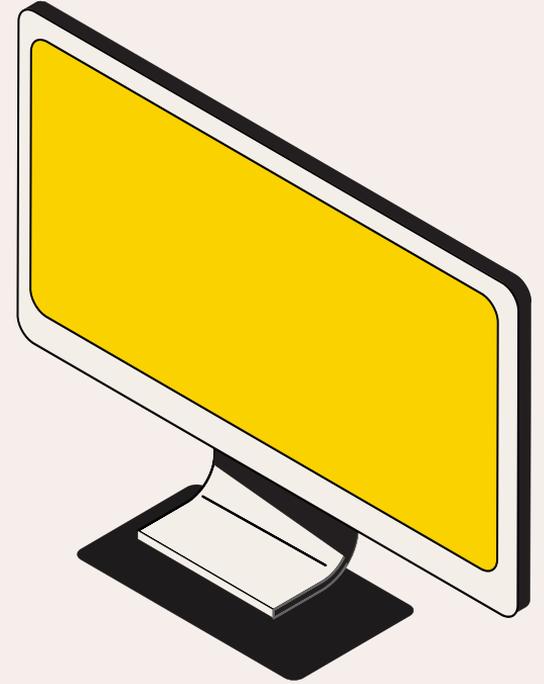


Chromebook OS Recovery

How to fix a "Something went wrong"
error on a Chromebook.



Learning Objective

After you watch this video, you will learn to **download** the USB recovery image, **recover** the Chromebook OS, **erase** recovery media, and **format** a USB or SD card.

Recommendations: We encourage reading through the slides and taking notes. A reliable internet connection is required for the OS recovery process.



Getting started with the requirements

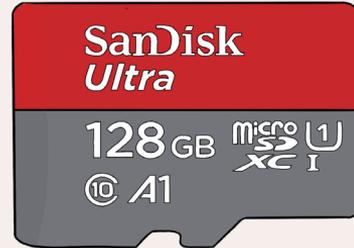
Recommendation

An adaptor is recommended if you use an SD card

1. You must have a Universal Serial Bus (USB) or a Secure Digital (SD card) with at least 8GB in order to follow this tutorial. If you use an SD card, you will probably need an adaptor.



Or



A USB

B SD card

Adapter

Getting started with the requirements

2. Additionally, you will need access to another computer to download the OS to the USB or SD card.



Note:

Potential causes of the "something went wrong" error that appears on a Chromebook might involve:

1. **Failed Update:** An update didn't install correctly.
2. **Corrupted System:** Important files or the operating system are damaged.
3. **Hardware Problems :** There's an issue with the internal components like the SSD or memory.
4. **Low Battery:** The battery is too low or there's a problem with the charging process.
5. **Connected Devices:** External devices like USBs or peripherals might be interfering with the startup.

English



Something went wrong

To try and fix this issue, start the recovery process. Remove all connected devices, then hold down Esc, Refresh (⌂), and Power (⏻)

Advanced options

Power off



Model:
CRET360-HXIQ

Help center:
<https://google.com/chromeos/recovery>

Use the arrow keys to navigate up or down.
Use the enter key to select an option:

Enter ⬅️ ⬆️ ⬇️

Google instructions on how to use the Recovery tool

Use this tool on M55+ Chromebooks, Windows, and Mac devices to create recovery media.



Part 1: Downloading Recovery Image

Recommendation

An adapter is recommended if you use an SD card

This step-by-step process will assist you in installing the Chromebook Recovery Utility extension and downloading the recovery image onto a USB or SD card.



Or



A

USB

B

SD card

Adapter

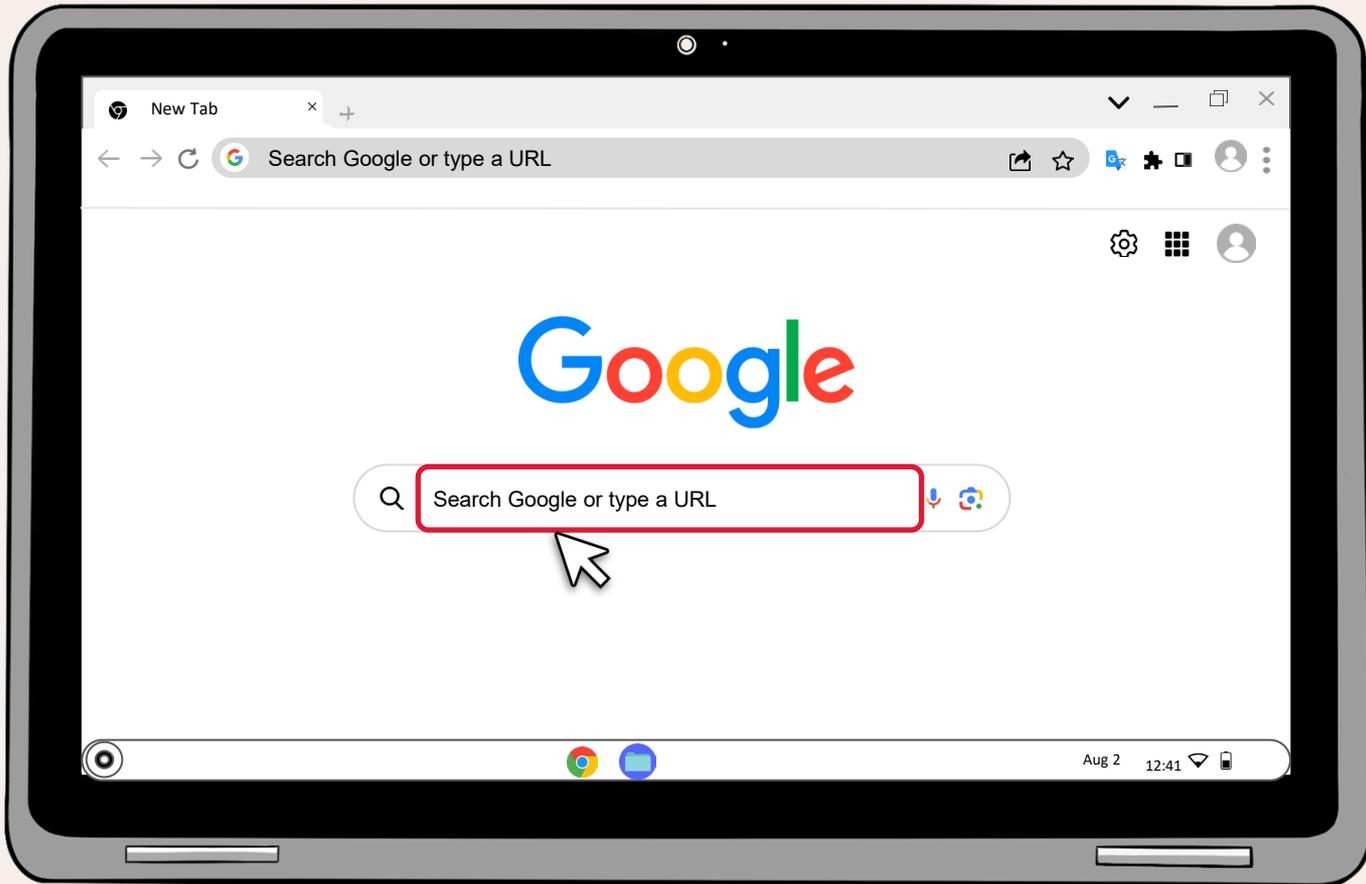
1

This phase requires an “alternate computer” to download the Chromebook OS recovery image.

Open a web browser; this tutorial will use Chrome.

However, you can use your preferred browser if it supports Chromium.



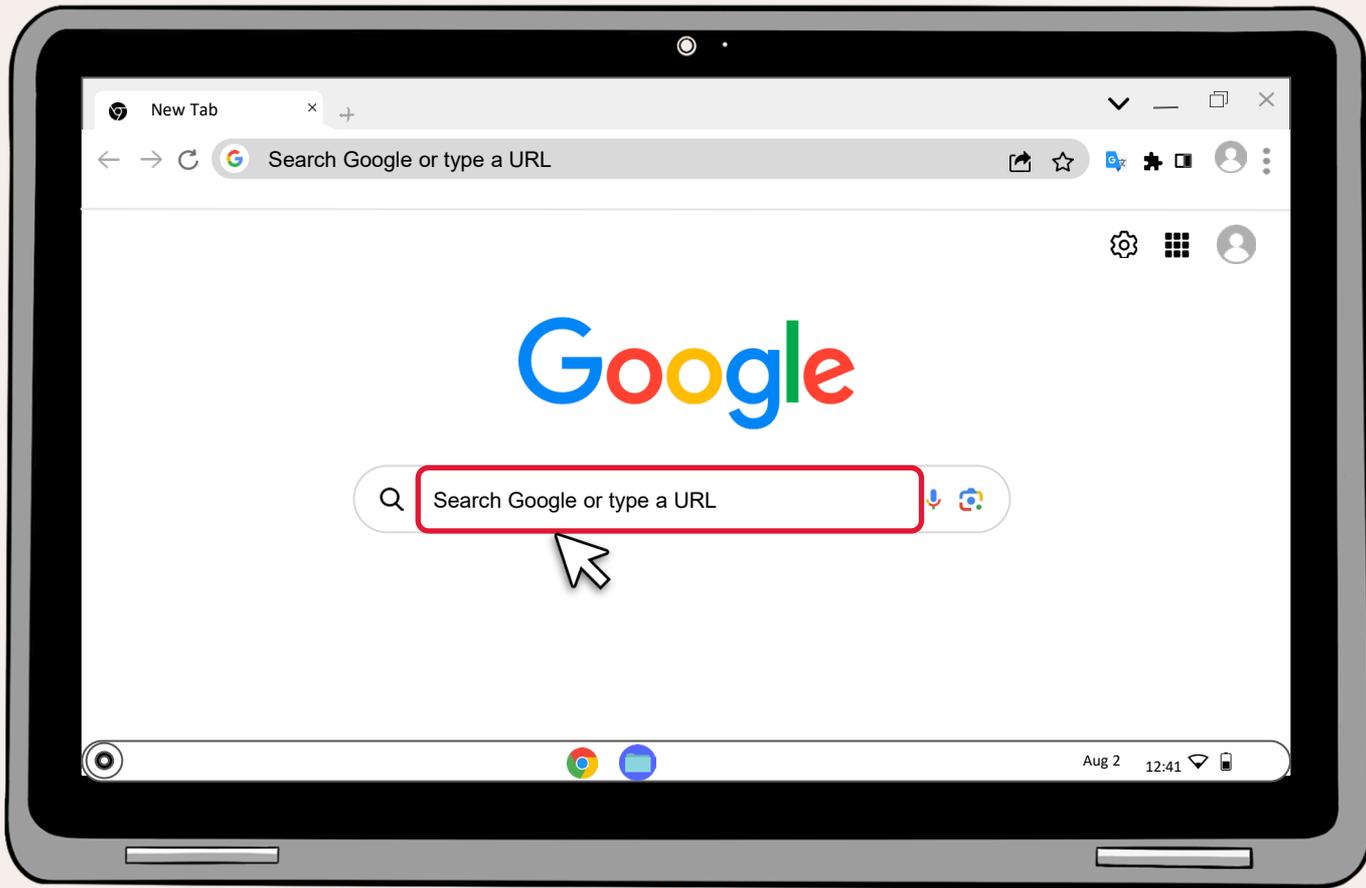


Note:

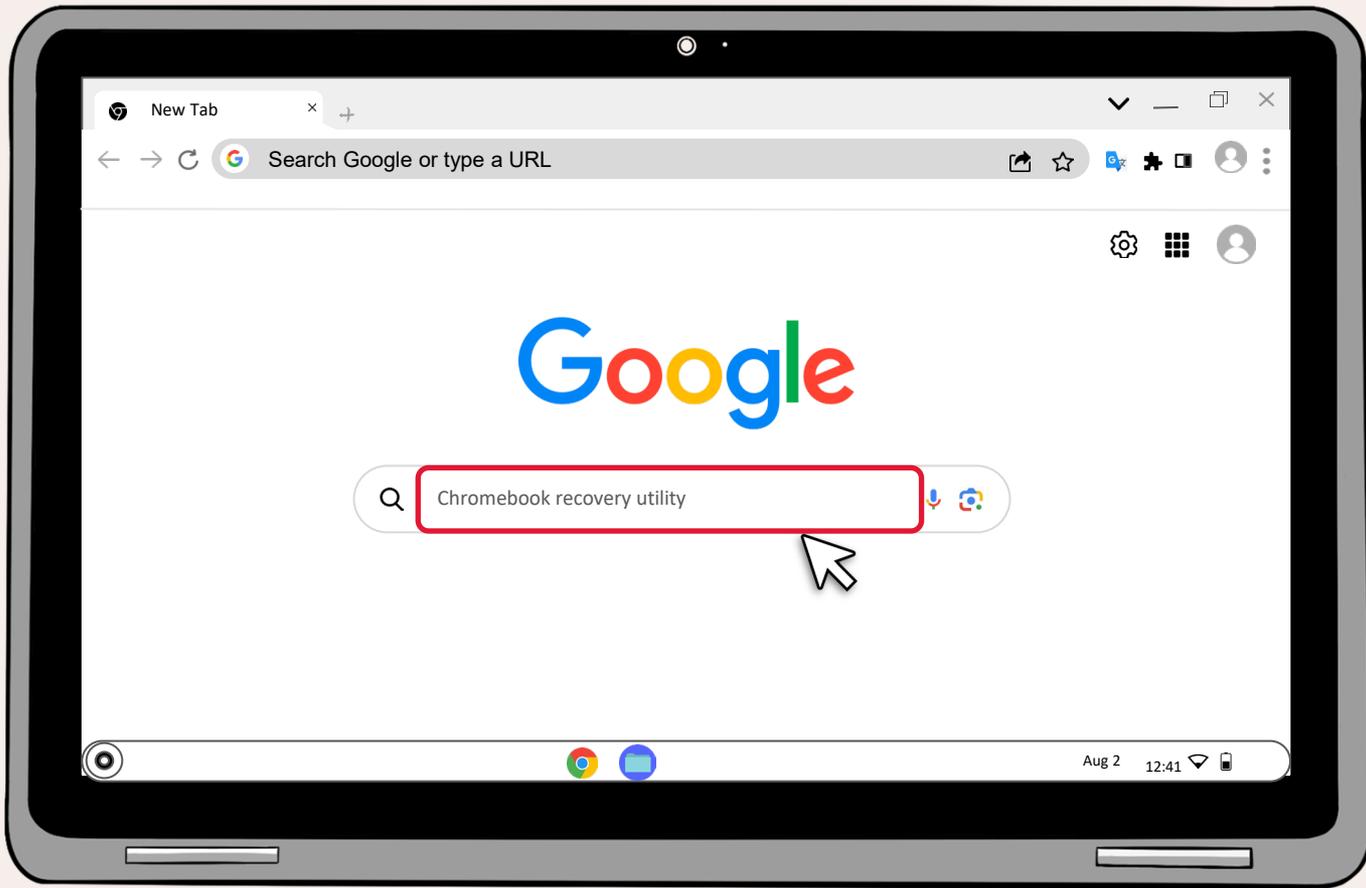
Chrome extensions are compatible with any browser that utilizes Chromium, the open-source programming language that drives the Chrome browser.

This includes Chromium-based browsers such as Microsoft Edge, Brave, Vivaldi, Opera, Epic Privacy, and SRWare Iron.

You can get extensions from the Chrome Web Store or the publisher's website. Chrome extension support can be enabled:



1. Open your browser.
1. Click the Settings and More button (three - dotted) in the top -right.
1. Select the Extensions option.
1. Click Manage Extensions in the pop - up menu.
1. Turn on the Allow extensions from other stores toggle switch.
1. Click the Allow button.

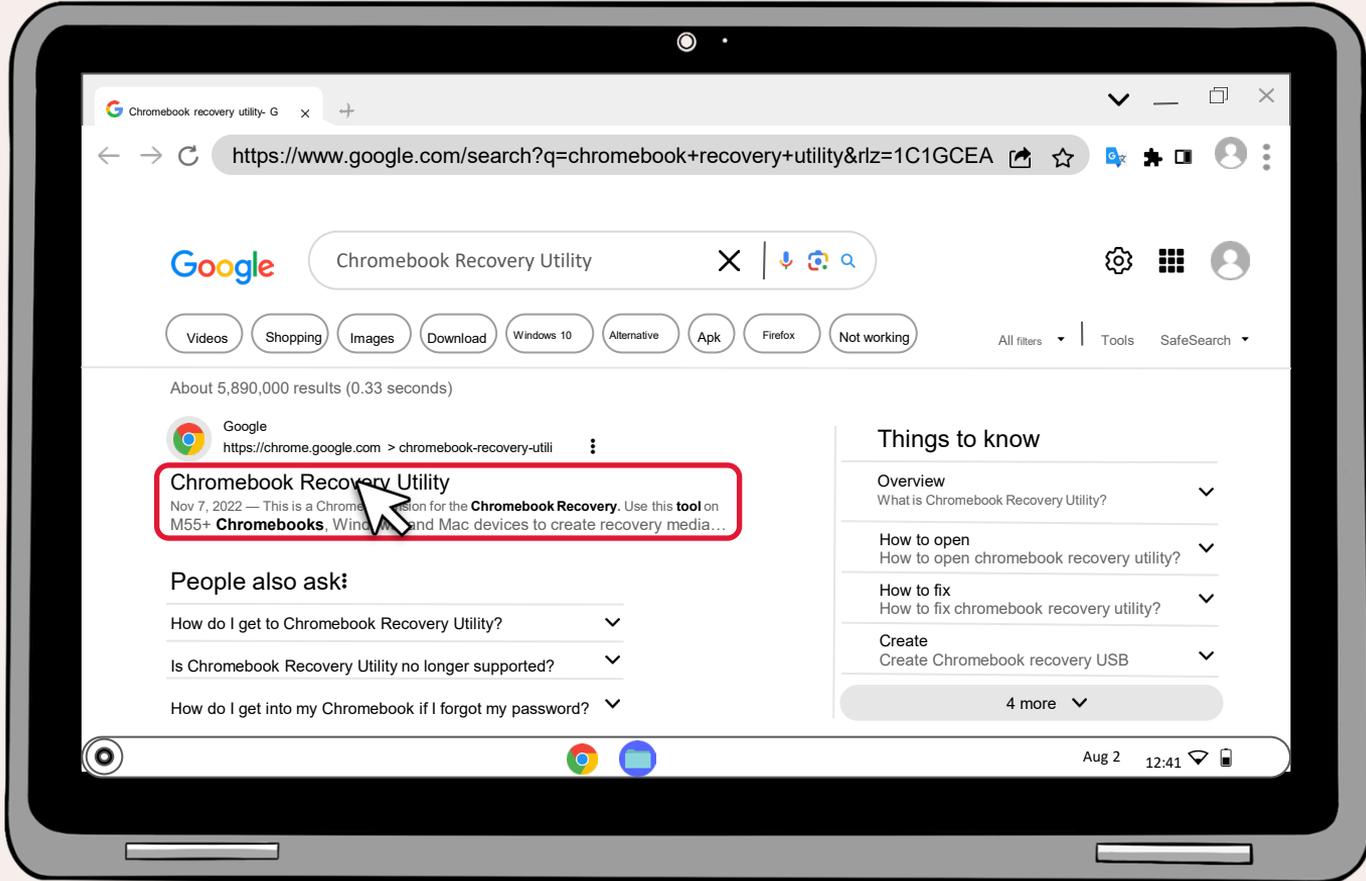


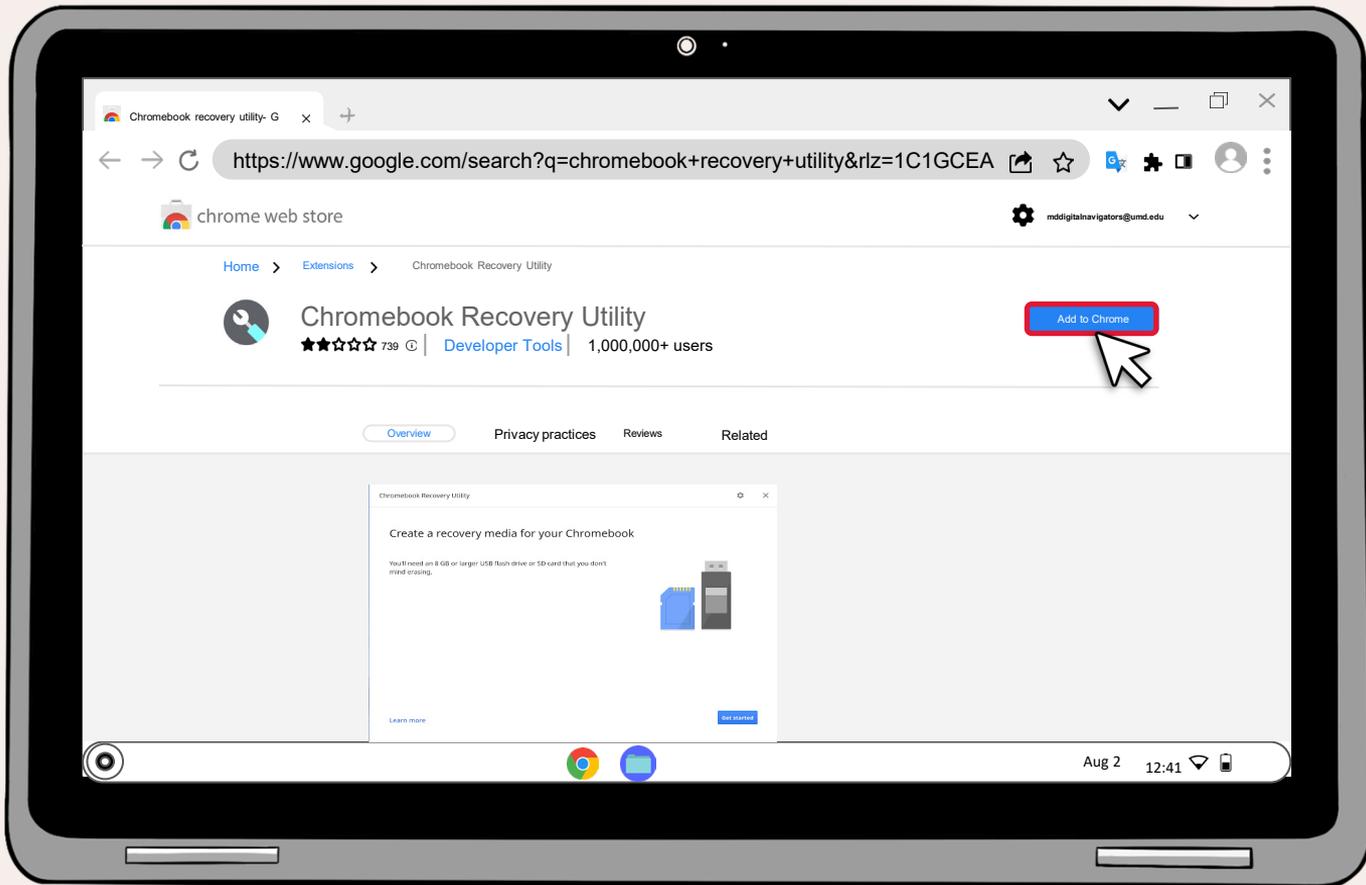
2

Type
“Chromebook
Recovery Utility”
in the search bar.

3

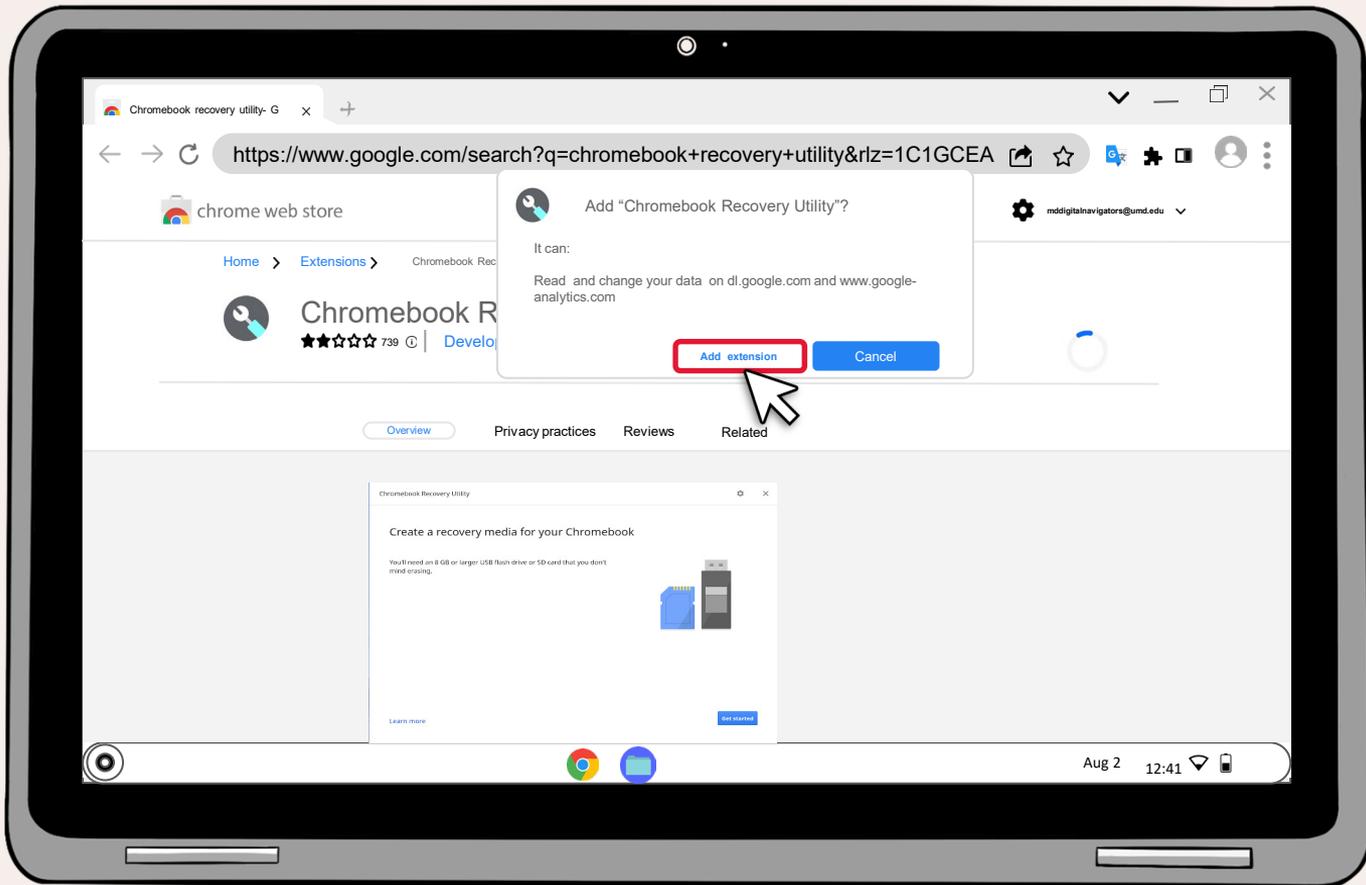
Click on the
“Chromebook
Recovery Utility” .





