

# Fix the error of losing the Win reset feature to a new state (Win 8/10)

How to fix Windows not reset error? Fix lost reset this PC feature on Windows 8 / 8.1 / 10 to restore the computer to its new state

In the previous article, I have detailed instructions for you how to use the Reset Windows feature to return the computer to the state it was in when it was installed.

This is really necessary for computers that have been used for a long time that are not optimized, causing slowdowns, stuttering and lag when using.

And importantly it is very useful for those who have little experience in installing Windows as well as Ghost operating system.

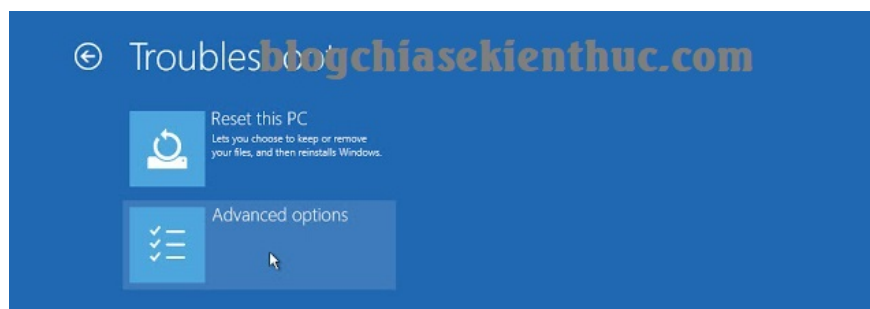
In that article, I received a lot of comments in response to the content that cannot be used on Windows Reset.

And the reason for most of those cases is that they use the shared Ghost versions on the network, but if you install Win, this error will rarely occur.

## I. Fix the error of losing the reset Windows feature

This is an image of the **Advanced Options** interface on a computer that is using the Reset Windows feature ( **Reset this PC** ) well.

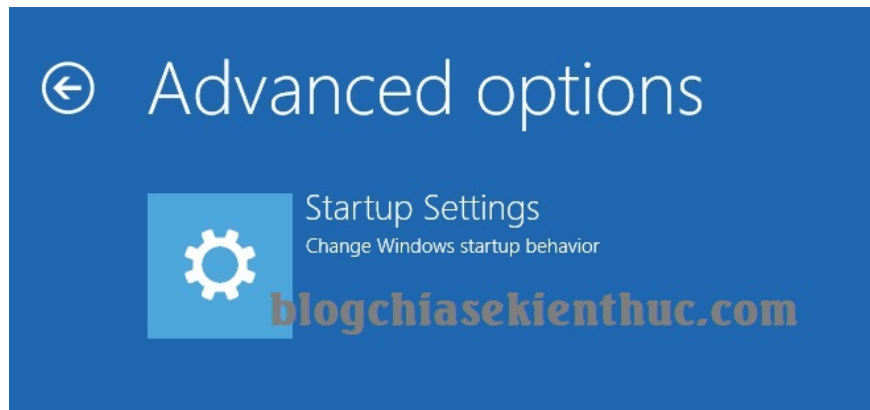
Picture 1 of Fix the error of losing the Win reset feature to a new state (Win 8/10)



This is the interface Advanced Options of the computer that is **missing the Reset this PC feature** .

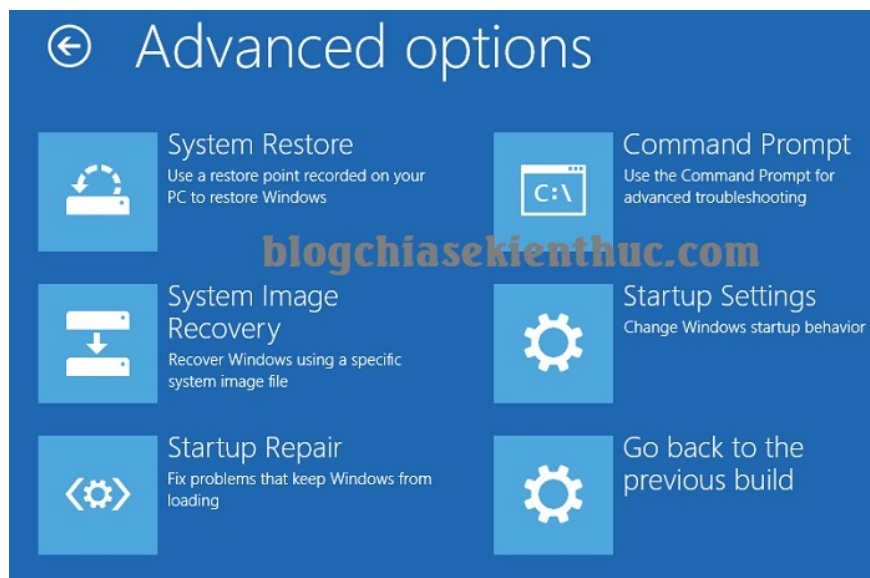
That is, this computer cannot use system recovery features such as *System Restore*, *System Image Recovery*, *Startup Repair*, *Command Prompt*, .

