

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: <u>https://support.hp.com/us-en/drivers/selfservice/hp-rp9-g1-retail-system/8737474</u>
- 2. Scroll down and click to expand the area under "Software-Restore CD" and choose "Download"

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|--|-------------------------|--------------|--------------------------|---------------------|---------------------|---|-----|----------------|-------------------|-----|
| \leftarrow \rightarrow \circlearrowright \textcircled{a} | O Not secure https:// | /support.hp. | com/us-en/drivers/selfse | ervice/hp-rp9-g1-re | tail-system/87374 🛄 | ☆ | 7∕≡ | l~ | Ŕ | |
| Software-PoS (9) | | | | | | | | | + | _ ^ |
| Software-PoS - Keyboar | (3) | | | | | | | | | 0 |
| Software-PoS - MSR (5) | | | | | | | | | Ŀ | 3 |
| Software-PoS - Pole Lin | Display (9) | | | | | | | | + | |
| Software-PoS - Receipt | r inter (9) | | | | | | | | + | |
| Software-PoS - Scanner | 1) | | | | | | | | + | |
| Software-Restore CD (1) | | | | | | | | | - | |
| Cloud Recovery Client | 1.1 R | lev.08 | 3.5 MB | Feb 15, 20 | 18 | | HP | Dow 's Term | nload s of Use | |
| Details 🔓 Associa | ed files Previous | versions | | | | | | | | 1 |
| Software-Security (1) | | | | | | | | | + | |
| Software-Solutions (3) | | | | | | | | | + | |
| Software-System Manag | ement (2) | | | | | | | | + | |
| Utility-Tools (1) | | | | | | | | | + | ~ |

3. Choose "Run" on the download confirmation prompt

| What do you want to do with sp85318.exe (3.5 MB)? From: ftp.hp.com | Run | Save | Cancel | × |
|---|-----|------|--------|---|
| | | | | |

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"

| Details about you | on Page ur system. | (hp |
|-------------------|--|-----|
| I need to enter | r the serial number for my HP system. | |
| Serial Number | SerialNumber | |
| | | |
| Select the model | of the system for which you want recovery media. | |
| Model Name | HP RP9 G1 Retail System 🗸 | |
| Operating System | Microsoft Windows 10 64-bit Professional | |
| | | |
| | | |
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| | | |
| | | |
| | | |

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"

| Select a download | | |
|----------------------------|--|----------|
| Secce a dominada. | | <u>v</u> |
| | | |
| Recovery Options | Operating System & Drivers | |
| | | |
| Region | Americas \checkmark | |
| English (United States), P | ortuguese (Brazil), French (Canada), Spanish (Latin America) | |
| | | |
| Download Server | Americas 🗸 | |
| | | |
| | | |
| | | |

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**

| USB Pre | eparation Page | |
|---------|---|---|
| Sele | ect and format a USB drive. | 4 |
| | | |
| | | |
| | | |
| | | |
| | Select the USB drive to use for your recovery media. USB drives smaller than 16 GB are not listed | |
| | | |
| | No USB devices connected. $\hfill \lor$ | |
| | No USB devices connected. | |

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"

| Select the operating system you want to insta | | |
|--|--|--|
| Operating system Windows 50 April 2018 Update - Pro | Architecture Data modified 64 0/22/2018 | |
| Description Windows 18 April 2018 Update - Pro | | |
| | Net | |
| | | |

4. Check the checkbox to accept the license agreement and then choose "Next"

| | Contraction State Applicable notices and license terms |
|--|---|
| | Last updated July 2017 MICROSOFT SOFTWARE LICENSE TERMS WINDOWS OPRATING SYSTEM IF YOU IVE IN OR IF YOUR PRINCIPAL PLACE OF BUSINESS IS IN) THE UNITED STATES, RULASE READ THE BINDING ARBITRATION CLAUSE MOI CLAUSE |
| | DISPUTES ARE RESOLVED. Thank you for hisolonging Microsoft Depending on how you distance the Windows software, this is a lacense agreement between (i) you and the device manufacturer or software installer |
| | |
| 1 ^{Collecting information} 2 Installing Windows | |

5. On the where to install Windows screen, choose "Next"

| | Windows Sette Where do you want to install Windows? |
|---|--|
| | Name Telaf size Free space Type Deve Sticksburder Space 1322-08 1322-08 |
| | |
| | 49 John ∑Date Ølona ∰blen Ølondaren ⊋lond |
| | |
| | |
| 7 Collecting information 2 Installing Windows | |
| 2 | |
| | |
| | |

6. Windows will install and the next intractable screen is the below screen, where you choose your language.

| | Basics | |
|------------|---|-----|
| Let's | start with region. Is this right? | |
| | Ukraine United Arab Emirates United Kingdom | |
| <i>a</i> , | United States | Yes |
| | | ~ |

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.



For assistance with configurations, please contact Technical Support at Support@FasTraxPOS.com