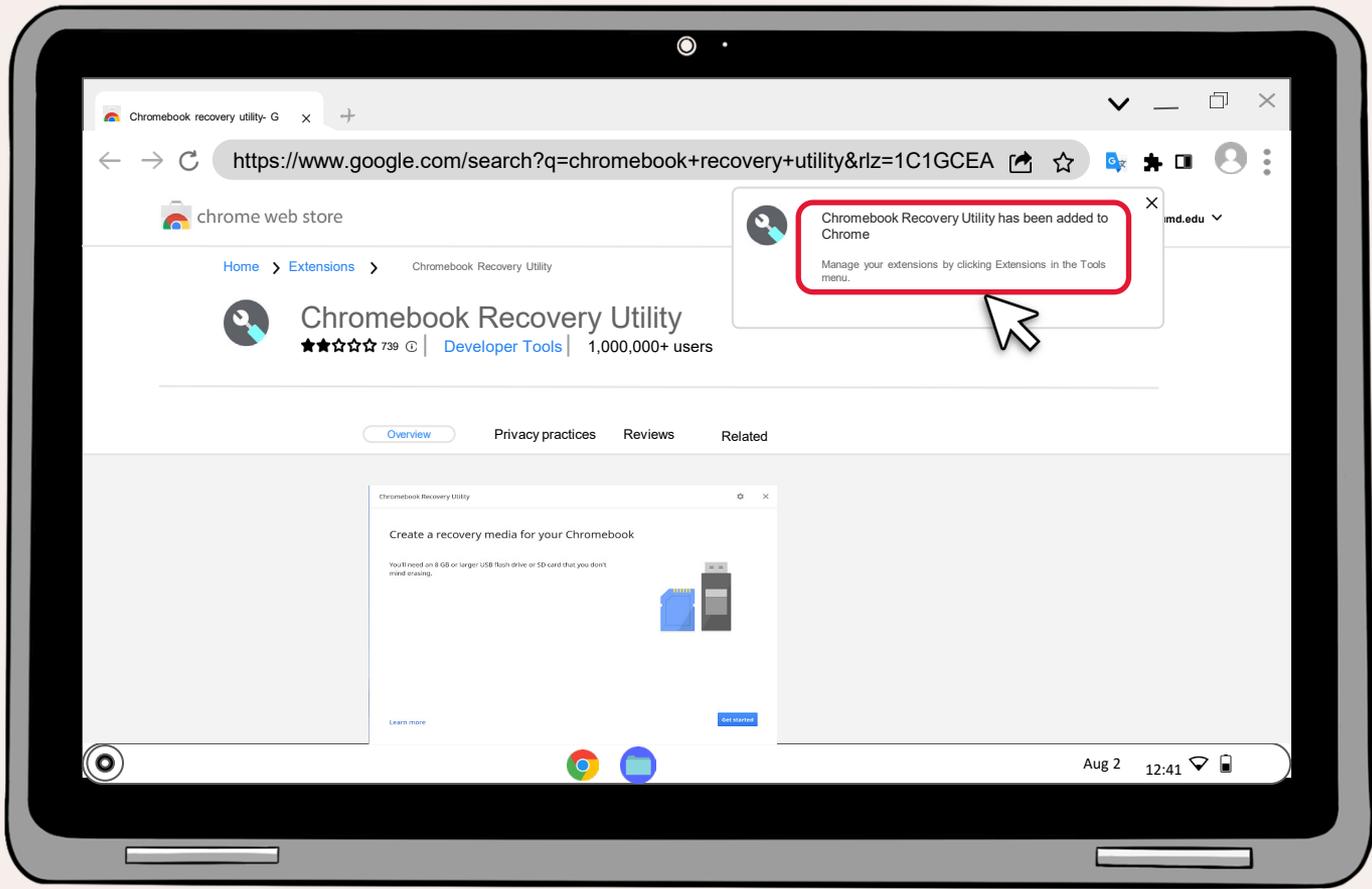
4

Click on
“Add to Chrome”.



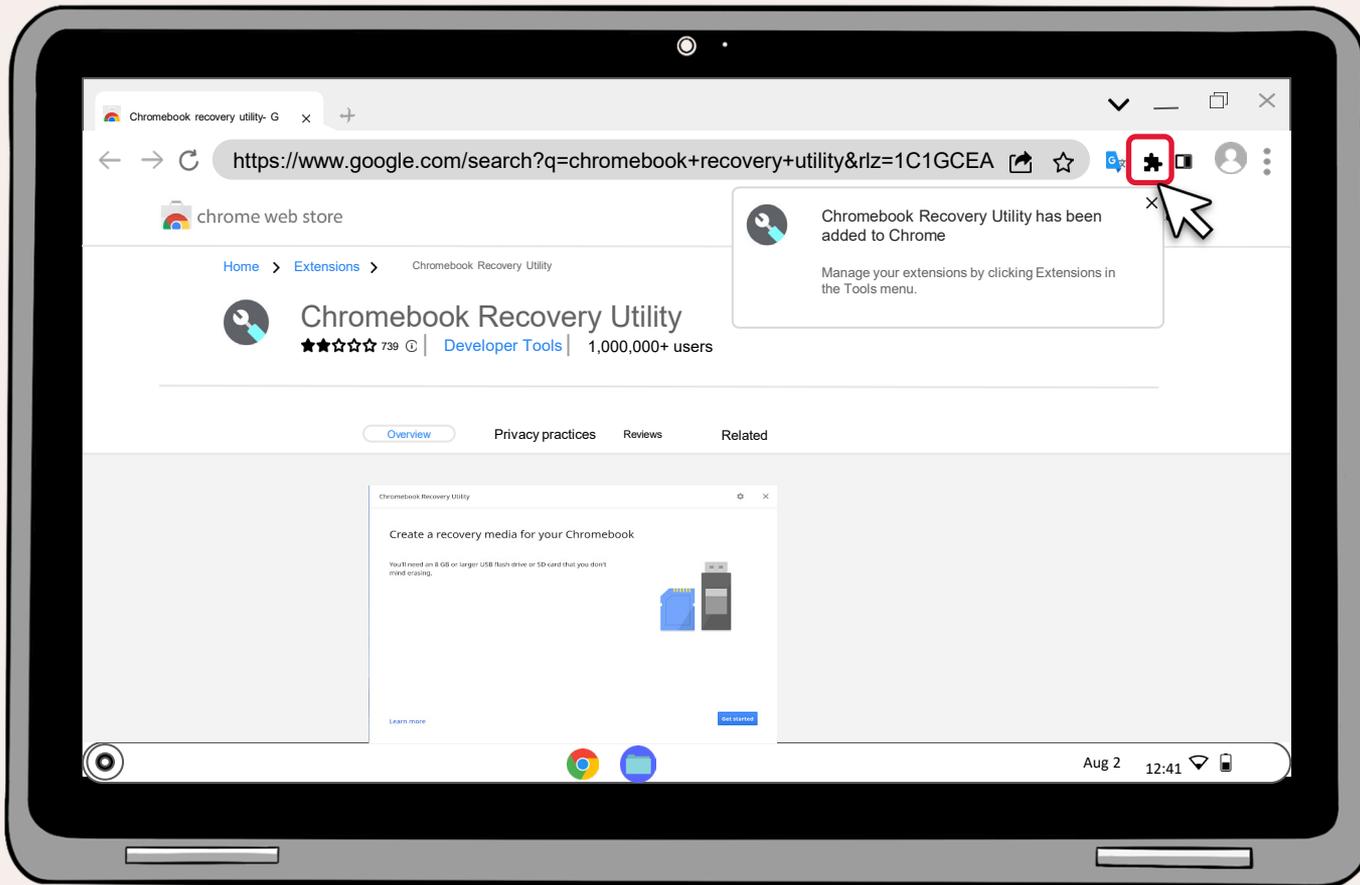
5

Click on
“add extension” .



6

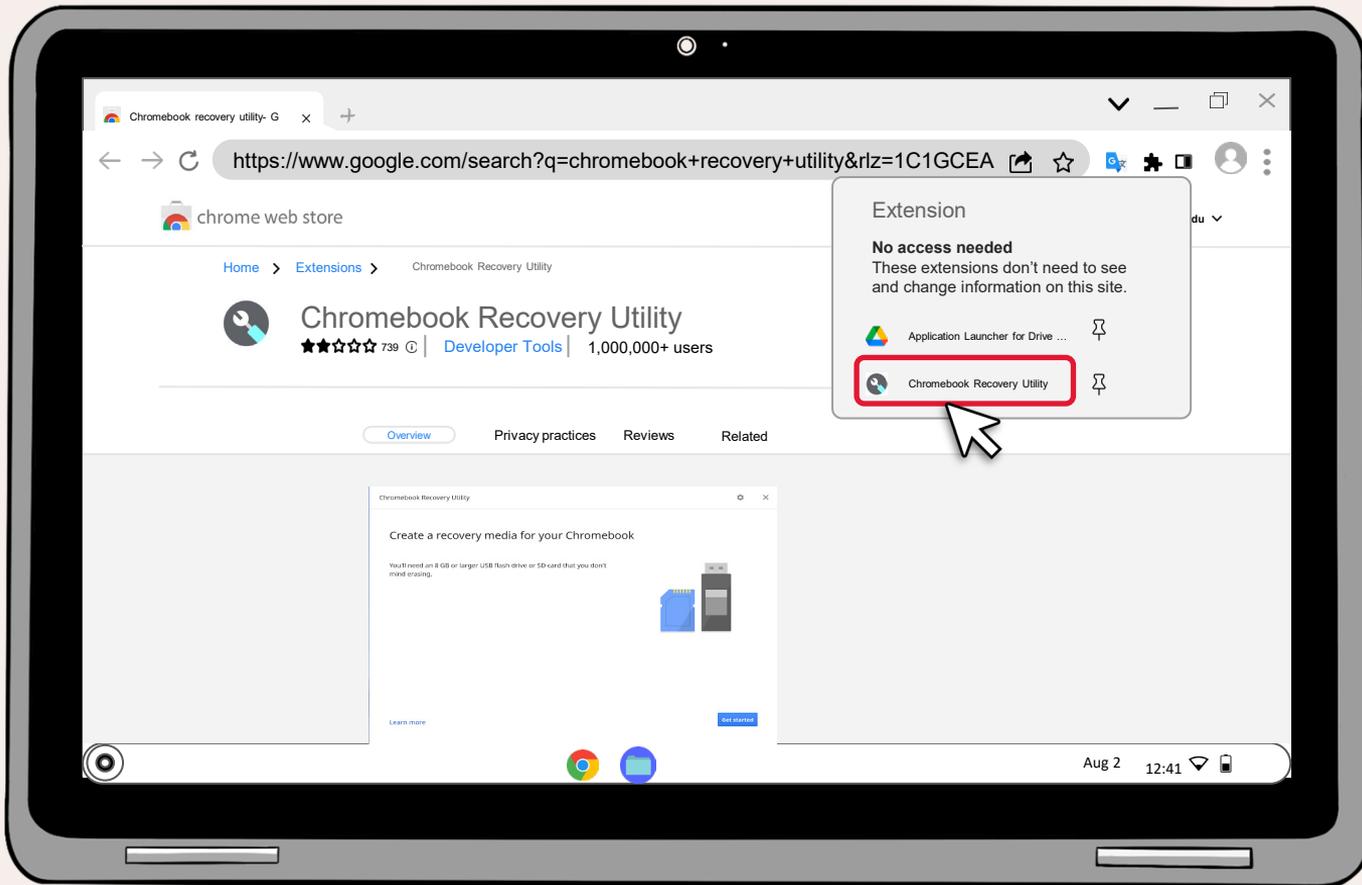
You can now use the **Chromebook Recovery tool** as an extension.



7

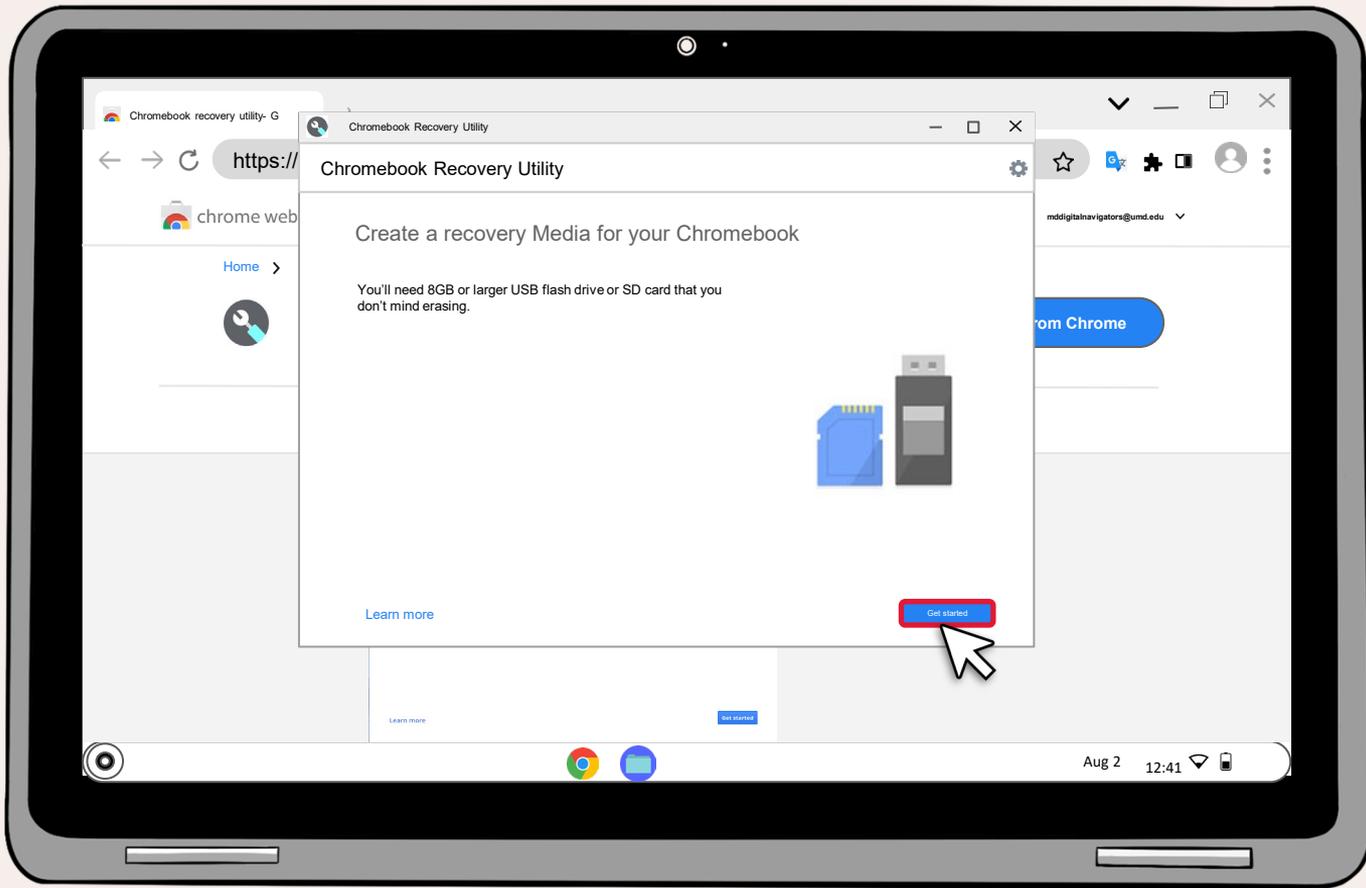
The Chromebook Recovery Utility can be selected by clicking on your “extensions icon” .





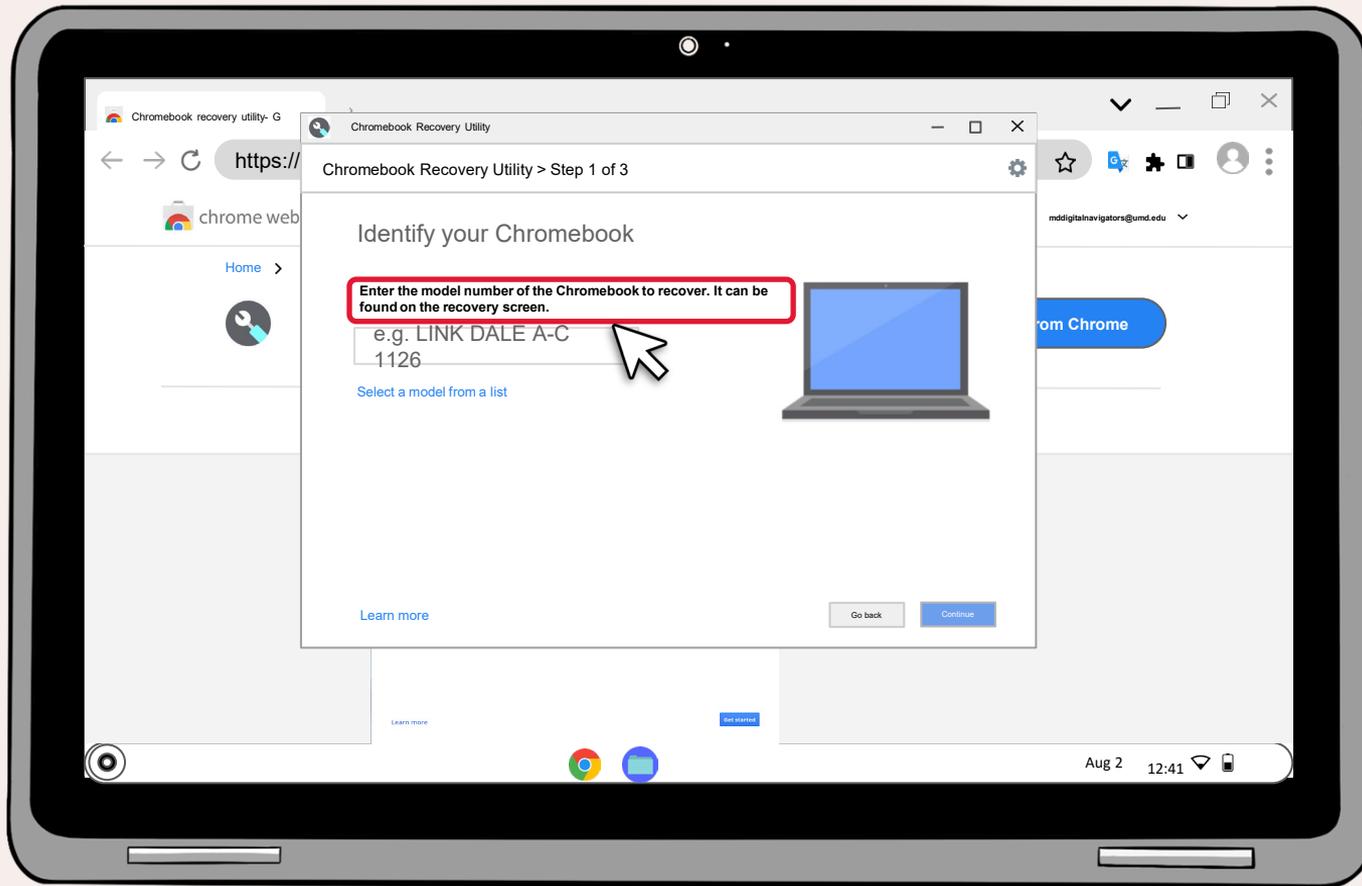
8

Click on the
"Chromebook
recovery utility".



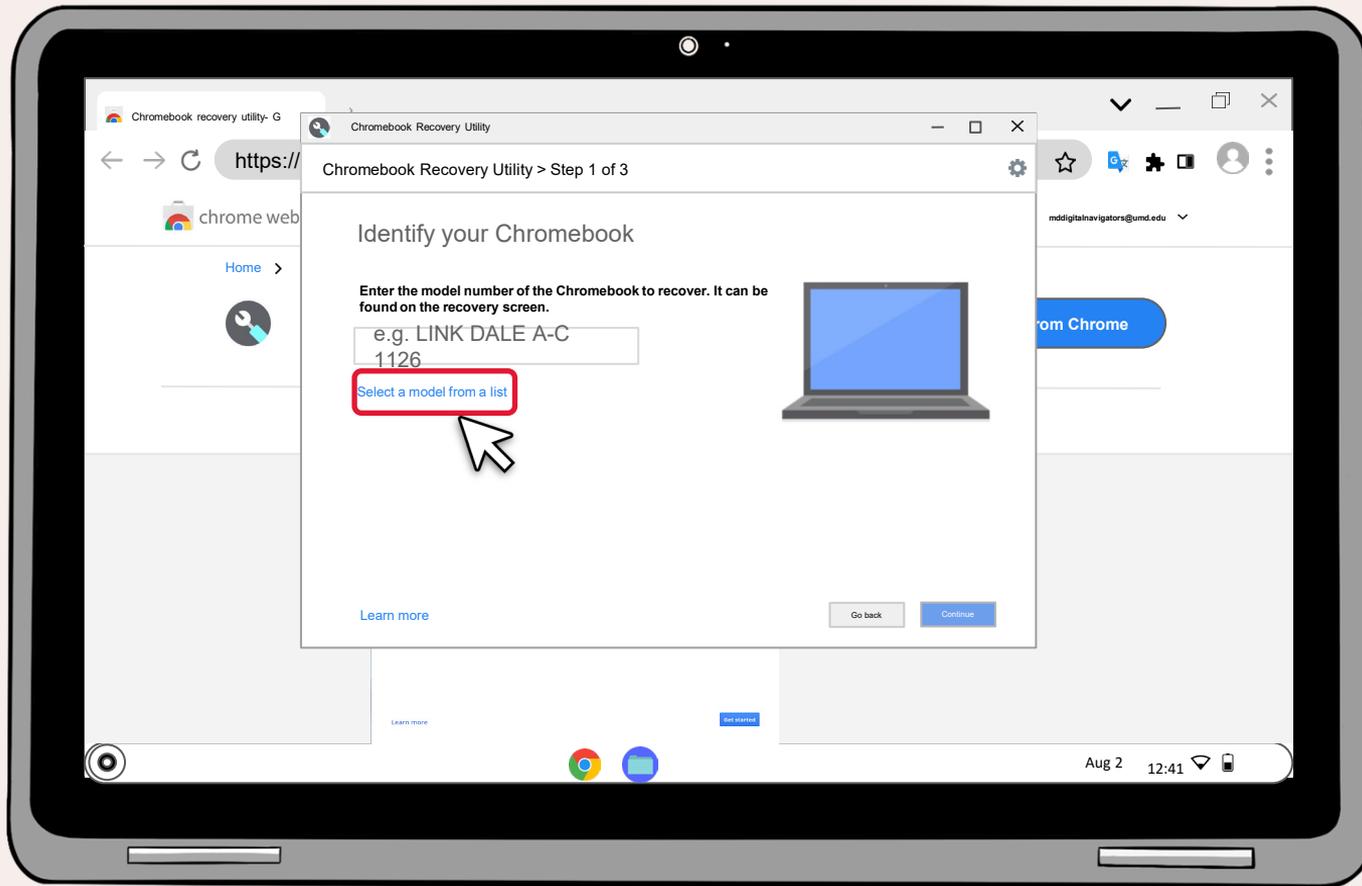
9

Click on
"Get started" .



