

Forum:[Hack Forums](#)

Thread: [Windows 10 won't restore \(possible virus?\)](#)

Happy™ - January 19, 2017, 12:00 pm

Hey,
So i've been trying to get myself on a fresh version of Windows 10.
My laptop came with Windows 10. Yes, I prefer Windows 7 but i'd like to keep my manufacturers(Asus) software and NOT have to get a pirated copy.

I've been trying to "reset" my pc with the option of keeping all my personal files. When I tried doing this through Settings>Update&Security>Reset this PC, all was well until it reached 32% at 'Getting things ready', I got an error message telling me that something went wrong. (Literally what it said)

So I tried method 2. Downloading Microsoft's new Windows refresh tool. This tool was found on their website and it claims to download a fresh copy of Windows 10 and install it, while also giving you the option of keeping all personal files. I ran into the same issue after it finished downloading Windows 10 and started the refresh.

Has anyone experienced this problem, that has found a solution already?
Is there possibly something on my SSD that is stopping Windows from restoring, like maybe a virus?

Thank you for reading my call for help, now please help me. ?

Not Your Average Orange - January 19, 2017, 12:48 pm

I doubt you had the same thing I had, but a few months ago on my new laptop I tried resetting windows 10 after countless errors and then all the sudden my motherboard got fried.

ka\$h - January 19, 2017, 12:51 pm

1. Try updating Windows

I'm not going to bother listing so many possible fixes as your just resetting your PC anyway.

2. Just download a Windows 10 ISO and create a bootable media using the Media Creation Tool and then boot to it and reinstall it over your current Windows. Personal files are easy to backup.

Alternatively, just choose the option without keeping your personal files and back them up on a USB and try the other option.

Not Your Average Orange - January 19, 2017, 1:29 pm

(Jan 19, 2017 01:49 PM)Cute Wrote: [\[CITE\]](#) Same thing happened to me, pretty much.
Got Windows 10, it sucked ass so I reverted back to my previous version (7) and my laptop just got internally destroyed.
Really? Wow. Well now I'm stuck with a thinkpad, but luckily my 1080 build parts are currently shipping.

Happy™ - January 19, 2017, 2:14 pm

(Jan 19, 2017 01:51 PM)ka\$h Wrote: [\[CITE\]](#) 1. Try updating Windows

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Alternatively, just choose the option without keeping your personal files and back them up on a USB and try the other option.

What I don't want is a pirated copy of Windows 10. I want this laptop to be as legit as legit comes. I tried doing a fresh restart and the same problem happened. "Ran into a problem. No changes were made" This is when it was 11% into the fresh restart. I backed up all my files on an external. Any ideas? What the fuck could it be.... Fucked up SSD? Why does it keep fucking up.

I ran Malwarebytes and did a full scan thinking it was some malware that is denying the fresh install of windows but im CLEAN.

WHAT DO I DO?!

FractumSeraph - January 19, 2017, 2:17 pm

(Jan 19, 2017 03:14 PM)Happy™ Wrote: [\[CITE\]](#) What I don't want is a pirated copy of Windows 10. I want this laptop to be as legit as legit comes. I tried doing a fresh restart and the same problem happened. "Ran into a problem. No changes were made" This is when it was 11% into the fresh restart. I backed up all my files on an external. Any ideas? What the fuck could it be.... Fucked up SSD? Why does it keep fucking up.

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WHAT DO I DO?!

Even if you download I pirated copy, you will still end up with a perfectly legit copy since your computer has an actual working key.

You don't even need a pirated one, just take the .iso straight from the microsoft website.

ka\$h - January 19, 2017, 3:26 pm

(Jan 19, 2017 03:14 PM)Happy™ Wrote: [\[CITE\]](#) What I don't want is a pirated copy of Windows 10. I want this laptop to be as legit as legit comes. I tried doing a fresh restart and the same problem happened. "Ran into a problem. No changes were made" This is when it was 11% into the fresh restart. I backed up all my files on an external. Any ideas? What the fuck could it be.... Fucked up SSD? Why does it keep fucking up.

I ran Malwarebytes and did a full scan thinking it was some malware that is denying the fresh install of windows but im CLEAN.

WHAT DO I DO?!

Downloading the ISO provided by Microsoft is 100% legit and allowed, I can't link it but just search Windows 10 ISO and download the media creation tool from Microsoft.

Edit: Here you go: <https://www.microsoft.com/en-au/software-download/windows10>

Happy™ - January 19, 2017, 5:08 pm

(Jan 19, 2017 04:26 PM)ka\$h Wrote: [\[CITE\]](#) Downloading the ISO provided by Microsoft is 100% legit and allowed, I can't link it but just search Windows 10 ISO and download the media creation tool from Microsoft.

Edit: Here you go: <https://www.microsoft.com/en-au/software-download/windows10>
<https://i.gyazo.com/f76a1d8c9930c7f51328402870ee4f30.png>

Im trying that but not even that works.... What the fuck Microsoft?

Any more ideas? lol.

(Jan 19, 2017 03:17 PM)Fallen Archangel Wrote: [\[CITE\]](#) Even if you download I pirated copy, you will still end up with a perfectly legit copy since your computer has an actual working key. You don't even need a pirated one, just take the .iso straight from the microsoft website. How will i get the product key again? This laptop didnt come with the sticker that has all that info. Maybe its on the box? I still have the box.

RigidComplex - January 19, 2017, 5:10 pm

Try resetting without personal files, or do a clean install without personal files. Junk can also get over to fresh version.

ka\$h - January 19, 2017, 11:25 pm

(Jan 19, 2017 06:08 PM)Happy™ Wrote: [\[CITE\]](#)
<https://i.gyazo.com/f76a1d8c9930c7f51328402870ee4f30.png>
Im trying that but not even that works.... What the fuck Microsoft?

Any more ideas? lol.

How will i get the product key again? This laptop didnt come with the sticker that has all that info. Maybe its on the box? I still have the box.
Your product key is stored and encrypted in your BIOS.

My guess is your systems installation files are corrupted, to fix this you need to delete your \$Windows.~BT and \$Windows.~WS folders.

1. Start by uninstalling the media creation tool you downloaded
2. You will need to boot to safe mode to delete these and they should be located in your the root of your C directory, if you find a Windows.old folder delete that too (this will delete any old versions of Windows you may have and you will no longer be able to rollback).
Note: you will need to set your folder options to view all hidden/system files to view these folders:

Control Panel --> Folder Option --> View tab --> Advanced Settings, check "Show hidden files and folders and drives".

Once you do this reboot, redownload the media creation tool and try again.

ghost_486 - January 20, 2017, 2:52 am

If were talking uefi bios the key is probably in their, so just reinstall and your good.

edwinwilmz - January 21, 2017, 8:10 pm

do a safe mode restore! it may work! or elz do a reset using boot medium. that's the only way

GokuBlade - January 22, 2017, 9:29 am

Hey, your laptop has a bad image. It can't even reset "keeping files".

To solve this issue you need to do a clean install. You can just like ka\$h said. Download the ISO, then make sure its bootable because we are going to do a clean install of Windows 10 on your laptop.

With ASUS, hits F2, then boot to your flash drive. Then walk through the windows 10 set up. when installing windows 10 on the same partition. its ok because it will create a windows.old folder which will have all your data on it. then let windows 10 install. - note this is a quick version, i can go in detail

also product keys are now tattoo on the motherboard, all you need to know is your version of windows 10 (home or Pro). Once a clean install is done on the correct version of (home or Pro) it will need to connect to the internet to activate . This is such much better than any other windows :)