Windows 10 Imaging Guide - Dell

Overview

This guide is intended to help you image your system with a new Windows 10 operating system (OS) and install the Triple E software.

The steps detailed in this guide are applicable to all of the following Triple E Dell systems:

- Pioneer Card Processor
- Navigator Site Controller (*Compact / Subcompact*)
- Marshal Sync Server (*Compact*)

⚠️ ***For the best experience, it is recommended that you have an internet connection during this process.***

Instructions

1. Insert your Triple E USB (*DELL W10*) into an available USB 3.0 port (*blue*) on the system.

⚠️ ***Do not remove the USB until the system has been fully imaged and the Windows desktop has displayed.***

2. Power on the system.

3. While the system is starting up, press **F12** to access the boot menu. (***Note***: *You may need to press F12 a few times to ensure you can access the boot menu.*)

4. Confirm that the **Boot Mode** is set to **UEFI; Secure Boot: Off**.

    a. If your boot mode is set to **Legacy Boot Mode**, use the **Change Boot Mode Settings** option to configure it:

        i. Use the ↑ **(up)** and ↓ **(down)** arrow keys to select **Change Boot Mode Settings**, then press **Enter.**
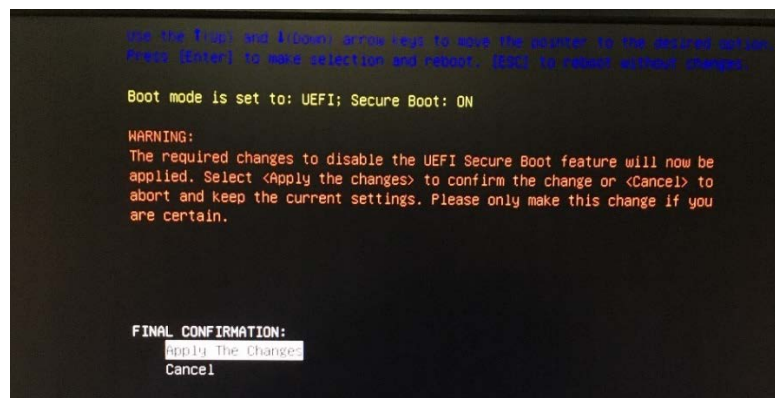
ii.   Use the ↑ **(up)** and ↓ **(down)** arrow keys to select **UEFI Boot Mode, Secure Boot Off**, then press **Enter**.
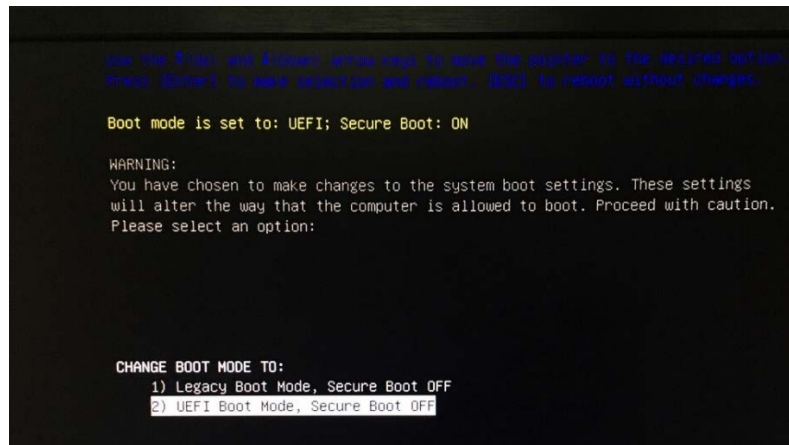
iii.   On the **Warning** screen, use the ↑ **(up)** and ↓ **(down)** arrow keys to select **Yes**, then press **Enter**.
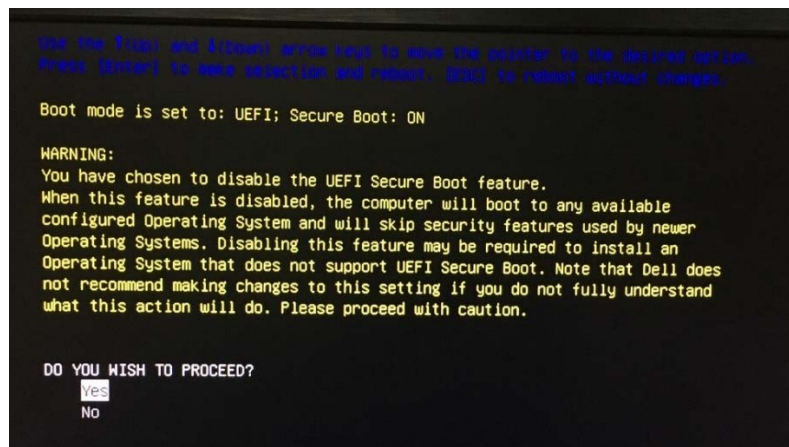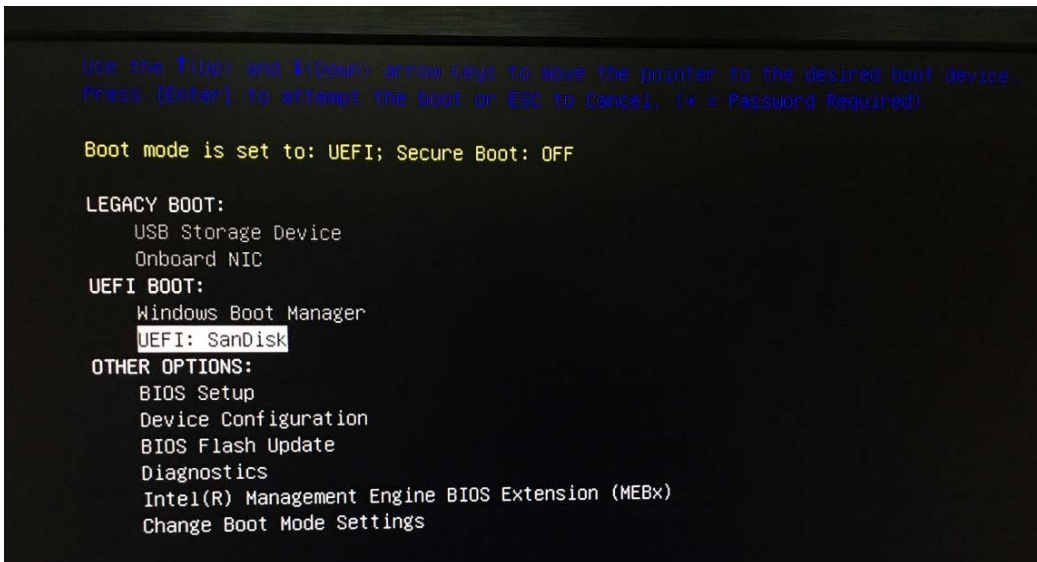

