Getac
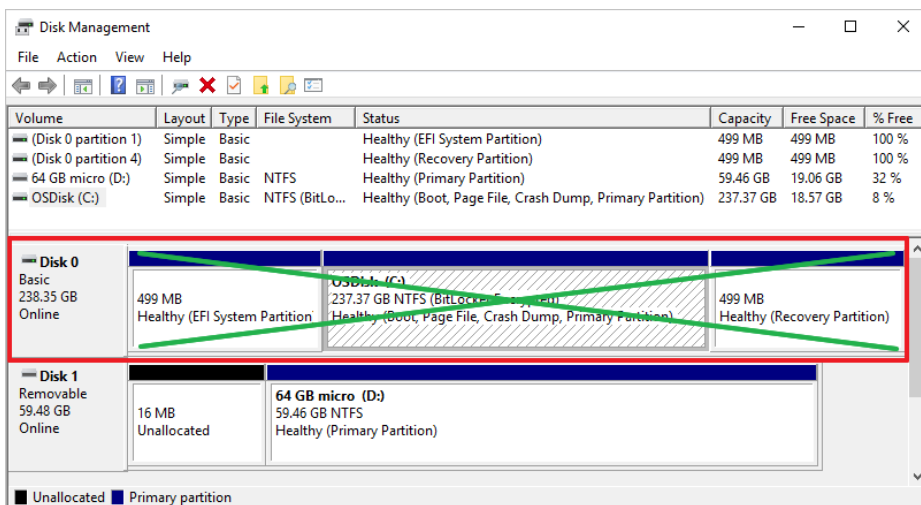
How to use Getac Recovery Media Utility?

Caution:

Restore your Getac product using GRMU, which will clean the primary and recovery partitions.

If you want to keep the recovery partition, please use the default recovery function in the system BIOS.

Introduction

Getac Recovery Media Utility (GRMU) allows you to create a bootable device containing the recovery media of your computer. You can then use the recovery media to restore your Getac computer to the factory state.

Before you begin, note the following.

- This utility supports Microsoft Windows 10 and above. It does not support Windows 7 & 8.

- This utility is for Getac standard models only. If you have customized models,**please contact your reseller or Getac Service Center for assistance.**

- Prepare the media device to use. It can be either a USB flash drive or a DVD(DVD-R or DVD+R). The storage space of the device must be at least 16GB.

- Make sure that AC power is not interrupted during the process.

- If you are using an external DVD drive, make sure that the DVD drive receives sufficient power during the process.
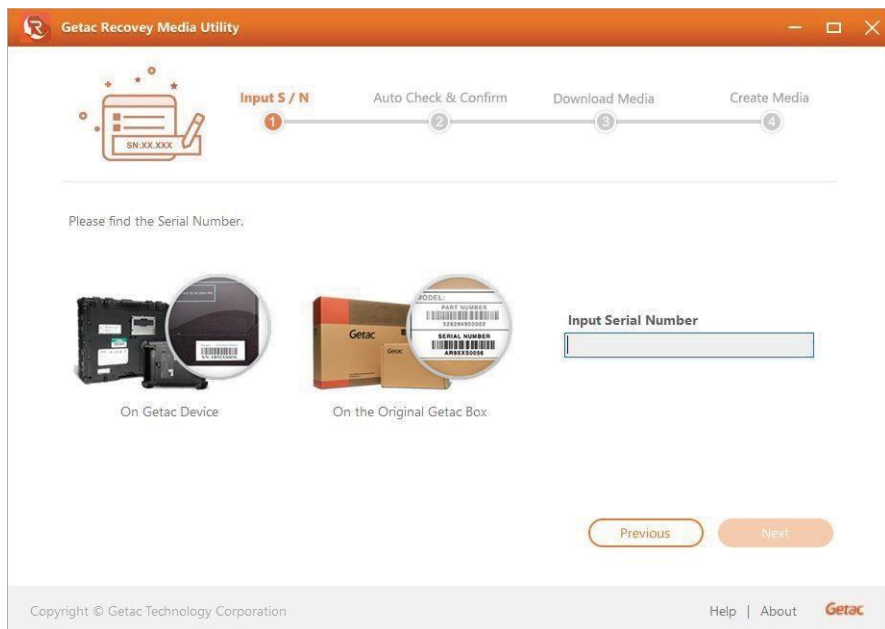
Creating the Recovery Media Device

1. Connect the media device (DVD or USB flash drive) to your computer.

2. Make sure your computer is connected to Internet.

3. At the first screen of the Getac Recovery Media Utility, click **"Start"** button.

4. Enter the serial number of your computer in the input field and click "**Next"
   button**.

   The serial number can be found on the surface of your computer and also
   onthe original packaging box.

