Recovery Stick Creator

The recovery stick creator is a utility which allows you to create a bootable USB stick that contains all the files required to reinstall the entire console operating system. This should be downloaded to and run from the hard drive of your computer. When the recovery creator runs it will allow you to format and setup a USB memory stick plugged into the computer which can then be used to recover the console.

From v11.1, instead of the recovery creator being one large download, it is now provided as a web installer which is a small application that will download the required files when it is run. There are three options when you start the web installer:

Install from Internet

Download all the required files and immediately create the recovery stick in one operation. If you cancel the download or lose your Internet connection selecting this option again will resume download from where it was previously. Downloaded files will be kept after recovery stick has been created to allow you to create further recovery sticks without having to download the files again.

Download without Installing

This will only download the required files allowing you to run the recovery creator later without an Internet connection to create the recovery stick. As above this will resume any partially completed downloads.

Install from Local Directory

Create a recovery stick using files previously downloaded by the recovery creator. This option does not require an Internet connection but does require the files to already be downloaded to your computer.

The Local Download Directory box at the bottom of the page is the directory that should be used to store the files downloaded from the Internet or where the files have previously been downloaded to be the recovery creator. This

should be a directory on the hard drive of your computer with at least 6GB of available space.

When creating the recovery stick you will be shown a dropdown list of all the USB memory sticks connected to your computer. You will require an 8GB USB memory stick, it is normally best to leave the format option selected however this means that the entire contents of the USB stick will be wiped so please ensure that you have backed up any files before proceeding.

Booting a Recovery Stick
Quartz Instructions
1. Please ensure that you have a backup of all important show files before proceeding.
2. Shutdown the Quartz console.
3. Start up the console pressing Macro and Executor button 10 to enter the boot selection.
4. When prompted, type in the password "68340" and press Enter.
5. In the menu, press the And button until the **UEFI: USB** option is highlighted.
6. Press Enter to boot into the recovery stick.
7. Once the recovery stick has booted, please follow the on-screen instructions.
8. When prompted to Restart, please press the Stop button.

Arena Instructions
1. Please ensure that you have a backup of all important show files before proceeding.
2. Shutdown the Arena console.
3. Start up the console holding the Locate button to enter the boot selection menu.
4. When prompted, type in the password "68340" and press Enter.
5. In the menu, press the And button until the **UEFI: USB** stick is highlighted.
6. Press Enter to boot into the recovery stick.
7. Once the recovery stick has booted, please follow the on-screen instructions.

Other consoles, Pearl Expert, Tiger Touch, Sapphire Touch and TitanNet Processors, have different motherboards depending on when they were built or upgraded.

D3243
The D3243 motherboard will display a Fujitsu logo while booting. The TitanNet Processor will boot automatically into the recovery USB stick

if it is connected. For other consoles to boot into the recovery stick follow these instructions:

1. You will require a keyboard to follow these instructions.
2. Please ensure that you have a backup of all important show files before proceeding.
3. Shutdown the console.
4. Start up the console pressing the F12 key on the keyboard to enter the boot selection menu.
5. When prompted, type in the password "68340" and press Enter.
6. In the menu, press the up/down cursor keys until the **UEFI: USB** stick is highlighted.
7. Press Enter on the keyboard to boot into the recovery stick.
8. Once the recovery stick has booted, please follow the on-screen instructions.

LV-67H

Consoles with LV-67H motherboards will show a Phoenix SecureCore Tiano screen while booting up. For this motherboard you should ensure that the latest BIOS is installed, see ECN-0204 for details. Prior to version 11.1 the console will boot automatically into the recovery USB stick if it is connected. To run the v11.1 or later recovery you will be required to change your BIOS boot settings:

Pearl Expert & Tiger Touch

Button presses for the Tiger Touch are shown in brackets.

1. Start up the console pressing Del on the keyboard (Delete) to enter the BIOS.
2. When prompted, type in the password "68340", to enter the BIOS.
3. Use the up/down cursor keys (Through/And) to highlight the Boot Features option and press Enter.
4. Use the up/down keys (Through/And) to highlight the UEFI Boot option and press Enter.
5. Highlight the Enabled option and press Enter.
6. Press the F10 on the keyboard (Speed from Attribute Bank buttons) then Enter, to save changes.
7. Now the console will be able to automatically boot into a v11.1 recovery stick if it is plugged in when the console is started.

Sapphire Touch & TitanNet Processor

1. You will require a keyboard to follow these instructions.
2. Start up the console pressing Del on the keyboard to enter the BIOS.
3. When prompted, type in the password "68340", to enter the BIOS.

4. In the BIOS, press the right cursor key until the Advanced tab is displayed.
5. Use the up/down cursor keys to highlight the Boot Configuration option and press Enter.
6. Use the up/down keys to highlight the UEFI Boot option and press Enter.
7. Highlight the Enabled option and press Enter.
8. Press the F10 on the keyboard then Enter, to save changes.
9. Now the console will be able to automatically boot into a v11.1 recovery stick if it is plugged in when the console is started.

Installing v11.1 or later for the first time changes the Boot Priority Order in the BIOS, if you need to run a recovery again you will need to carry out the following instructions:

1. Start up the console pressing Del on the keyboard (Delete) to enter the BIOS.
2. When prompted, type in the password "68340", to enter the BIOS.
3. In the BIOS, press the right cursor key (@) until the Boot tab is displayed.
4. Use the up/down cursor keys (Through/And) to highlight entries and the +/- keys (Include/Edit or Macro/Copy on original Tiger Touch key layout) to move entries up or down. The correct order should be as follows:
    i. USB HDD
    ii. USB CD
    iii. Windows Boot Manager
    iv. ATA HDD0
5. Press the F10 on the keyboard (Speed from Attribute Bank buttons) then Enter, to save changes.
6. Now the console will boot automatically into the recovery stick if it is plugged in when the console is started.

The Recovery Environment

Once the recovery stick has booted you will be guided through a few steps where you can read and agree to the licence agreement, select the type of recovery that you wish to perform and enter the serial number of the console. The serial number will be pre-filled with the current serial number so should not normally need to be changed.

There are three types of recovery available:

Standard Recovery

Will wipe the main operating system partition while preserving show files, personalities and licences[1]. With the version 10 recovery two versions of Titan will be installed simultaneously these will be the two

most recent software versions installed on the console or from the recovery if that version is newer. This option may be unavailable if there is not enough space on the operating system partition. This normally the best option to choose.

Factory Restore

Will repartition the hard drive and wipe all personal files from the console however the licence will be preserved[1]. This option will keep the latest version of software installed on the console in addition to installing the version from the recovery. A good option to choose to wipe all user data from the console and return to default settings.

Full Erase

Will completely wipe the hard drive. All files will be erased and the console will require re-licensing[2]. This is an advanced option and should not normally be used after a console has been installed.

Below is a table summarising the options:

	Version Installed	Shows	Personalities	Licence
Standard Recovery	Two Most Recent	Preserved	Preserved	Preserved[1]
Factory Restore	Recovery Version + Most Recent	Deleted	Recovery Version	Preserved[1]
Full Erase	Recovery Version	Deleted	Recovery Version	Deleted[2]

[1] A new licence may be required when updating the software version e.g. to v11.1/v11.2 or v12.0.

[2] From v12.0, licences stored on AvoKey will not be deleted when running a recovery.