

# Lenovo Digital Download Recovery Service (DDRS)

## Steps to create a Lenovo Recovery USB key

Lenovo Digital Download Recovery Service (DDRS) downloads all of the files needed to create a Lenovo Recovery USB key. A Lenovo Recovery USB key enables you to reinstall Microsoft Windows® and other Lenovo-installed files onto your Lenovo computer. The USB key reinstalls the version of Windows for which the computer is licensed.

Lenovo DDRS is limited to models enabled for USB recovery. You can check if your computer supports Lenovo DDRS from the [Lenovo Recovery Media Eligibility website](#).

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## [System Hardware Prerequisites](#)

- 16GB or larger USB 2.0 or 3.0 key (Note: all data on the USB key will be deleted.)
- A computer to download the recovery files and create the USB recovery key
  - At least 20GB of free space for downloading recovery files
  - Microsoft Windows® 7 or a newer version
  - 20 Mbps or higher Internet connection (recommended)

## [How to download files from Lenovo and create the Recovery USB Key](#)

### 1. Submit digital download recovery order

- A. Go to the Lenovo Recovery Web page at <https://support.lenovo.com/lenovorecovery/entitlement>.
- B. Follow the instructions on the Lenovo Recovery Web page to complete a digital download order.
- C. Within a few minutes after submitting the order, you receive an order confirmation e-mail.

### 2. Download the Lenovo Digital Download Tool and the recovery files

- A. Click on the  [Lenovo Digital Download Tool](#) to download the tool from Lenovo.

- B. Open the Lenovo Digital Download Tool, and type your Lenovo ID and password that was used when the digital download order was placed. Then, click the Sign-in button.
- C. Follow the instructions displayed to start downloading the recovery files. For additional information on using the Lenovo Digital Download Tool, go to: [Using the Lenovo Digital Download Tool](#).

**Note:** Recovery files are several gigabytes in size. Depending on your network connection, this process can take several hours. The Lenovo Digital Download Tool shows the time remaining to complete the process.

### 3. Download the Lenovo USB Recovery Creator tool and create the Lenovo Recovery USB key



- A. Click on the version of **Lenovo USB Recovery Creator** tool based on the installed Windows® version on your computer:
  - [Lenovo USB Recovery Creator tool for Windows® 7](#)
  - [Lenovo USB Recovery Creator tool for Windows® 8 or later](#)

**Note:** Both the Lenovo Digital Download Tool and the Lenovo USB Recovery Creator tool must be in the same folder location in your computer.

- B. After all recovery files have been downloaded, open the Lenovo USB Recovery Creator tool.

**Note:** Do not alter the recovery files or file structure after the files have been downloaded from Lenovo. Changing or deleting any file or modifying the file structure will affect the creation of the USB Recovery key.

- C. Insert the USB key that you want to use as a Recovery USB key into one of the USB connectors.
- D. In the Lenovo USB Recovery Creator tool, select the USB key you inserted and the recovery master file (\*.RMF) located in the folder where you downloaded the recovery files.

**Note:** All data on your USB key will be deleted. Backup any data you want to save before you continue.

- E. Follow the instructions displayed to complete the creation of the USB recovery key. For additional information using the Lenovo USB Recovery Creator tool, go to: [Using the Lenovo USB Recovery Creator tool](#)

**Note:** At the end of the USB recovery-creation process, the tool will display a prompt asking whether you want to keep or delete the recovery files that were downloaded to your computer. If you delete the recovery files from your computer, you will not be able to create another USB recovery key.

### 4. Using the Lenovo Recovery USB key

After creating the Lenovo Recovery USB key, the USB key can be used to reinstall Microsoft Windows® at any time on the computer models for which it was created. To use the USB key, insert the USB key into the Lenovo computer on which you want to restore the operating system. Then, restart the computer to begin the recovery process.

For detailed instructions on using the Lenovo Recovery USB key select your desired language and operating system below:

### Windows 8.1

Danish	Dutch
English	Finnish
French	German
Italian	Japanese
Korean	Norwegian
Portuguese (Brazil)	Portuguese (Portugal)
Simplified Chinese	Spanish
Swedish	Traditional Chinese

### Windows 10

Danish	Dutch
English	Finnish
French	German
Italian	Japanese
Korean	Norwegian (Bokmål)
Portuguese (Brazil)	Portuguese (Portugal)
Simplified Chinese	Spanish
Swedish	Traditional Chinese

