Windows Installation Process

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Overview of Windows Installation on HP RP9 G1

This documents purpose is to give the steps needed to install Windows using HP's recovery media flash drive. This is generally used after a HP RP9 G1 is repaired and the hard drive or SSD has been replaced, leaving no operating system on the computer.

This guide will show the process of creating a recovery flash drive, as well as installing Windows itself.

Creating Recovery Media

In case you need to create the recovery media, follow the below steps to download and create the recovery drive. You will need a >16GB USB flash drive and a working machine with an internet connection.

1. On a different computer, navigate to the following website: https://support.hp.com/us-en/drivers/selfservice/hp-rp9-g1-retail-system/8737474

2. Scroll down and click to expand the area under "Software-Restore CD" and choose "Download"
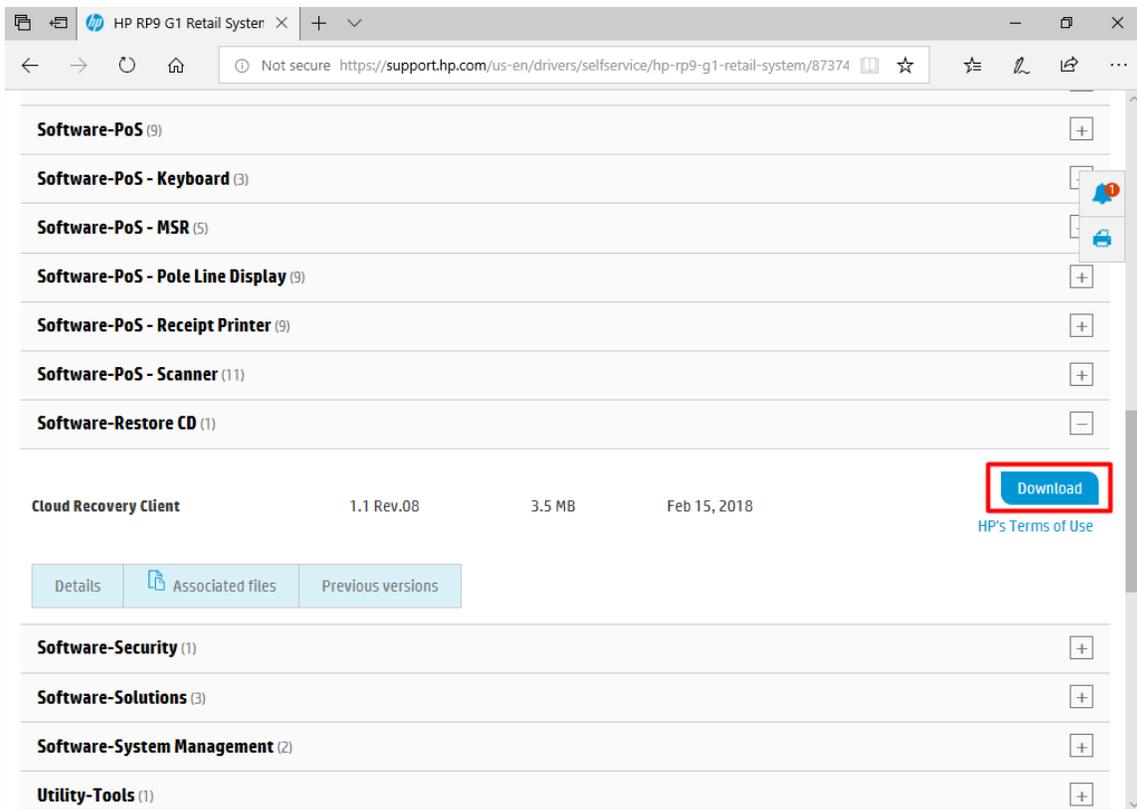
3. Choose "Run" on the download confirmation prompt

4. Choose "Yes" on the Windows UAC prompt
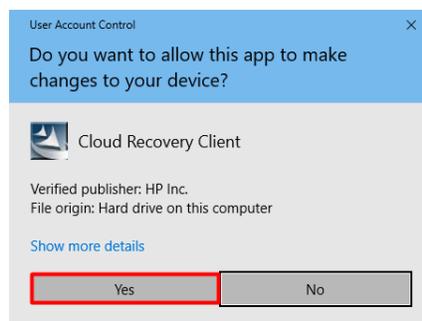
5. Choose "Next" on the InstallShield Wizard
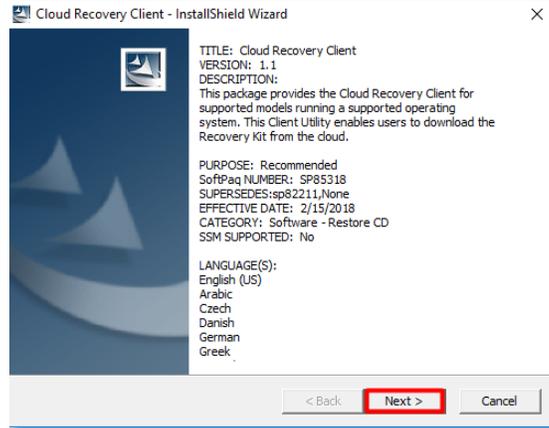
6. Choose "I Accept" and "Next" on the License Agreement
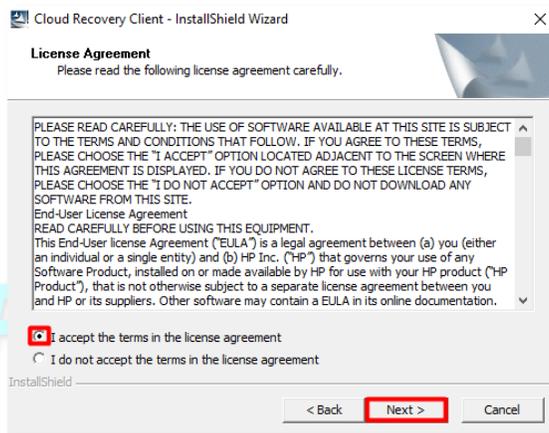
