

FAQ

Cloud Recovery within MyASUS in WinRE - Introduction

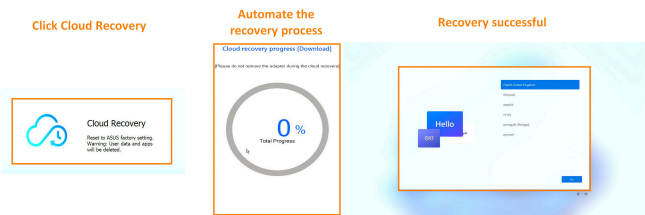
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Cloud Recovery within MyASUS in WinRE - Introduction

Applicable Products: Notebook, Desktop, All-in-One PC, Gaming Handheld

The Cloud Recovery function allows you to restore your computer's operating system in just a few steps without installing drivers.



How to Use Cloud Recovery in WinRE | ASUS SUPPORT



Table of Contents

1. [System Requirement](#)
2. [How to open MyASUS in WinRE](#)
3. [Execute Cloud Recovery](#)
4. [Q&A](#)

1. System Requirement

- You can click [here](#) to find out if your Asus laptop supports Cloud Recovery within MyASUS in WinRE
- Initial system is Windows 11 22H2 and later (excluding Windows 11 S mode)
- Local backup require an external storage device
- Cloud Recovery require LAN or Wi-Fi network
- Power supply

[Back to Table of Contents](#)

2. How to open [MyASUS in WinRE]

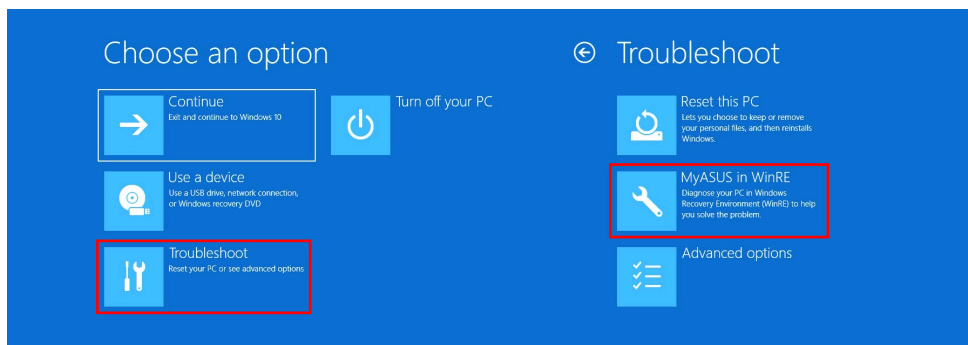
※ The ROG Ally does not have a keyboard, so you need to connect an external USB-C DONGLE to access MyASUS in WinRE with an external keyboard.

(1) After pressing the power button of your computer, quickly press F12 several times to enter [Choose an option] Interface. Click [Troubleshoot] then click [MyASUS in WinRE]. **Function key required may vary depending on PC model. Some models use the F9 key instead.**

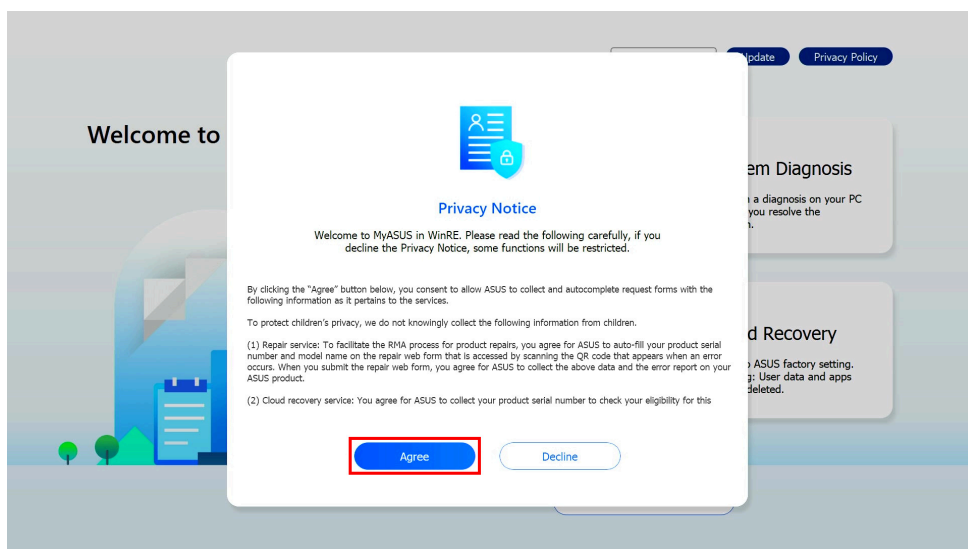
From within Windows-Click Start, then click Power, then press and hold the Shift key while clicking Restart. Your PC will shut down and then reboot into WinRE. Once you are in WinRE, select MyASUS in WinRE.