10

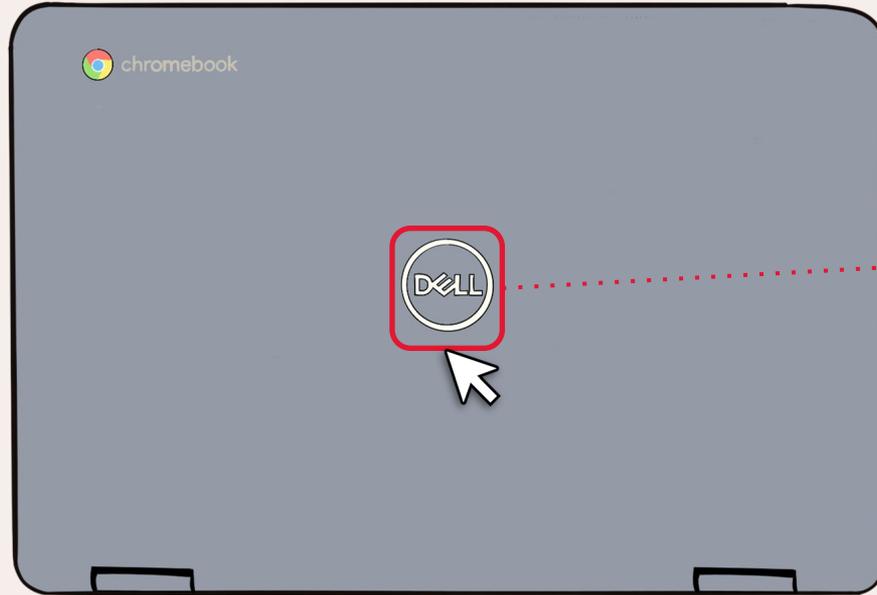
In this step, you will need to find the manufacturer and the product number of your Chromebook



11

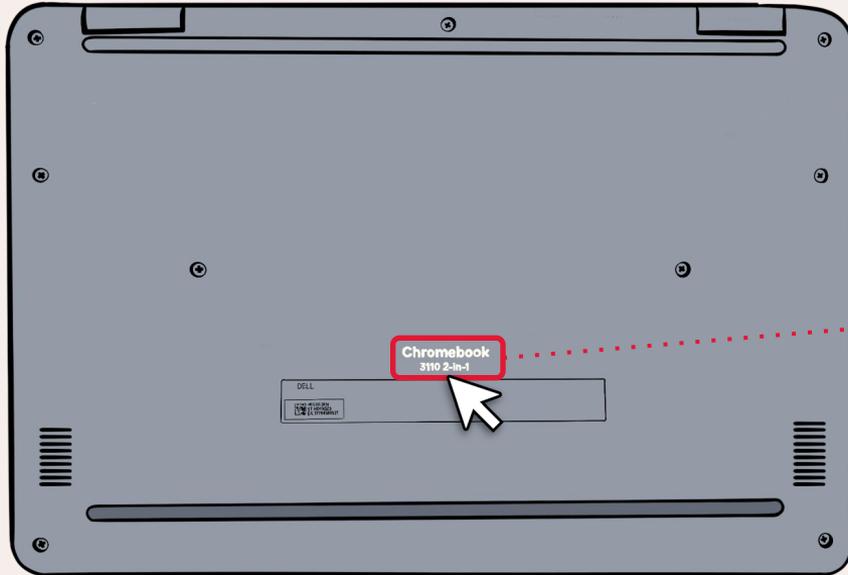
Click on
"Select a model
from the list"

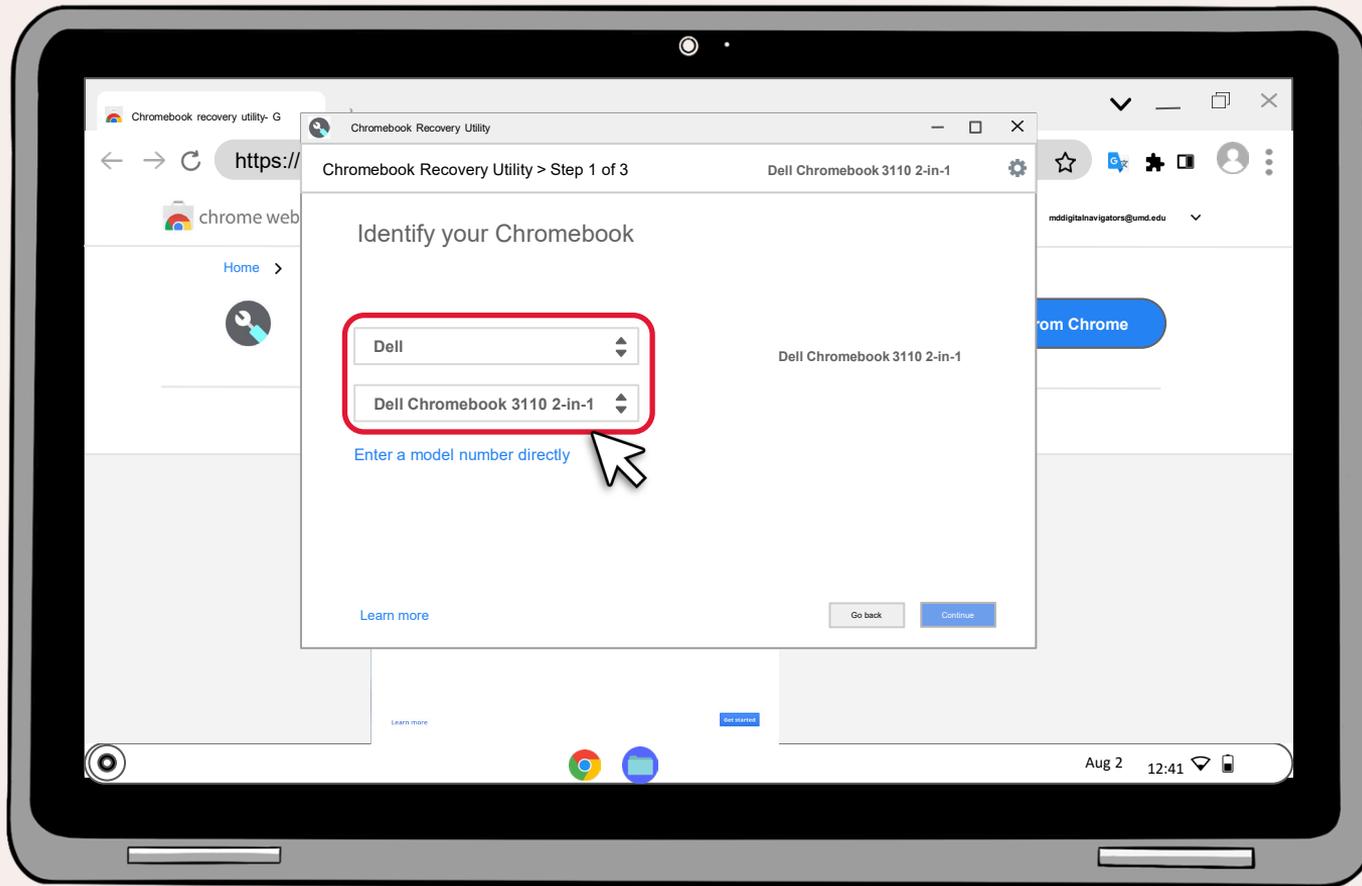
12



In this
Chromebook
model, the
manufacturer is
Dell

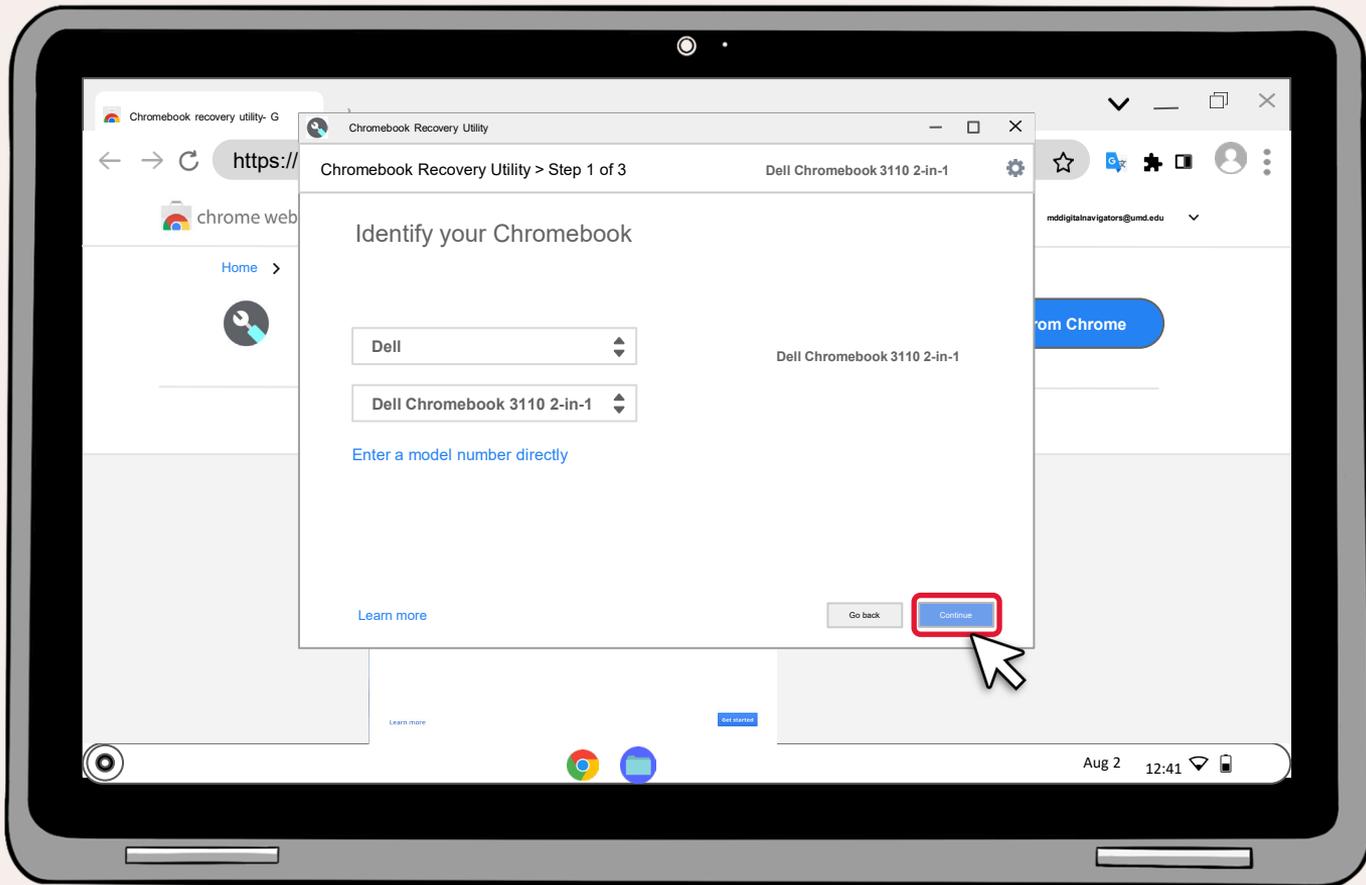
Flip your
Chromebook to
see the Product
Number; in this
example, it's
3110 2in-1.





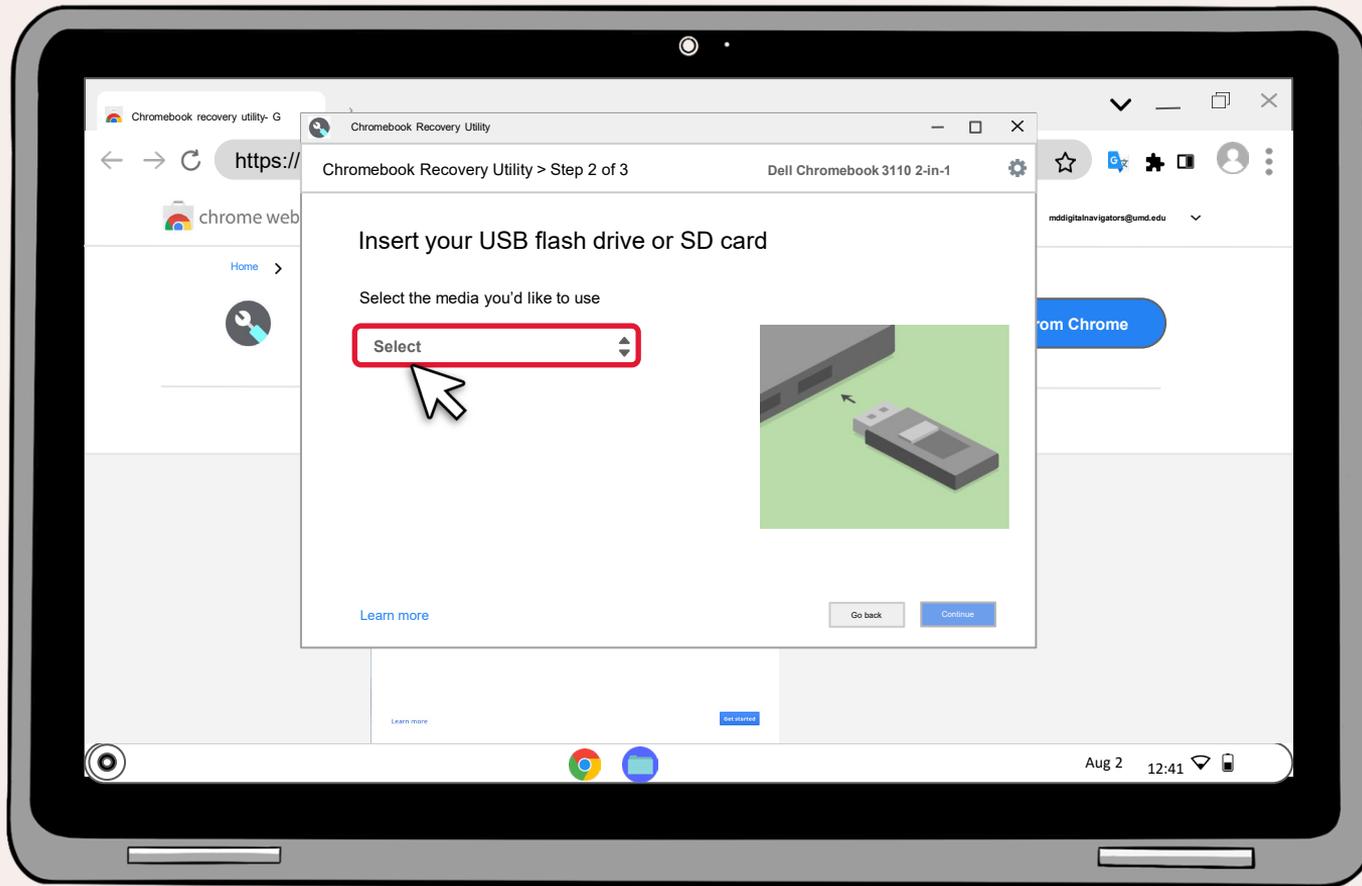
14

This is how it ought to look like. After choosing the "manufacturer" and "product,"



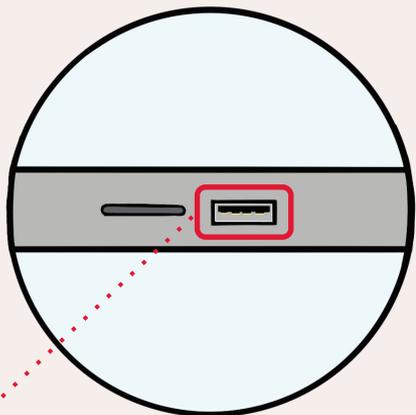
15

click
continue.



16

For this section,
you will need a
USB or SD card.



17

Insert
the USB or SD
card.



UNIVERSITY OF
MARYLAND
EXTENSION

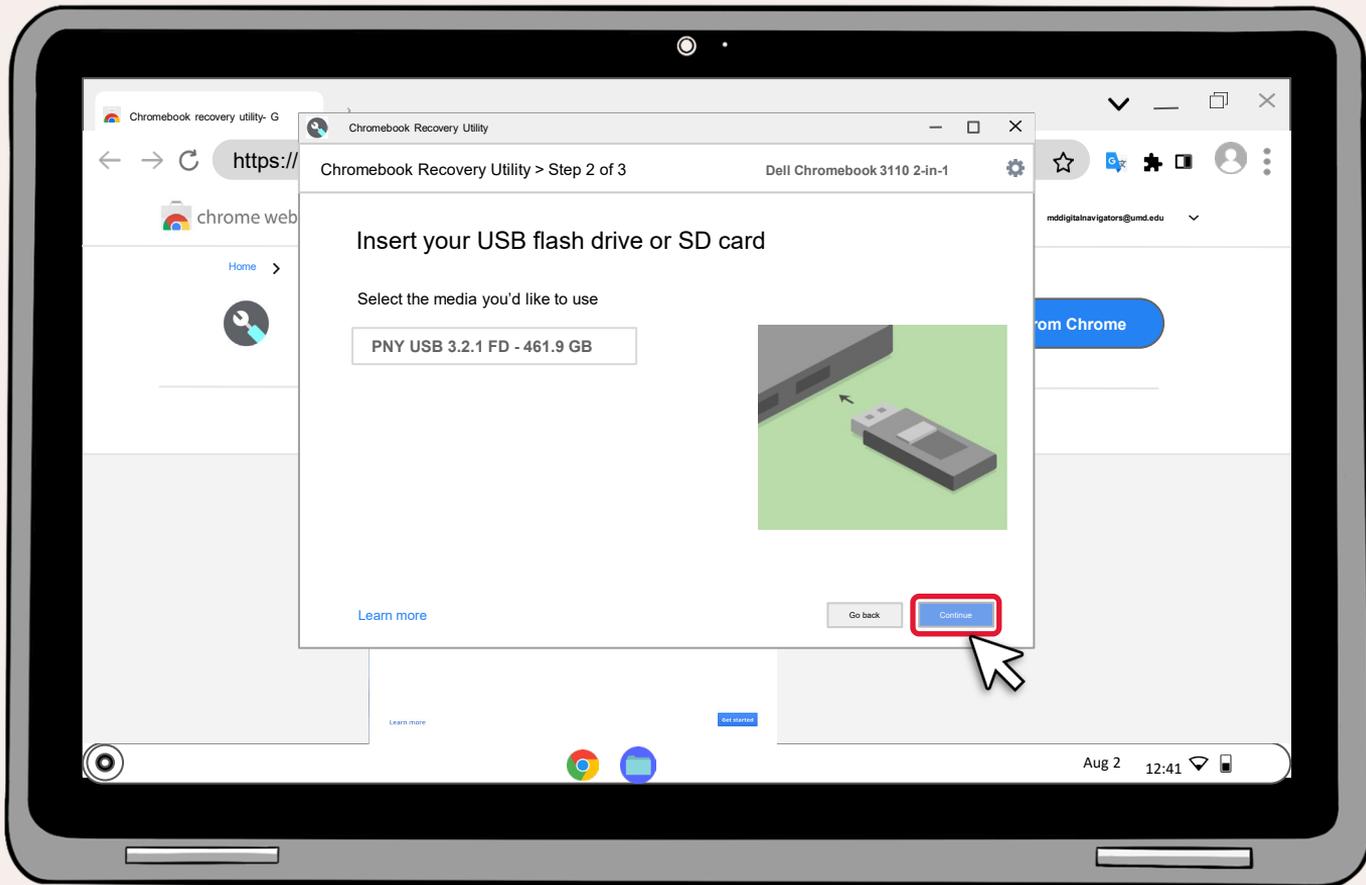


Marylanders
Online

IN PARTNERSHIP WITH

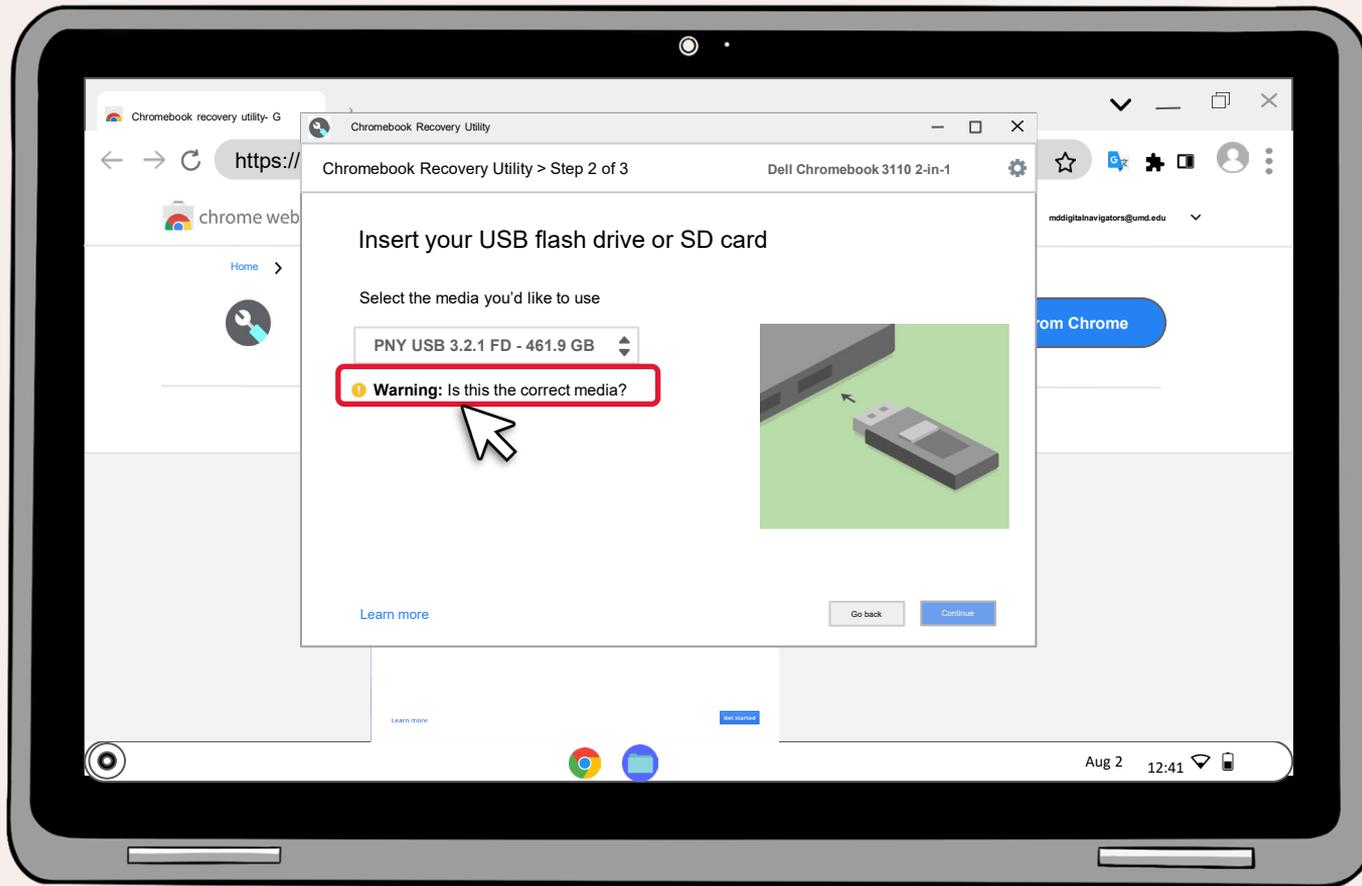


COLLEGE OF
INFORMATION



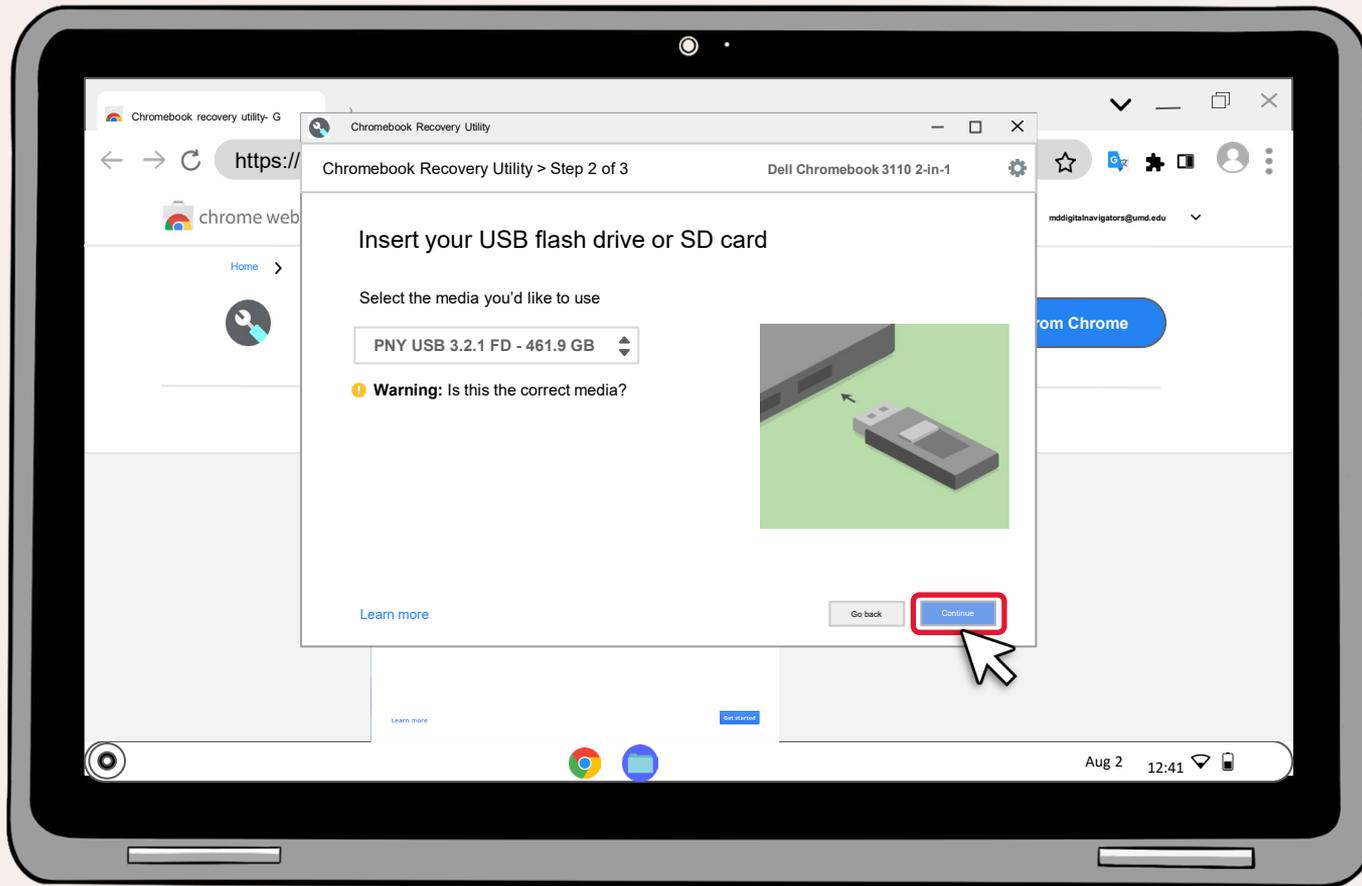
18

Select
your USB or SD
card.



