

DIGIOP Legacy Recovery Images

Revision 10.17.2022

1.0 Introduction

All factory pre-configured DIGIOP systems have a recovery image for the hardware that includes both the appropriate version of Windows for that hardware, and the DIGIOP software. These recovery images are used to perform a system recovery in the case of hard drive replacement or corruption of the Windows operating system. This guide details how to perform the system recovery on a factory pre-configured DIGIOP system. For DIGIOP Software only installations on customer provided hardware, please refer to the hardware’s documentation for information on its system recovery procedures.

2.0 System Recovery Images

When performing a system recovery, it is important to use the correct recovery image for your hardware. You can contact DIGIOP Support to purchase a recovery image USB for your hardware, or you can obtain a download link to the files needed to create the recovery image USB for your system.

DIGIOP Chassis Generation List					
Generation	G3	G4	G5	G6	G7
Year	2012-2013	2013-2015	2015-2016	2016-2017	2017-2019
Serial Number	GSL-GSM	GSM-GSO	GSO-GSP	GSP-GSQ	GSQ-GSS
Hardware Type	Desktop	Rackmount	Rackmount	Desktop	Desktop
System Board	Intel	Intel	Super Micros	Asus/Gen 4 Intel	Asus/Gen 6 Intel
Windows OS	Win 7 Emb	Win 7 Emb	Win 7 Emb	Win 7 Emb	Win 7 Emb
Initial Software	8.0 - 8.6	8.7 - 8.8	8.8 - 9.0	9.1 - 9.4	9.4 - 9.6
Recovery Image	8.7	8.7	8.7	9.2*	9.2*

* A Windows 10 Upgrade kit can be purchased for G6 and G7 systems that includes the latest image USB and Windows 10 licensing.

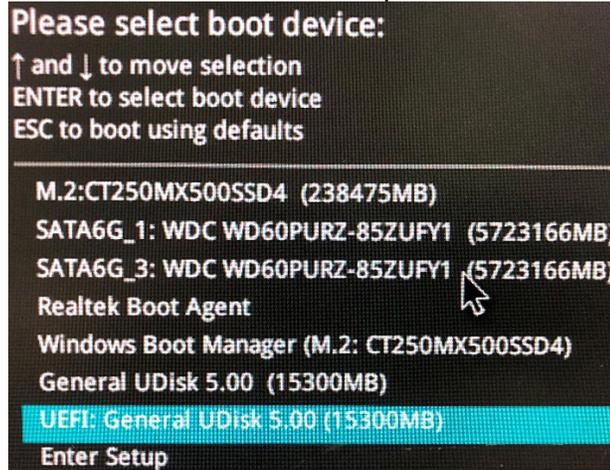
Images require a 16GB or larger flash drive. You will need to download the appropriate ISO file for your generation of system. This ISO file cannot simply be copied to a flash drive. You will need a program that will convert the ISO to a bootable USB. There are several third-party programs available to do this. Please note that this creation process via third-party programs is not something that is supported by DIGIOP.

3.0 Booting to the Recovery Image

In order to perform a System Recovery, you will need to boot to the recovery image for your system. Safely power down the system and then follow the appropriate steps for your generation of system.

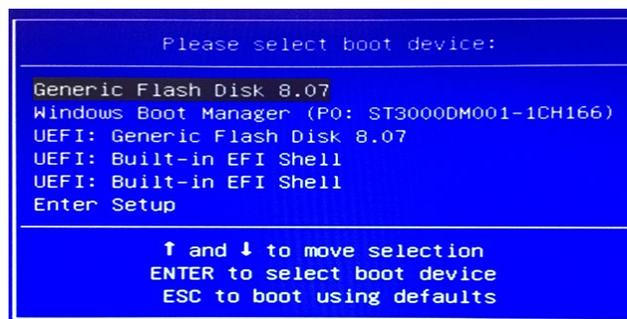
3.1 Generation 6 and 7 Systems

- 1) Insert the USB Image Drive into the system and power on the system.
- 2) Upon boot-up of the system you will need to select a special function key to access the boot menu. For these systems this will be the **F8** Function Key. Upon boot-up repeatedly press the **F8** key to access the boot menu.
- 3) When prompted, select the UEFI USB drive option and select **Enter**.



3.2 Generation 4 and 5 Systems

- 1) Insert the USB Image Drive into the system and power on the system.
- 2) Upon boot-up of the system you will need to select a special function key to access the boot menu. For the G4 systems this will be the **F10** Function Key. For the G5 systems this will be the **F11** Function Key. Upon boot-up repeatedly press the **F10/F11** key to access the boot menu.
- 3) When prompted, select the USB drive option and select **Enter**.



3.3 Generation 3 Systems

- 1) Insert the USB Image Drive into the system and power on the system.
- 2) Upon boot-up of the system you will need to select a special function key to access the boot menu. For the G3 systems this will be the **F12** Function Key. Upon boot-up repeatedly press the **F12** key to access the boot menu.
- 3) When prompted, select the USB drive option and select **Enter**.