iv.   On the **Final Confirmation** screen, use the ↑ **(up)** and ↓ **(down)** arrow keys to select **Apply the Changes**, then press **Enter**. The system will reboot.
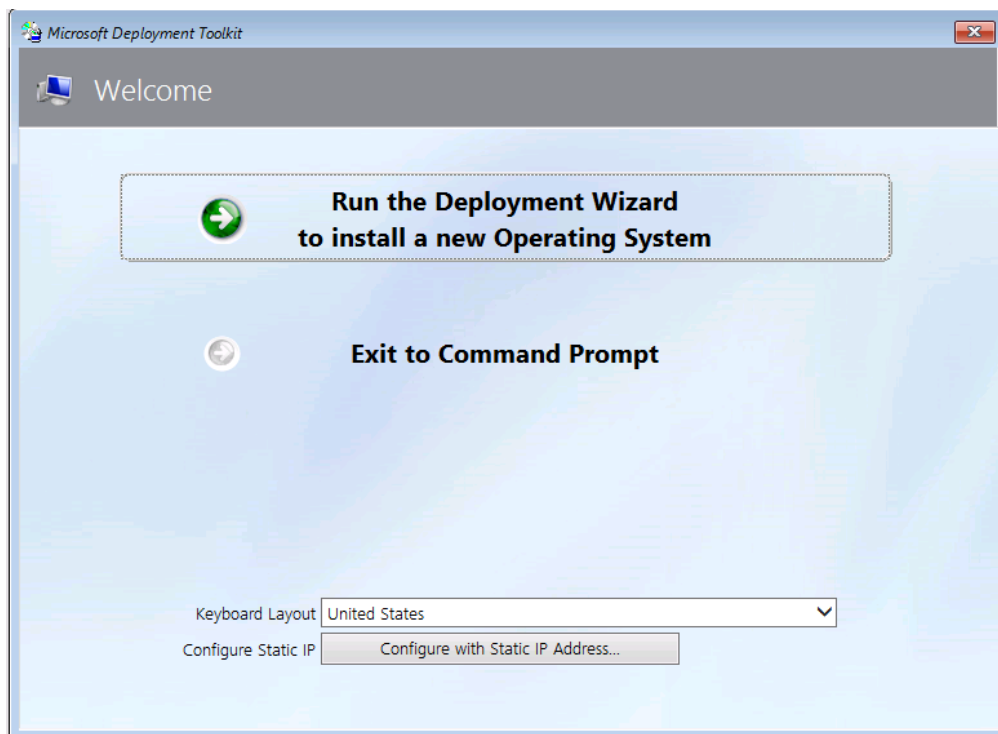