7. Choose "Next" on the location to save files prompt
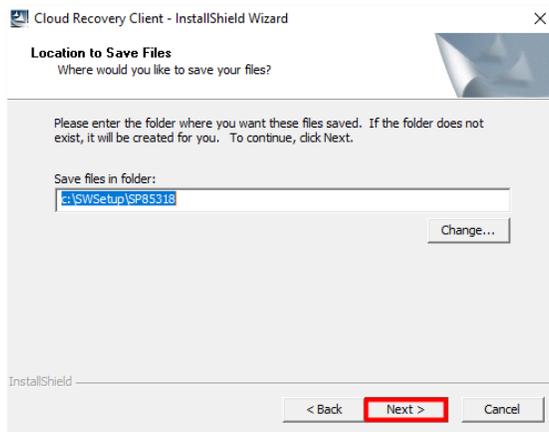
8. Choose "Next" on the HP Cloud Recovery window
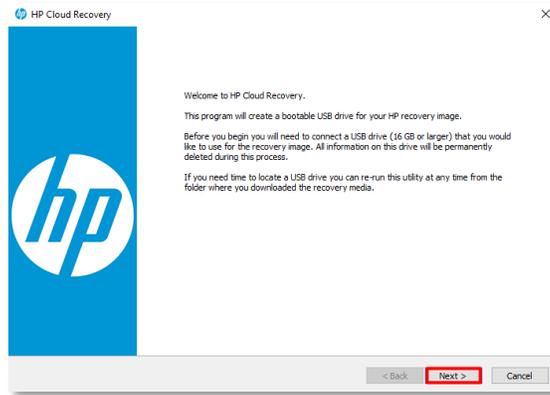
9. Check the checkbox for entering the serial number and then enter the serial number of the unit, followed by choosing the HP RP9 G1 Retail System from the model name dropdown and Microsoft Windows 10 64-bit Professional from the Operating System dropdown, followed by choosing "Next"
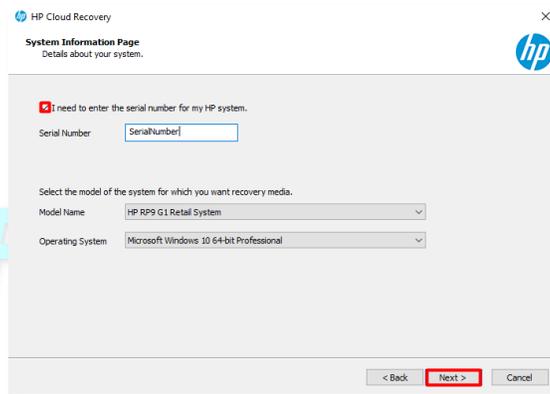
10. On the download page, for the Recovery Options dropdown, choose "Operating System & Drivers", for the Region dropdown, choose "Americas", and for the Download Server dropdown, choose "Americas", followed by choosing "Next"
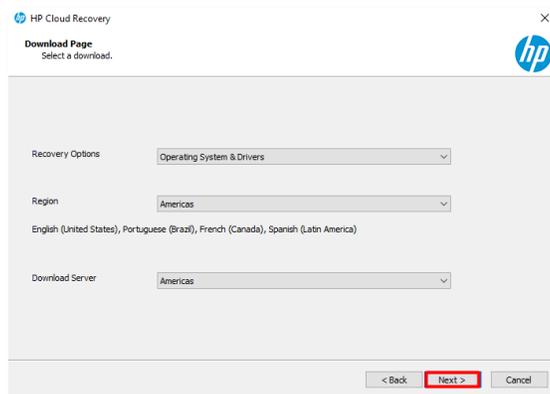
11. Next, choose the flash drive plugged into the machine from the dropdown and choose "Next"
This will erase all contents on the flash drive
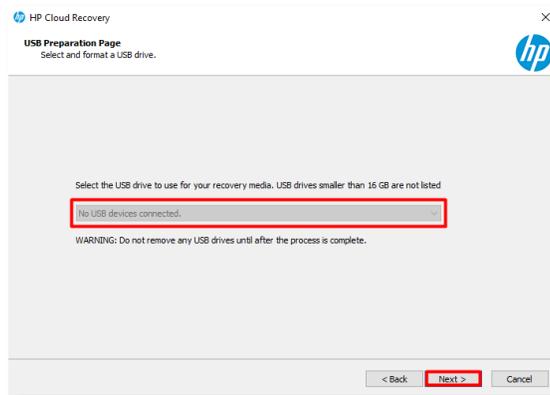
12. Wait for the utility to download all required software and image the flash drive. It will let you know when it is complete.

Installing Windows on the Machine

1. With the recovery flash drive provided or created in the previous steps, plug it into one of the USB ports on the RP9. Make sure the machine is powered off.