4.0 System Recovery

DIGIOP systems are set to automatically login to Windows. If the Windows login for the system is needed, it will be one of the below depending on the image used.

Username: AdminUser

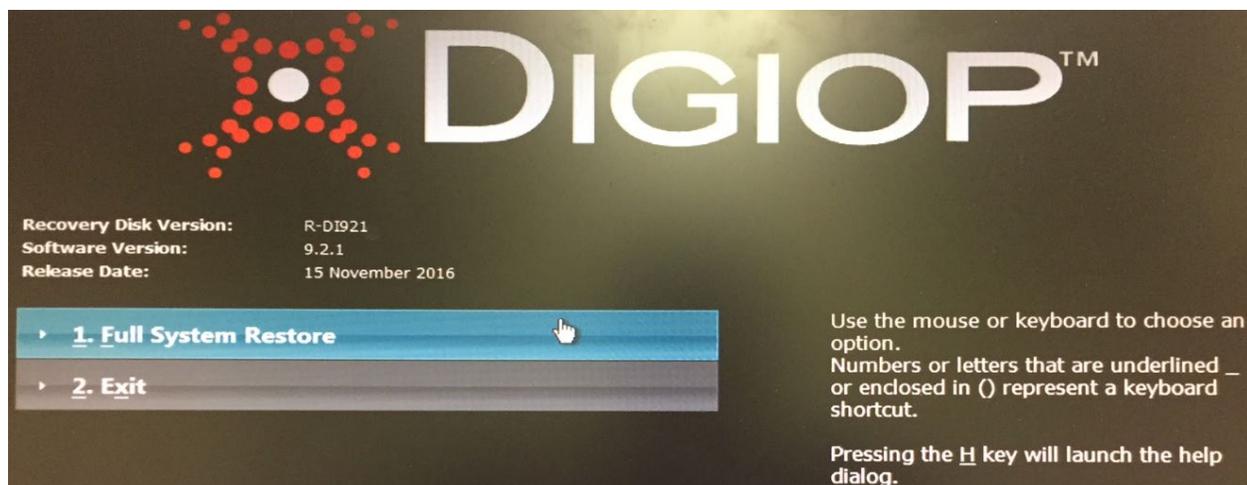
Username: DIGIOP

Password: AdminUs3r!

Password: Password!

4.1 Generation 3 – 7 Windows 7 Recovery USB

Once you have booted to the appropriate recovery image, the system will display a DIGIOP System Recovery menu. Select **Full System Restore** from the menu with a mouse, or by selecting **F** on the keyboard. Follow the on-screen instructions to complete the recovery process. A Full System Restore will be performed, restoring the Windows Operating System and formatting all data drives. All information will be lost. When the recovery completes, it will prompt you to remove the USB drive and restart the system.



5.0 Updating the DIGIOP system

After the recovery process is complete, it is recommended that you update both DIGIOP Server and DIGIOP Connect to the latest version of the software that is available to you. Please note that the version of DIGIOP Connect must be greater than or equal to the version of DIGIOP Server.

When the recovery is complete and the system has restarted, the system will automatically launch the DIGIOP System Setup Tool. Click **Alt + F4** to exit the DIGIOP System Setup Tool. Start by running all Windows Updates available. Please note, you will need to reboot the system once the first round of Windows Updates are complete.

Once the system reboots, check for additional Windows Updates and run those as well. You will often need to complete several rounds of Windows Updates and reboots before all Windows Updates are completed.

Once Windows is up to date, you can proceed to update the DIGIOP software. First run the DIGIOP Connect and then the DIGIOP Server installers to update the software. When the DIGIOP Server installer completes, it will relaunch the DIGIOP System Setup Tool. Select the desired options for how to manage the system and begin configuring the system.

For more information on running the DIGIOP Connect and DIGIOP Server installers, and how to utilize the DIGIOP System Setup Tool, please review the **DIGIOP Elements Full User Manual**.

6.0 Activate DIGIOP Licenses

The DIGIOP System Setup Tool will prompt you to enter in licenses for the DIGIOP software. The software requires a base license, and camera licenses for the number and type of cameras your system can have. To support additional features, additional licenses may need to be installed. The system's original licenses can be found on top of the system on a white or yellow sticker, along with the system's serial number. Contact your sales representative for more information on expanding the features of your system.

In the License Activation window, enter the License ID and Password. Click **Activate License Online**, then follow the instructions to complete the process.



After the license information you entered is activated, the Activate License window will show the Activation completed. Click **Next**.

The **License Summary** window will open, showing the License ID, Activation Date and Total Licenses summary. If you have additional licenses for your system, click **Add License** and repeat this procedure to add each one.

After entering all the license information, click **Next**.

After **Restarting Services** completes, click **Next**.

In the **Setup Complete** window, click Finish to close the **System Setup Tool**.

For more information, please refer to the DIGIOP Elements Full User Manual.