Picture 3 of Fix the error of losing the Win reset feature to a new state (Win 8/10)



The full interface of Advanced Options must be as shown below to correct.

Picture 5 of Fix the error of losing the Win reset feature to a new state (Win 8/10)



### #first. The cause of the error?

1. Because you use the GHOST copies shared on the network.
2. Since Windows RE is disabled or deleted, the Windows operating system cannot find it at startup.

Okey, to solve this problem, in today's article I will share with you tips to fix this error. Hope you will apply it successfully to your computer!

### #2. Fix the loss of Reset this PC feature in Advanced Options

**Tips:** If you do not know how to enter Advanced Options, please see the detailed instructions in the link I linked to!

+ **Step 1:** First, check if you Windows RE are disabled (Disable) or deleted, then restart your computer first, then open the dialog box Run ( Windows + R ) => enter the command cmd and press Enter to open the window Command Prompt.

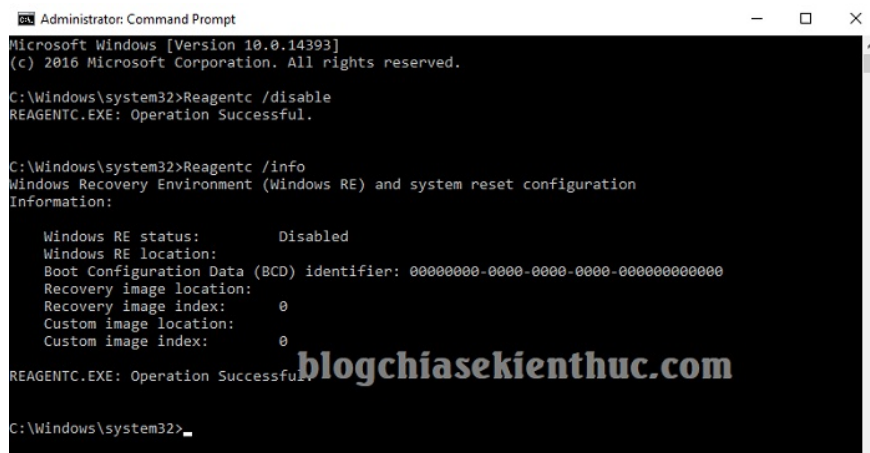
Use the following command: (After entering the command, press Enter to execute it)

```
Reagentc / info
```

**Case 1:** If it is only disabled, it will display the line:

Boot Configuration Data (BCD) identifier: 00000000-0000-0000-0000-000000000000

Picture 7 of Fix the error of losing the Win reset feature to a new state (Win 8/10)



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.14393]
(c) 2016 Microsoft Corporation. All rights reserved.

C:\Windows\system32>Reagentc /disable
REAGENTC.EXE: Operation Successful.

C:\Windows\system32>Reagentc /info
Windows Recovery Environment (Windows RE) and system reset configuration
Information:

    Windows RE status:          Disabled
    Windows RE location:
    Boot Configuration Data (BCD) identifier: 00000000-0000-0000-0000-000000000000
    Recovery image location:
    Recovery image index:      0
    Custom image location:
    Custom image index:        0

REAGENTC.EXE: Operation Successful.

C:\Windows\system32>
```

Now you just need to reactivate Windows RE and use the following command:

```
Reagentc / enable
```

**Case 2:** If the error is due to Windows RE being deleted, it will display as shown below:

Boot Configuration Data (BCD) identifier: 240b2a4c-f67d-11e6-ac46-b5683986b629

Picture 9 of Fix the error of losing the Win reset feature to a new state (Win 8/10)

```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.14393]
(c) 2016 Microsoft Corporation. All rights reserved.

C:\Windows\system32>reagentc /info
Windows Recovery Environment (Windows RE) and system reset configuration
Information:

Windows RE status:          Disabled
Windows RE location:
Boot Configuration Data (BCD) identifier: 240b2a48-f67d-11e6-ac46-b5683986b629
Recovery image location:
Recovery image index:      0
Custom image location:
Custom image index:        0

REAGENTC.EXE: Operation Successful.