2. Power the machine on and wait for the below screen. Choose "Next"
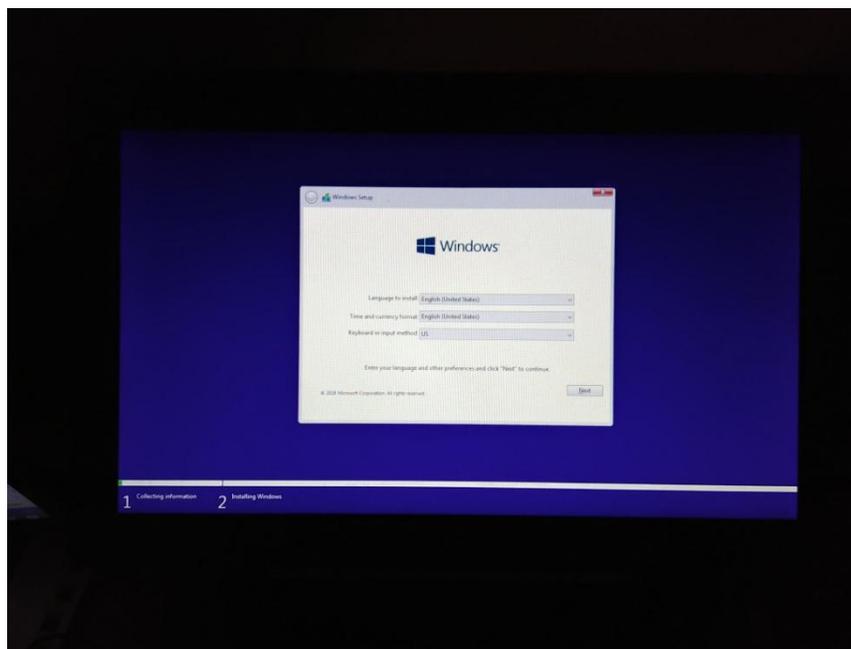
3. The Windows Edition screen will show up next. Choose "Next"
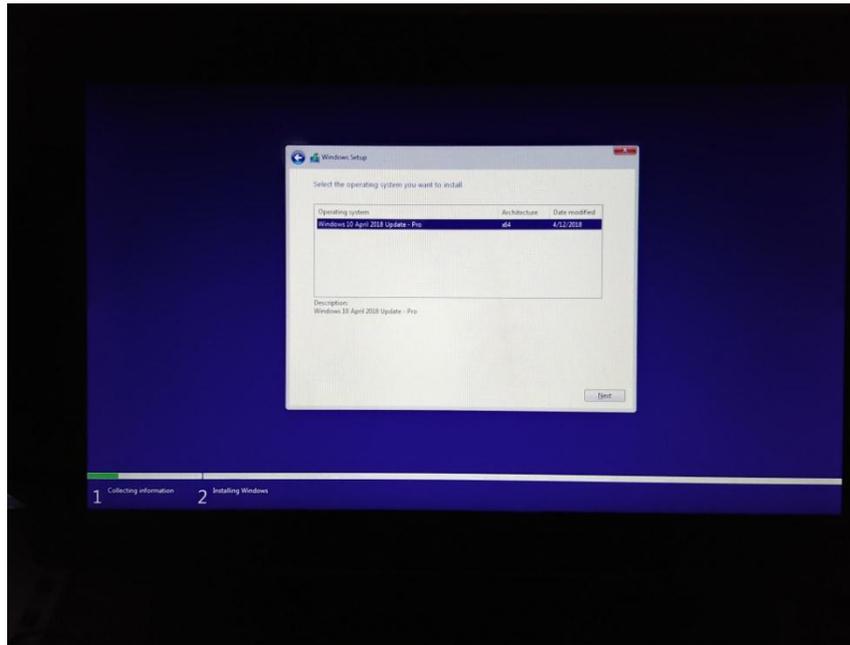
4. Check the checkbox to accept the license agreement and then choose "Next"