If MyASUS in WinRE is not found when opening this interface, the computer does not support this function.

※ If you have enabled the Bitlocker function, please go to this article [\[Q&A-Q9\]](#) to continue reading.



(2) If you are entering MyASUS in WinRE for the first time, the Privacy Notice pop-up window may appear, please click [Agree].



[Back to Table of Contents](#)

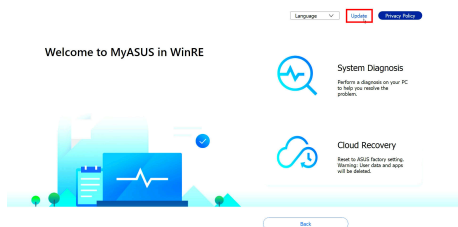
3. Execute Cloud Recovery

Before performing Cloud Recovery, read the following instructions carefully:

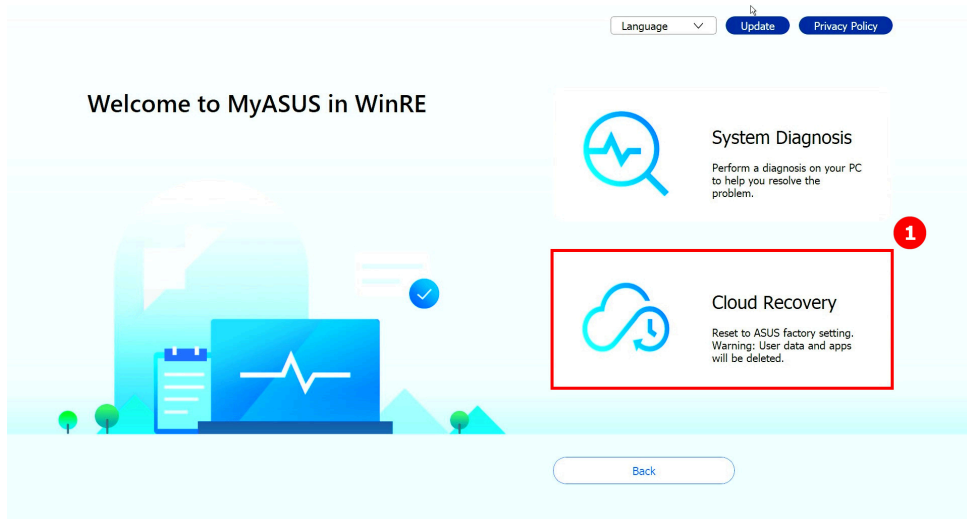
Cloud Recovery will restore the storage device where the operating system is stored to its original state, that is, all data on the storage device will be erased.

- If your computer still has access to the system, back up your data using an external storage device or refer to [\[Notebook\] MyASUS - Switch and Recovery](#) or use Windows' built-in backup tool [\[Windows 11/10\] Backup and Restore your files \(File History\)](#), or refer to [\[Windows 11/10\] OneDrive](#) or [ASUS WebStorage](#) for cloud backups.
- If your computer cannot enter Windows and you have important data that has not been backed up, please contact ASUS Service Center for help.

Before running the Cloud Recovery, click [Update] to update MyASUS in WinRE to the latest version.



(1) Click ①[Cloud Recovery].