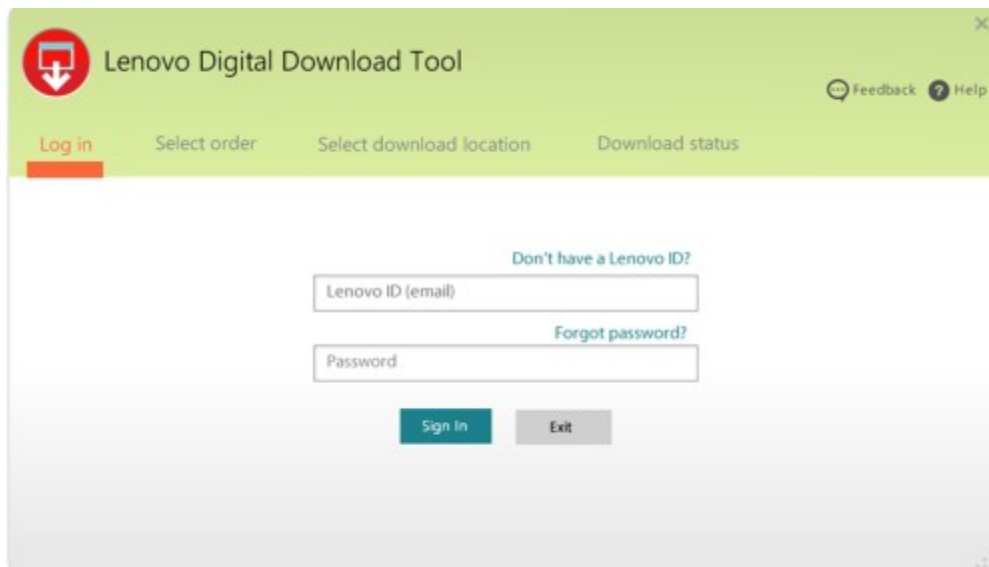
## Using the Lenovo Digital Download Tool

The Lenovo Digital Download Tool enables you to download the recovery files needed to create a Lenovo USB Recovery key.

1. Open the Lenovo Digital Download Tool; then, login using the same Lenovo ID you used when you submitted the digital download order. Type the Lenovo ID and password and then click the **Sign-In** button.

**Tip:** This tool does not work unless you have placed a digital download order from

<https://support.lenovo.com/lenovorecovery/entitlement>

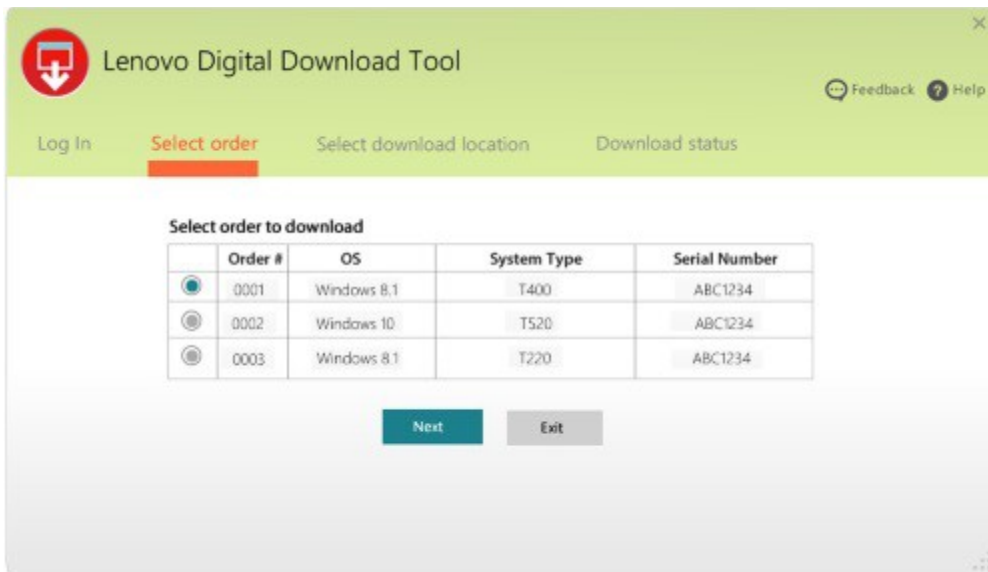


The screenshot shows the 'Lenovo Digital Download Tool' window. The title bar includes a red download icon, the text 'Lenovo Digital Download Tool', and 'Feedback' and 'Help' buttons. Below the title bar is a navigation menu with four items: 'Log in' (highlighted in orange), 'Select order', 'Select download location', and 'Download status'. The main content area features a login form with the following elements: a link 'Don't have a Lenovo ID?' above a text input field labeled 'Lenovo ID (email)'; a link 'Forgot password?' above a text input field labeled 'Password'; and two buttons at the bottom: a green 'Sign In' button and a grey 'Exit' button.