19

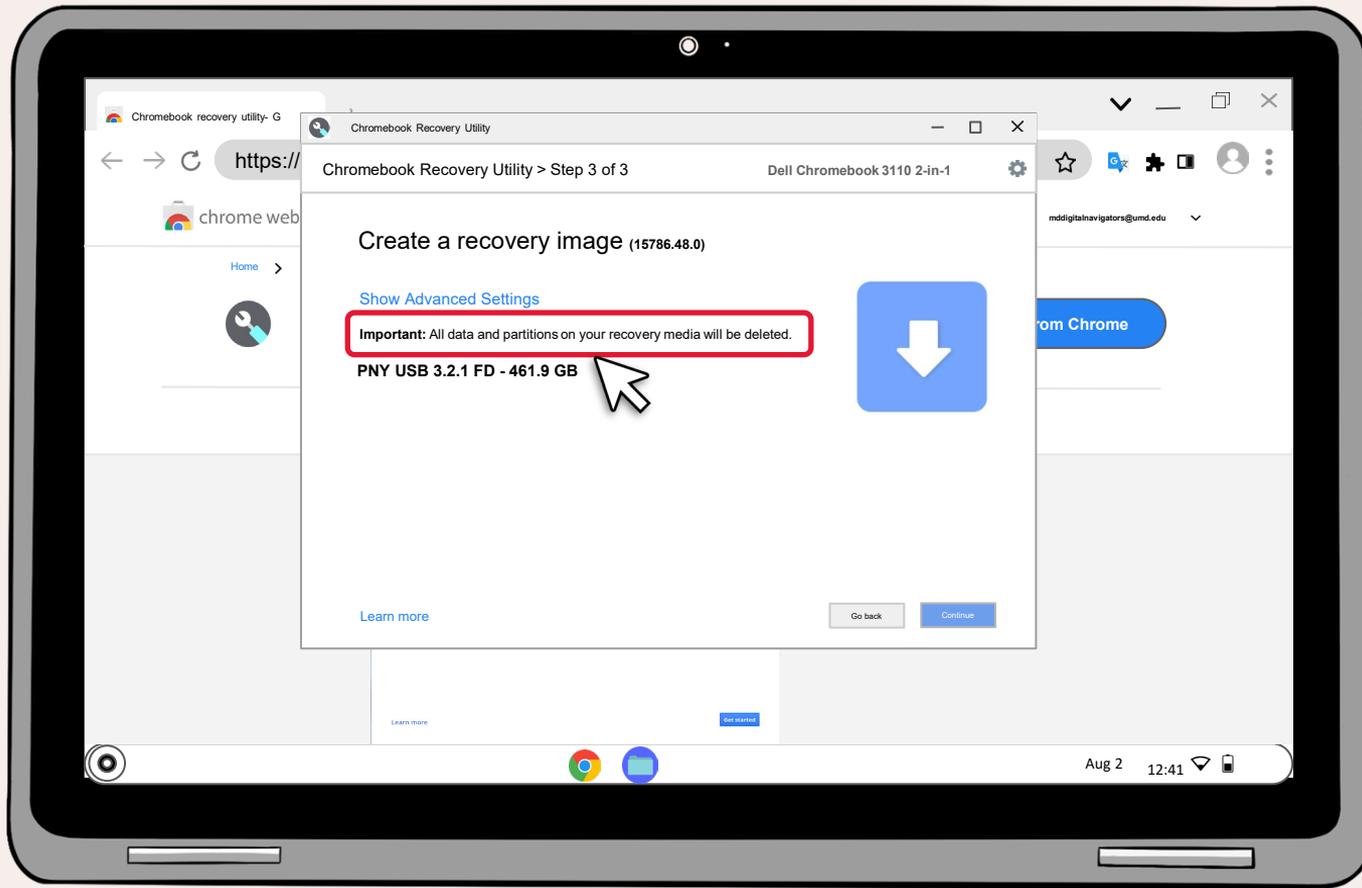
Make sure it is the correct USB or SD card that you selected.



20

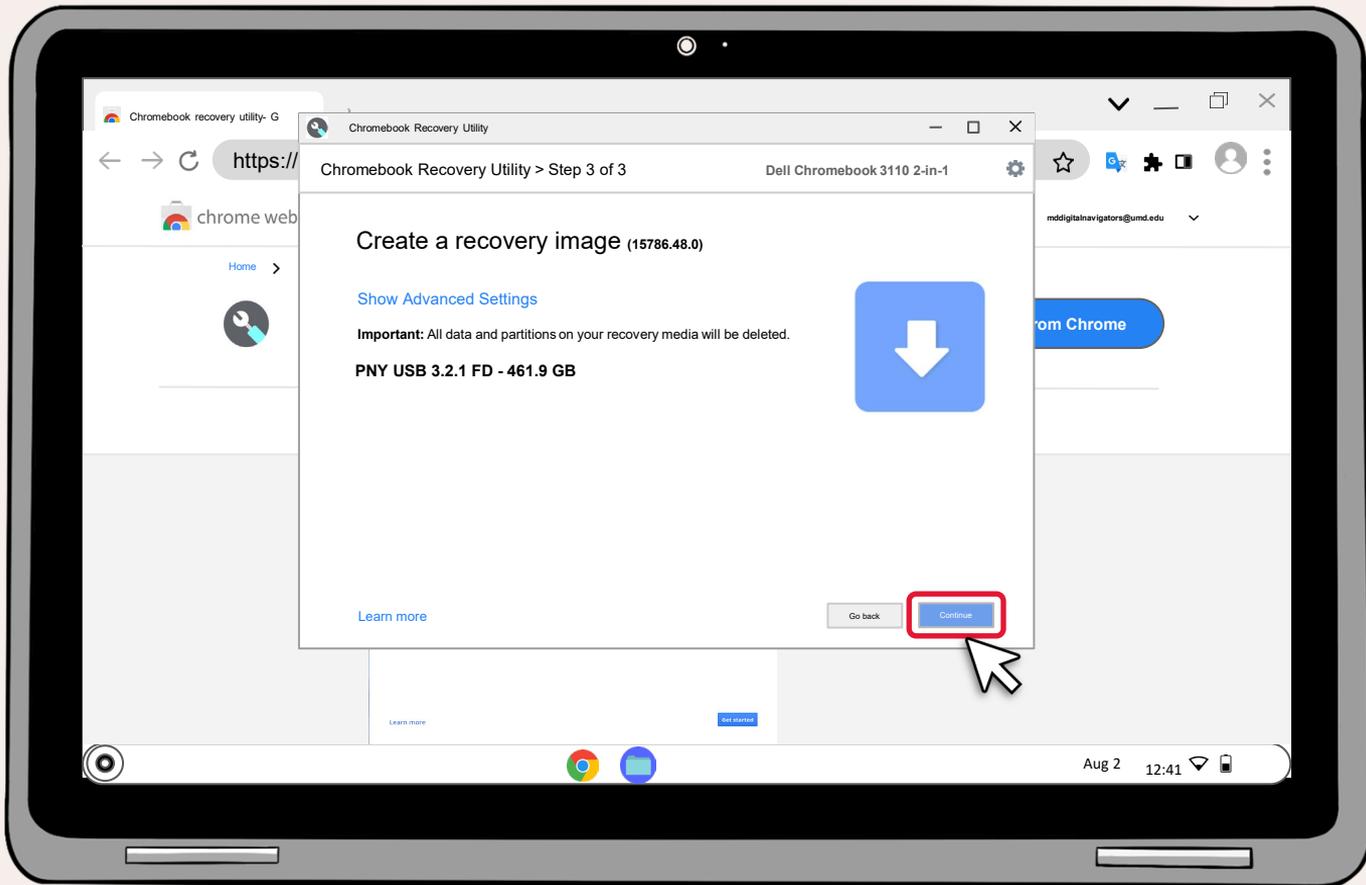
Click
continue .

Make sure this is the
correct media



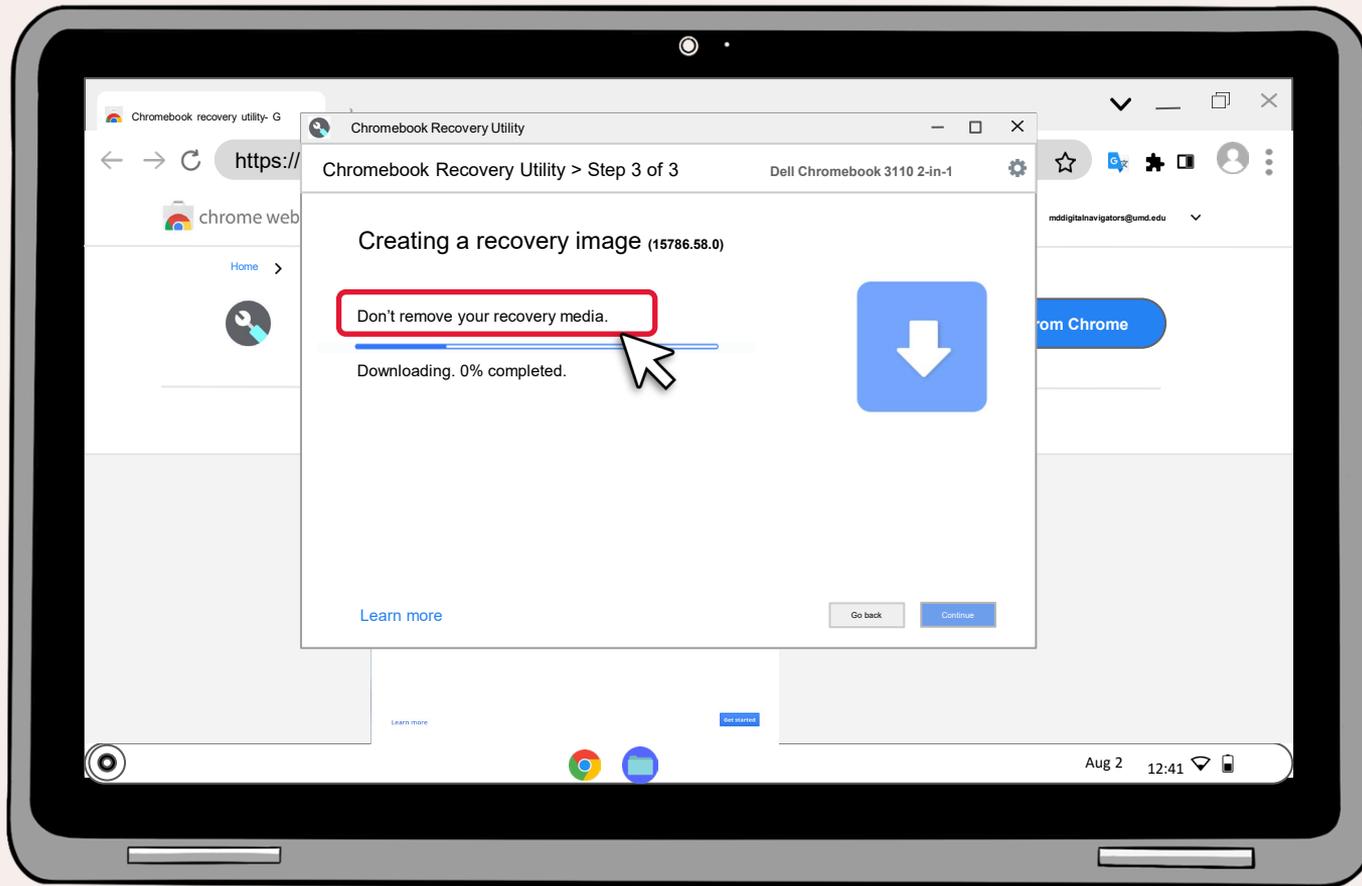
21

On the USB or SD card, **every partition will be erased**. Despite this, a recovery guide will be provided in this lesson.



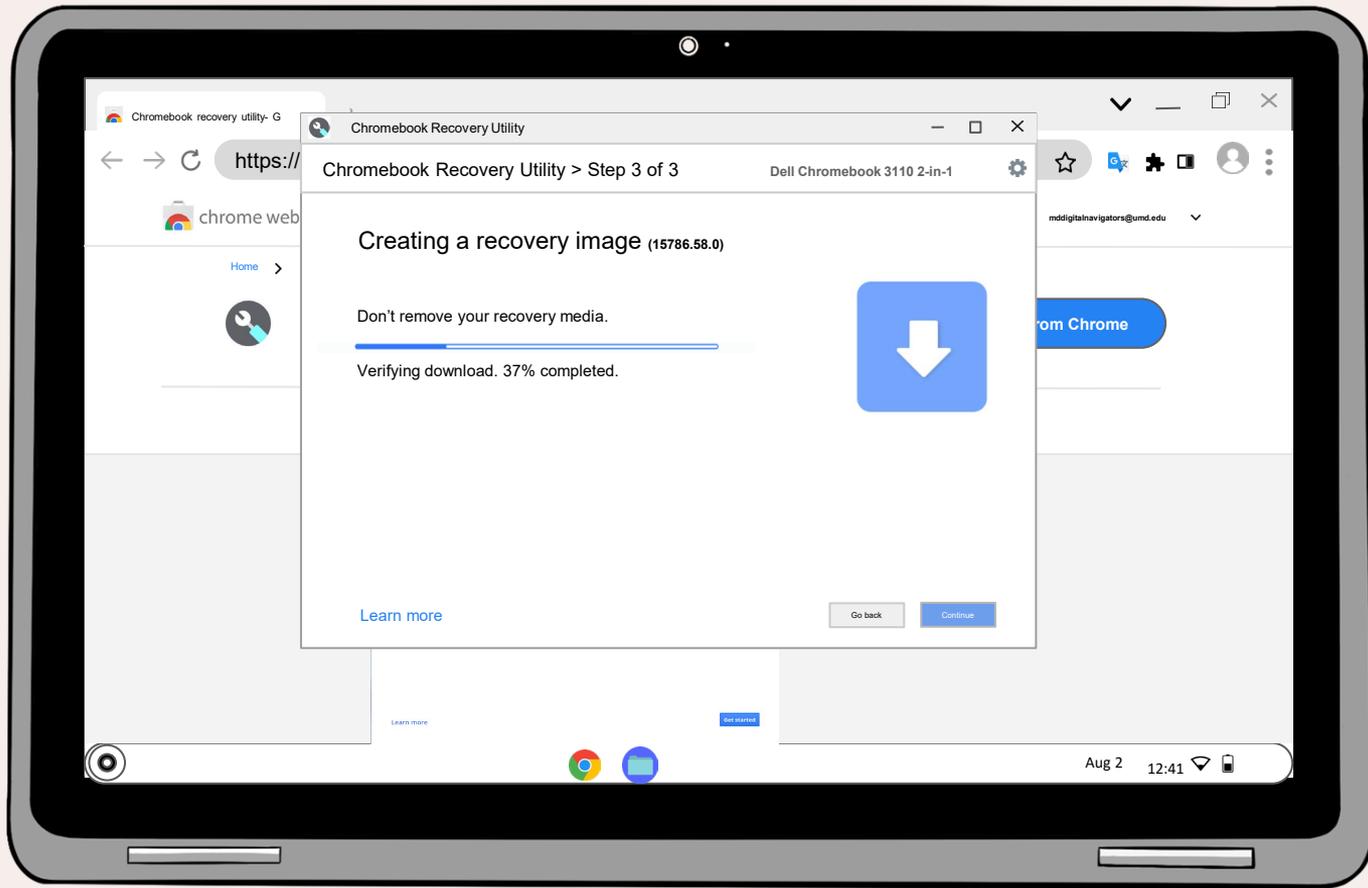
22

Click
continue.



23

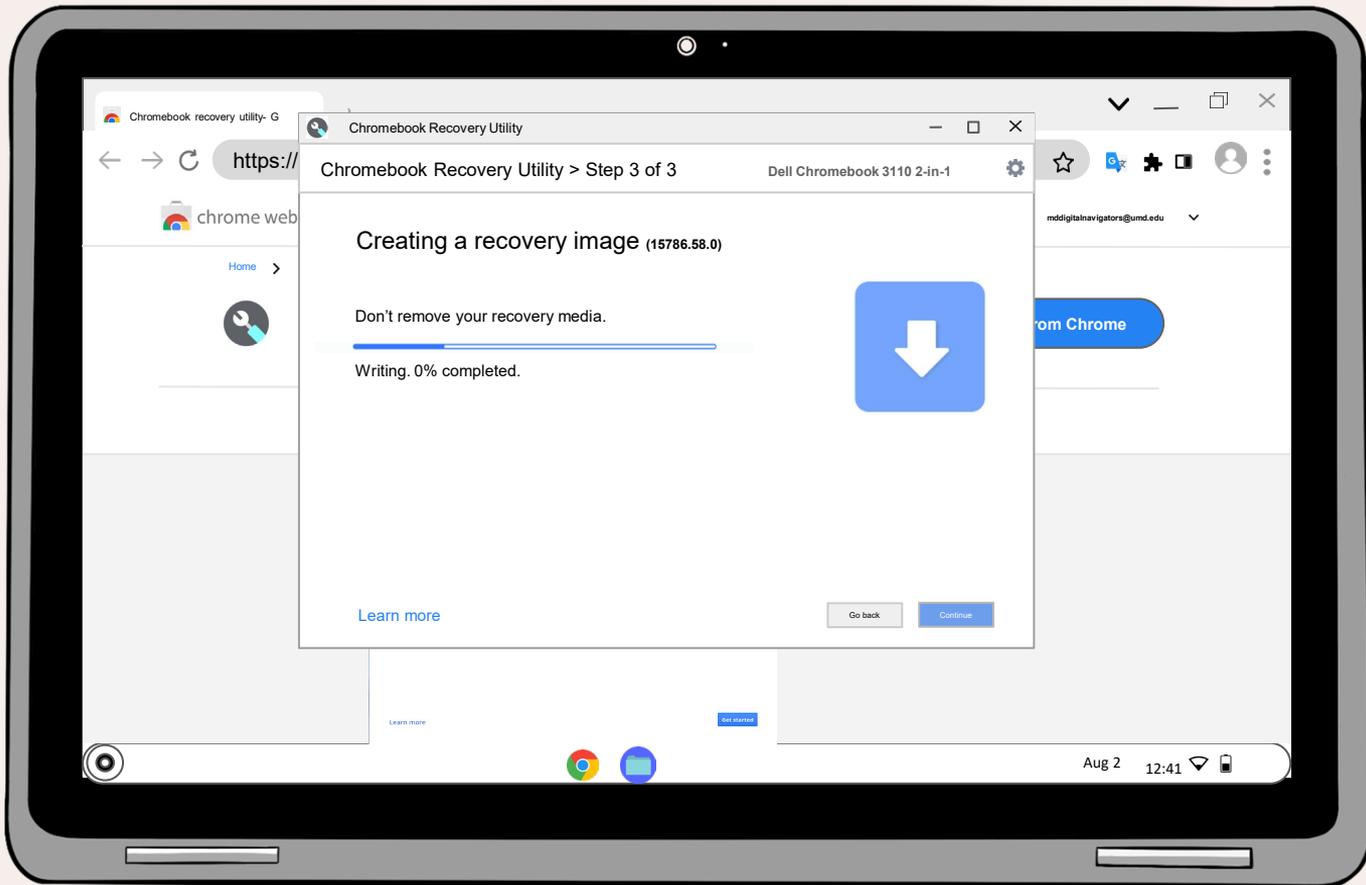
The recovery image is now downloading, which could take 30 minutes or 1 hour depending on your device.

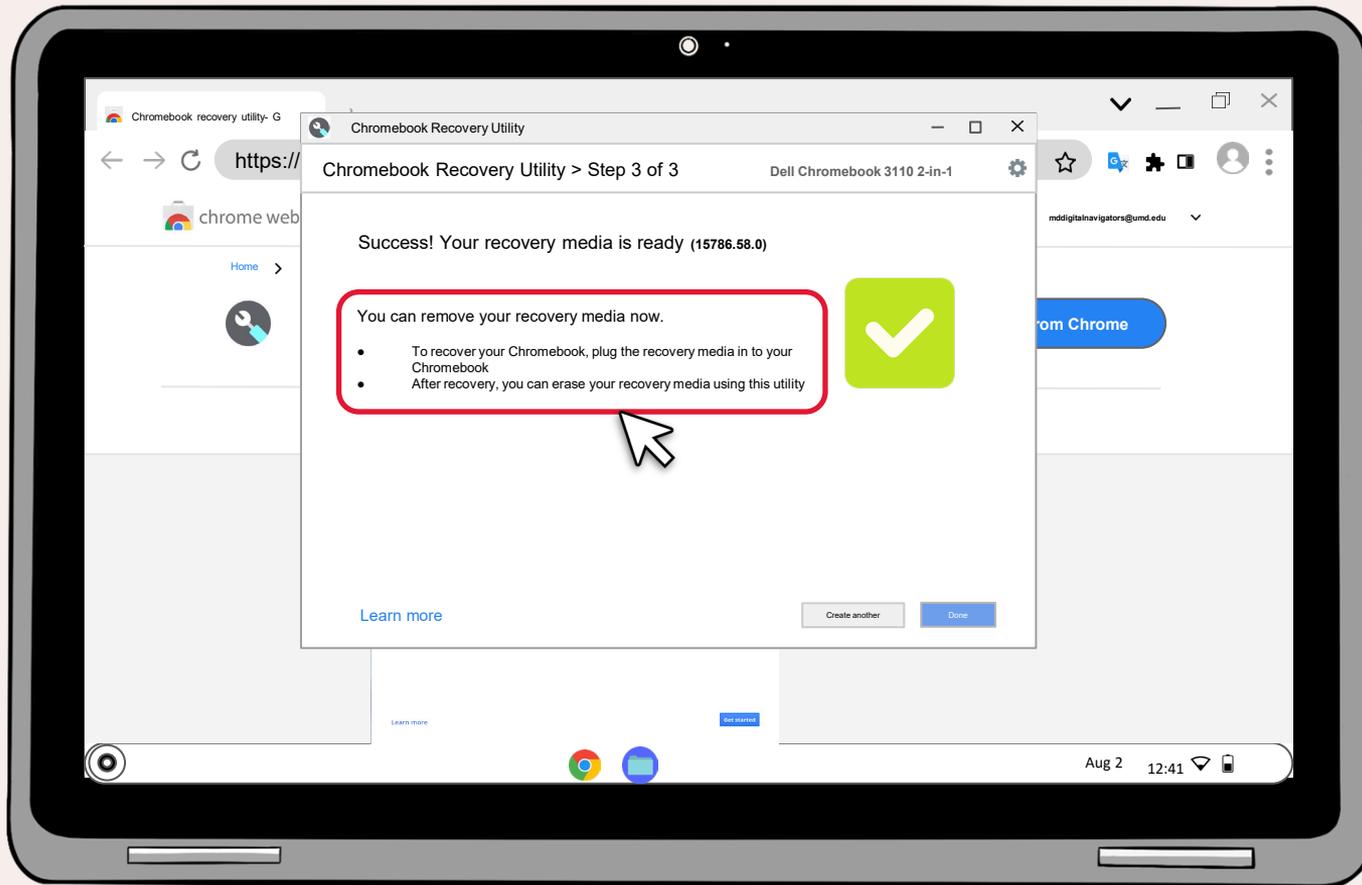


24

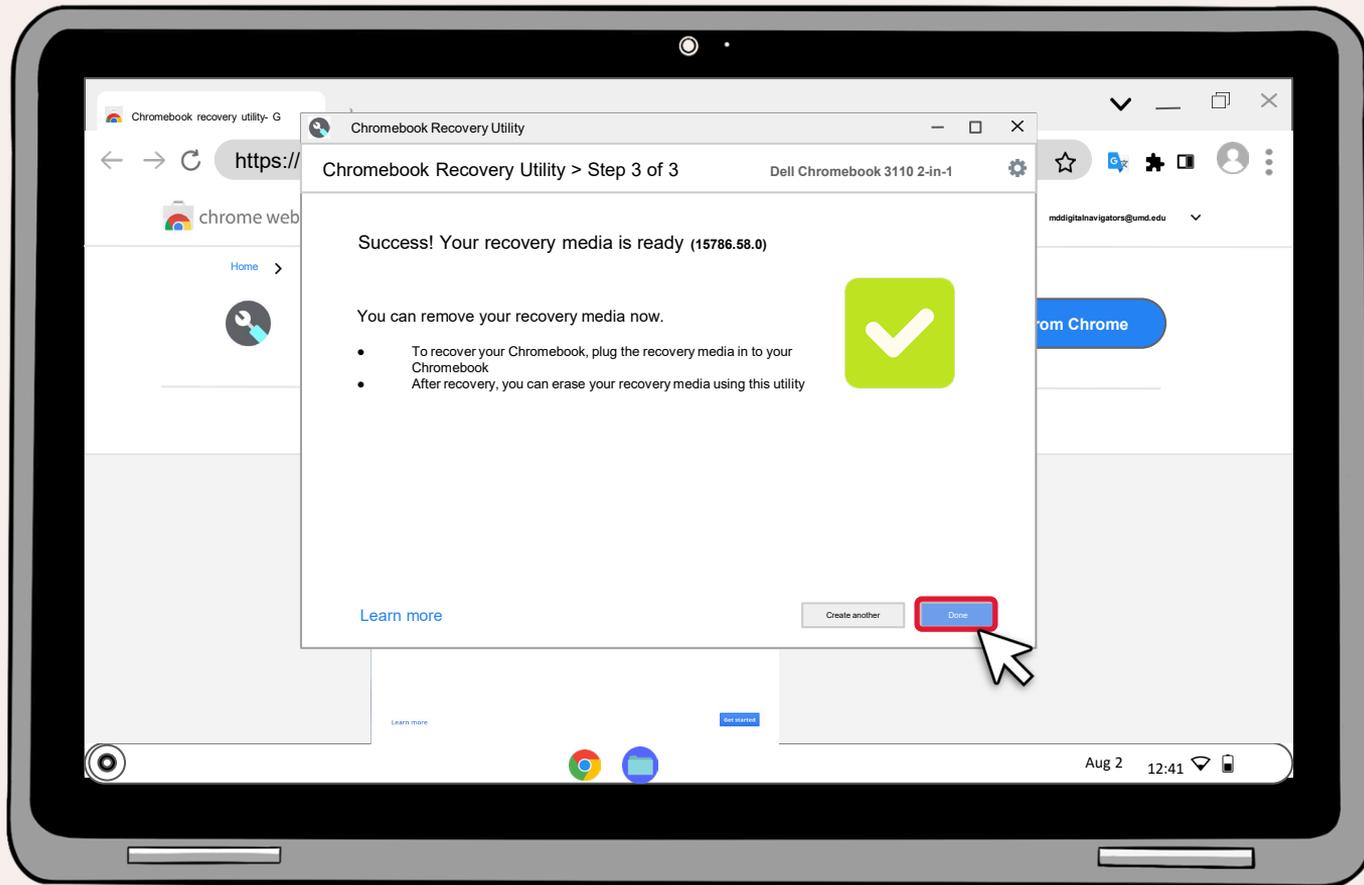
It will
verify the
download
once it has
finished.