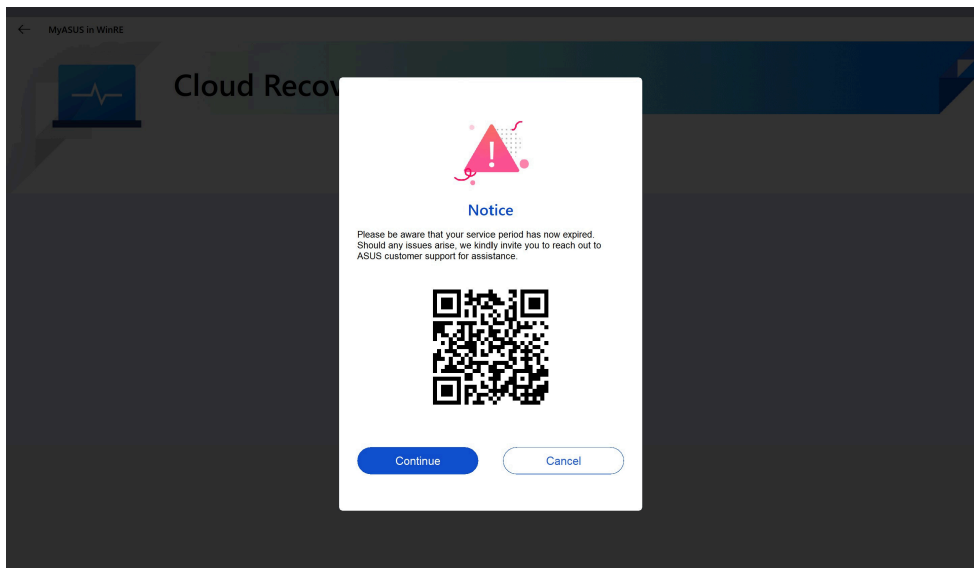


If the following screen appears after you click [Cloud Recovery], it means that your computer's Cloud Recovery service has expired. Click **[Continue]** to use the Cloud

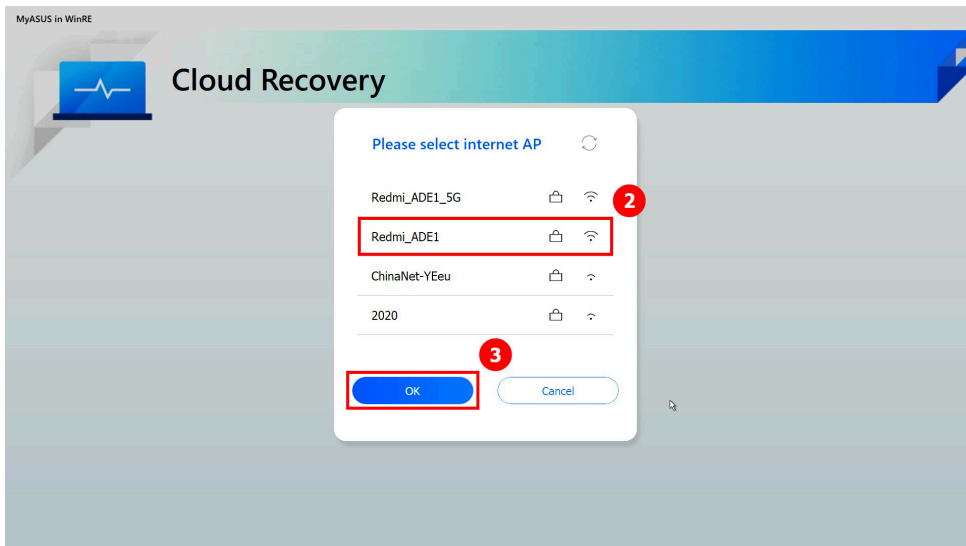
Recovery function normally. The computer operating system and driver are the factory default versions.

If you want to use the latest version of the operating system or driver, please enter the operating system and manually update the operating system and driver to the latest version.