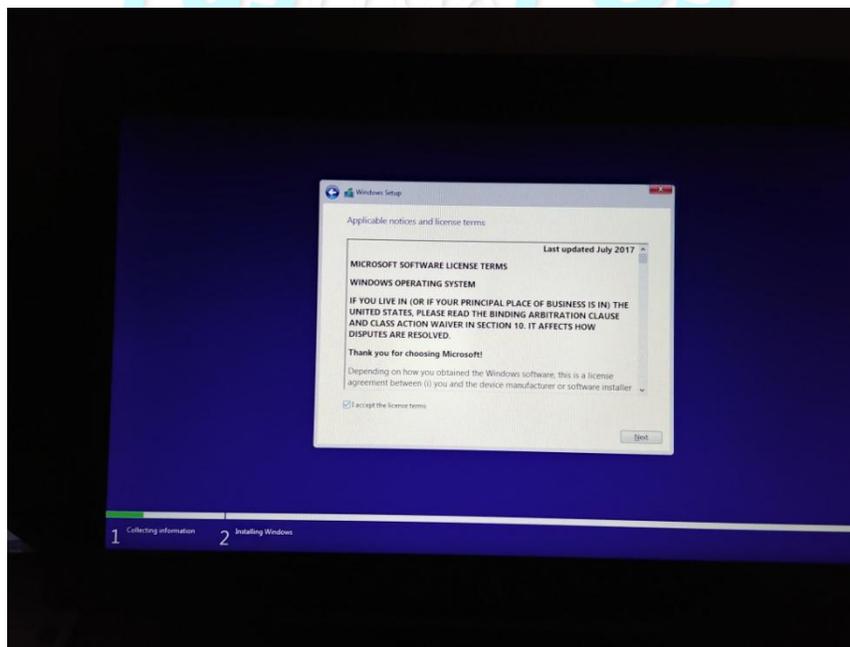
5. On the where to install Windows screen, choose "Next"
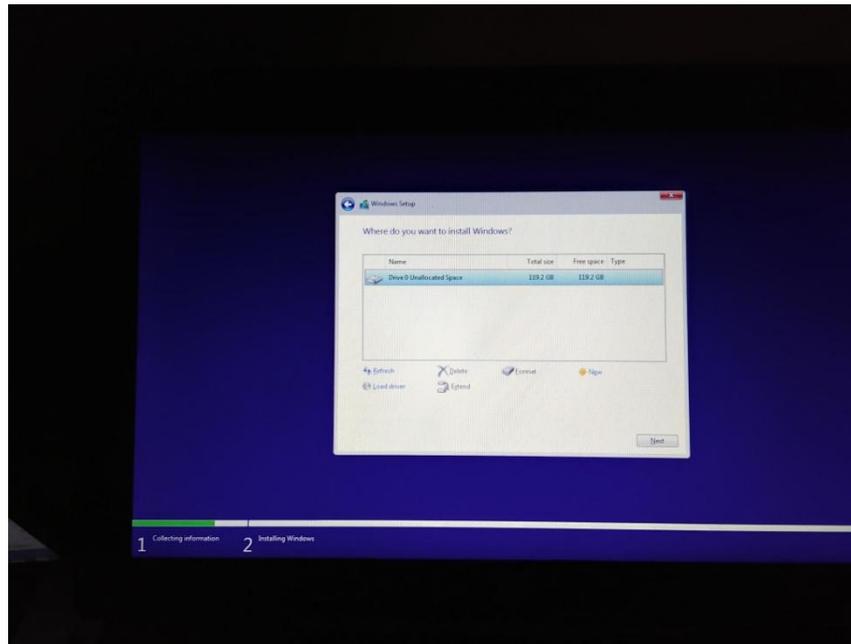
6. Windows will install and the next intractable screen is the below screen, where you choose your language.
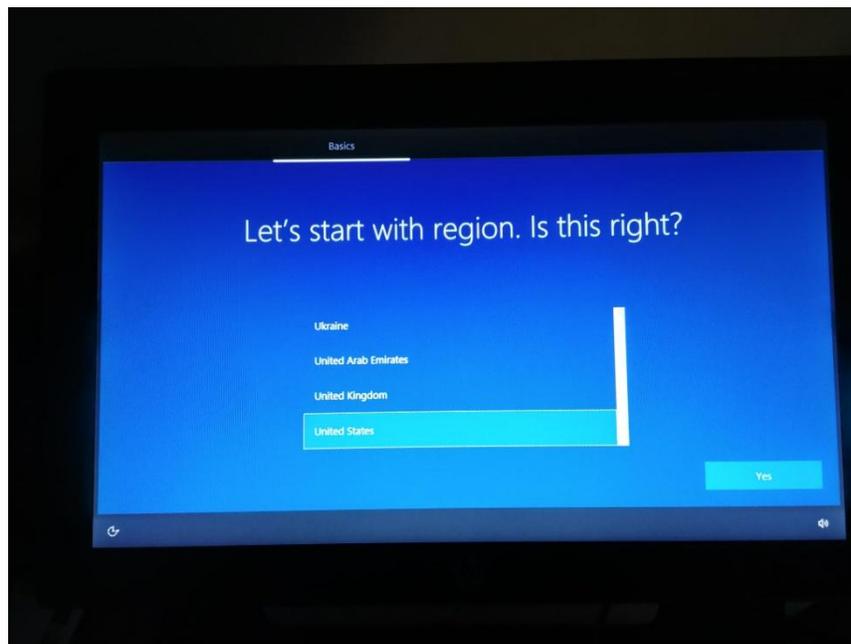