2. If you have more than one active digital download order, a page is displayed enabling you to select the order you want to use. If you have only one active order, this page does not display. Select the order to download and click **Next**.

**Tip:** Orders automatically expire if the download does not start within 24 hours from the time the order was placed. If your order expires, go back to the Lenovo Recovery Web page <https://support.lenovo.com/lenovorecovery/entitlement> and submit a new order.

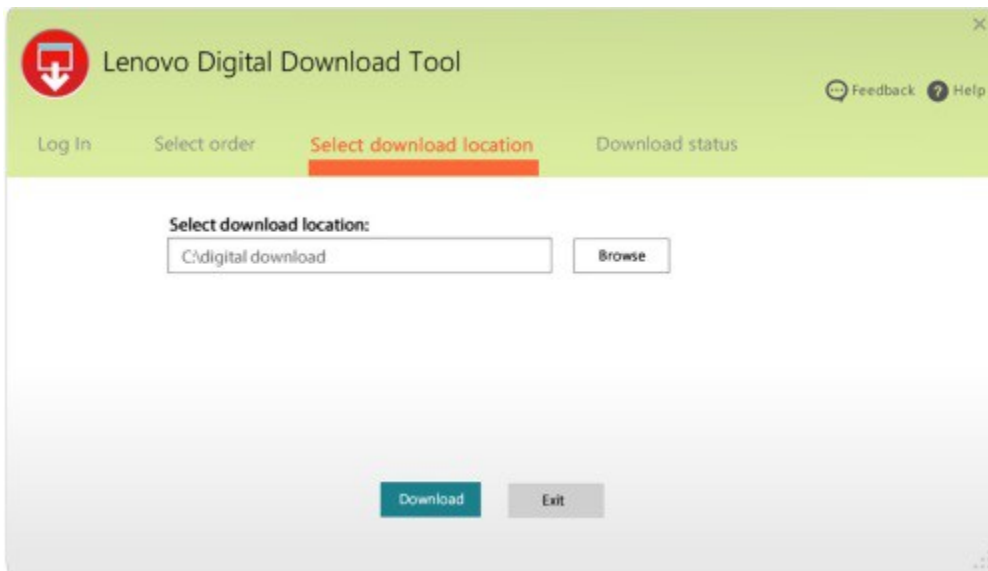
**Tip:** You can only download the recovery files one time for an order. Once recovery files are downloaded, the order is marked complete (no longer active) and is no longer available on the Lenovo Digital Download tool.



3. Select the location on your computer where you want to download the recovery files. Then, click the **Download** button to start downloading the recovery files.

**Tip:** Use a folder that contains no other files.

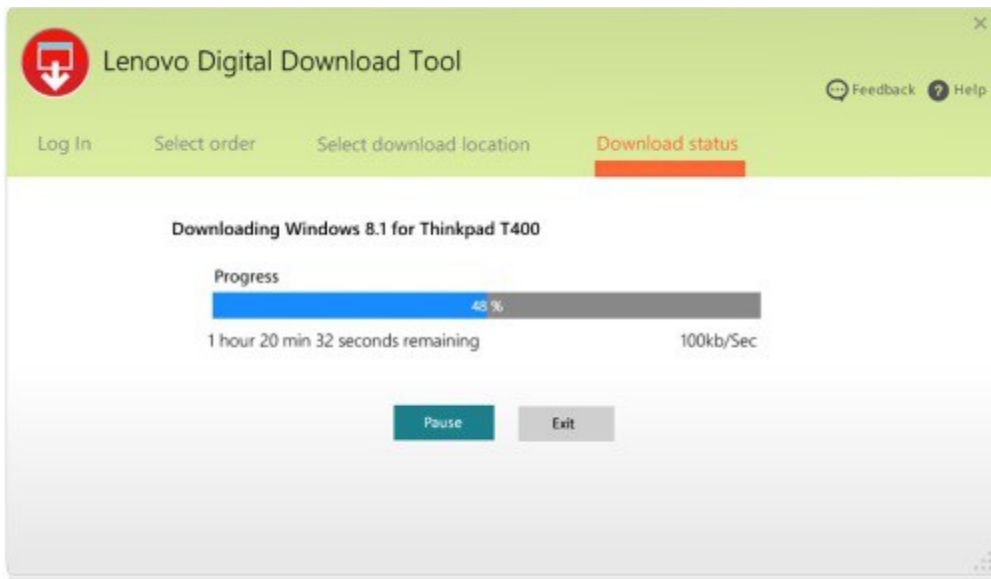
**Tip:** Do not alter the recovery files or recovery structure after the files have been downloaded from the Lenovo. Changing or deleting any file or modifying the file structure could affect the process for creating USB Recovery Key.