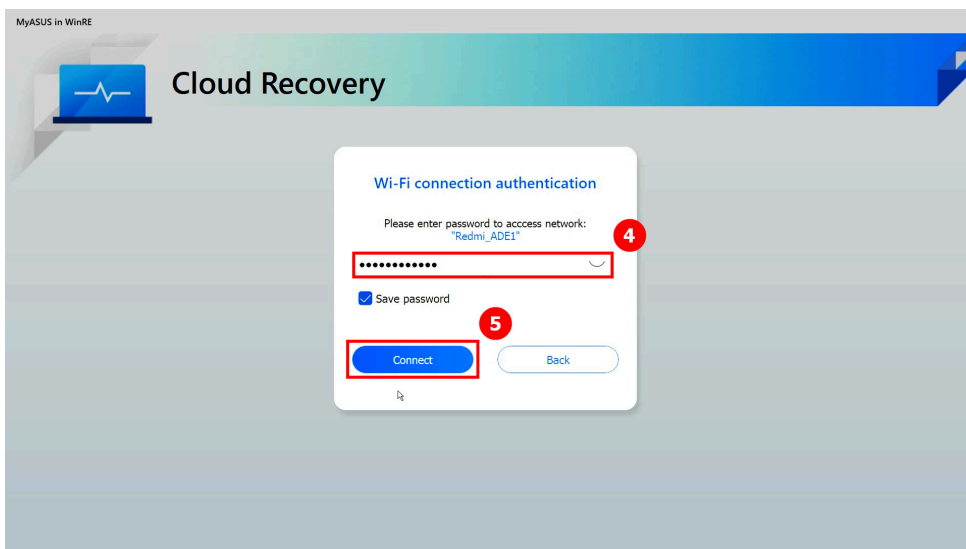
※ If the computer uses the Cloud Recovery function during the service period, the computer's operating system and driver will be restored to the latest version.



(2) Cloud Recovery requires network support. Select ②[Wireless network] and click ③[OK]. (Cloud Recovery supports LAN network connections. If your computer does not have an RJ45 interface, you will need to use ASUS's RJ45 to USB Dongle. Currently non-ASUS RJ45 to USB Dongle may not be supported because of compatibility)



(3) Enter the wireless network ④ [password] and click ⑤ [Connect].



(4) You will be asked if you need to back up your files first, click ⑥ [OK]. If you don't need to back up your data, click Cancel and go to 3-(8) article to continue reading.

※ If you have enabled the Bitlocker function, please go to this article [\[Q&A-Q9\]](#) to continue reading.



Cloud Recovery



Do you want to backup your files first?

Cloud recovery process will erase your personal data.
We recommend that you backup everything to an external hard disk drive before proceeding.



OK

Cancel

(5) Click your ⑦[External Storage Device], and then click ⑧[OK].



Cloud Recovery

Backup with external hard disk

Disk title

Disk space

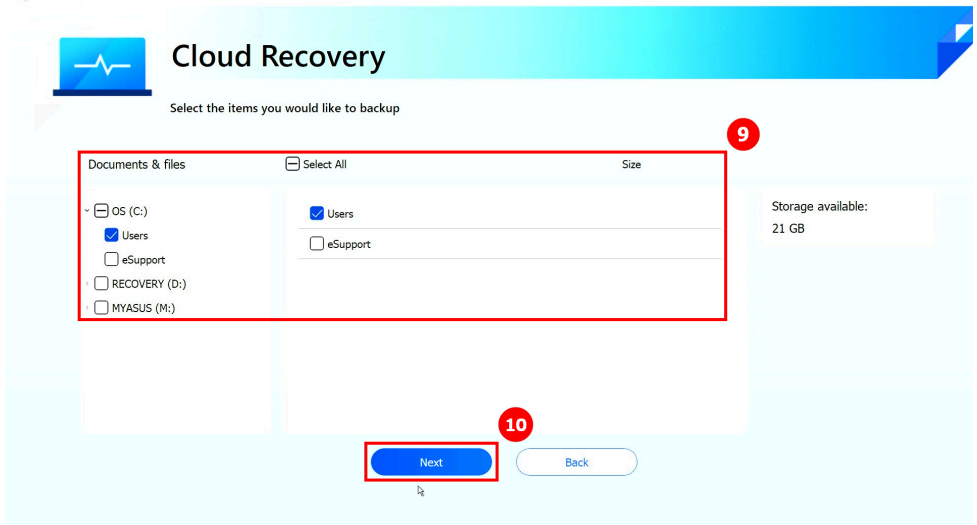
| Disk title | Disk space |
|---------------|-------------|
| 01 DÃ¼Ö¼ (E:) | 21 G / 28 G |