7. After choosing your language, choose "Next" to choose the keyboard layout.
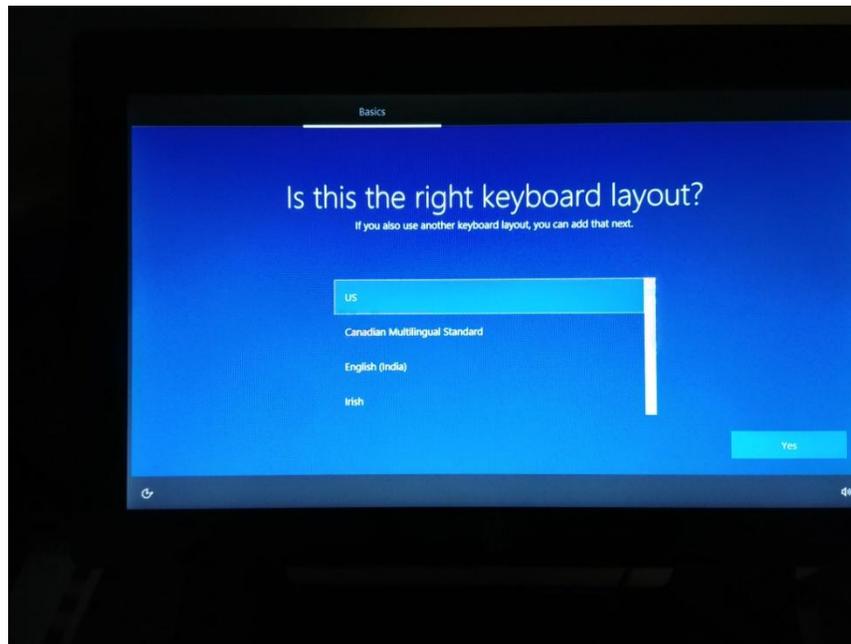
8. After choosing your keyboard layout, choose "Next". You can choose a second keyboard layout if needed, otherwise choose "Skip"
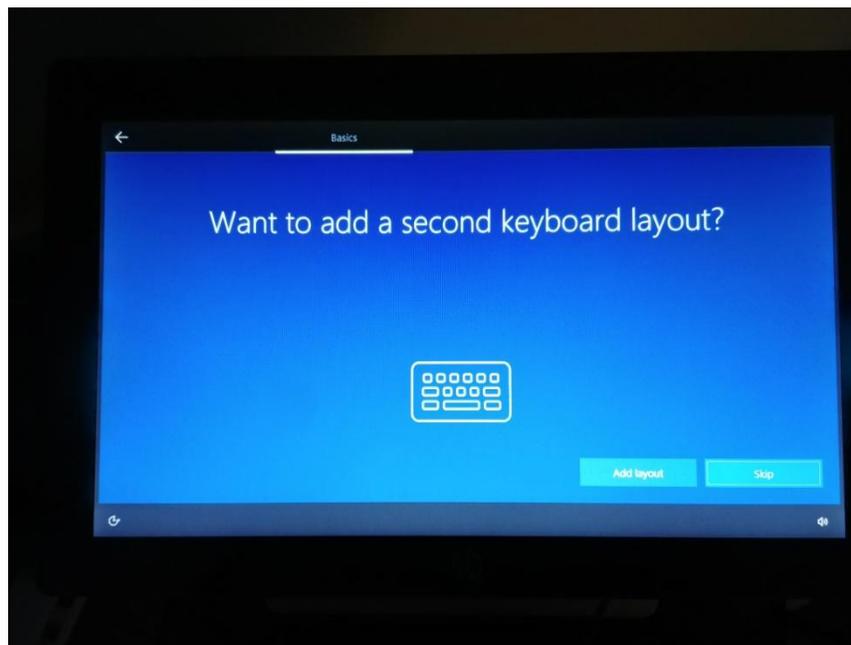