v.   While the system is starting up, press **F12** to access the boot menu.

5. Use the ↑ **(up)** and ↓ **(down)** arrow keys to highlight **UEFI:SanDisk**, then press **Enter**. This will load the **Microsoft Deployment Toolkit**.

6. When the **Welcome** window displays, click **Run the Deployment Wizard to install a new Operating System**.

7. On the **Task Sequence** window, select the radio button for the Windows 10 Professional license that applies to the system you are imaging (*e.g., Dell, UEFI Bios*), then click **Next**.
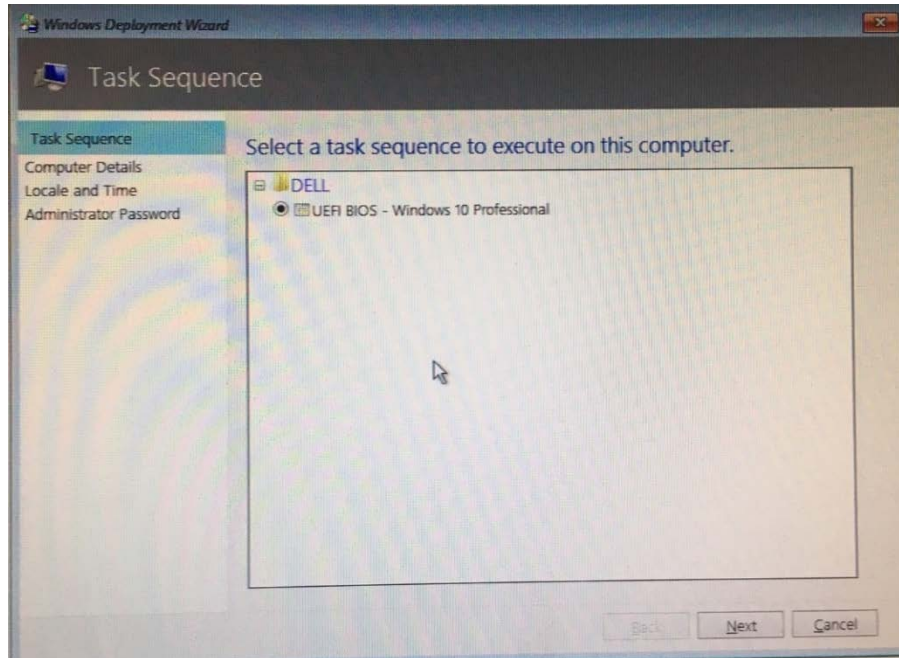
8. On the **Computer Details** window, enter your **Computer name** (*located on the Triple E label on your system*).