C:\Windows\system32>
```

+ **Step 2:** To solve the error caused by WindowsRE being deleted ( Case 2), we will have to perform a little more steps. You do the following steps in turn:

**Solution:** We will add WindowsRE to 1 of the following system partitions:

1. The 450 Mb Recovery partition.
2. The Recovery folder on the C drive (the drive containing the operating system).
3. The Recovery folder on the System Reserved partition.

In this tutorial I will guide you how to add Windows RE to the folder Recovery on the drive C for convenience.

+ **Step 3:** To activate Windows RE, we need to find the file `winre.wim`, by default this file will be located in the directory `Recovery` at the path:

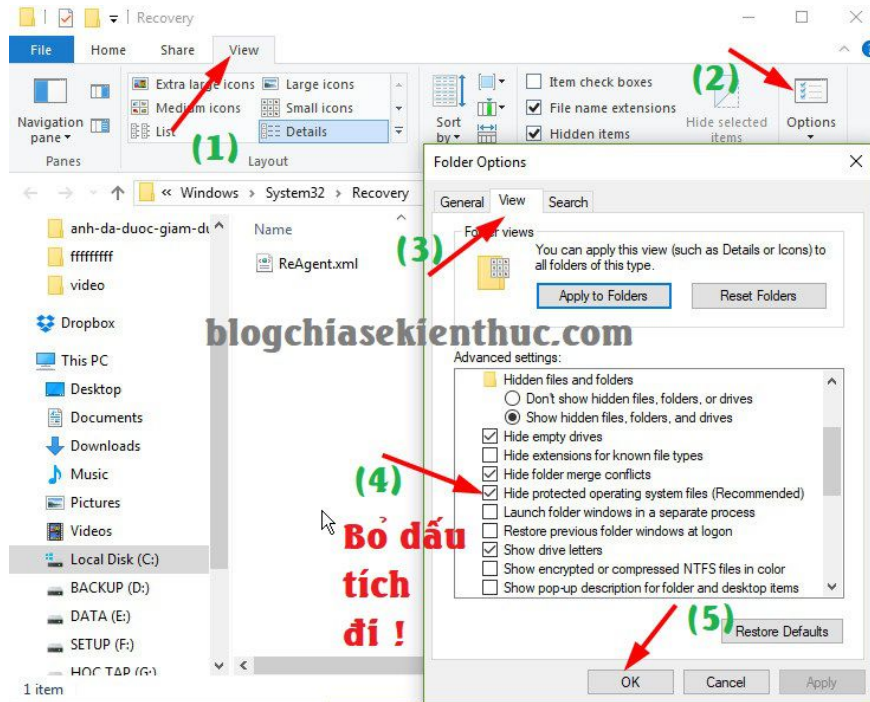
C: WindowsSystem32Recovery

**Note:** This is a file system so it will always be protected and hidden by default, so you must enable the show hidden files on Windows to see it.

**Perform:**

Click View=> select Options=> switch to tab View=> uncheck the line Hide Protected operating system files (Recommended)=> Click OK to agree.

Picture 11 of Fix the error of losing the Win reset feature to a new state (Win 8/10)



A warning window appears, click YES to agree.

Picture 13 of Fix the error of losing the Win reset feature to a new state (Win 8/10)



+ **Step 4:** Now there will be 2 cases that happen: One is when the hidden file **appears, Winre.win file will appear** and the other is after showing the hidden file but still **no** . We will solve each case one by one.

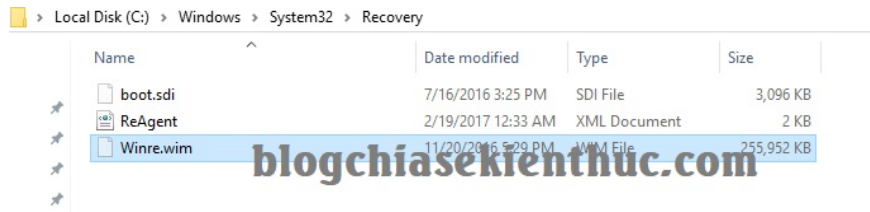
**Case 1:** The file is available `Winre.wim` when we make hidden files. You do the following:

Create a new directory `Windows RE` in the directory `Recovery` on the drive `C` (operating system drive) that we have agreed Step 2 there. You use the following command in windows cmd.

