



How to create a ChromeOS Recovery USB Drive

If your Chromebook's operating system ever...

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Chrome OS is missing or damaged.
Please insert a recovery USB stick or SD card.

INTRODUCTION

If your Chromebook's operating system ever becomes corrupted or damaged, you can recover it using Google's Recovery Utility application. This process has the tool completely remove the currently installed OS and reinstalls it onto the device.

While Chrome OS is known for being a somewhat stable operating system there are moments when you would want to have a recovery drive handy. For example, you would want to use a recovery USB in one of the following scenarios...

- You see this error message: "Chrome OS is missing or damaged"
- Other troubleshooting steps have no effect on the immediate issue.

TOOLS:

USB Flash Drive (1)

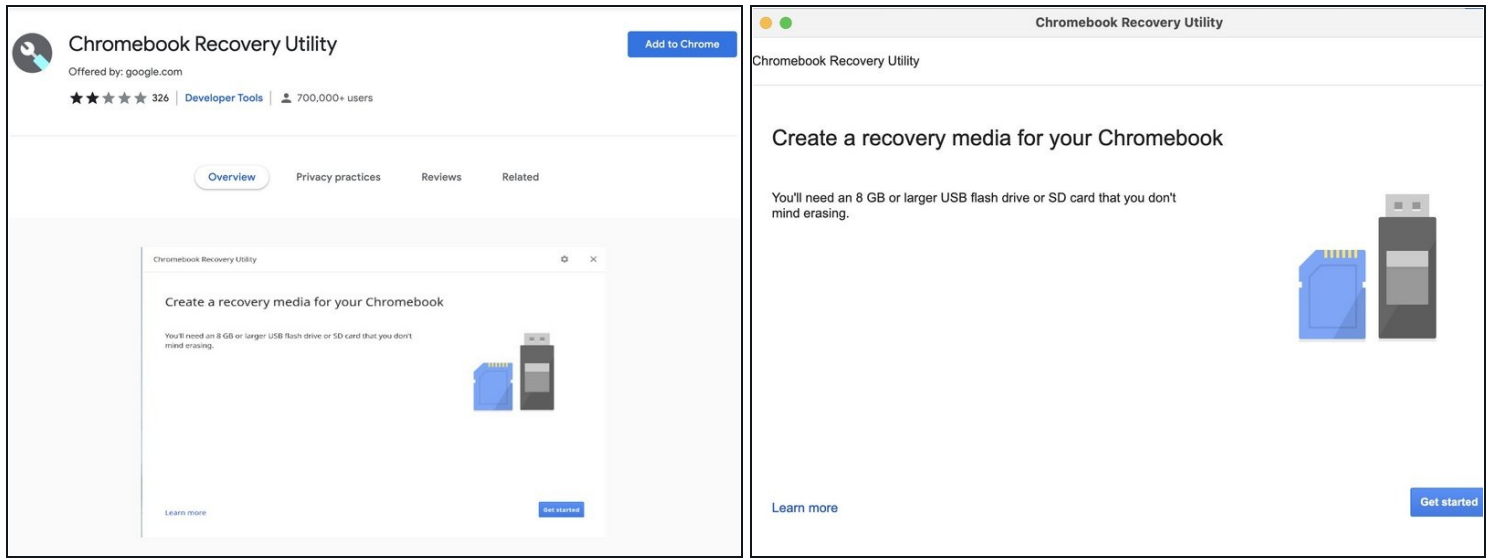
8GB SD card (1)

Step 1 — Things you'll need to get started



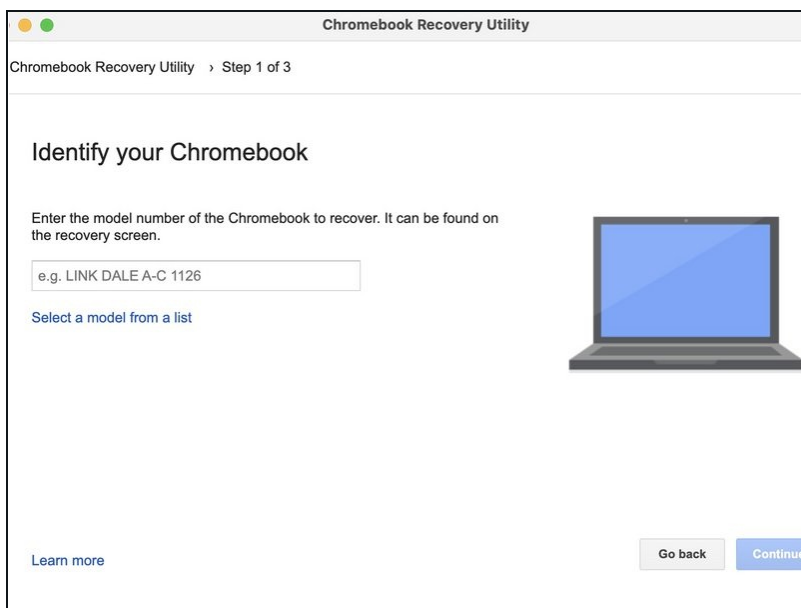
- In order to make your recovery device, you will need the following items.
 - 1 x USB Drive or SD Card (8 GB is the minimum)
 - ⚠ **Any content that is stored on this drive will be erased** during the next few steps. Be sure to back up any content you want saved, or make sure this is a drive you are going to use for future devices.
 - 1 x computer running the Google Chrome Browser, or Chrome OS.