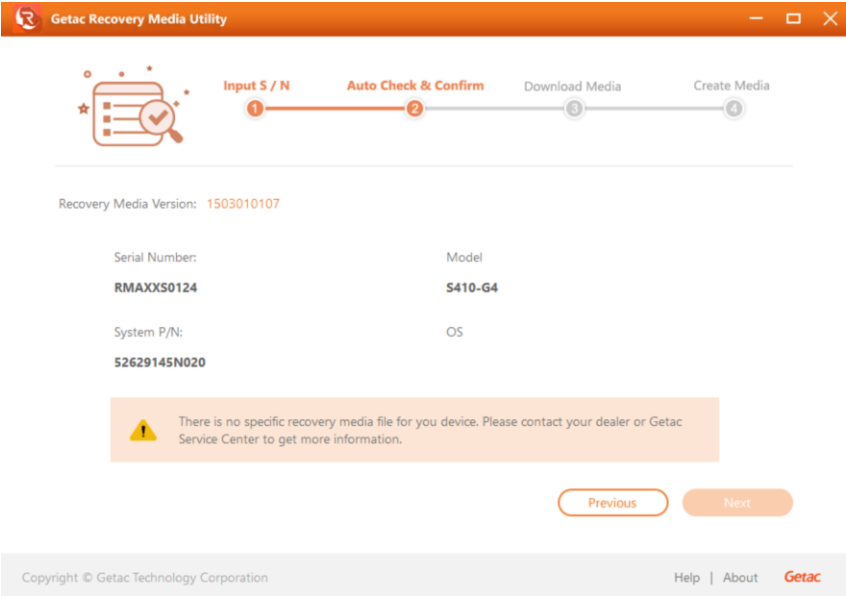5. The utility checks and displays the related information.

   Click "Next" button.

6. If GRMU displays this picture, it means that your device is a customized model.
   Please contact your dealer or Getac Service Center for assistance.

7. The system starts to download the specific recovery media from the cloud server.
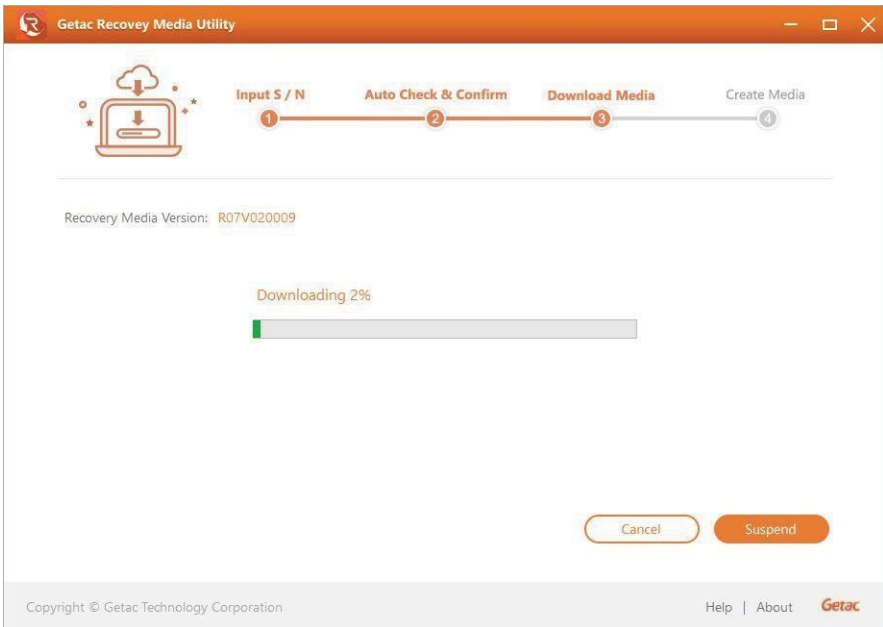

NOTE:

