Re-imaging a Built-by-Exacq Server (Field Recovery Overview)

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Introduction

Built-by-Exacq servers include a supported field recovery process that allows the operating system and exacqVision software to be re-imaged when a system fails to boot or the OS drive has failed. This article summarizes the recovery workflow and highlights key requirements and data-loss considerations.

Problem

A Built-by-Exacq system is no longer bootable, the OS drive has failed, or factory recovery is unavailable, and the system must be rebuilt in the field.

Cause

OS corruption, failed OS drives, or inaccessible recovery partitions require a full re-image of the system. The field recovery process rebuilds the OS and exacqVision software using approved recovery media.

Solution

Use the summarized workflow below to re-image supported Built-by-Exacq systems. This process rebuilds the operating system from scratch and may result in permanent data loss depending on the hardware model.

Full step-by-step documents can be downloaded here:

1. Field Recover Document https://support.cloudvue.com/#/file-manager/file/fff0c1ed-ee2c-4be8-8779-7c2f659027a0/exacq-vision-field-recovery-instructions-1-1-docx

2. Field Recovery Document (*25H1*) https://support.cloudvue.com/#/file-manager/file/eec4d942-a77e-4a41-b06a-ae079462ccef/exacq-vision-field-recovery-instructions-1-pdf

Key requirements

- 64 GB USB drive (FAT32, GPT, labeled SYSPREP)
- Correct recovery image for OS and hardware
- Replacement OS drive (if applicable)

Critical warnings

- OS drive will be fully erased during imaging

- Systems recording to OS drive will lose all video
- Do not remove USB until instructed

Phase	What Happens	Key Notes	Risk / Impact
Preparation	Create recovery USB and gather system info	Correct image and USB format required	Incorrect image prevents recovery
Boot to USB	System boots to recovery environment	BIOS password required; UEFI boot	Wrong boot mode blocks process
Imaging	OS drive is partitioned and imaged	Automatic process; do not remove USB	OS drive data permanently erased
System Prep	System configuration utility runs	Model and serial must be entered correctly	Incorrect entry causes misconfiguration
Cleanup	Deploy cleanup and image capture	USB must be removed before cleanup	Skipping cleanup prevents future recovery
Post-Recovery	Restore config and license	Admin must reconfigure system	Missing backups delay recovery