9. If the **Join a workgroup** button is displayed, enter **ONETOUCH** in the **Workgroup** field. (***Note***: *If this field does not display, your system's workgroup has already been configured.*)
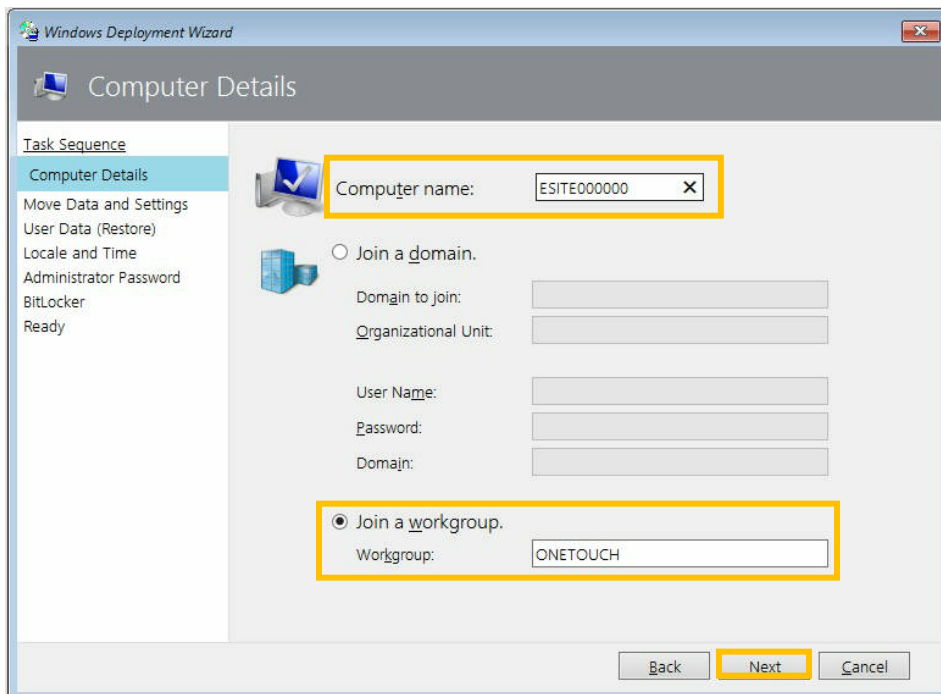
10. Click **Next**.

11. If the **Move Data and Settings** window displays, select **Do not move user data and settings**, then click **Next**.

> **Windows Deployment Wizard**
>
> 🖥 Move Data and Settings
>
> Task Sequence
> Computer Details
> **Move Data and Settings**
> User Data (Restore)