Next

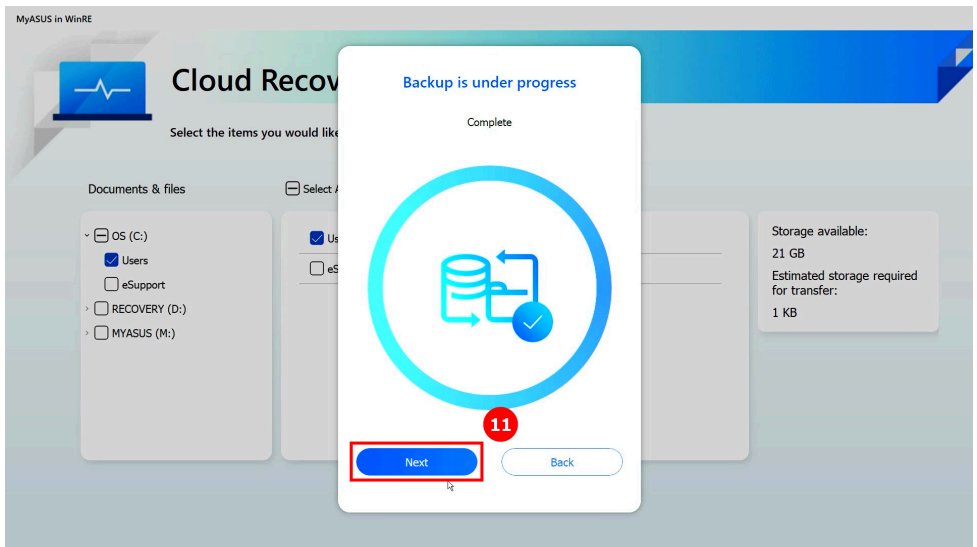
Refresh

Back

(6) Click ⑨[File] that you want to back up, and then click ⑩[OK]. Do not remove external storage devices or remove power sources while backing up data.



(7) Backup progress complete, click **[Next]**.

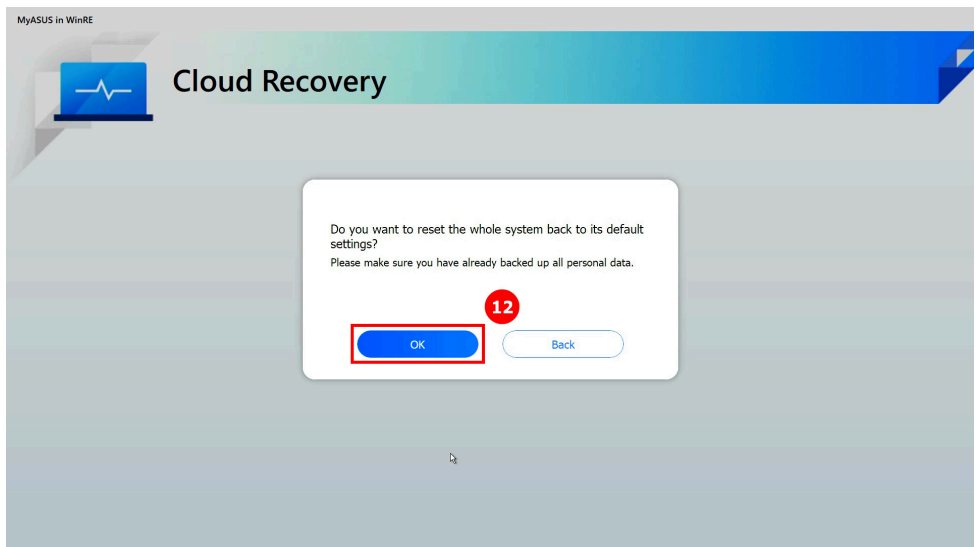


(8) Backup complete. Do you want to reset the whole system back to its default settings? Click **[OK]** and the system will automatically download the files that the computer needs to install from the cloud.