The OS recovery is
currently being
saved
to the USB or SD
card.





Congratulations!
The OS recovery image has been completed. The USB or SD card may be ejected. Go to files, right-click the USB or SD card, and click eject.



27

Click done.

Recommendation

An adapter is recommended if you use an SD card

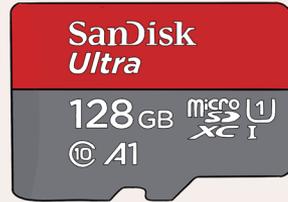
Part 2: Recovering Chromebook OS

This sequential procedure will guide you in restoring the Chromebook operating system using the USB or SD card with the recovery image.



A USB

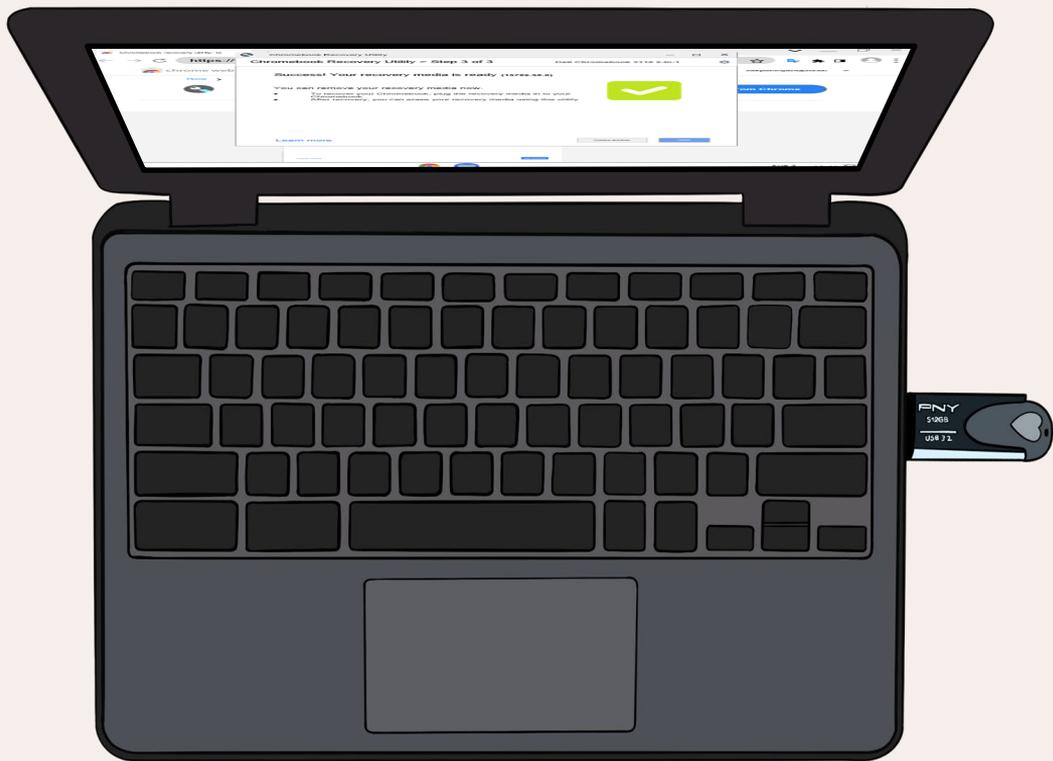
Or



B SD card



Adapter



1

Eject
the USB or SD
card





UNIVERSITY OF
MARYLAND
EXTENSION



Marylanders
Online

IN PARTNERSHIP WITH



COLLEGE OF
INFORMATION

English



Something went wrong

To try and fix this issue, start the recovery process. Remove all connected devices, then hold down Esc, Refresh (⌂), and Power (⏻)

Advanced options

Power off



Model:
CRET360-HXIQ

Help center:
<https://google.com/chromeos/recovery>

Use the arrow keys to navigate up or down.
Use the enter key to select an option:



2

Unfold
the Chromebook
that requires the
recovery
operating system.

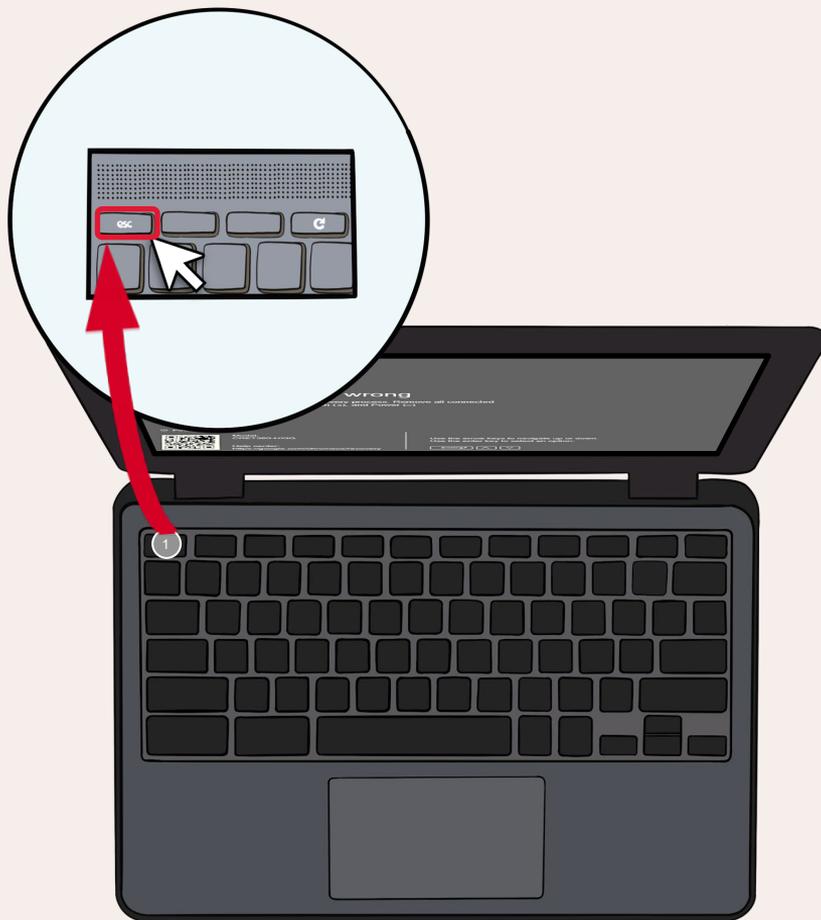
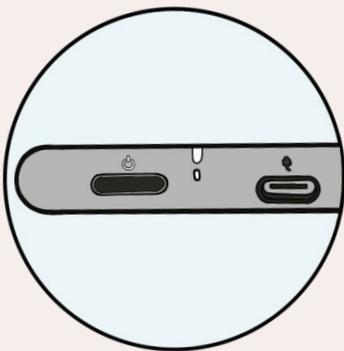


3

Insert the USB or SD card with the recovery image.



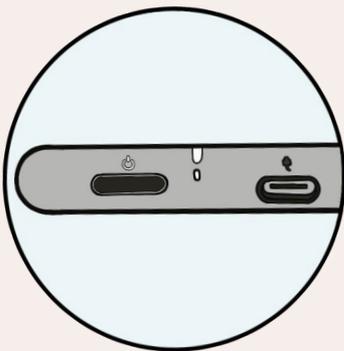
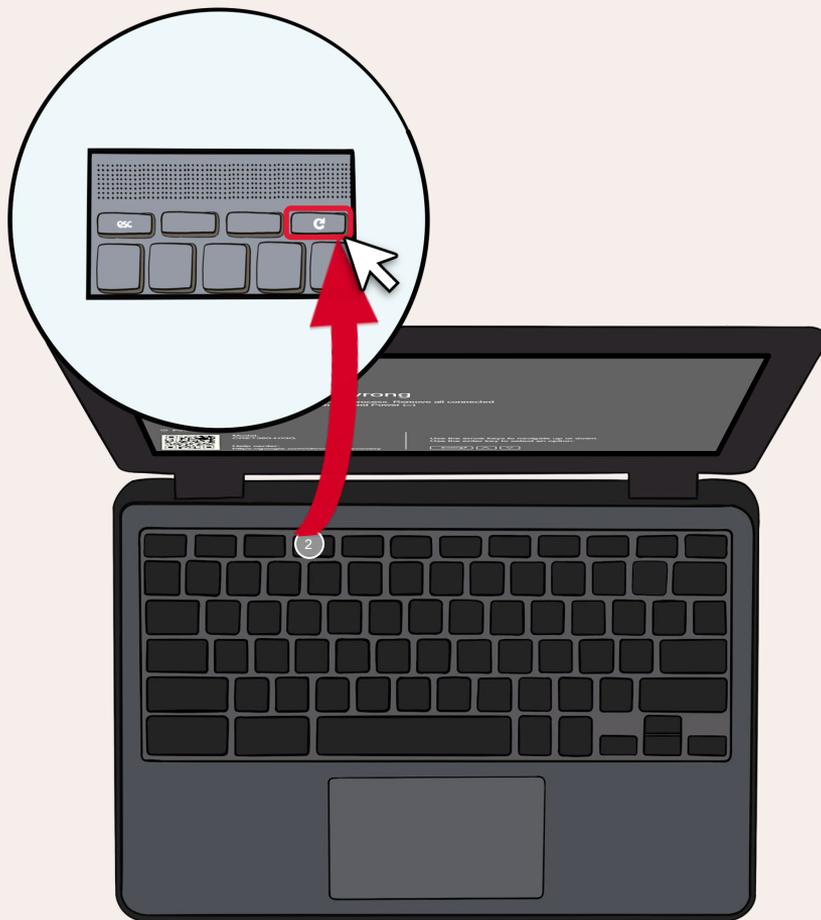
Once you plug in the USB or SD card with the recovery image, press and hold 'Escape' key.



5

Keep holding the
previous button.

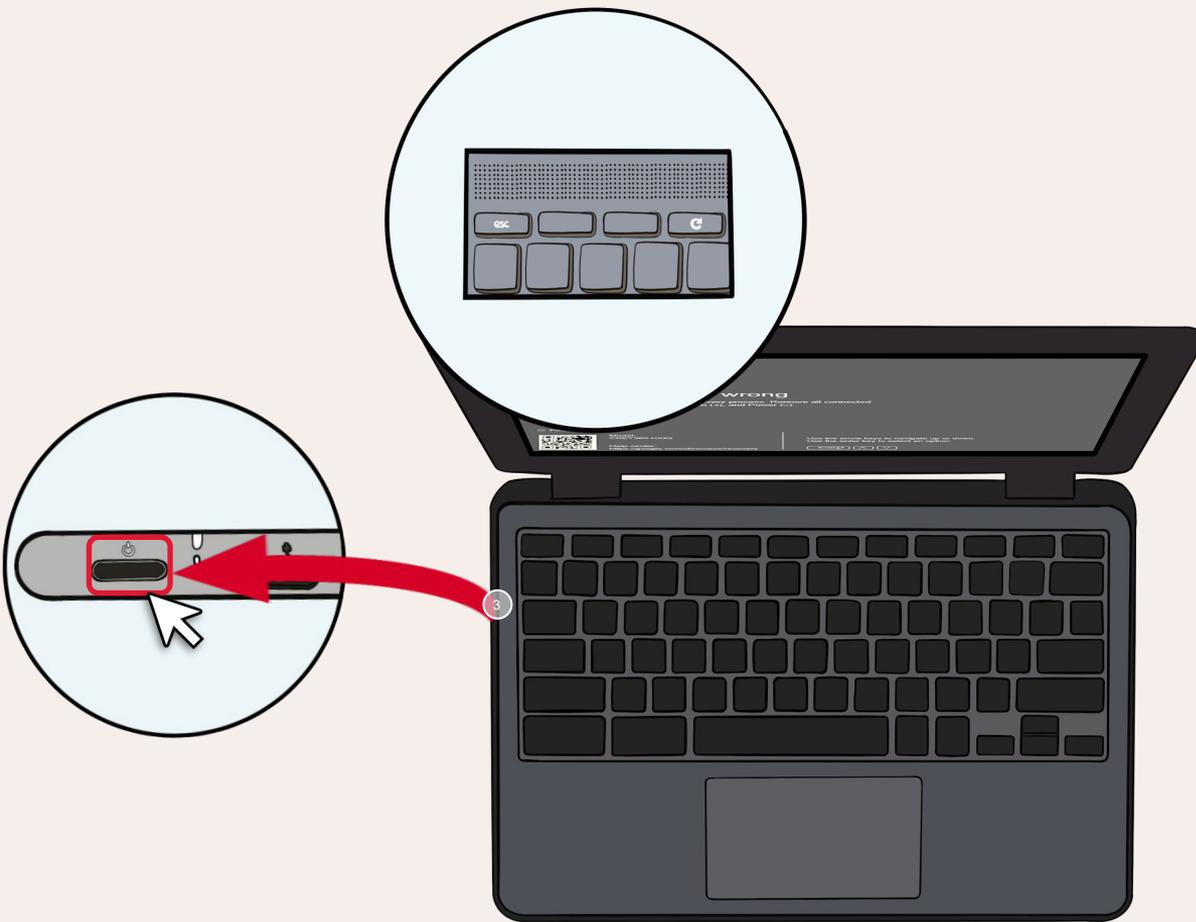
Press and hold,
Refresh key



Keep holding the previous buttons.

Press and hold the power on and off button.

Simultaneously release the buttons to initiate the recovery process.



English

3

External disk with recovery image detected

This process may take a few minutes



Model:
CRET360-HXIQ

Help center:
<https://google.com/chromeos/recovery>

Use the arrow keys to navigate up or down.
Use the enter key to select an option.



7

Wait

for the operating system to finish recovering. It can take ten minutes or longer to complete this operation.

English



System recovery is in progress

This will take a few minutes. Please do not turn off the computer or disconnect the power.



Model:
CRET360-HXIQ

Help center:
<https://google.com/chromeos/recovery>

Use the arrow keys to navigate up or down.
Use the enter key to select an option.



8

During this process,
do not disconnect
the USB / SD card
or turn off the
Chromebook.

English



Recovery is now complete

Unplug your external disk to restart.



Model:
CRET360-HXIQ

Help center:
<https://google.com/chromeos/recovery>

Use the arrow keys to navigate up or down.
Use the enter key to select an option.



9

Congratulations!
the recovery is
now completed .



10

**Remove
the USB or SD
card now.**

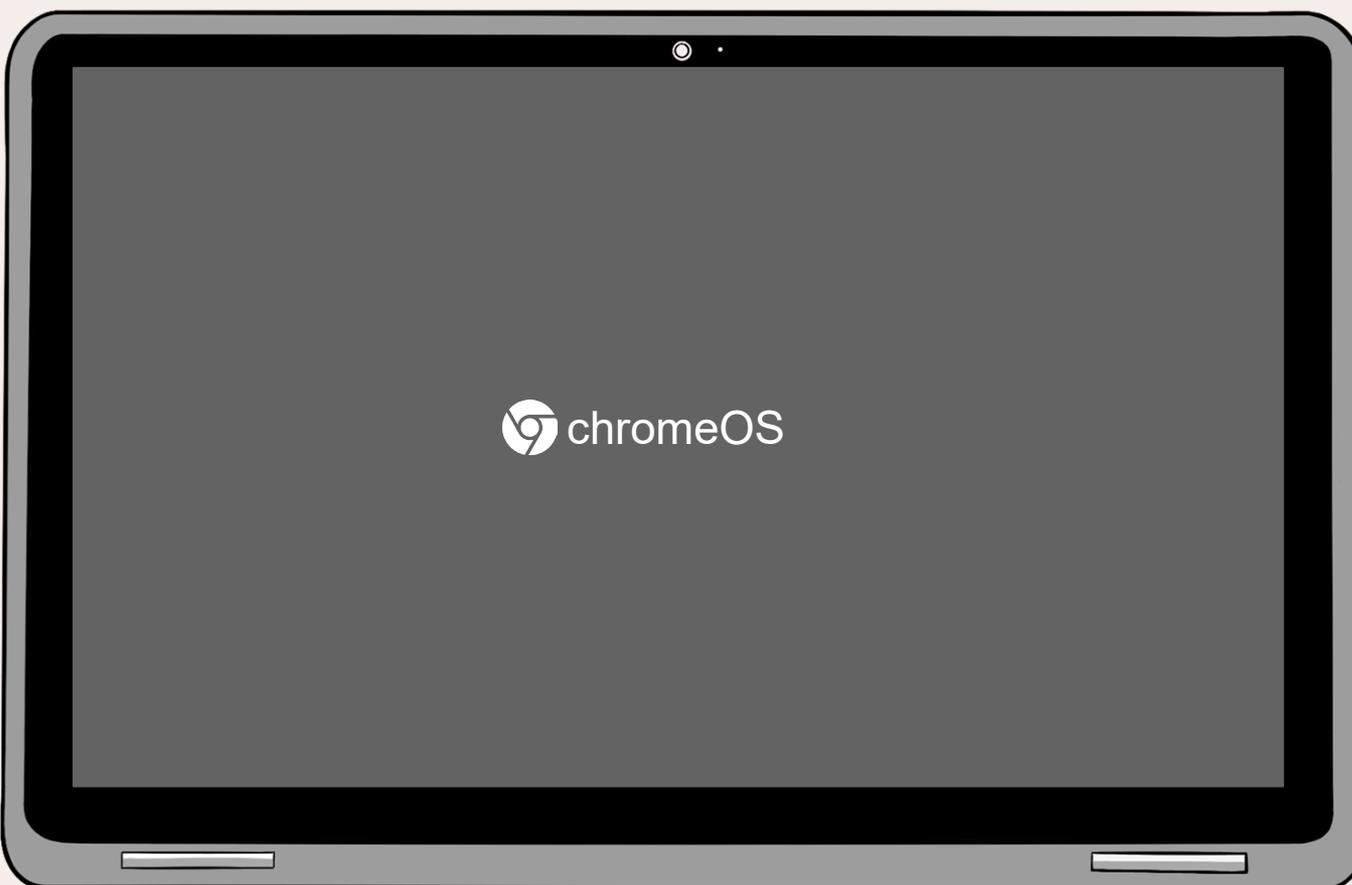


UNIVERSITY OF
MARYLAND
EXTENSION



IN PARTNERSHIP WITH



A laptop screen with a dark grey background. In the center, the chromeOS logo (a white circle with a stylized 'c') is followed by the text 'chromeOS' in a white, lowercase, sans-serif font.

chromeOS

11

Wait
for the
Chromebook to
turn on.



UNIVERSITY OF
MARYLAND
EXTENSION



Marylanders
Online

IN PARTNERSHIP WITH



COLLEGE OF
INFORMATION

Welcome to your Chromebook

Fast. Secure. Effortless

 English(United States)

 Accessibility



Aug 2

2:26 US



Note:

An update will appear on the screen; it will take around seventeen minutes or longer to complete.

Your Chromebook OS is now restored. Setting it up would be the next step.

The next tutorial will guide you on how to erase recovery media.

Part 3: Erasing recovery media

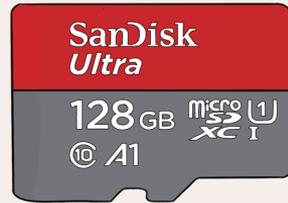
This step-by-step process will instruct you on how to remove the recovery image from the USB or SD card that was previously utilized to restore the Chromebook operating system.



A

USB

Or



B

SD card



Adapter

Recommendation

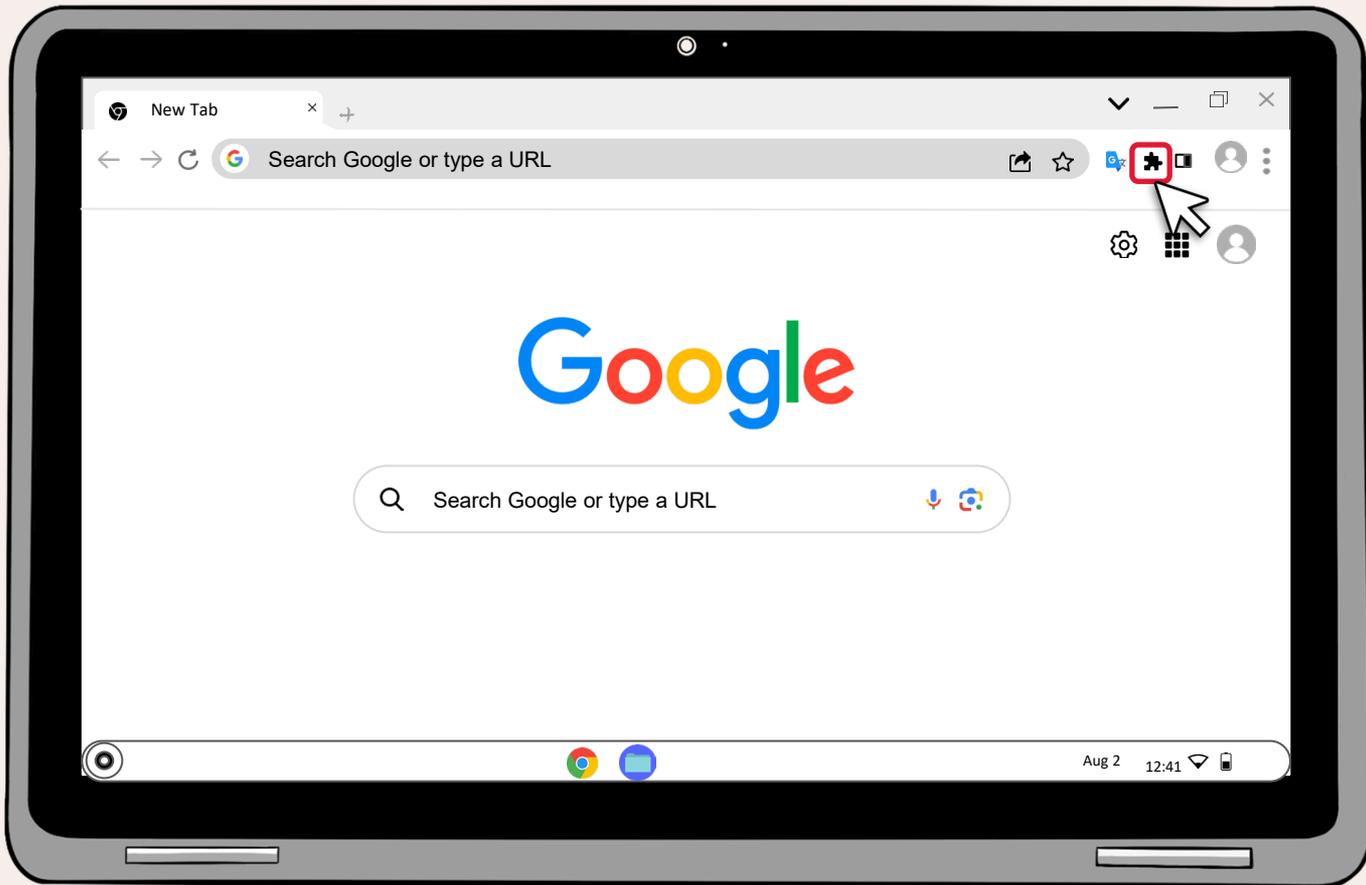
An adapter is recommended if you use an SD card



1

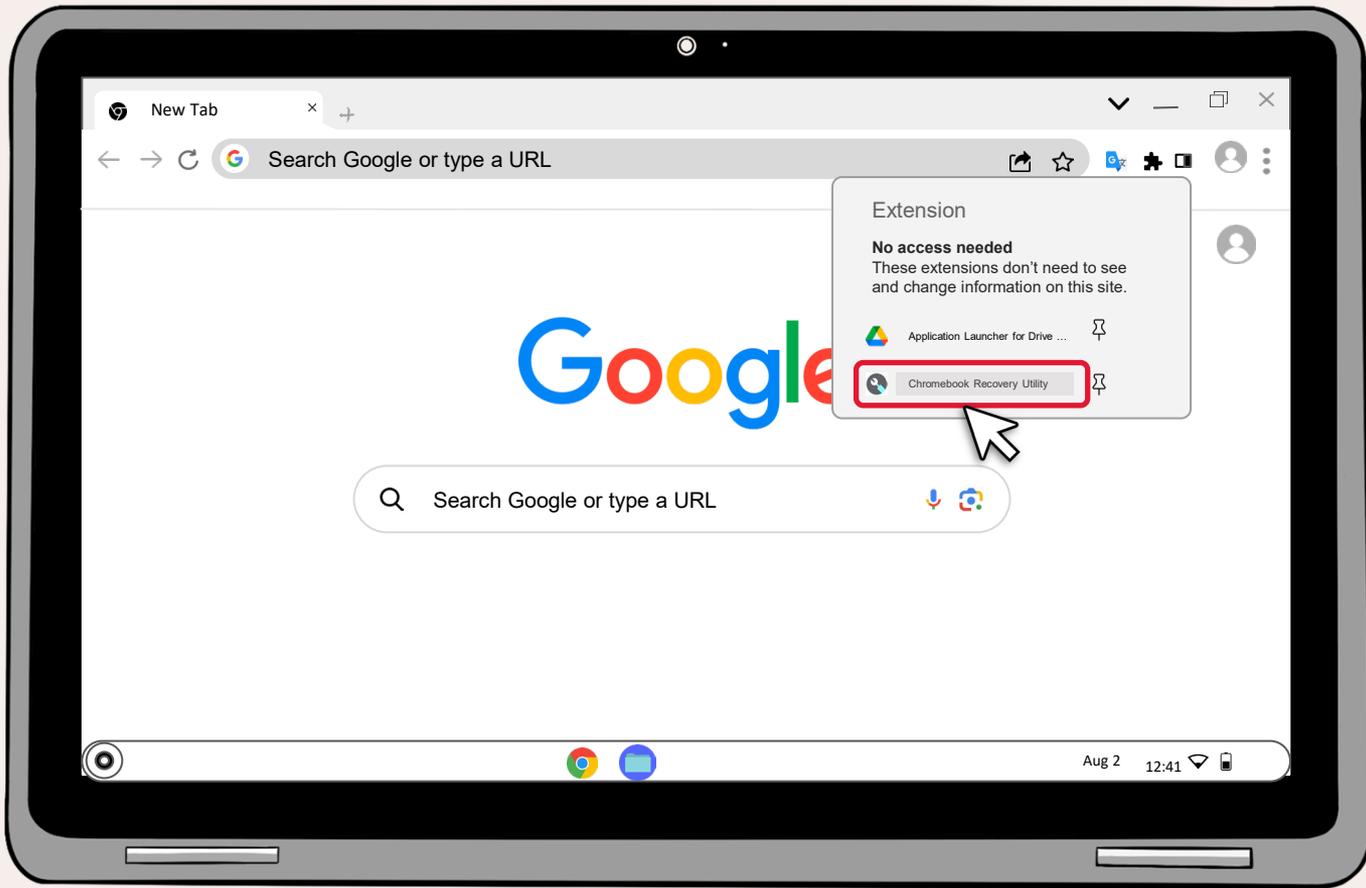
Open a web browser ;
this tutorial will
use Chrome.