9. The next screen needs a network connection. Choose your network connection and then choose "Next"
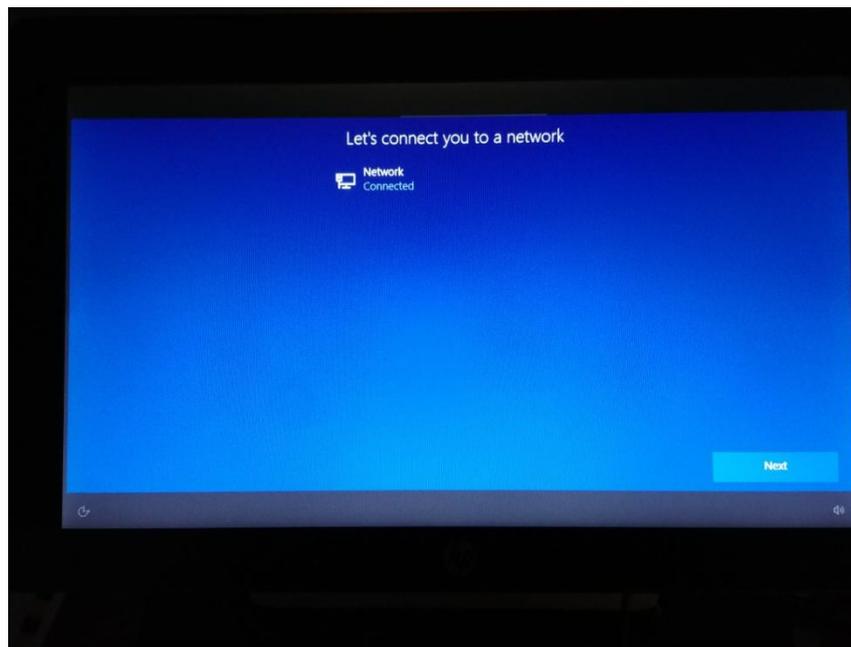
10. Windows will check for updates. Next, choose "Set up for personal use" and choose "Next"
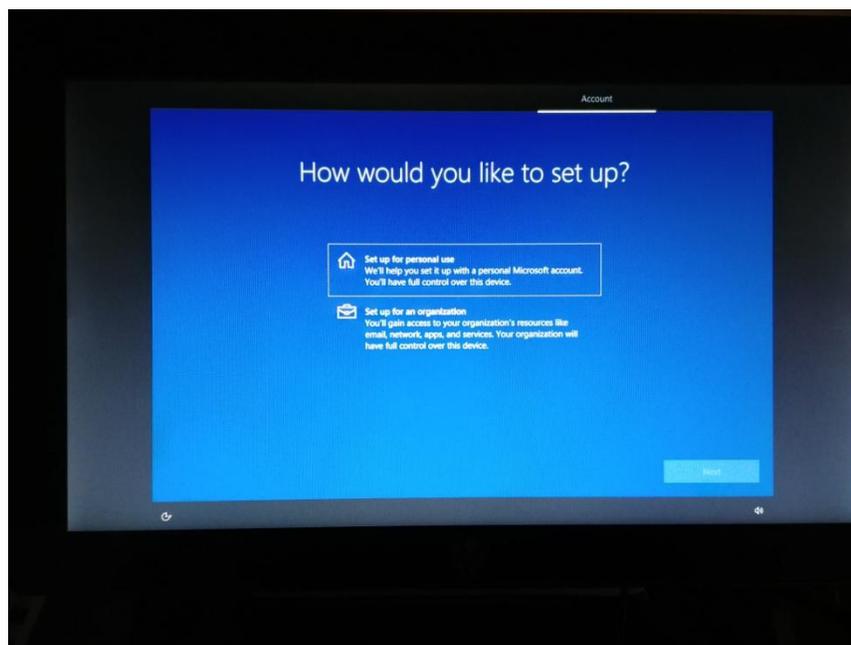
