

## Decide whether to do a Default Factory or an OEM install

- Default Factory Restore – the computer may have a recovery or restore partition which allows you install the Operating System and any software which came installed on the hard drive as it shipped from the factory.
- OEM software is what Microsoft allows different manufacturers to install on their computers. If a computer shipped with it, the serial key will only work with an OEM disk; the OS cannot activate if that serial key is used with ‘off the shelf’ versions of Windows. It works on existing functional hard drives as well as new hard drives.

BE AWARE THAT EITHER OF THESE METHODS WILL COMPLETELY ERASE THE HARD DRIVE AND ALL USER DATA !! BACKUP BEFORE DOING ANY REINSTALLATION IF POSSIBLE.

1. Does the computer boot into Windows?
  - a. Yes
    - a. Look for a System Restore capability from either within Windows or at Startup
    - b. Within windows – look in the startup menu for a system restore option
    - c. At Startup, press F8 and if there is a factory restore, it will be listed here
    - d. Do a [Default Factory Install](#) but DO NOT START A FACTORY RESTORE AT THIS POINT
  - b. No
    - a. Does the hard drive have power?
      1. Yes
        - a. Is the hard drive functional? Sometimes the OS is corrupt or otherwise unbootable, but the hard drive is not damaged.
        - b. Do an [OEM Install](#) but DO NOT START A FACTORY RESTORE AT THIS POINT!!
      2. No
        - a. Do further troubleshooting
        - b. Attach the hard drive as a secondary drive to one of the Windows, Mac or Linux boxes to find out if it is functional at all so you can copy user data
        - c. If the hard drive is nonfunctional, a [new drive](#) will have to be installed, at the customer’s discretion if they want