Please note: When you click OK, Cloud Recovery will restore the storage device where the OS is stored to its original state, which means that all data on the

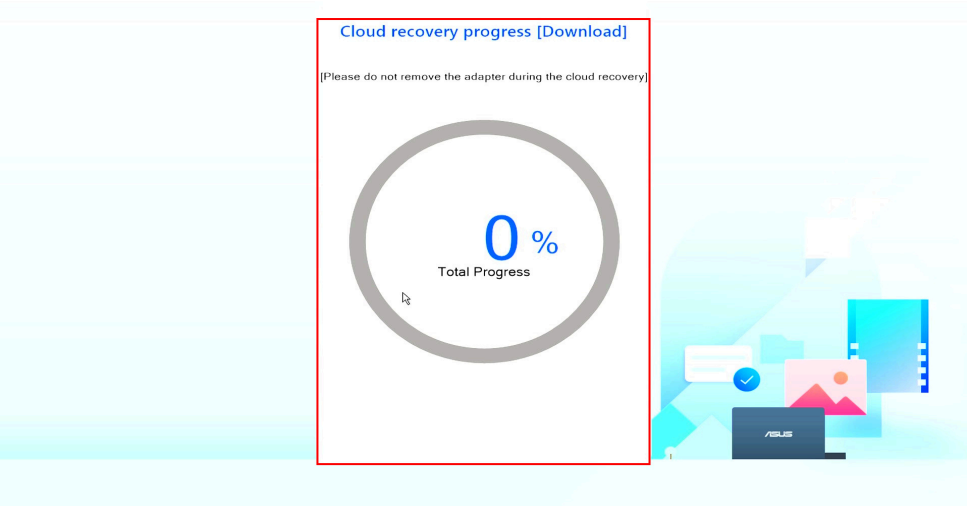
storage device will be erased, regardless of whether you partition the storage device or not.

- If your computer can still access Windows, use an external storage device to back up your data or reference [\[Notebook\] MyASUS - Switch and Recovery](#), or use Windows built-in backup features [\[Windows 11/10\] Backup and Restore your files \(File History\)](#), or use cloud storage to back up your data or reference [\[Windows 11/10\] OneDrive](#) or go to [ASUS WebStorage](#) to get a cloud backup.
- If your computer won't be able to access Windows and you have important data that hasn't been backed up yet, please contact the ASUS Service Center for help.



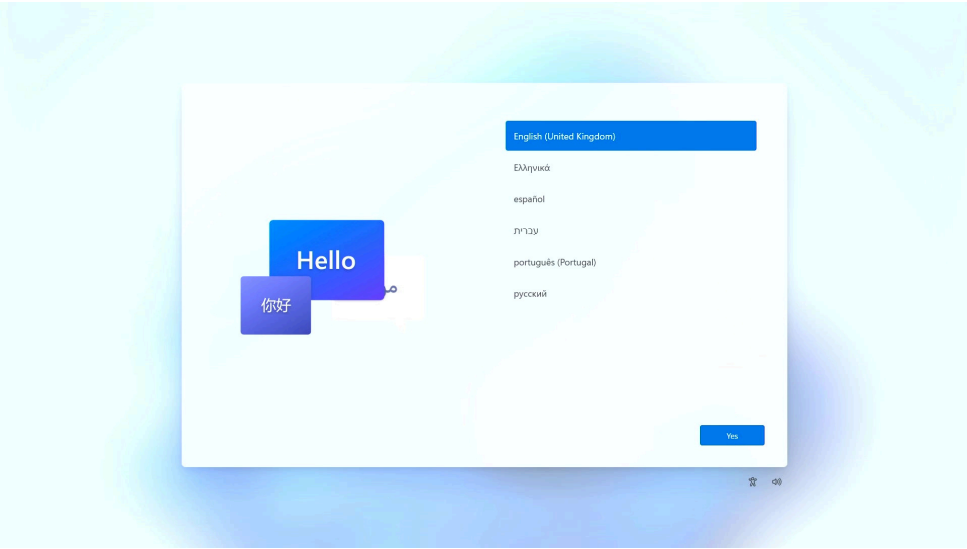
(9) The Cloud Recovery program starts, please keep the network connected and do not remove the power, this process will take about 1~3 hours, depending on your network quality and computer configuration.