11. Next will prompt for an account. Choose the "Offline account" option in the bottom left corner of the screen.
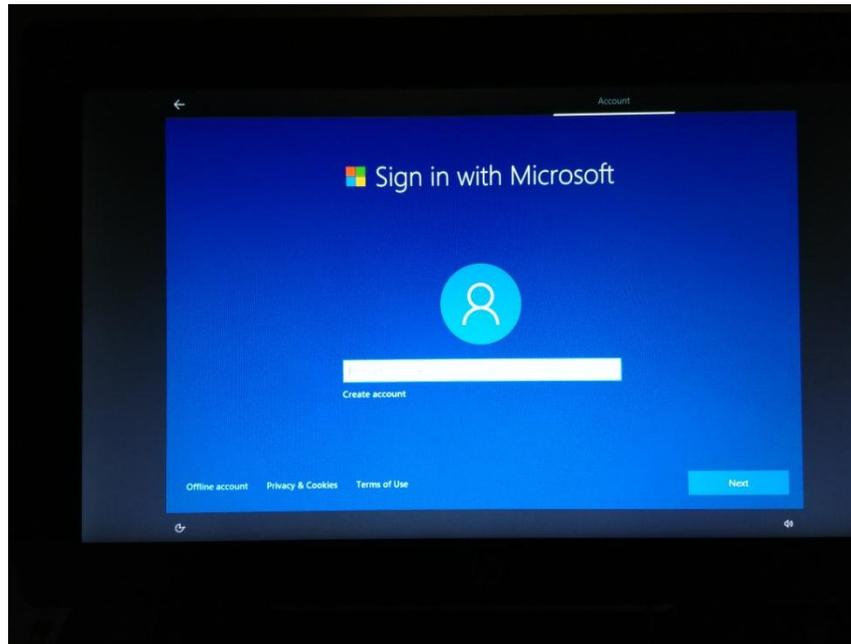
12. You will be prompted to use a Microsoft account. Choose "No"

13. Enter an account name and choose "Next"
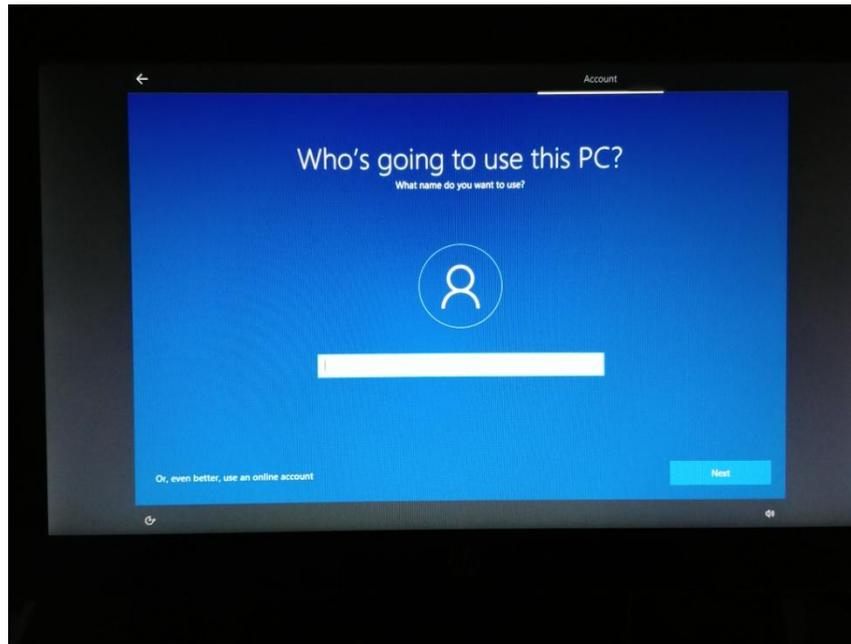