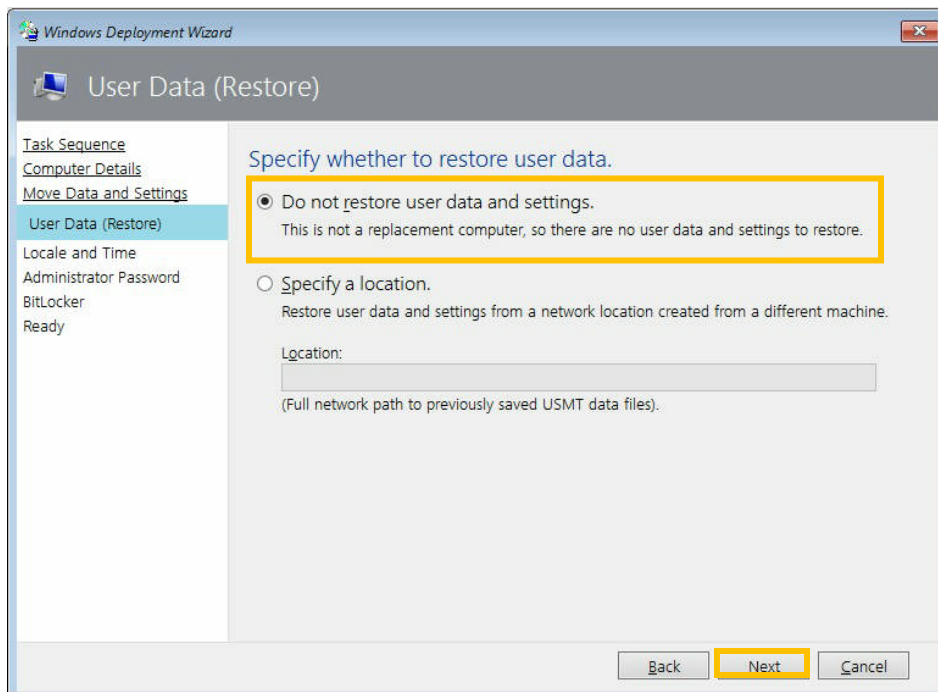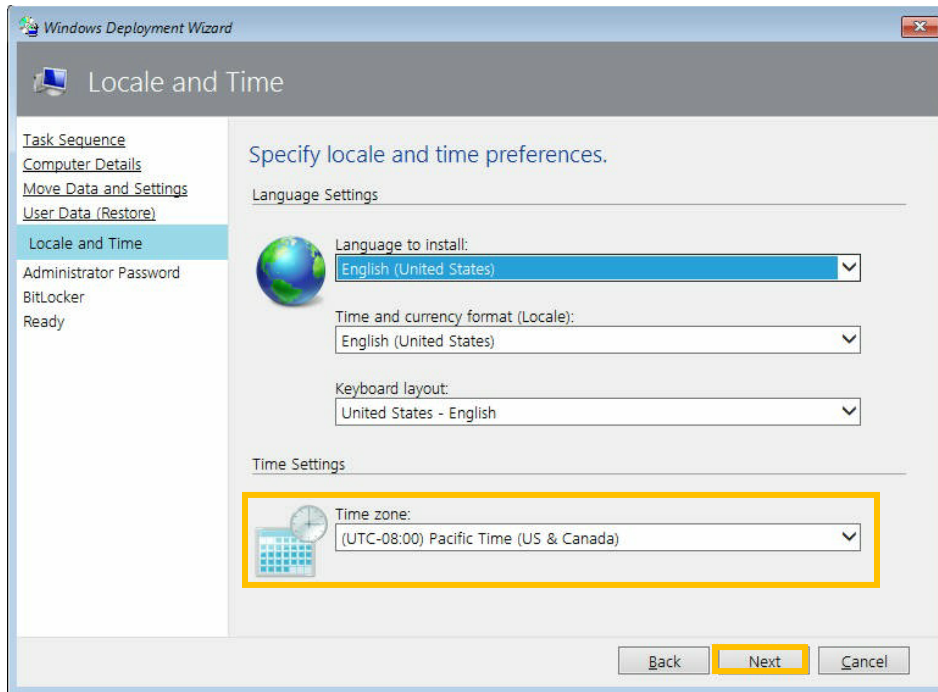> Locale and Time
> Administrator Password
> BitLocker
> Ready
>
> Move data and settings from a previous version of Windows?
>
> ● Do not move user data and settings.
>   Install a new operating system without retaining any data or settings from any existing operating systems.
>
>   ☐ Keep existing partitions (do not format or partition)
>
> ○ Move user data and settings.
>   Capture all the user data and settings from an existing operating system on the computer and restore them into the new operating system.
>
> [Back] [Next] [Cancel]