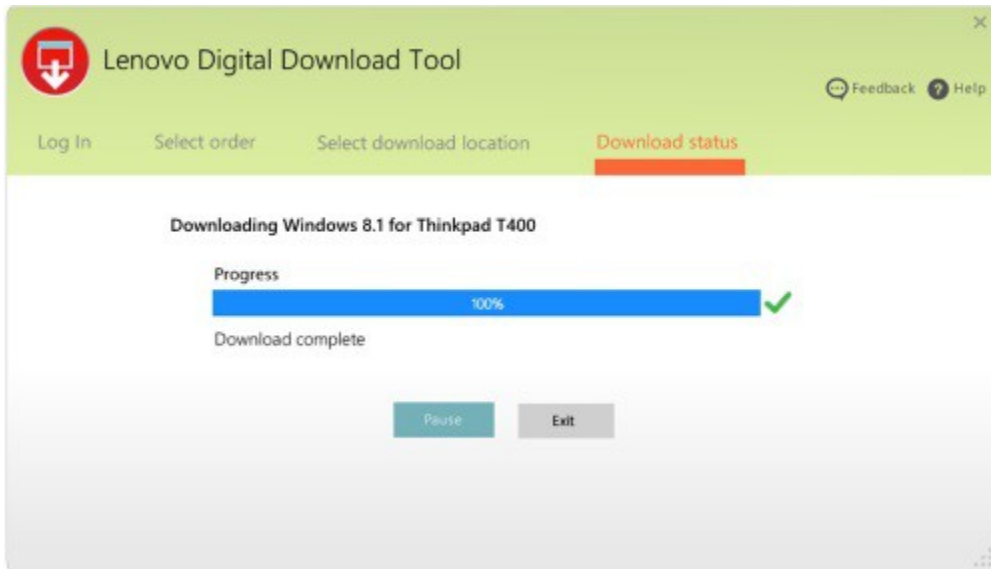
4. The Lenovo Digital Download Tool provides status during the download process.

**Tip:** Recovery files are several gigabytes in size. Depending on the speed of your network connection, this process can take several hours. The Lenovo Digital Download tool shows the time remaining to complete the process.

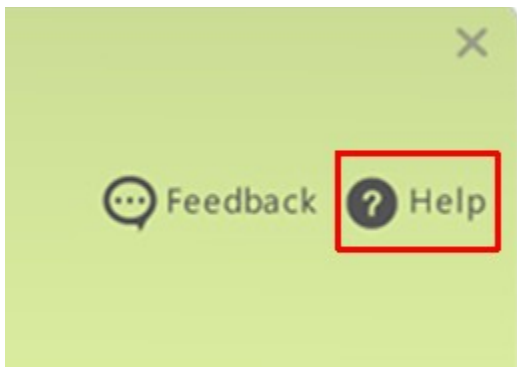
**Tip:** You can pause the download process by clicking the **Pause** button and resume later on where you left off.



5. After all recovery files have been downloaded, you can create the USB Recovery key by running the Lenovo USB Recovery Creator tool.



**Tip:** You can come back to this guide any time by clicking the **Help** button located on the upper-right corner of the Lenovo Digital Download tool



## [Using the Lenovo USB Recovery Creator tool](#)

The Lenovo USB Recovery Creator tool enables you to create a USB Recovery key using the recovery files you downloaded from the Lenovo.

Before you begin, insert the USB key that you want to use as the recovery key and verify that you can access it from Microsoft Windows®.

**Tip:** During the creation of the USB recovery key, all data currently on the USB key will be deleted. Now is the time to copy any files on the USB key that you want to keep onto other media.



1. Launch the Lenovo USB Recovery Creator tool and select the Recovery Master File (file with an extension of RMF). This file is in the location where you downloaded the recovery files using the Lenovo Digital Download tool. Then, click the **Validate** button. It takes the tool a few seconds to confirm that you have all of the necessary recovery files.

**Tip:** All recovery files that were downloaded must be present and in the same location as when they were downloaded. Any change to content or file structure could affect the process for creating the USB Recovery Key.

2. On the screen, select the USB key and then click the **Create USB Key** button.



3. When a message displays prompting you to confirm that you want to create USB Recovery key, click the **Yes** button to continue.

**Warning:** If you click **Yes**, all data currently on the selected USB key will be deleted as part of the process. Copy any files you want to keep onto other media before you continue.