During this time, it is normal that the computer may restart several times or have a black screen. Please do not operate the computer, be patient.



(10) Cloud Recovery succeeds and your computer has been restored to factory condition.

If your computer is unable to complete Cloud Recovery, please contact the ASUS Service Center for help.



[Back to Table of Contents](#)

4. Q&A

Q1: What happen if Cloud Recovery stops due to slow or unstable internet connection?

A1: When your computer loses its internet connection, you will be returned to the initial page of Cloud Recovery and you will need to re-execute Cloud Recovery.

If your Internet connection is unstable and you can't perform Cloud Recovery, it is recommended that you send your computer to repair center.

Q2: The process for recovery will be totally unattended from start to end?

A2: Yes, you can take care of other things when the Cloud Recovery progress starts, so be patient and wait for the Cloud Recovery to end.

Q3: Will Cloud Recovery change the HDD or SSD partition?

A3: Yes, Cloud Recovery restores your storage device to its original state, regardless of whether the storage device has partitions or not. So before you start Cloud Recovery, back up your storage device data first.

Q4: If my computer has two or more storage devices, will the data in these storage devices be deleted?

A4: If your computer has two or more storage devices, using the Cloud Recovery function in MyASUS in WinRE will only delete the data in the storage device where Windows is stored.

Q5: Can I install Windows on the storage device I purchased using the Cloud Restore feature? (Non-computer original storage device)

A5: Because Cloud Recovery within MyASUS in WinRE feature is installed in storage device, you cannot use it after you replace the storage device. You can install the Windows using the Cloud Recovery feature in MyASUS in UEFI, click on: [\[Notebook\] Cloud Recovery within MyASUS in UEFI - Introduction](#)

Q6: Under what circumstances is it recommended to perform the Cloud Recovery function?

A6: You can use Cloud recovery to restore your computer to default settings:

- When you can't enter Windows and there's no way to fix it.
- When replacing a Windows storage device.
- When you want to completely restore your computer to Default Settings.

Q7: If you cannot use MyASUS in WinRE.

A7: You can use the Cloud Recovery function in MyASUS in UEFI, click: [\[Notebook\] Cloud Recovery within MyASUS in UEFI - Introduction](#)

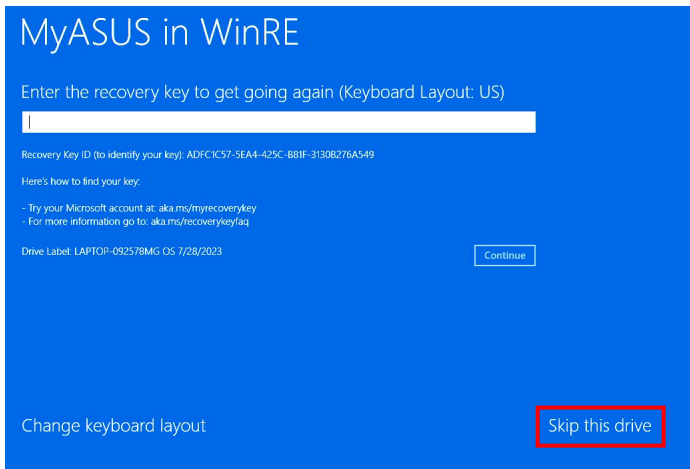
Q8: If you want to know about the System Diagnosis function in MyASUS in WinRE.

A8: Please click: [\[Notebook\] System Diagnostics within MyASUS in WinRE - Introduction](#)

Q9: What should I do if I have enabled Bitlocker and want to back up my files?

