ready to use for recovery. • Enter instructions		
	Step 3. Remander Chome operating system		
	Date of Charme checks When the "Whene DDI invituiting to damaged" screen appears, insert the USD flash drive as SD calef you crusted into the USD part or ID or start any your Churrie device. A failure the USD exception that gaper cruster entropy A failure the invitations A fail		
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3. When you're prompted to run the program, please do so with administrator privileges.

Open File	e - Security Warning	×
Do you	want to run this file?	
	Name: chromeosimagecreator.exe Publisher: Google Inc Type: Application From: C:\Documents and Settings\jambrosino\My Docum Run Cancel	
🗹 Alway	rs ask before opening this file	
1	While files from the Internet can be useful, this file type can potentially harm your computer. Only run software from publishers you trust. <u>What's the risk?</u>	

4. The program will display a "Downloading Chrome OS recovery configurations..." quickly before moving into the model select screen.

Downloading Chrome OS recovery configuration	ons
The request completed successfully	
[Time remaining: Calculating	
	Cancel

5. Input your Model before pressing next. The model can be found on the recovery screen and starts with "SAMS". The easy way to select the model is be entering in "SAMS" into the box and selecting the correct model from the drop down list. Make sure you select the correct model that's listed on your recovery screen; Chrome devices are very tough, but it might not like being flashed with the wrong firmware/software:

	hrome OS Recovery Media		
🧿 chi	rome		
This tool allow	ws you to create a recovery SD card or USB memory stick to r	estore your Chrome OS o	device.
5			
You to conne	idel number of your Chrome OS device, which is displayed at l act a recovery device. (e.g. SAMS ALEX BETA-US 8738).	the bottom of the screen	that prompts
	Leaved .		
	SAM5		
	SAMS SAMS ALEX BETA-DOGFOOD 9650	~	
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6. Now that we have selected our firmware/software version, we are ready to begin the preparation of the USB drive.

Treate Chrome OS Recovery Medi	a
his tool allows you to create a recovery S elect a removable storage device to use.	D card or USB memory stick to restore your Chromebook.
Name	Size
Insert an 50 card or USB memory stick. 1	ine device must have capacity or 448 or greater.
	< <u>B</u> ack <u>N</u> ext > Cance

 After the USB stick has been inserted, Select it on the screen if it doesn't automatically.

ielect a removable	storage device to use.	
Name PNY USB 2.0 FD U	Size	
270		

8. Press the next button. After pressing next, the program will begin to download the recovery image/firmware/software. It's called an image because it's then written to the USB drive. After it's finished downloading, it will begin to unpack the download.

🧟 Create	Chrome OS Recovery Media	
This tool	allows you to create a recovery SD card or USB memory stick to restore your Chromebook.	
Download	ding recovery image	
	1 MB of 349 MB downloaded	
	Time remaining: Calculating	
	< Back Next >	ancel

9. After the download has been unpacked, it will begin to install itself on the selected USB drive.

🧟 Create	e Chrome OS Recovery Media	×
This too	ol allows you to create a recovery SD card or USB memory stick to restore your Chro	mebook.
Writing	recovery image	
	970 MB of 979 MB copied	
	Time remaining: 2 seconds	
-		
	< Back Nex	t> Cancel

10. When the installation is complete, the tool will show you that "Your media is ready." After this prompt, remove the USB drive from your computer and we are now prepared for the next steps. We will now proceeded with recovery. Click on the "Perform a Recovery" at the bottom of this article.



Recovering a ChromeBook:



After a recovery disk has been created, and your chromebook is displaying this screen:

Proceed with the recovery by plugging in the USB/SD card with the recovery image that you just created. The chromebook will take over from there. The chromebook will let you know when the recovery is complete and then you will need to remove the USB/SD card. After they (USB or SD card) are removed, the chrome device will restart and you will be guided through the initial setup again. Recovery is now complete, enjoy your chromebook!