Step 2 — Download the Recovery Utility



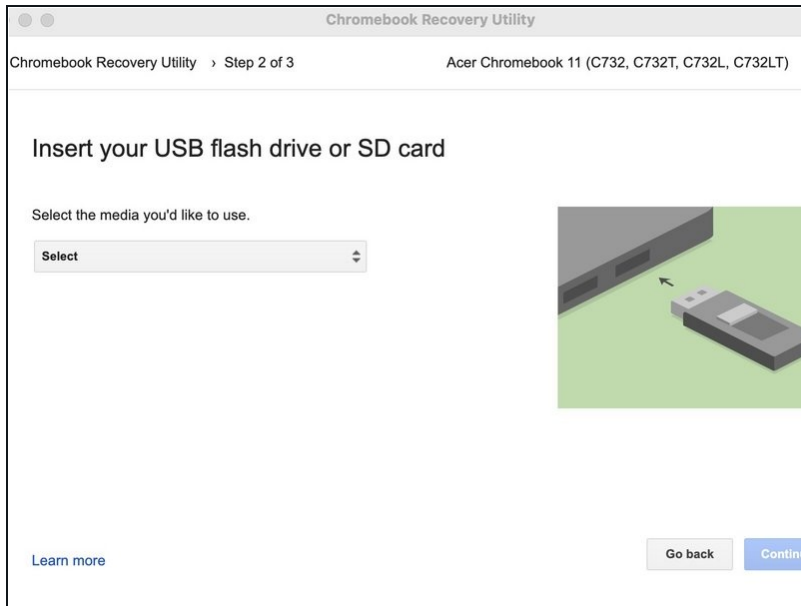
- Open Google Chrome and navigate to the Chrome Web Store and download the **Chromebook Recovery Utility** extension.
- Add the utility to Chrome and launch it. You will be greeted with this page.

Step 3 — Enter your Chromebook Model Number



- Click on "Get started" and you will be prompted to enter the model of your Chromebook.
- ① You have the option of either entering the code that is on the device's recovery screen, or choosing from the model list.

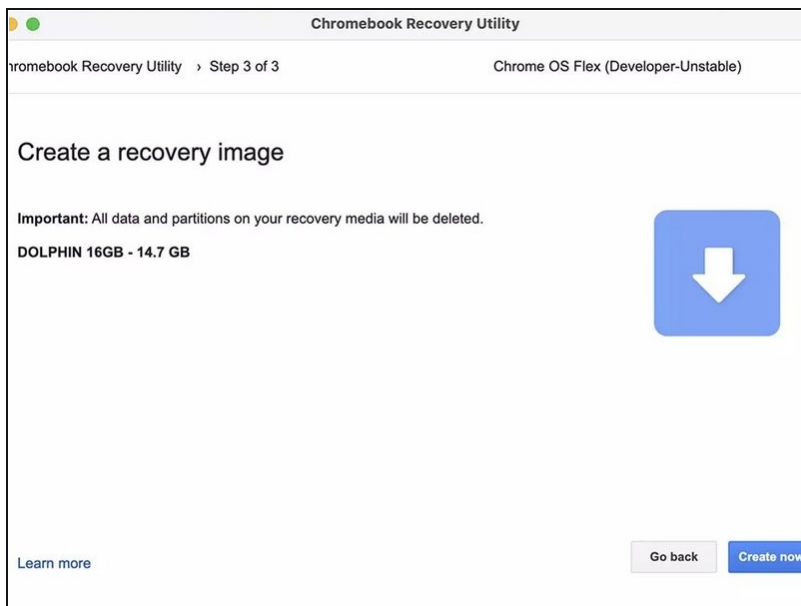
Step 4 — Insert your Removable Media



- Plug in your spare 8 GB USB Drive and select it from the dropdown menu.

⚠ **Any content that is stored on the drive will be erased during the next few steps.** Make sure that the drive is empty, or does not have any data that you don't want to lose.

Step 5 — Create Recovery Image



- You will be presented with a screen that shows the drive you selected. Click on the "Create now" button and the processes will begin.

⚠ **Do not remove the drive while the process is taking place.** The process will take about 5 minutes to complete and you will be prompted when the recovery drive is finished.

If you intend on reusing the drive for storing files you will need to use the Recover Utility application to erase the data on the drive, and you will need to reformat it with a recovery tool.