12. If the **User Data (Restore)** window displays, select **Do not restore user data and settings**, then click **Next**.

> **Windows Deployment Wizard**
>
> 🖥 User Data (Restore)
>
> Task Sequence
> Computer Details
> Move Data and Settings
> **User Data (Restore)**
> Locale and Time
> Administrator Password
> BitLocker
> Ready
>
> Specify whether to restore user data.
>
> ● Do not restore user data and settings.
>   This is not a replacement computer, so there are no user data and settings to restore.
>
> ○ Specify a location.
>   Restore user data and settings from a network location created from a different machine.
>
>   Location:
>   [   ]
>
>   (Full network path to previously saved USMT data files).
>
> [Back] [Next] [Cancel]

13. On the **Locale** and **Time** window, select your time zone, then click **Next**.

14. On the **Administrator Password** window, enter a password you'd like to use in the **Administrator Password** and **Confirm Administrator Password** fields, then click **Next**.
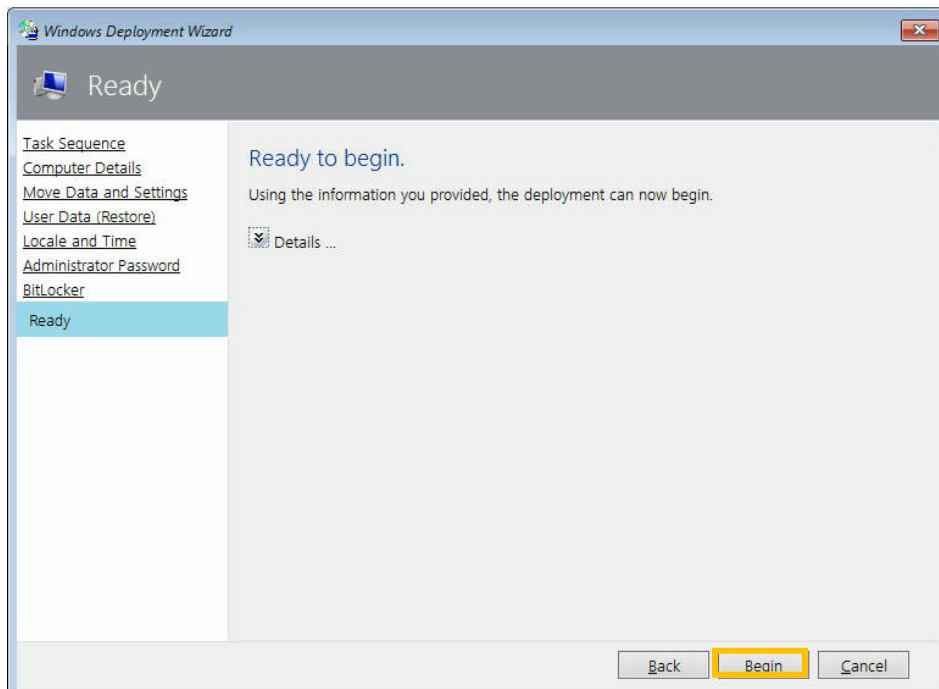
    (***Note***: *Your system may automatically restart at this point after writing settings to the disk – if this happens, you can proceed to Step 17.*)
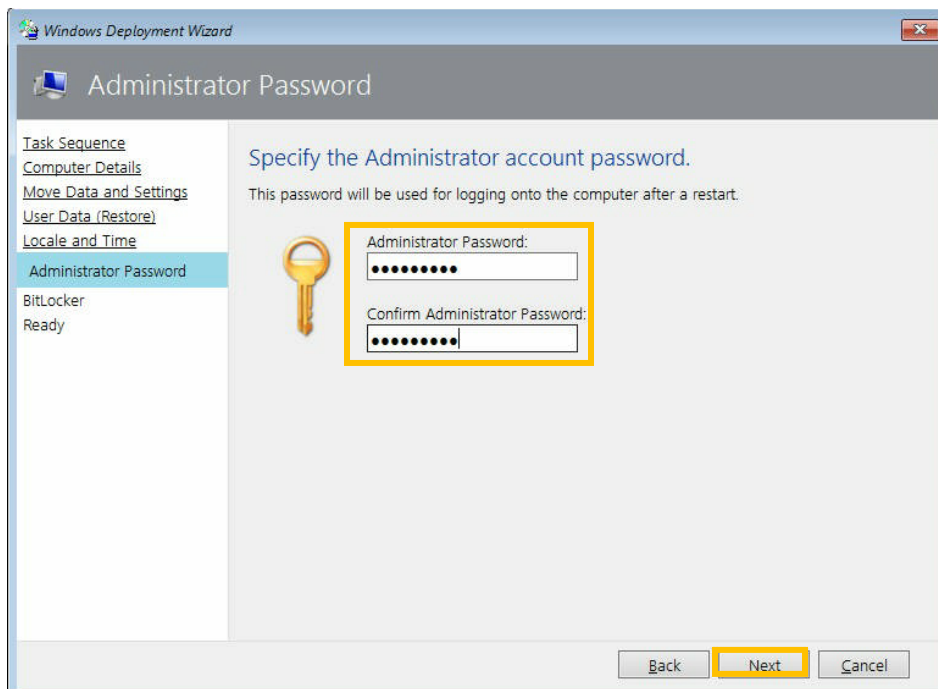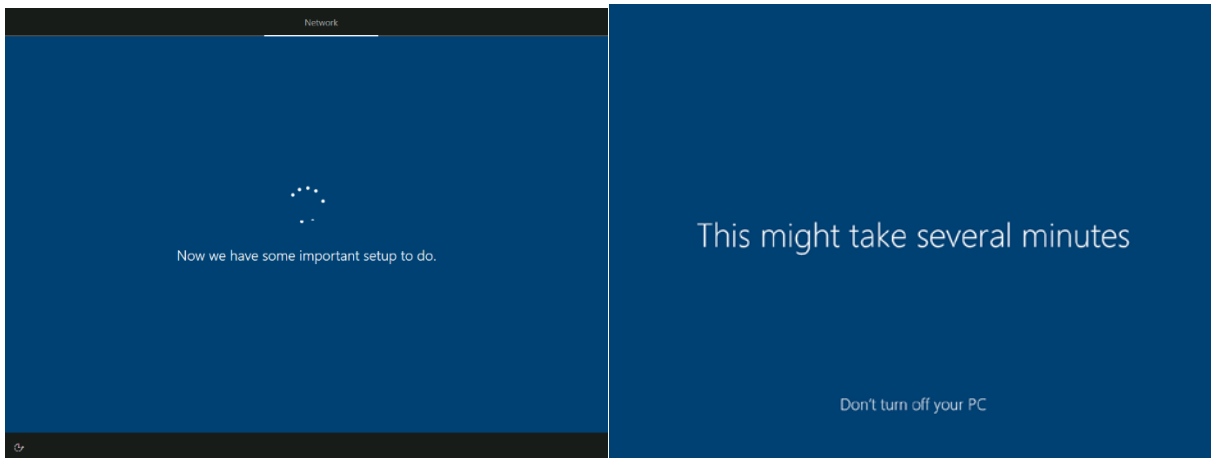