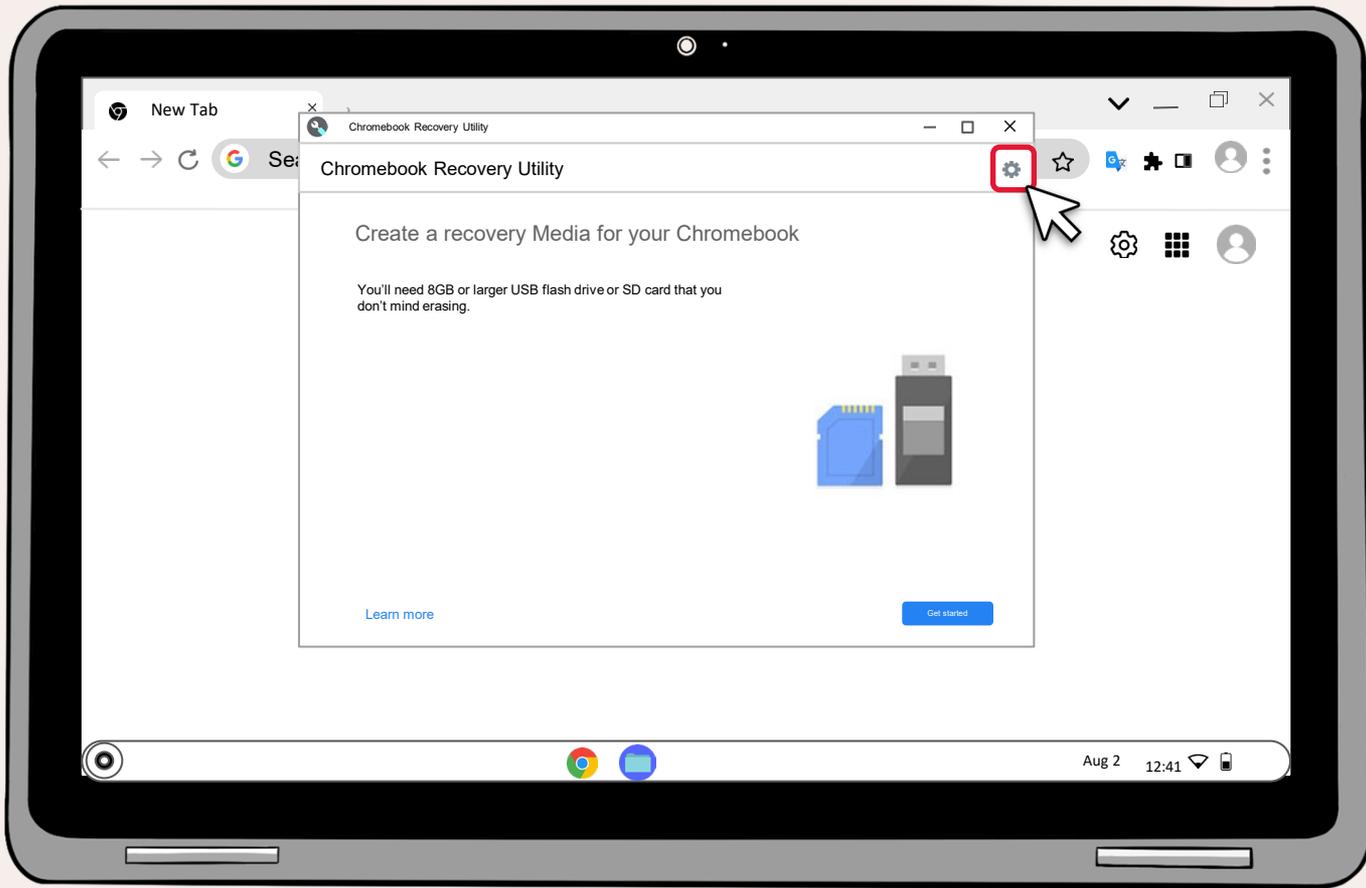
2

Click on
“Extensions”



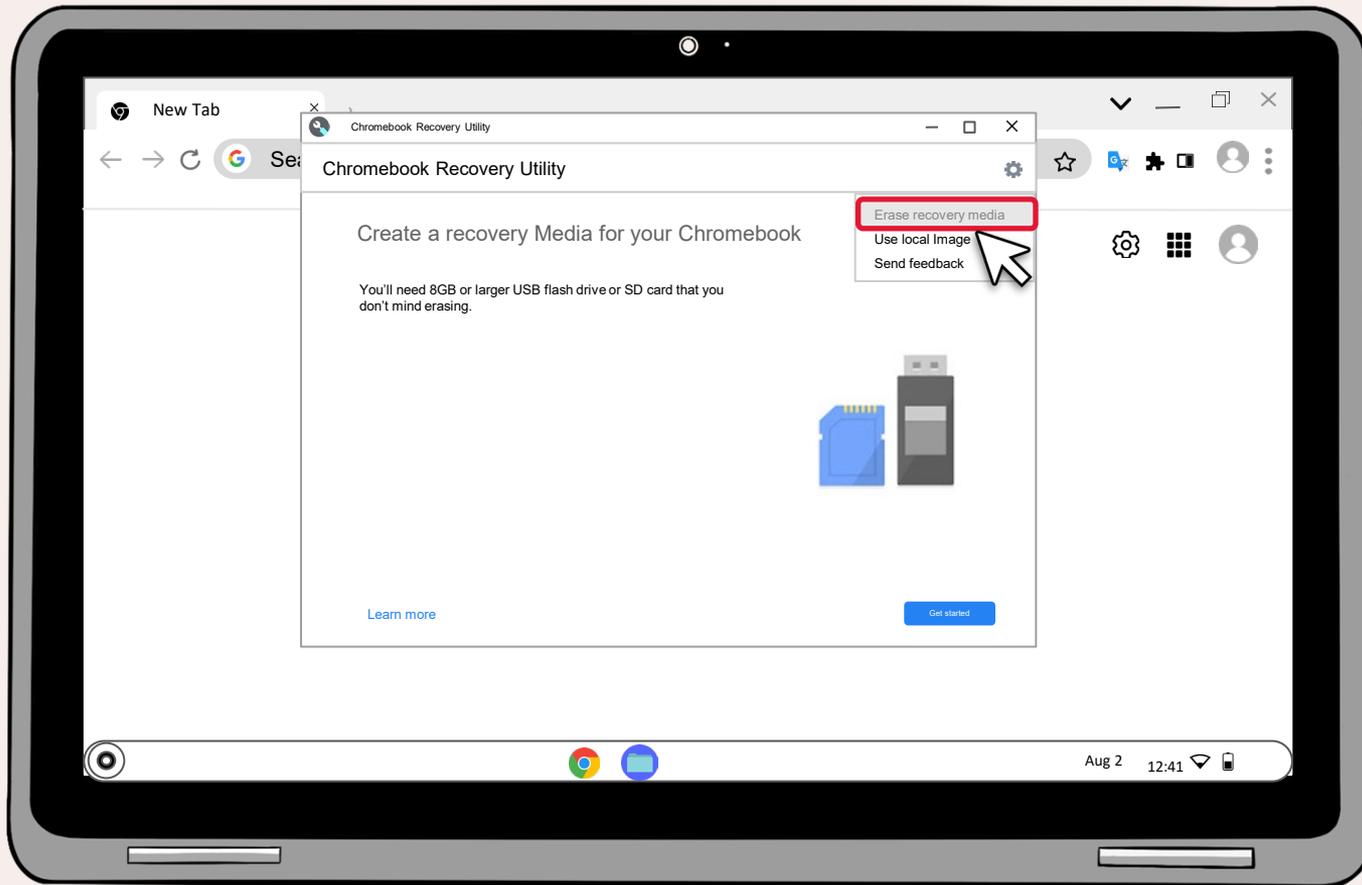
3

Click on
"Chromebook
Recovery Utility" .



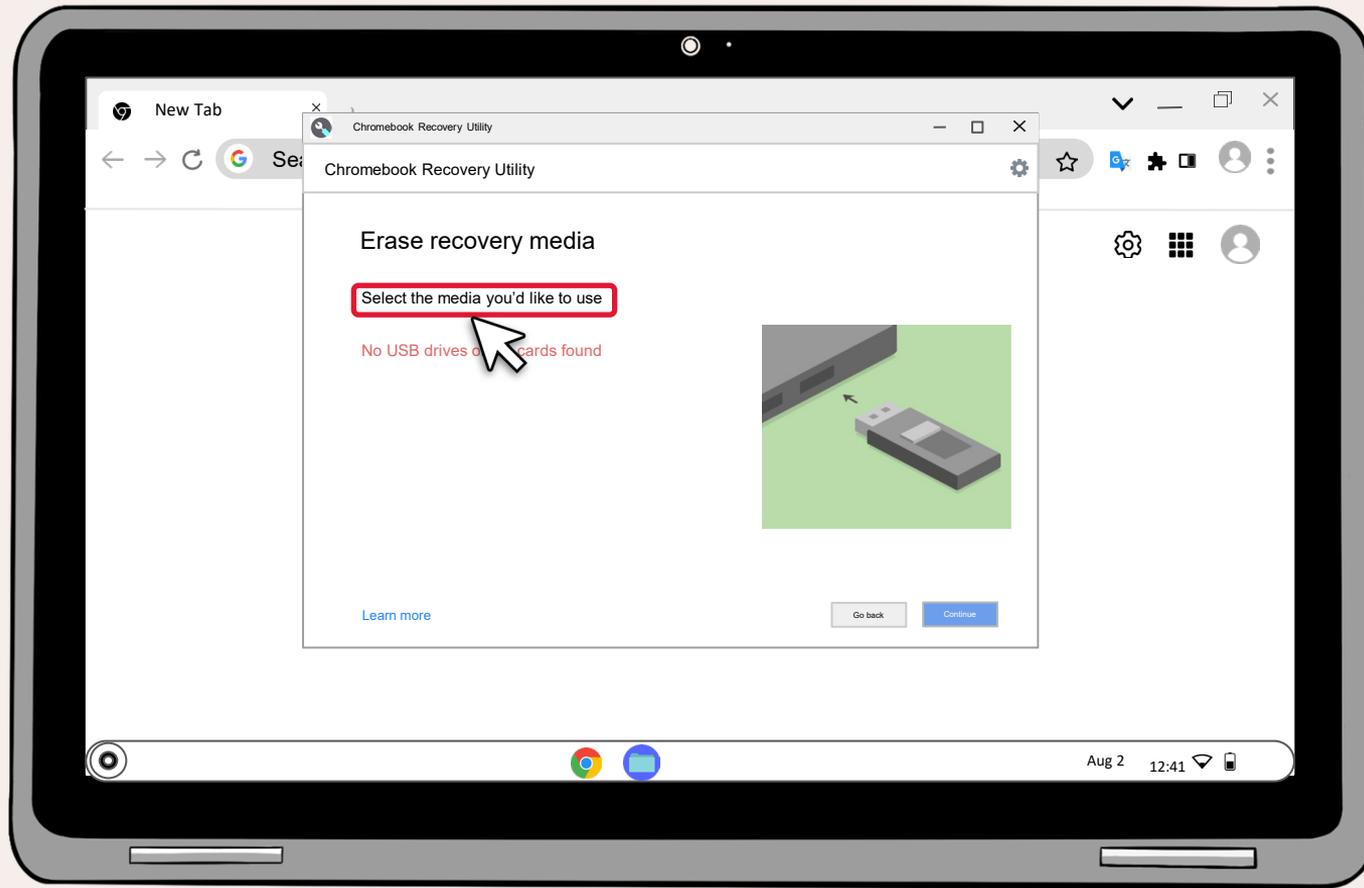
4

Click on
"Settings" .



5

Click on
"Erase recovery
media".



6

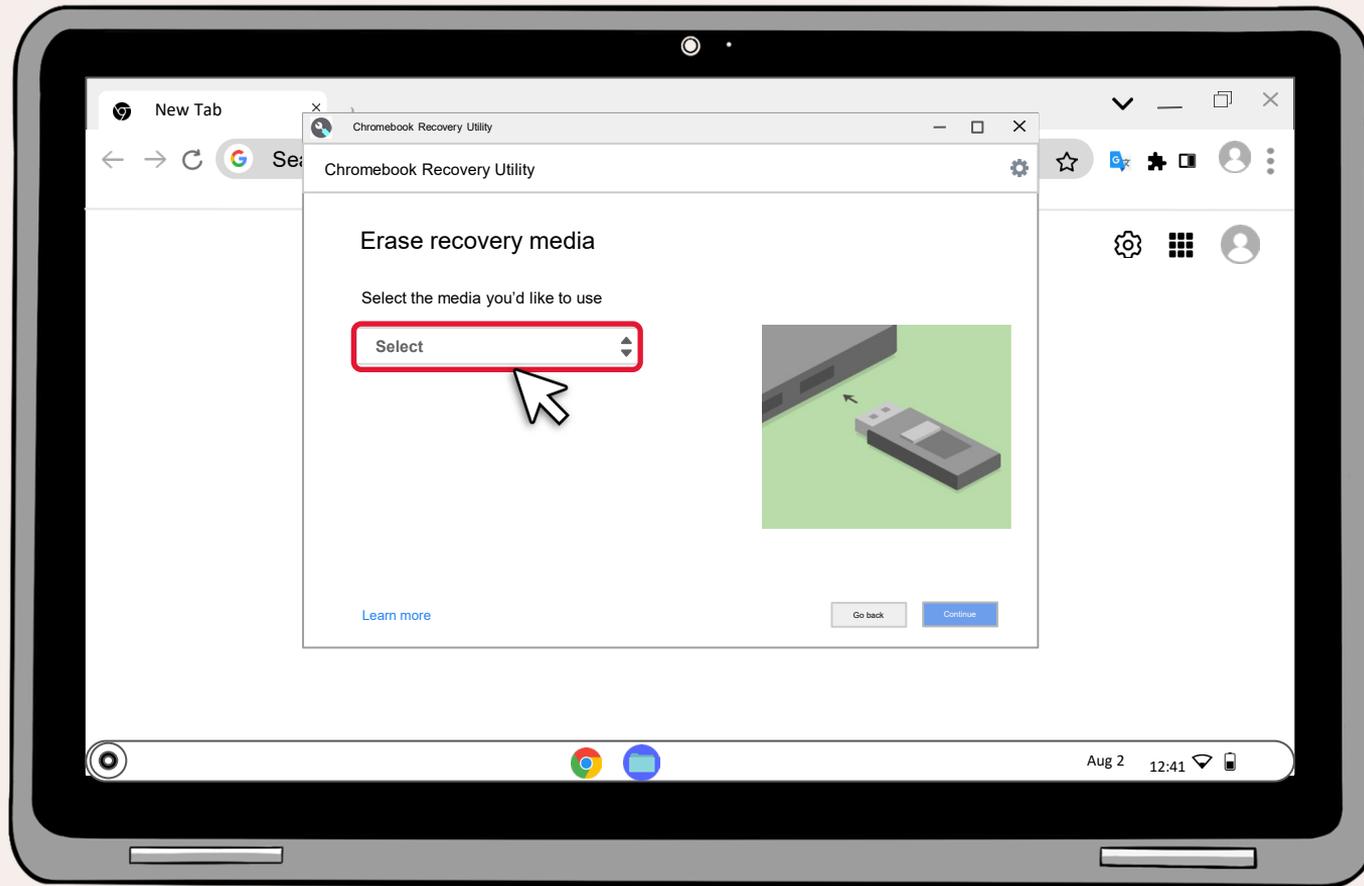
In this step, you will need the USB or SD card that was previously utilized to restore the Chromebook Operating System.

7

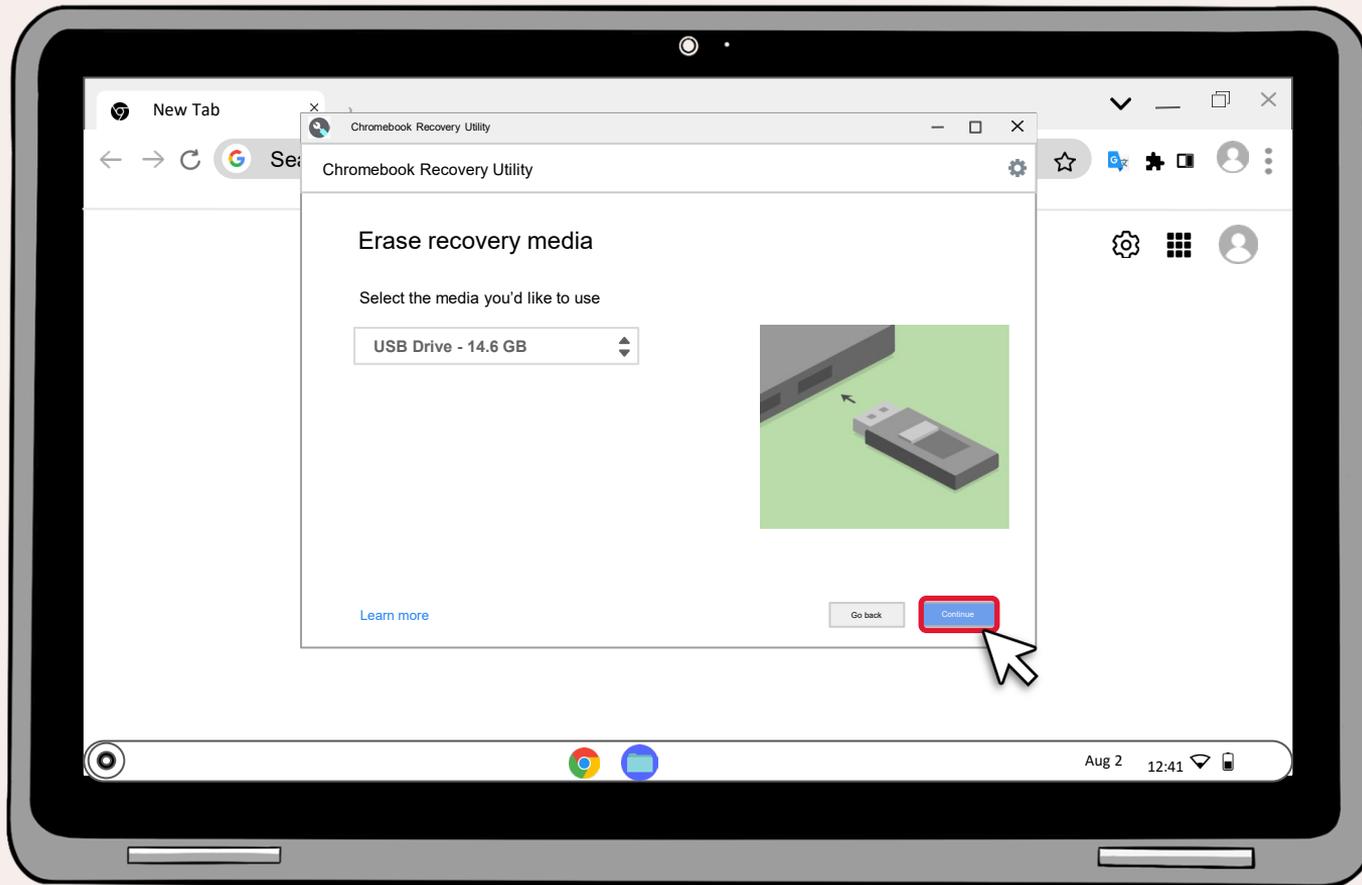
Insert
the USB drive or
SD card

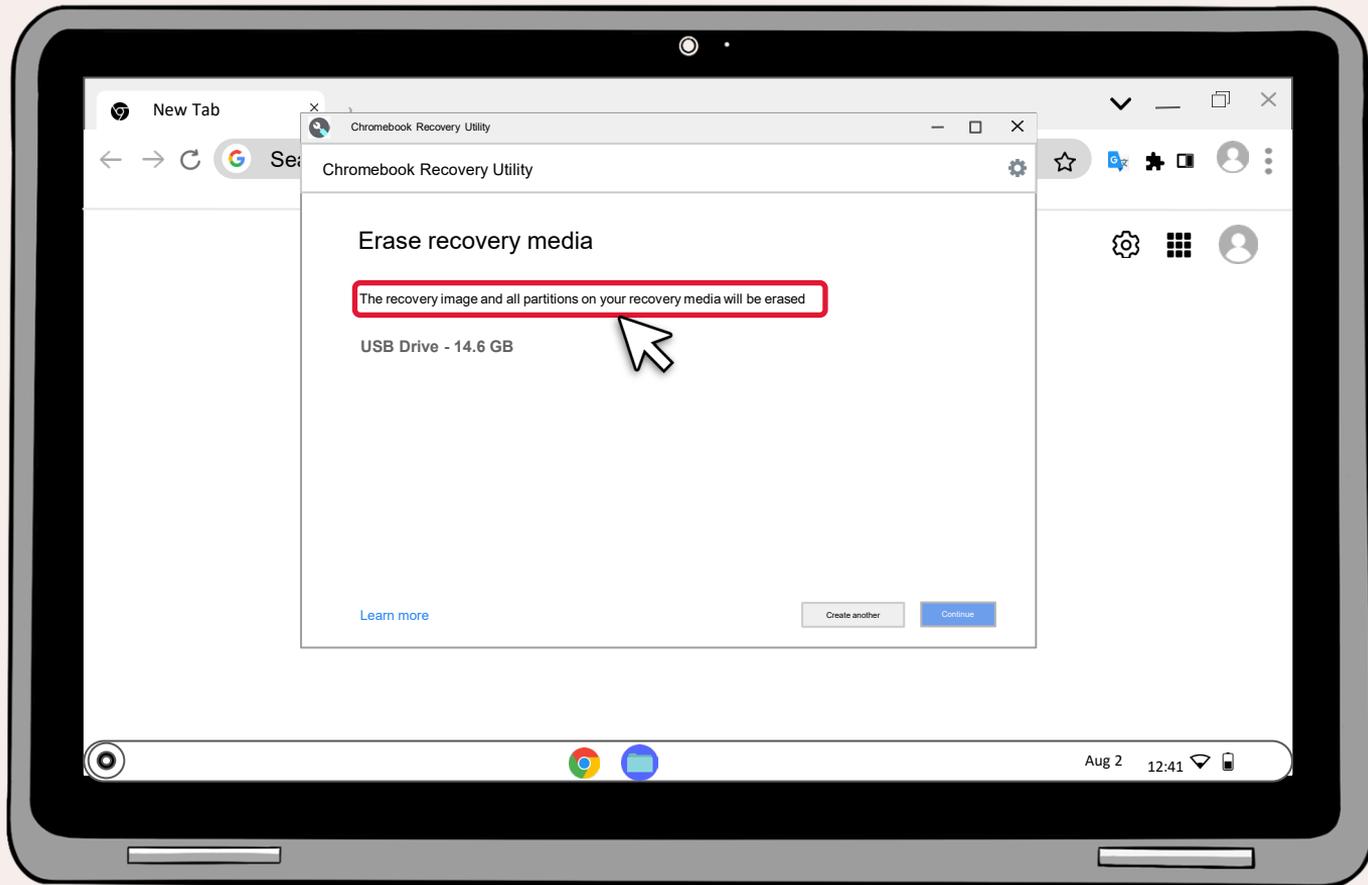


Click on the
“Select”
option and
choose the USB
device.



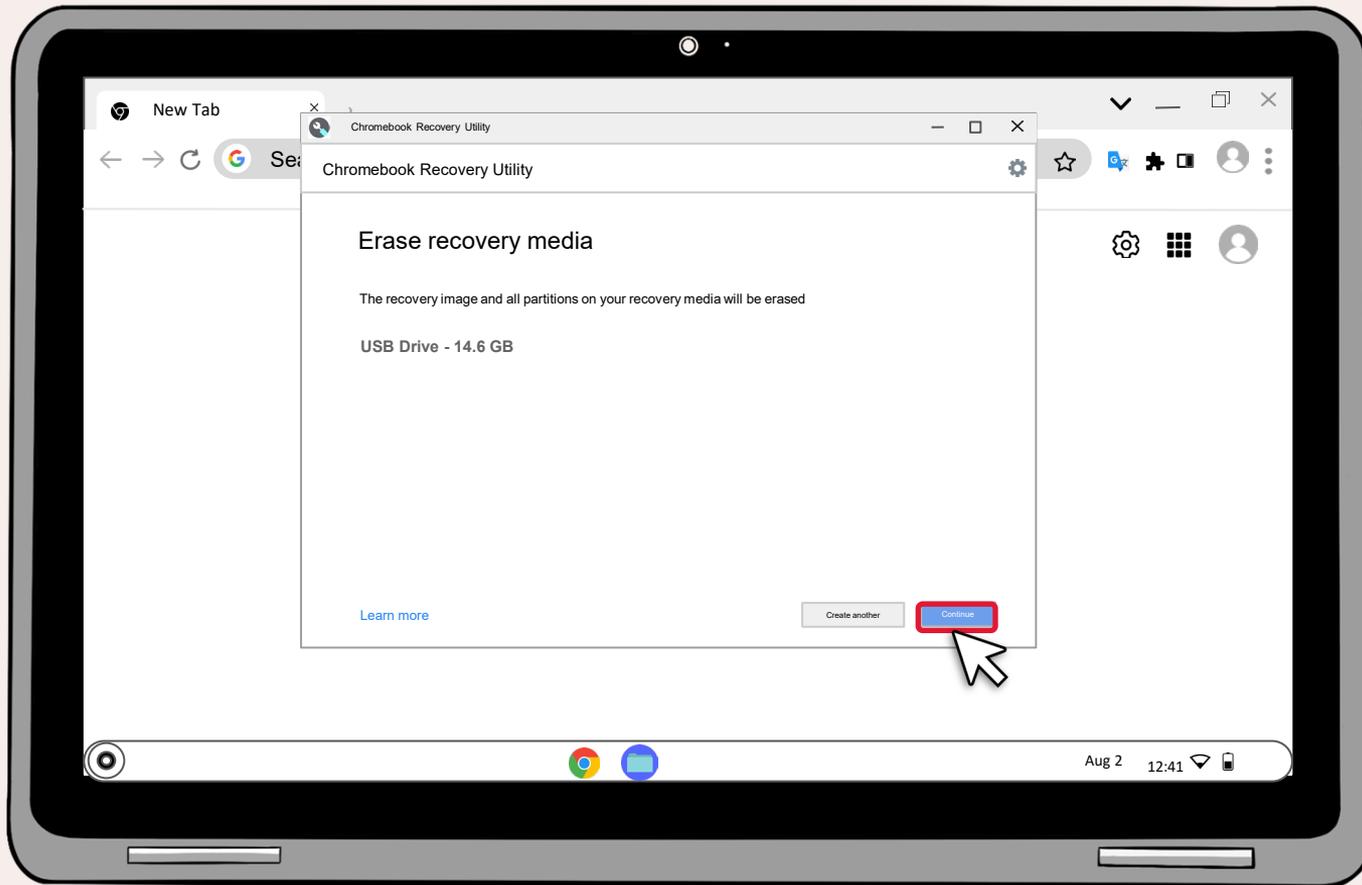
Click on
Continue.