4. The Lenovo USB Recovery Creator tool provides status during the process of creating the USB Recovery key.

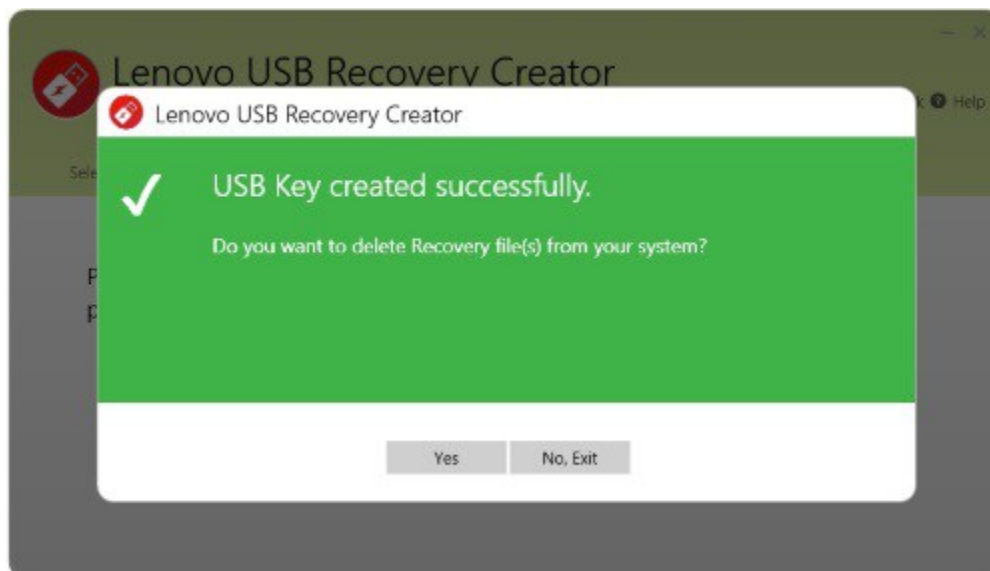
**Tip:** Depending on the speed of the USB key (USB 2.0 or USB 3.0) and your computer, this process can take anywhere from 15 to 45 minutes.



5. At the end of the process, the tool displays a prompt asking whether you want to keep the recovery files or delete them to free up that space on your computer.

**Tip:** Your USB recovery key is ready at this point and you can remove it from the computer. Click **Yes** to delete the recovery files or **No, Exit** to keep them and close the tool.

**Tip:** If you keep the recovery files, you can create another USB Recovery key in the future by running the Lenovo USB Recovery Creator tool again. If you delete the files, you will not be able to re-create this USB Recovery key.

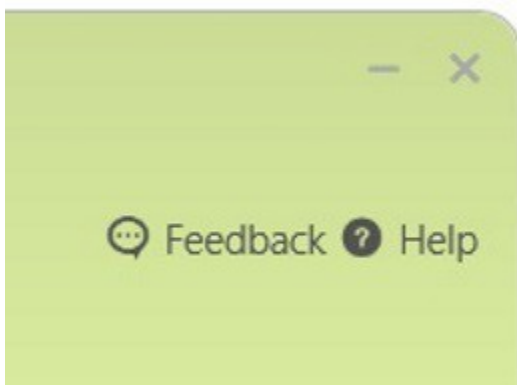


6. If you chose to delete the recovery files, you need to confirm once more that you are sure that you want the files deleted. Click **Yes** to delete the recovery files or **No, Exit** to keep them and close the tool.





**Tip:** You can come back to this guide any time by clicking the Help button located on the upper right corner of the Lenovo USB Recovery Creator tool.



## Frequently Asked Questions

- **Are all Lenovo computers enabled for Lenovo Digital Download Recovery Service (DDRS)?**

No, at this time only selected Lenovo computers are enabled for Lenovo Digital Download Recovery Service (DDRS). You can check if your computer is enabled from the [Lenovo Recovery Media Eligibility website](#).

- **What USB key should I use?**

Use 16GB or larger USB key version 2.0 or 3.0.

**NOTE:** Lenovo has tested several brands of USB keys. However, due to different USB manufacturing standards, it is possible that a specific brand or size might not work. In such cases, try a different USB key.

- **How many times can I download my recovery files?**

Every Lenovo computer, enabled for Lenovo DDRS, is entitled to request one free recovery download. Once you get your recovery files, you will not be able to download them again.

- **If I have a problem, how can I contact support?**

Contact Lenovo Support at <https://support.lenovo.com/lenovorecovery/email>