15. If the **BitLocker** window displays, select **Do not enable BitLocker for this computer**, then click **Next**.
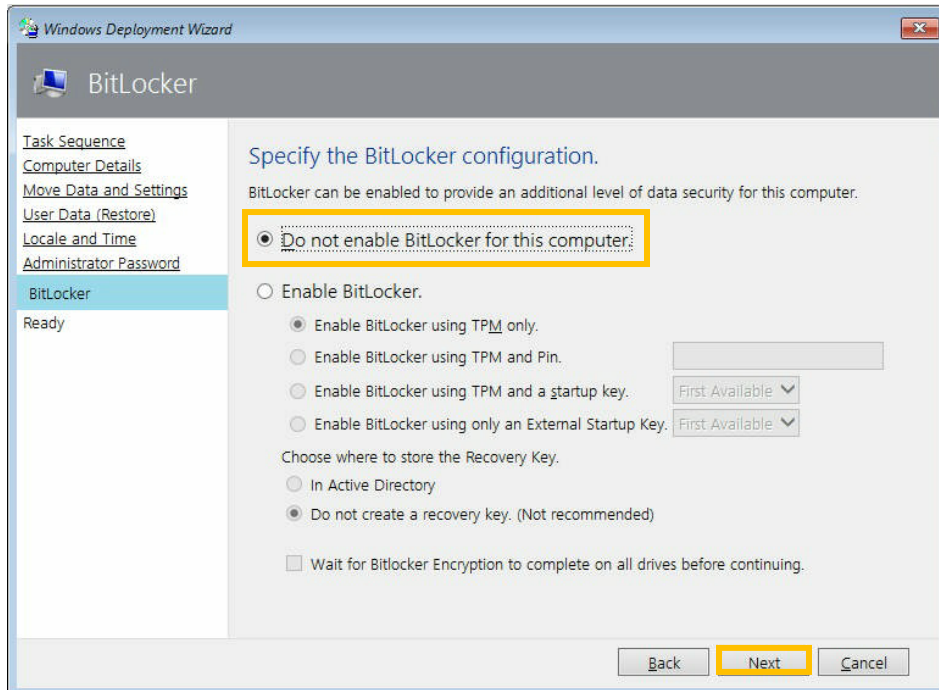
16. If the **Ready** window displays, click **Begin**. The system will begin installing the new Windows OS.

17. Wait until the system successfully installs the OS – this process may take several minutes. Do not turn off your PC during this time.

18. When the software finishes installing and you are able to boot into the OS, contact our Customer Support Department at (888) 407-6077 for assistance installing your OneTouch software.

Questions?

If you are unsure about any of these steps and would like additional assistance, please contact our Customer Support Department at (888) 407-6077.

Please note that if you call us outside of normal business hours, you will incur after hours charges. We recommend that you do not attempt to image your systems outside of our normal hours to ensure that we can better assist you.

Troubleshooting

Microsoft Deployment Toolkit Wizard does not display and drops to command line

- When presented with only a command line on USB boot, run the following commands to wipe the system disk and restart the wizard:

    1. diskpart
    2. list disk
    3. select disk 0 ← verify disk 0 is the system disk and not the USB. It will be the larger of the two.
    4. clean
    5. exit
    6. startnet.cmd