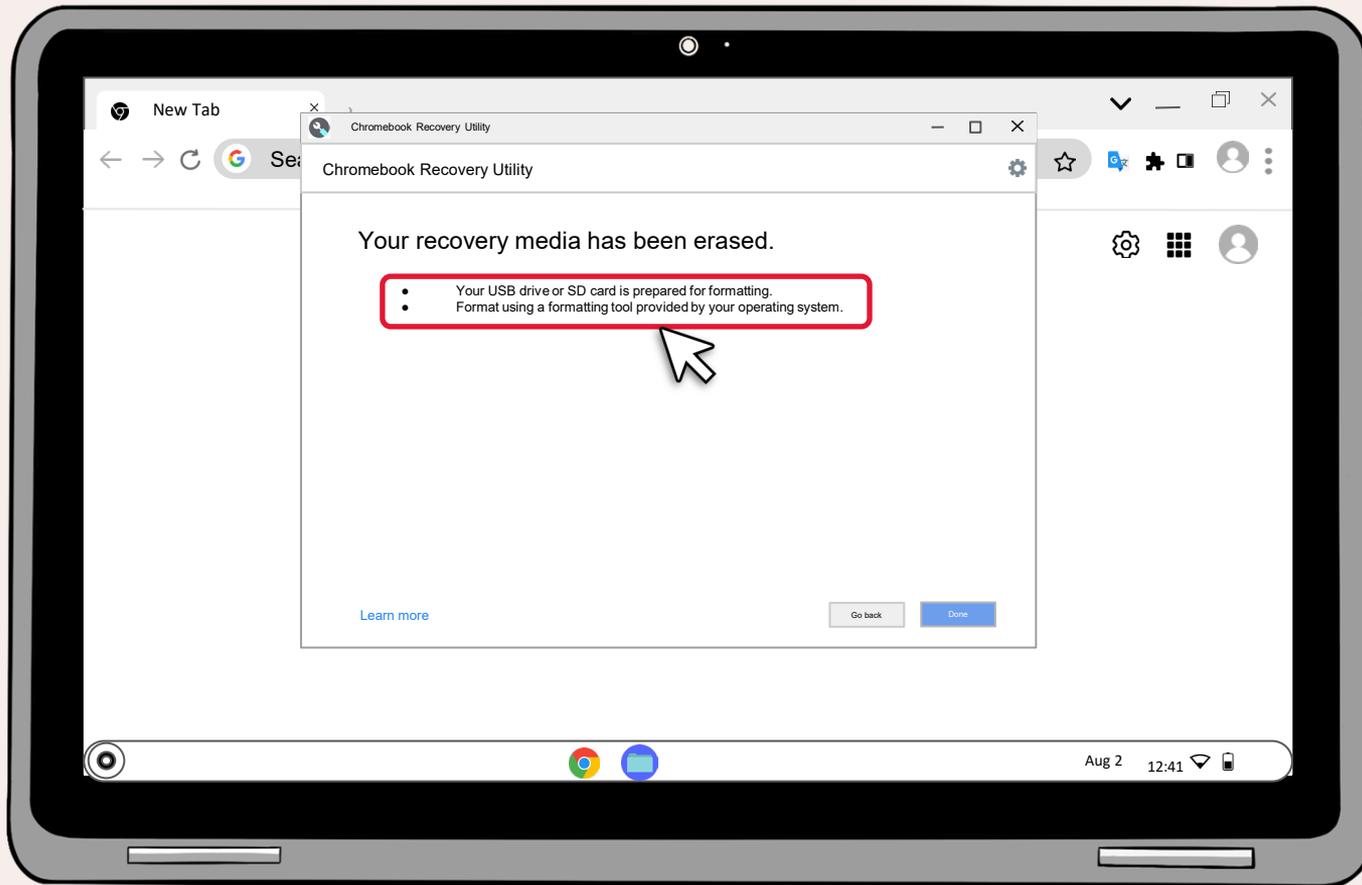




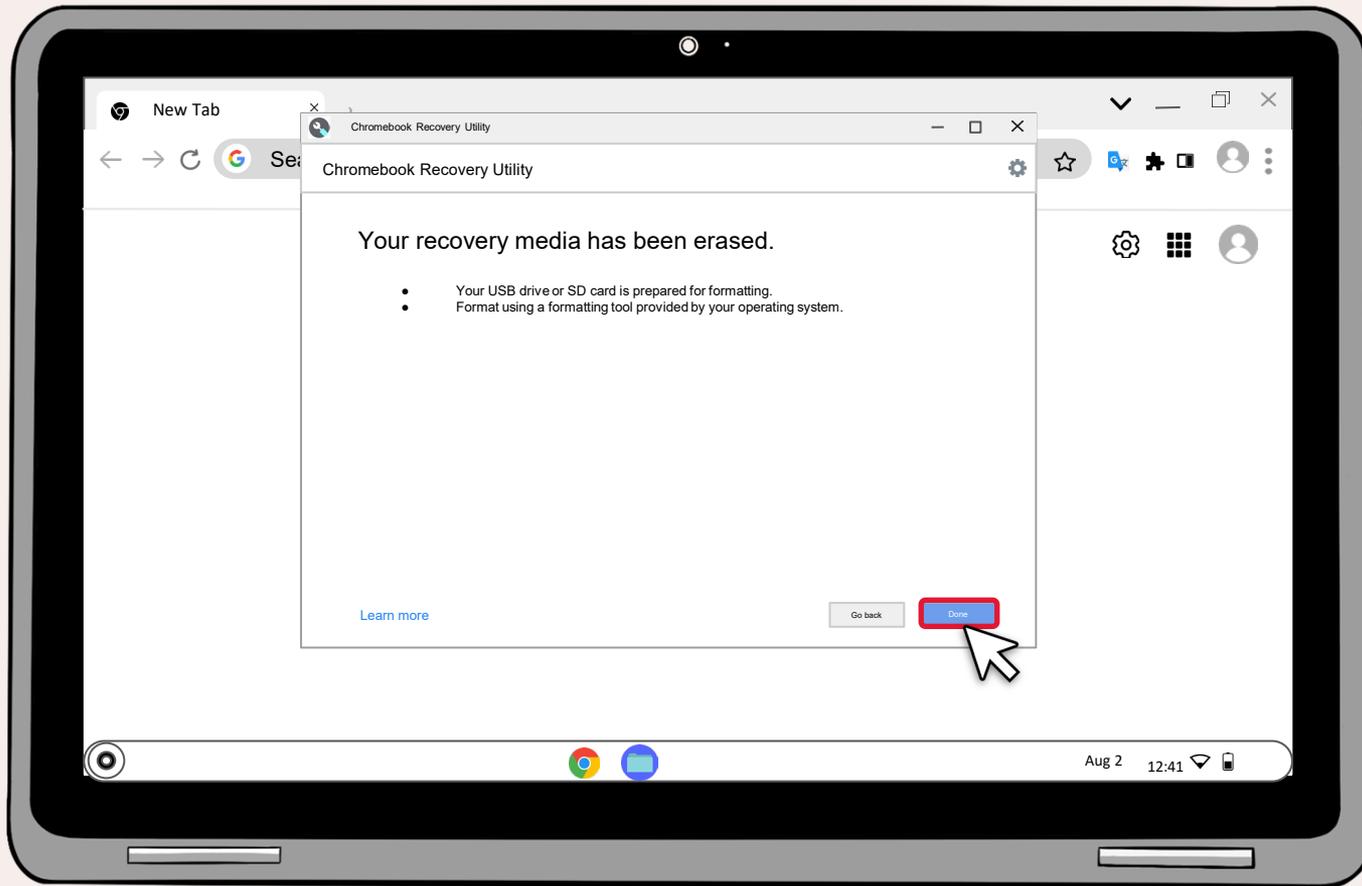
The recovery
image
will be erased.

Click on
Continue.





Congratulations!
**Your recovery
media has been
erased.**



The USB has been successfully restored. Click on “Done”.

The next tutorial will guide you on how to format the USB for it to work properly.

Recommendation

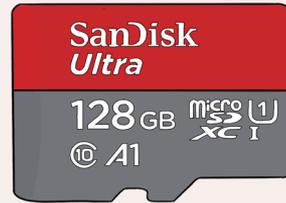
An adapter is recommended if you use an SD card

Part 4 : Formating USB or SD card

This step-by-step process will instruct you on how to format the USB or SD card that was previously utilized to restore the Chromebook operating system.



Or



A

USB

B

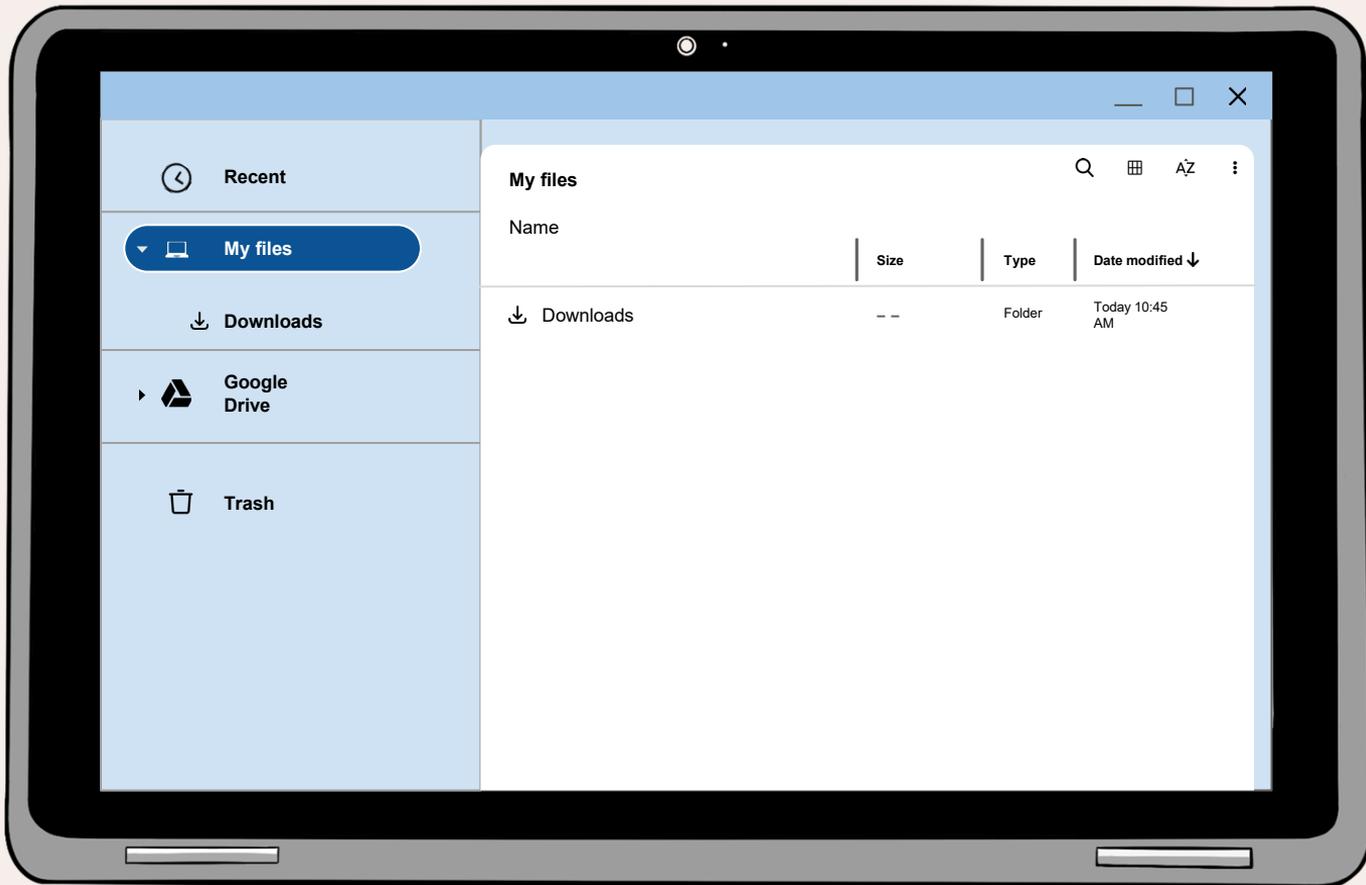
SD card

Adapter

1

Click on
“Files”.

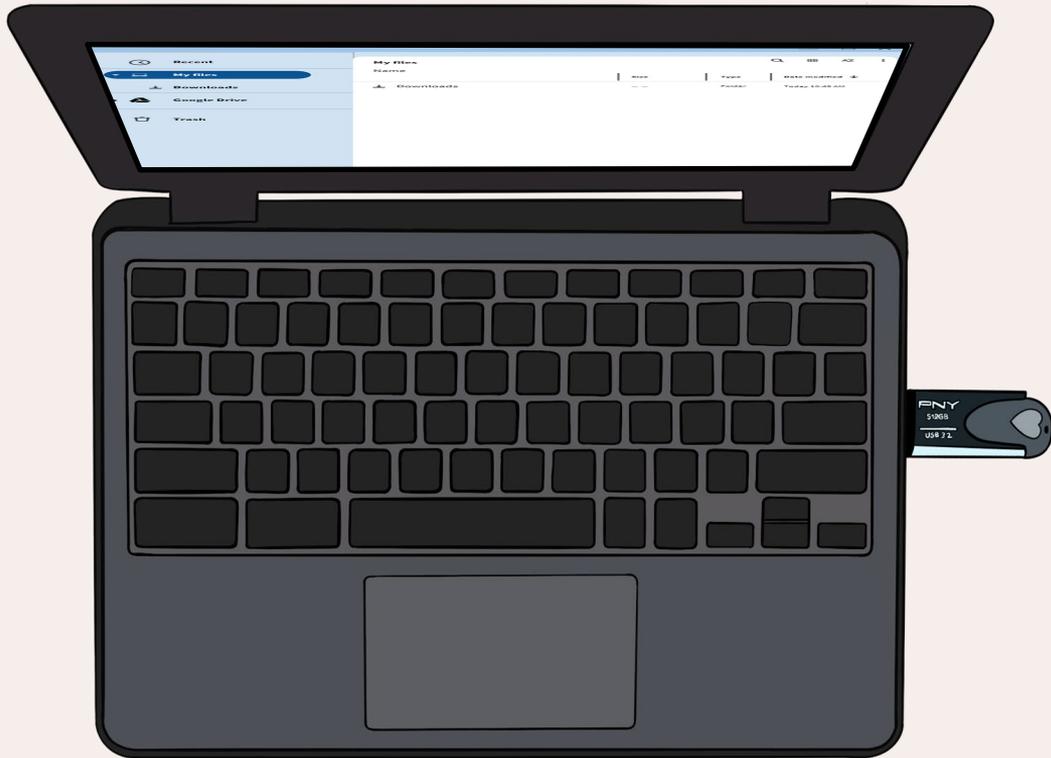




You'll need the USB or SD card drive that was successfully restored for this part.

Insert
the USB or SD
card.





UNIVERSITY OF
MARYLAND
EXTENSION

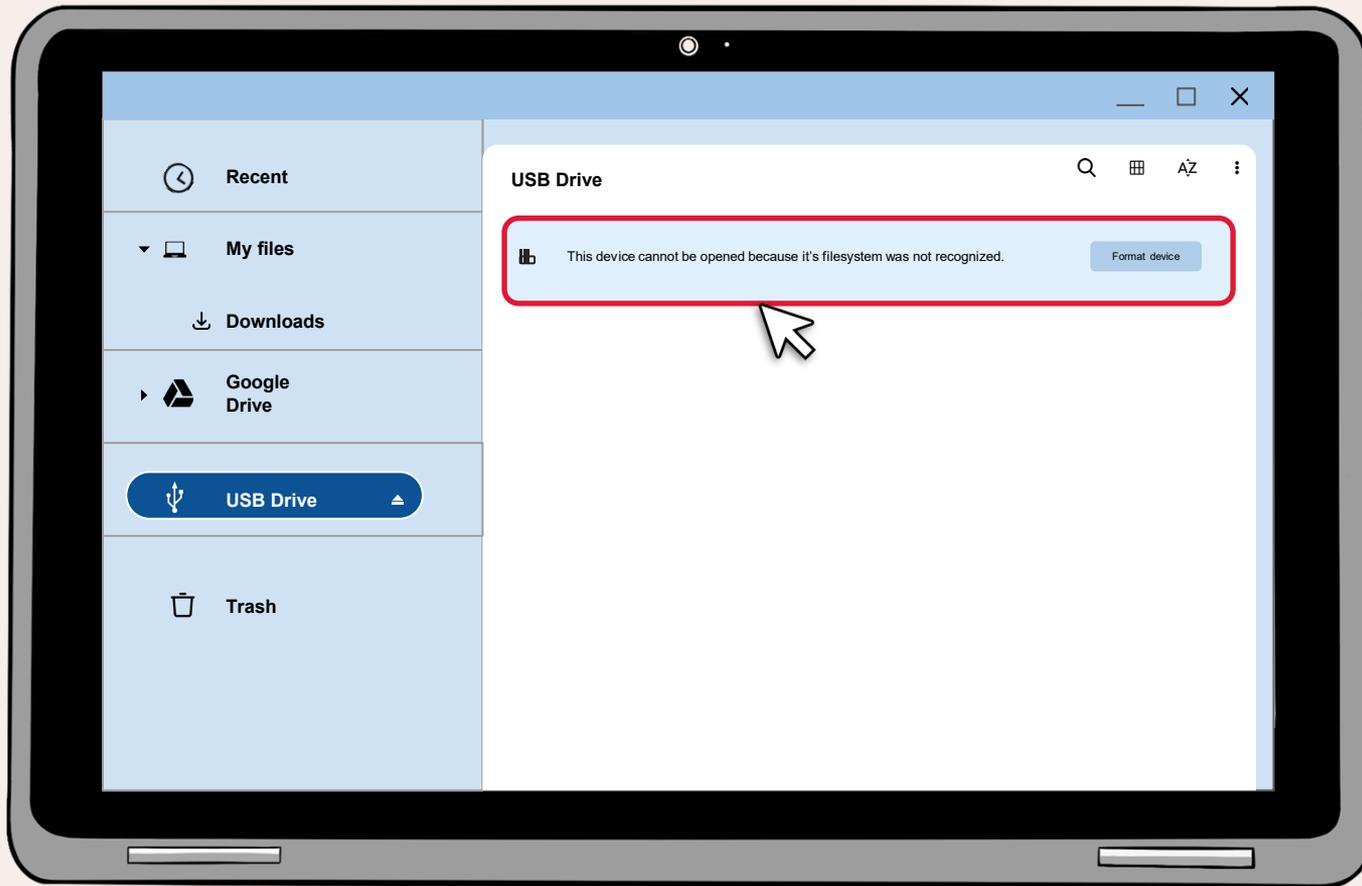


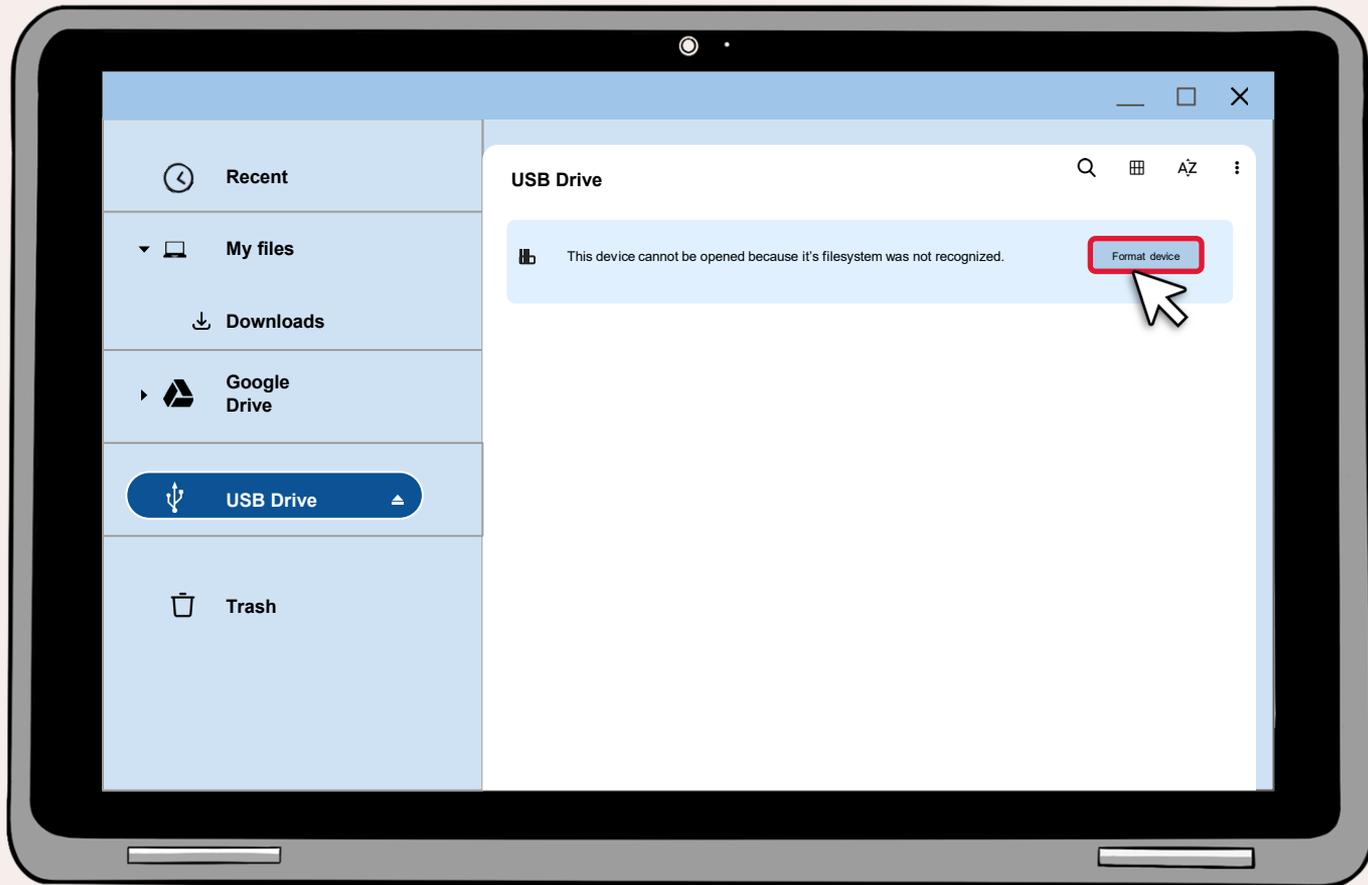
IN PARTNERSHIP WITH



COLLEGE OF
INFORMATION

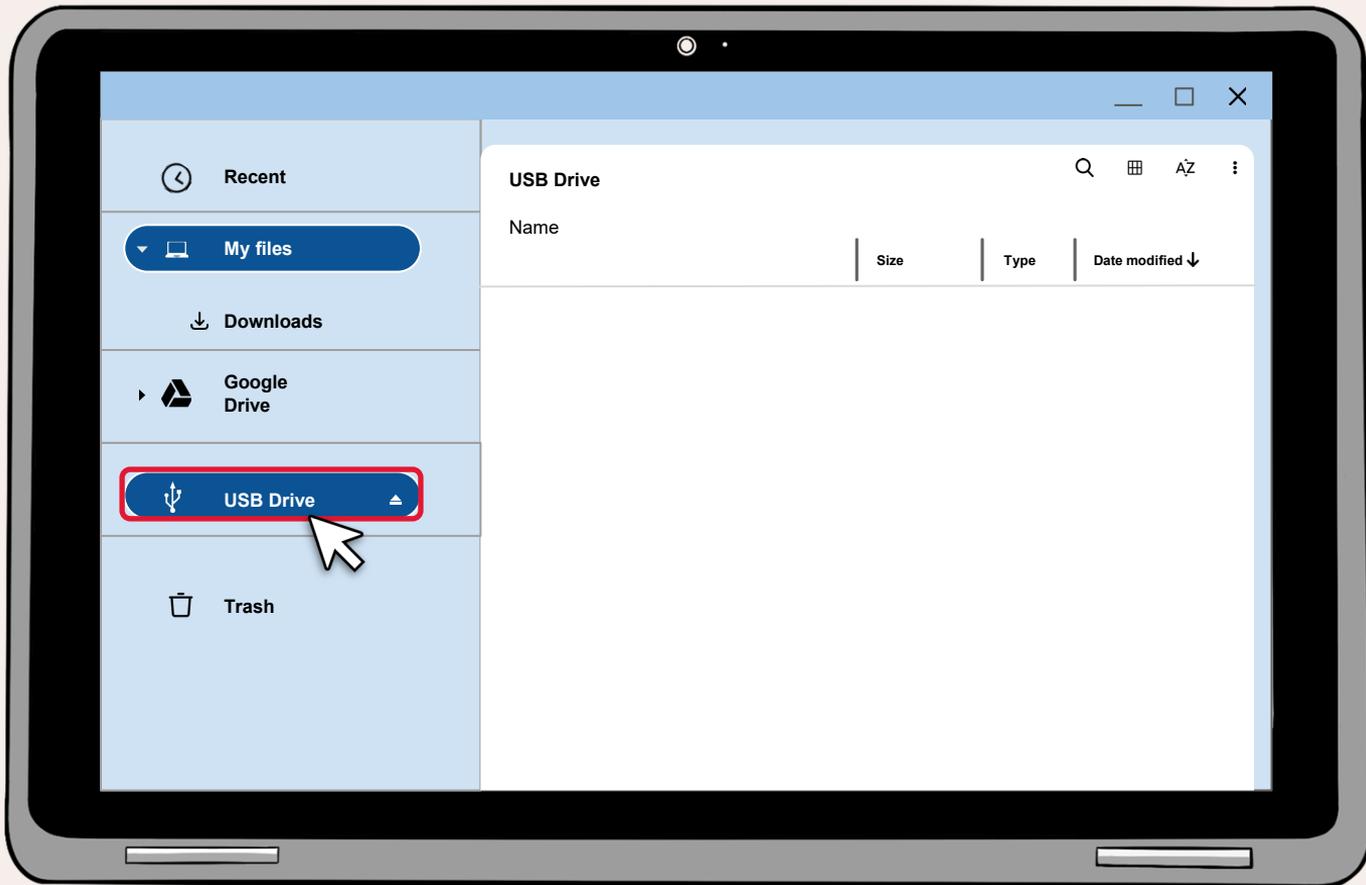
This prompt will appear.