Downloading takes hours to complete. In case you need to interrupt the process, you can click "**Suspend"**. And when ready to continue, click "**Resume"**.
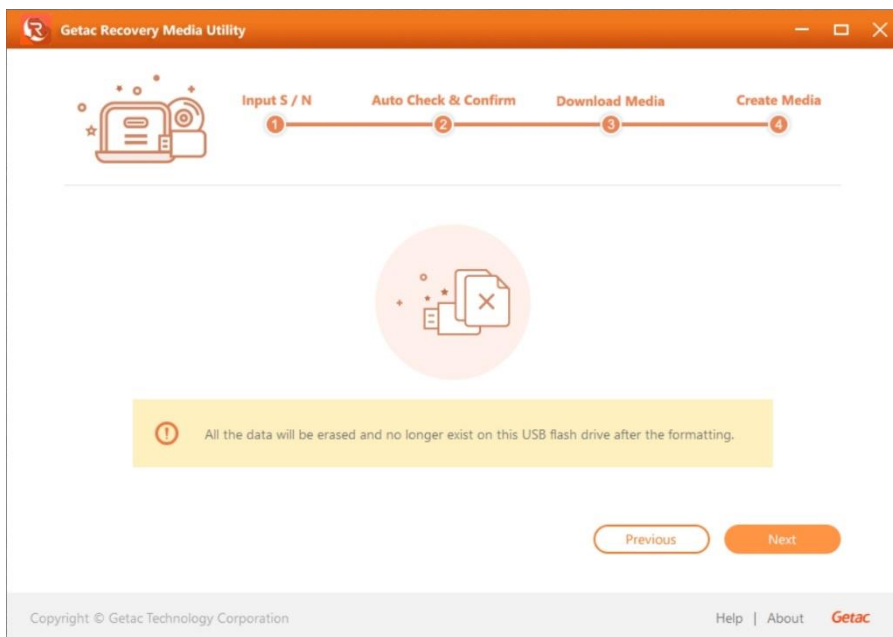
If a message informs you of a failed operation, check the Internet connection or storage space (C drive) and click "**Retry"** after the problem is solved.

8. When asked to choose the media device, select the one you have prepared and click "**Next**".
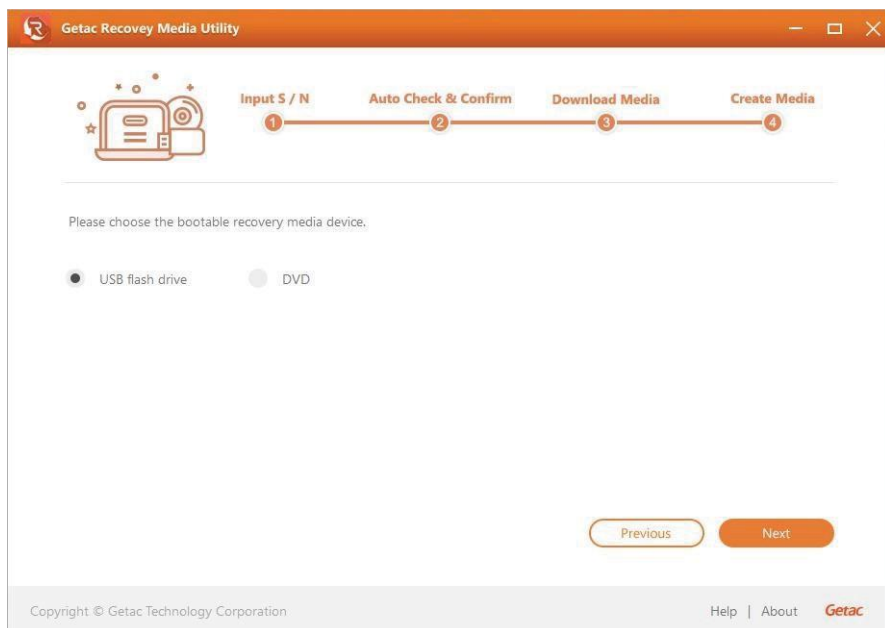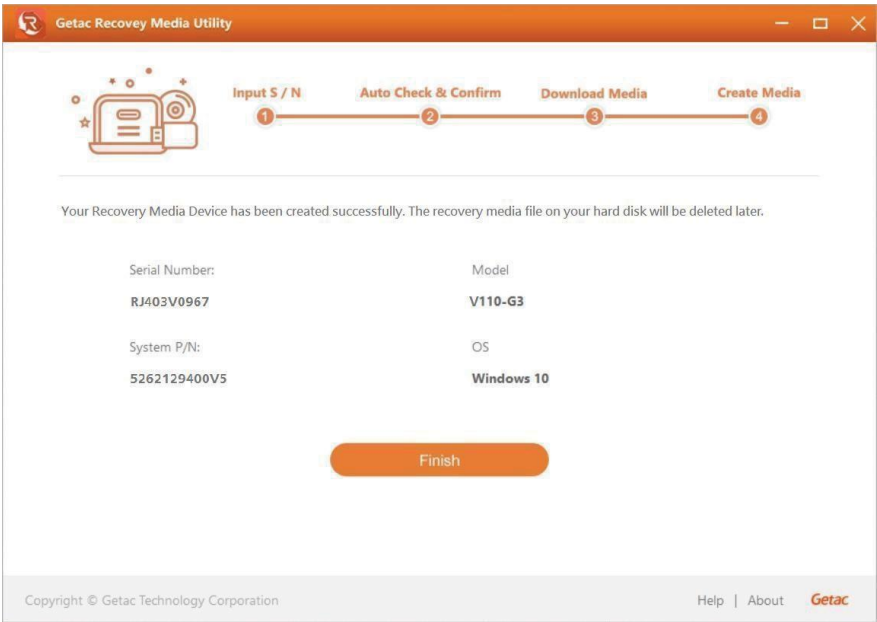
9. All data will be erased on your USB flash drive.