14. Enter a password and choose "Next"
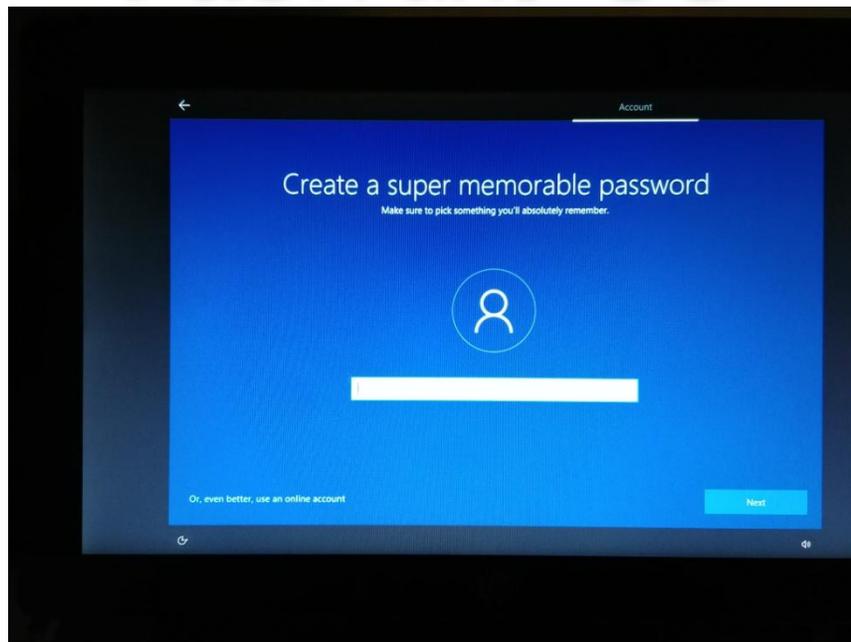
15. You'll next have a prompt to utilize Cortana. Choose yes or no.
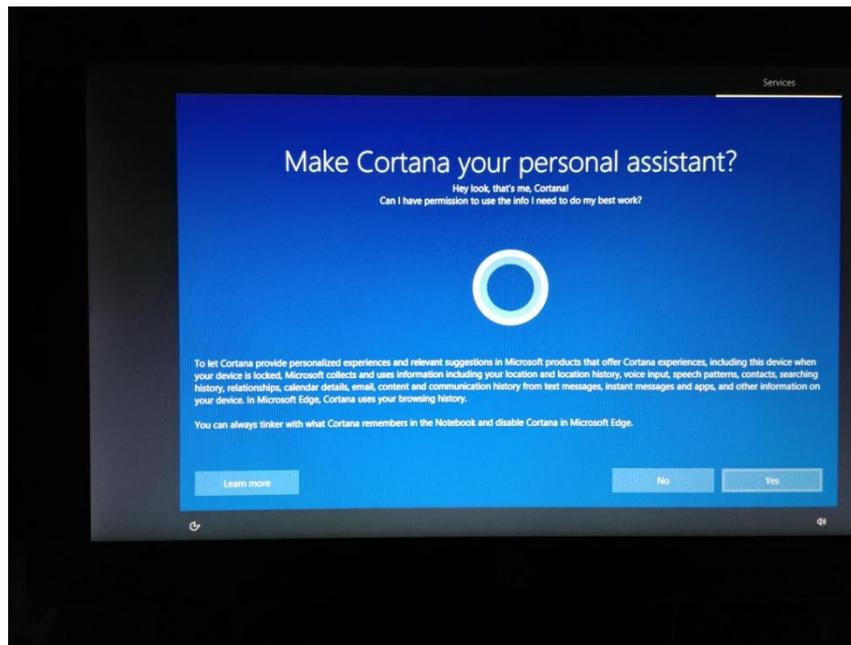
16. The next screen will ask privacy settings. Make a choice and when done, choose "Accept" to complete the installation.