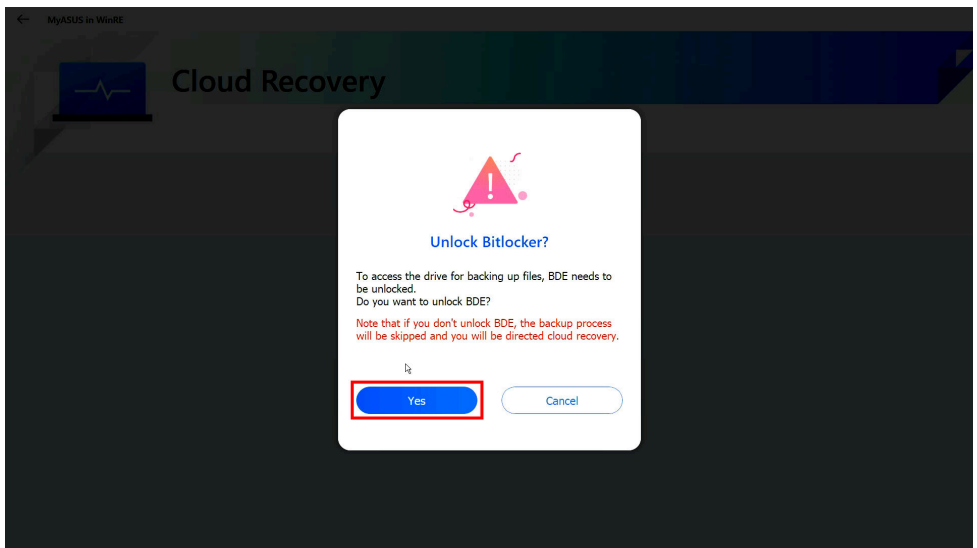
A9: You need to unlock it with a Bitlocker recovery key.

(1) In [Troubleshooting], click [MyASUS in WinRE], the following screen will be displayed, please click [Skip this drive] first.



(2) Before backing up the file, the following screen will be displayed, click [YES].

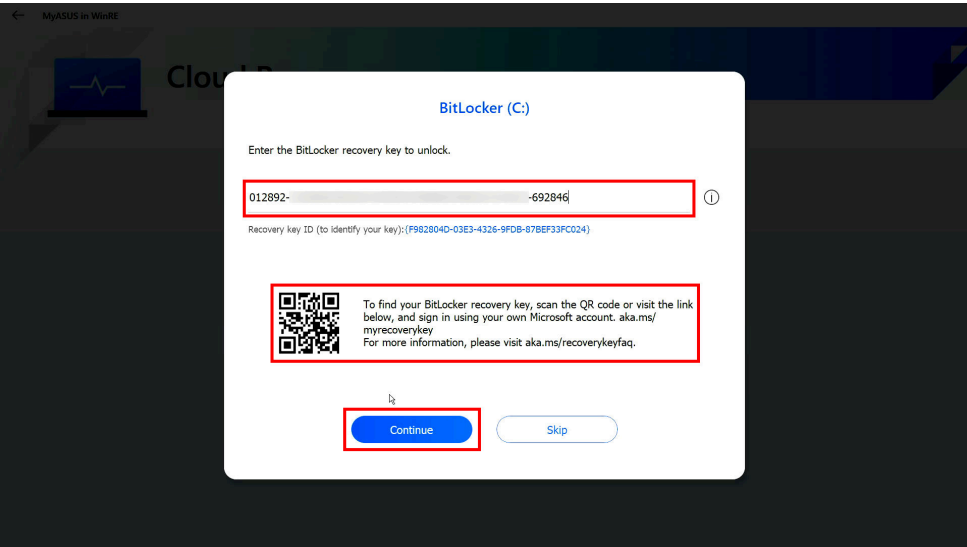
※ If you do not need to back up, click [Cancel] to skip.



(3) Please scan the QR Code with your device, or click

<https://aka.ms/myrecoverykey> to log in to your Microsoft account to get the Bitlocker recovery key, and then unlock it for backup.

※ If you are not sure how to get the Bitlocker recovery key, please refer to the following: [\[Notebook/Desktop/AIO\] Troubleshooting - How to fix it shows](#)



[Back to Table of Contents](#)

Was this information helpful?

YES

NO

Contact Support

Please contact with us if the above information cannot resolve your problem

Get the support

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