Important: After you are completed with your Recovery, you will need to format the USB drive or SD card with the Chrome Recovery Tool that you downloaded above. **Steps to format can be found on Page 2 of this How-To-Guide**.

Formatting A USB Disk Or SD Card After A Chrome Recovery:

After completing a successful recovery, you will need to reformat the storage media that you used. This can be done through the chrome recovery tool. Instructions are below:

1. Open the Recovery Program.

🧟 Create Chrome	OS Recovery Media 🛛 🕅
👩 chrome	2
This tool allows you to	create a recovery SD card or USB memory stick to restore your Chrome OS device.
Enter the model numbe you to connect a reco	er of your Chrome OS device, which is displayed at the bottom of the screen that prompts very device. (e.g. SAMS ALEX BETA-US 8738).
Options	< 6ack Next > Cancel

2. Click on Options.

Create Chrome OS Recovery Med	ia 📃
o chrome	
his tool allows you to create a recovery SD	card or USB memory stick to restore your Chrome OS device.
nter the model number of your Chrome OS ou to connect a recovery device. (e.g. SAI	device, which is displayed at the bottom of the screen that prompts MS ALEX BETA-US 8738).
Ontions	Cancel

3. Move your mouse pointer down to select Format.



4. Insert your USB Drive and select it.

🧟 Create Chrom	e OS Recovery Media	
Chrom	ne	
This tool allows you Select a removable :	to create a recovery SD card or USB memory stick to restore your Chrome OS device. storage device to format.	
Name PNY USB 2.0 FD U	Size 58 Device 4.02 GB	
All files on I	<pre>/NY USB 2.0 FD USB Device will be erased. < Back Next > Cance</pre>	

5. Click on Next.

🧟 Create Chron	ne OS Recovery Media	X
💿 chron	ne	
This tool allows you Select a removable	to create a recovery SD card or USB memory stick to restore your Chrome OS device. storage device to format.	
Name PNY USB 2.0 FD U	Size ISB Device 4.02 GB	
All files on	PNY USB 2.0 FD USB Device will be erased. < Back Next > Cancel	

6. A pop-up will appear. Confirm that this is the action you want to perform on this storage media.

💐 Create Chrome OS Recovery Media	×
© chrome	
This tool allows you to create a recovery SD card or USB memory stick to restore your Chrome OS device. Select a removable stor Create Chrome OS Recovery Media	
Name PNY USB 2.0 FD USB I All files on PNY USB 2.0 FD USB Device will be erased. OK Cancel	
All files on PNY USB 2.0 FD USB Device will be erased.	

7. The action will be performed. Click on Continue.



8. The Windows Format Tool Will Pop-up. Make sure "Quick Format" is checked.

Format Removable Disk (E:)	? 🗙
Capacity:	
3.74 GB	~
File system	
FAT32	~
Allocation unit size	
Default allocation size	*
Volume label	
Format options	
Quick Format	
Enable Compression	
Create an MS-DOS startup disk	
Start C	ose

9. Click on start.

Format Removable Disk (E:) 🛛 🛜 🔀
Capacity:
3.74 GB
File system
FAT32
Allocation unit size
Default allocation size
Volume label
Format options Quick Format Enable Compression Create an MS-DOS startup disk Start Close

10. A pop-up will appear. Confirm that this is the action you want to perform on this storage media.

Format	Removable Disk (E:)
♪	WARNING: Formatting will erase ALL data on this disk. To format the disk, click OK. To quit, click CANCEL.

11. The window will turn grey while the format proceeds

Japacity:	
3.74 GB	~
File system	
FAT32	~
Allocation unit size	
Default allocation size	~
Volume label	
Format options	
Quick Format	
Enable Compression	
Create an MS-DOS startup	disk

12. After the format is complete, there will be a pop-up that shows the process is finish.



The format is now complete! You can use your USB stick or SD Card normally.