10. When completed, the following screen appears. Click "**Finish"** button to close the program.

Your Recovery Media Device has been created successfully. The recovery media file on your hard disk will be deleted later.

Serial Number:
RJ403V0967

Model
V110-G3

System P/N:
5262129400V5

OS
Windows 10

Performing System Recovery

1. Start your computer using the recovery media device you created.

2. Select the boot device as DVD drive or USB drive.

3. When the screen appears, click "**Recovery"** button to start the recovery process.


4. The progress bar will show the percentage of progress. When it reaches 100%, the system will shut down.
5. Restart the computer. The installation wizard will be launched. Follow the on-screen prompts to continue.

6. Install drivers and utilities by auto-detecting devices

The installer will perform system hardware detection and driver installation.

The installation process will restart several times.
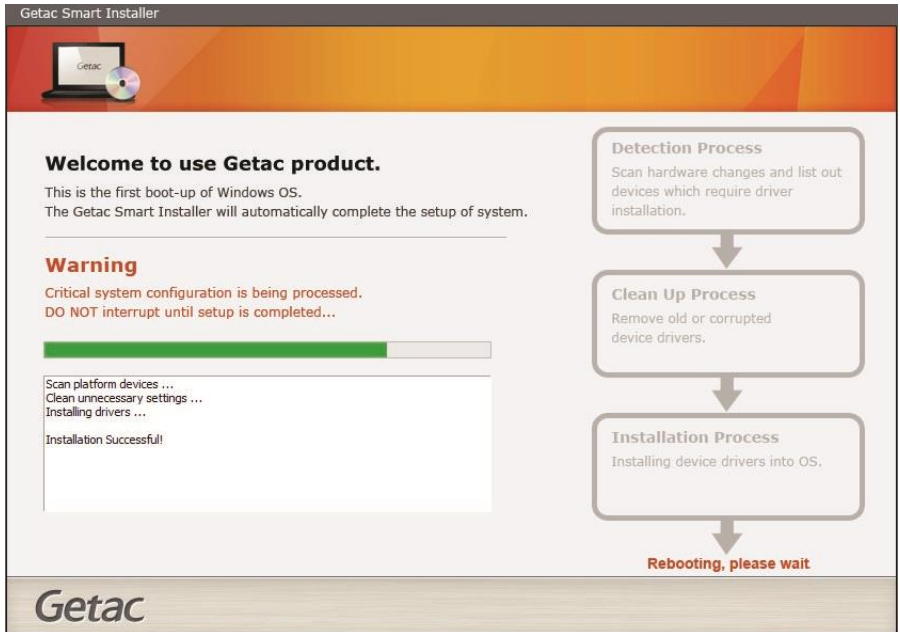
7. When all procedures are completed, the system will reboot.
8. Start Windows for the first time as usual.

Congratulations!
You have completed the Windows System Recovery procedure.