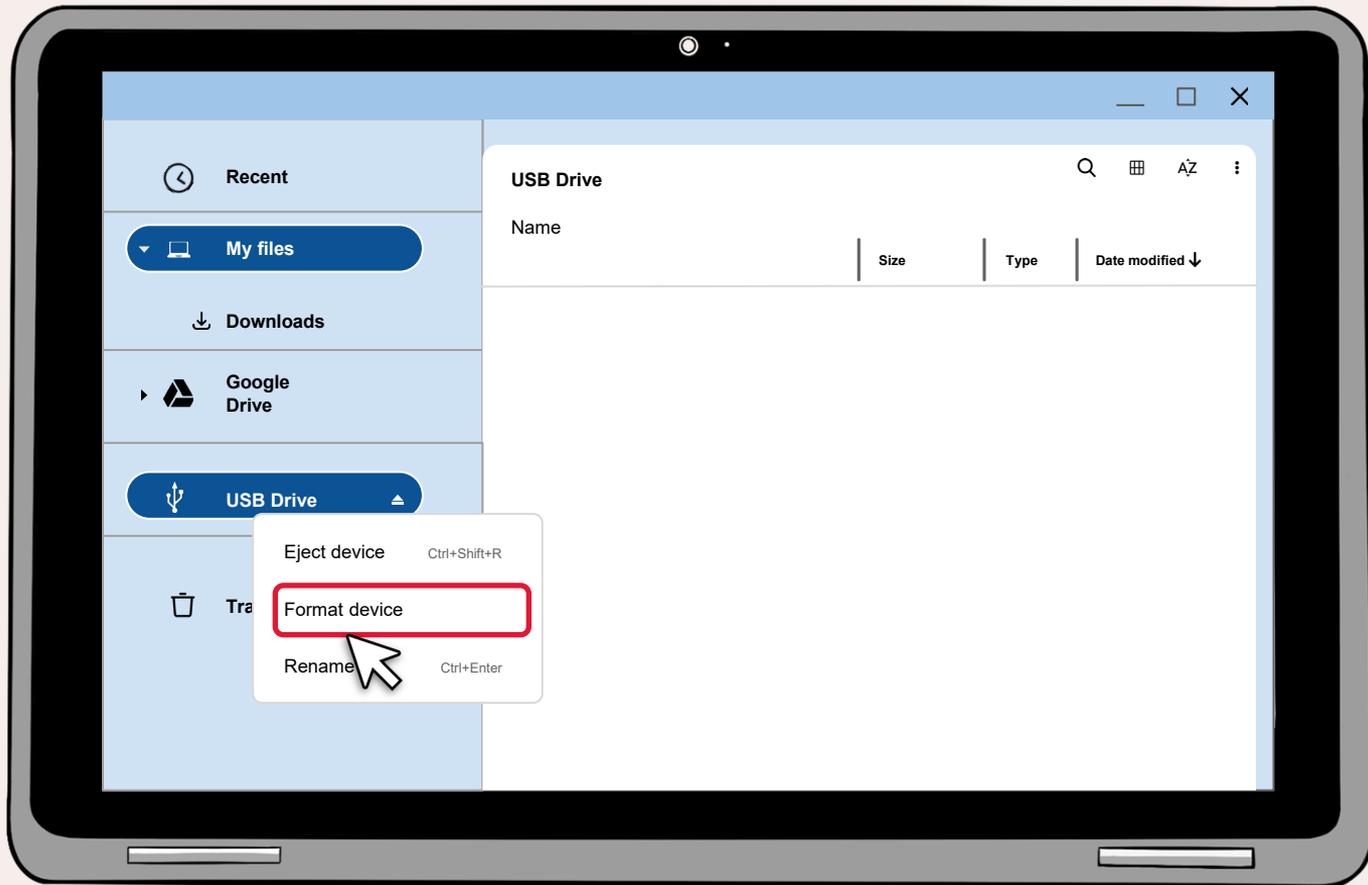


If this is the case,
all you need to do
is click on
"Format device".
If not, move on to
the next slide.

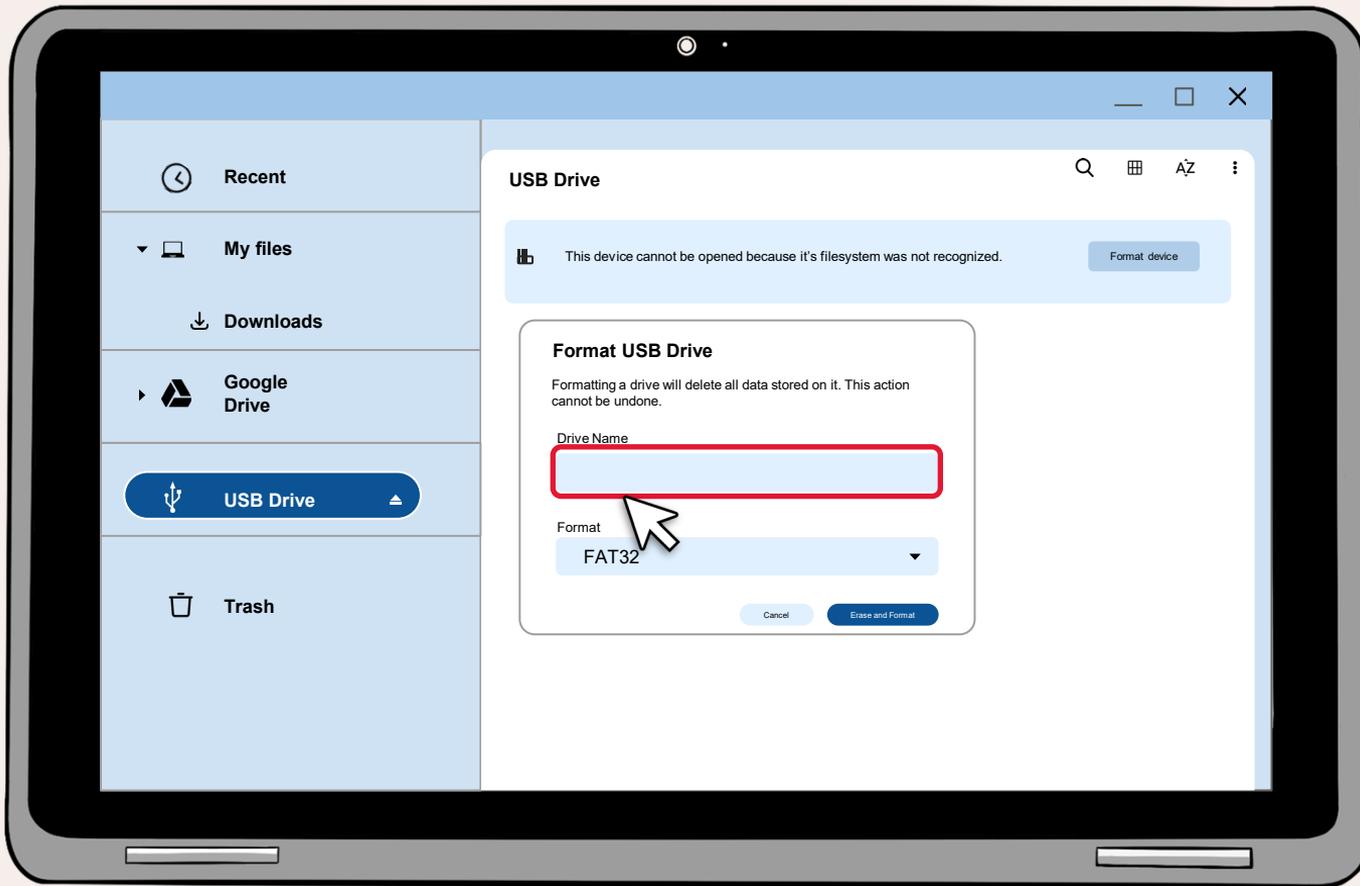
Right-click
"USB Drive"

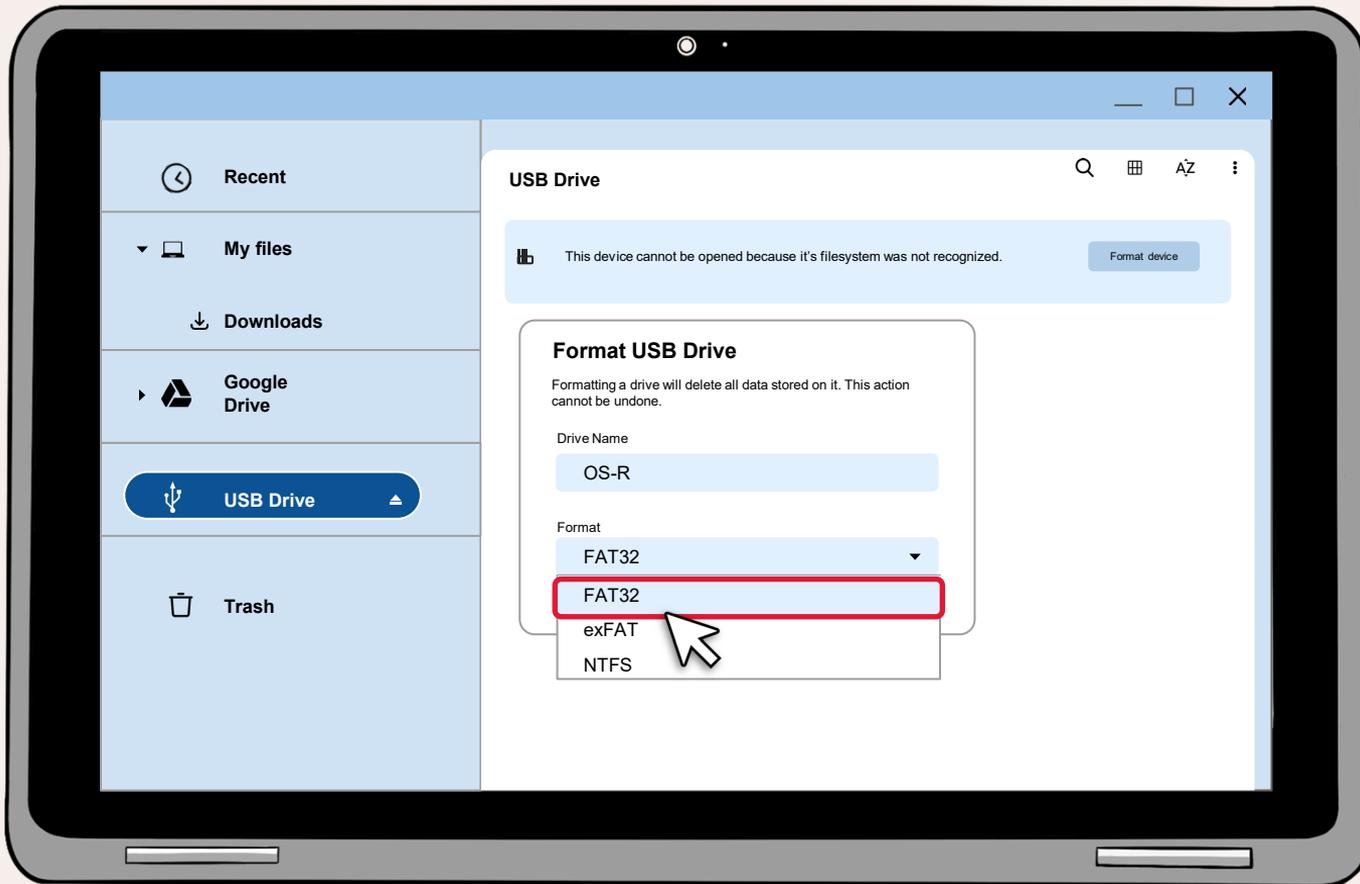


Select
"Format Device."

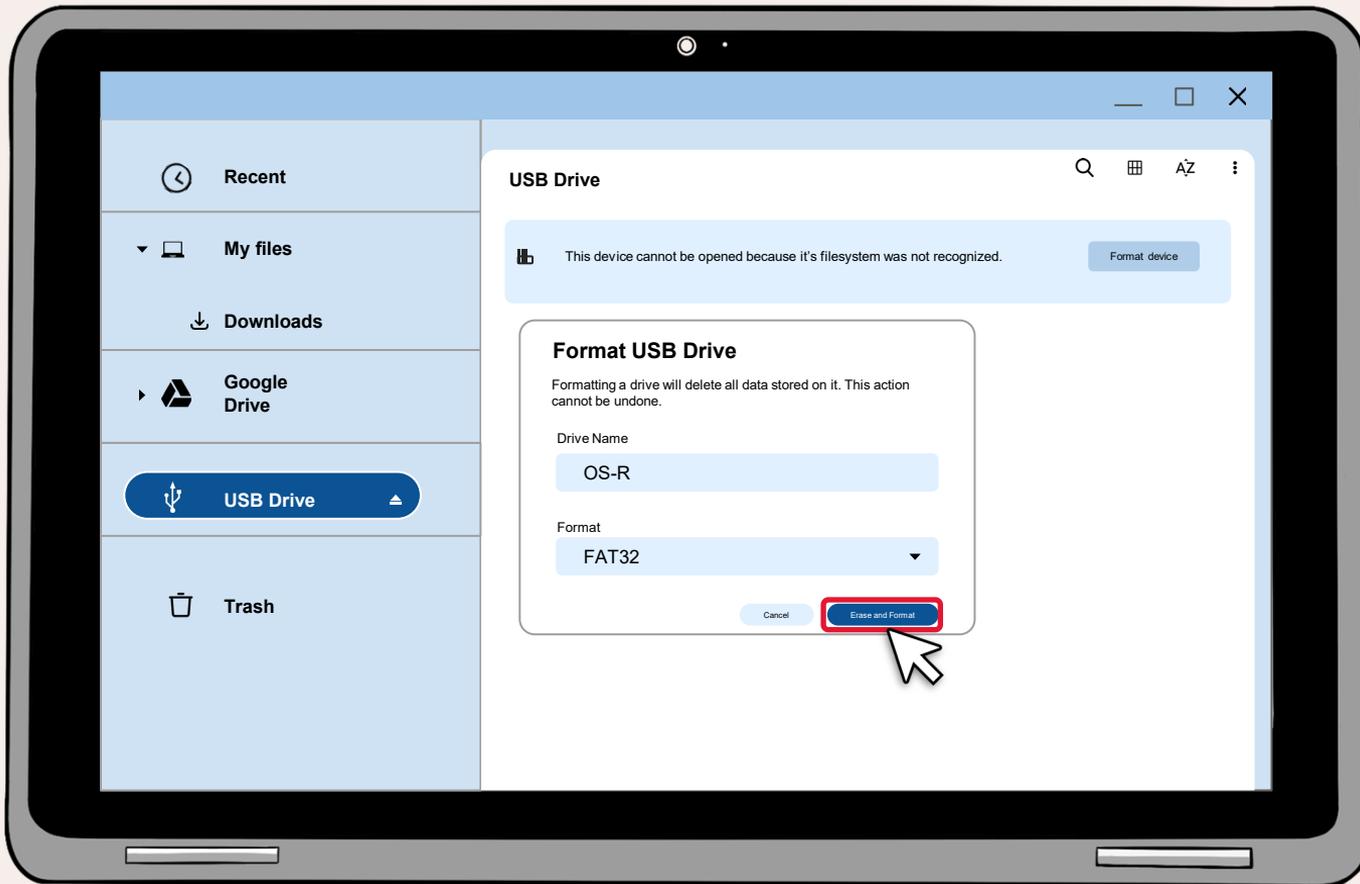


Give the USB or SD card a name, and select the format option if offered.

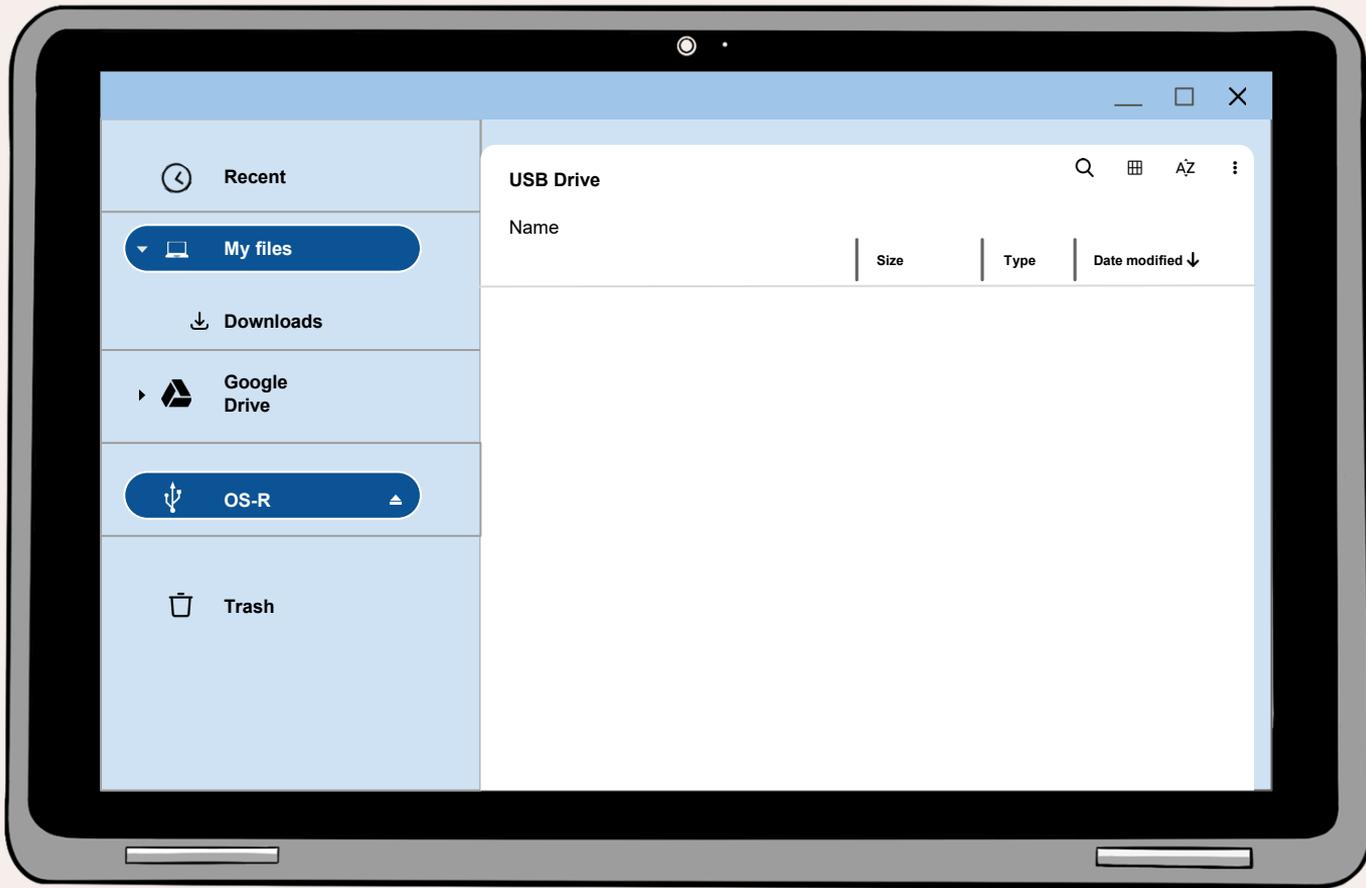


**Note:**

FAT32 is an outdated file system that isn't as good as **NTFS** or **exFAT**, which are newer alternatives to FAT32 and are supported by more devices and operating systems than NTFS, though it's not as common as FAT32. NTFS is the most current file system. Windows typically uses NTFS for its system drive and most other drives that aren't removable.



After you've chosen the name of your USB / SD card and the type of format you want, Click on “Erase and Format” .



Congratulations!
You can now use
the USB or SD
card drive in the
same way as
before the OS
recovery.

MARYLANDERS ONLINE CALL CENTER

- Marylanders Online is an initiative through the University of Maryland Extension (UME) and College of Information Studies (INFO) with state funding that aims to bridge the digital divide throughout the state of Maryland.
- Marylanders Online Call center is here to provide FREE one-on-one tech support to all the Maryland residents and bring digital equity in Maryland.
- It provides:
 - Tech support in English and Spanish
 - Device support including hardware and software
 - Assistance in getting connected with internet
 - ACP application assistance
 - Connect to local organizations offering various digital skills classes, device program, and much more.

Let's connect!

Monday to Friday: 10:00 am to 8:00 pm

Saturday: 10:00 am to 5:00 pm

Number: 301-405-9810

Toll Free: 1-866-206-8467

Email: marylandersonline@umd.edu

Website: marylandersonline.umd.edu



In accordance with Federal law and U.S. Department of Agriculture (USDA) civil rights regulations and policies, this institution is prohibited from discriminating on the basis of race, color, national origin, sex (including gender identity and sexual orientation), age, disability, and reprisal or retaliation for prior civil rights activity.

Program information may be made available in languages other than English. Persons with disabilities who require alternative means of communication for program information (e.g., Braille, large print, audiotape, and American Sign Language) should contact the responsible State or local Agency that administers the program or USDA's TARGET Center at (202) 720-2600 (voice and TTY) or contact USDA through the Federal Relay Service at (800) 877-4339.

To file a program discrimination complaint, a complainant should complete a Form AD-3027, USDA Program Discrimination Complaint Form, which can be obtained online, at <https://www.usda.gov/sites/default/files/documents/ad-3027.pdf>, from any USDA office, by calling (866) 632-9992, or by writing a letter addressed to USDA. The letter must contain the complainant's name, address, telephone number, and a written description of the alleged discriminatory action in sufficient detail to inform the Assistant Secretary for Civil Rights (ASCR) about the nature and date of an alleged civil rights violation. The completed AD-3027 form or letter must be submitted to USDA by mail: U.S. Department of Agriculture, Office of the Assistant Secretary for Civil Rights, 1400 Independence Avenue, SW, Washington, D.C. 20250-9410; or fax: (833) 256-1665 or (202) 690-7442; or email: program.intake@usda.gov.

This institution is an equal opportunity provider.

Conforme a la ley federal y las políticas y regulaciones de derechos civiles del Departamento de Agricultura de los Estados Unidos (USDA), esta institución tiene prohibido discriminar por motivos de raza, color, origen nacional, sexo (incluyendo identidad de género y orientación de sexual), edad, discapacidad, venganza o represalia por actividades realizadas en el pasado relacionadas con los derechos civiles.

La información del programa puede estar disponible en otros idiomas además del inglés. Las personas con discapacidades que requieren medios de comunicación alternativos para obtener información sobre el programa (por ejemplo, Braille, letra agrandada, grabación de audio y lenguaje de señas americano) deben comunicarse con la agencia estatal o local responsable que administra el programa o con el TARGET Center del USDA al (202) 720-2600 (voz y TTY) o comunicarse con el USDA a través del Servicio Federal de Transmisión de Información al (800) 877-4339.

Para presentar una queja por discriminación en el programa, el reclamante debe completar un formulario AD-3027, Formulario de queja por discriminación del programa del USDA, que se puede obtener en línea, en <https://www.usda.gov/sites/default/files/documents/ad-3027s.pdf>, en cualquier oficina del USDA, llamando al (866) 632-9992, o escribiendo una carta dirigida al USDA. La carta debe contener el nombre, la dirección y el número de teléfono del reclamante, y una descripción escrita de la supuesta acción discriminatoria con suficiente detalle para informar al Subsecretario de Derechos Civiles (ASCR, por sus siglas en inglés) sobre la naturaleza y la fecha de la presunta violación de los derechos civiles. La carta o el formulario AD-3027 completado debe enviarse al USDA por medio de:

correo postal:
U.S. Department of Agriculture
Office of the Assistant Secretary for Civil Rights
1400 Independence Avenue, SW
Washington, D.C. 20250-9410, o
fax:
(833) 256-1665 o (202) 690-7442, o
correo electrónico:
program.intake@usda.gov.
Esta institución ofrece igualdad de oportunidades.

Thanks for watching!

IN PARTNERSHIP WITH



COLLEGE OF
INFORMATION



Marylanders
Online

UNIVERSITY OF
MARYLAND
EXTENSION