```
md C: Recovery\WindowsRE
```

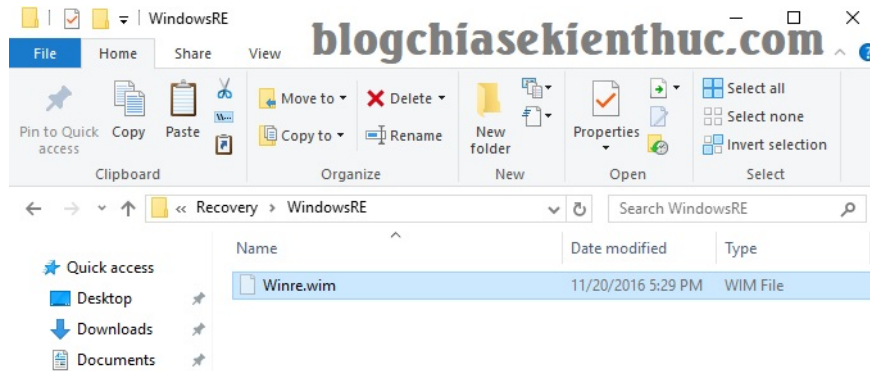
Now copy the file `Winre.wim` in the path (`C: Windows\System32\Recovery`). The folder that we made earlier opens that hidden file.

Picture 15 of Fix the error of losing the Win reset feature to a new state (Win 8/10)



And paste (Paste) it into the directory you just created using the command (C: RecoveryWindowsRE)

Picture 17 of Fix the error of losing the Win reset feature to a new state (Win 8/10)



Okey, after copying is complete, use the following command to locate the position WindowsRE(after each command remember to press Enter to execute)

```
Reagentc / Setreimage / Path C: RecoveryWindowsRE / Target C: Windows
```

Then, to activate the WindowRE, we use the following command:

```
Reagentc / enable
```

Well, now you can use the following command to double check the information:

```
Reagentc / info
```

Picture 19 of Fix the error of losing the Win reset feature to a new state (Win 8/10)

```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.14393]
(c) 2016 Microsoft Corporation. All rights reserved.

C:\Windows\system32>Reagentc /Setreimage /Path C:\Recovery\WindowsRE /Target C:\Windows
Directory set to: \\?\GLOBALROOT\device\harddisk0\partition2\Recovery\WindowsRE

REAGENTC.EXE: Operation Successful.

C:\Windows\system32>Reagentc /enable
REAGENTC.EXE: Operation Successful.

C:\Windows\system32>Reagentc /info
Windows Recovery Environment (Windows RE) and system reset configuration
Information:

Windows RE status:          Enabled
Windows RE location:       \\?\GLOBALROOT\device\harddisk0\partition2\Recovery\WindowsRE
Boot Configuration Data (BCD) identifier: 240b2a4a-f67d-11e6-ac46-b5683986b629
Recovery image location:
Recovery image index:      0
Custom image location:
Custom image index:        0

REAGENTC.EXE: Operation Successful.

C:\Windows\system32>
```

As you can see in the picture above, Windows RE is now located at the line:

Windows RE location: ? GLOBALROOTharddisk0partition2RecoveryWindowsRE

OK, now you can reboot into Advance Options mode to check if the system repair and recovery functions are available.

**Case 2:** When you show hidden files without Winre.wim file, what should I do?

**Solution:**

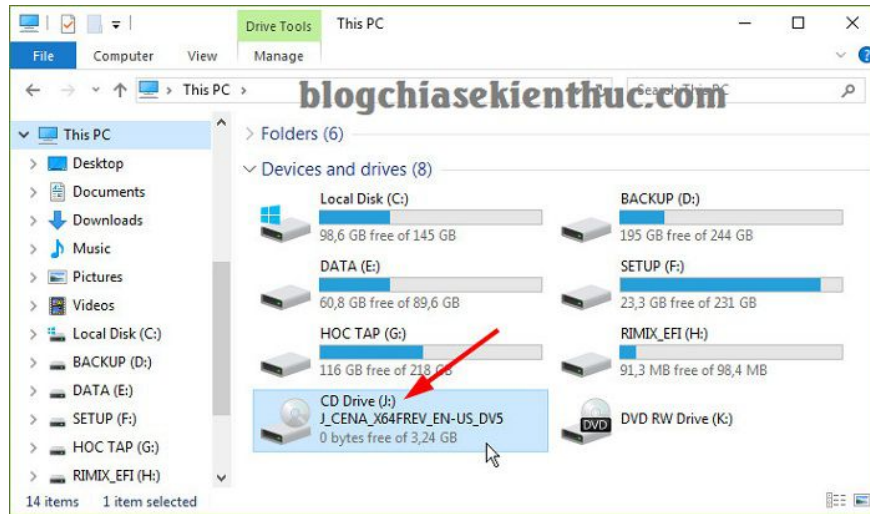
You create 2 folders with any name in a hard drive partition beforehand. For example, I will create 2 items named WIM and WPE in drive E. That is, the path to these 2 directories will be:

- E: WIM
- E: WPE

You download the original Windows installer from Microsoft (download the same Windows version that you are using) => then Mount the ISO file to the virtual drive => you will be as shown below:

As you can see, the internal virtual This PC drive is marked as a drive J.

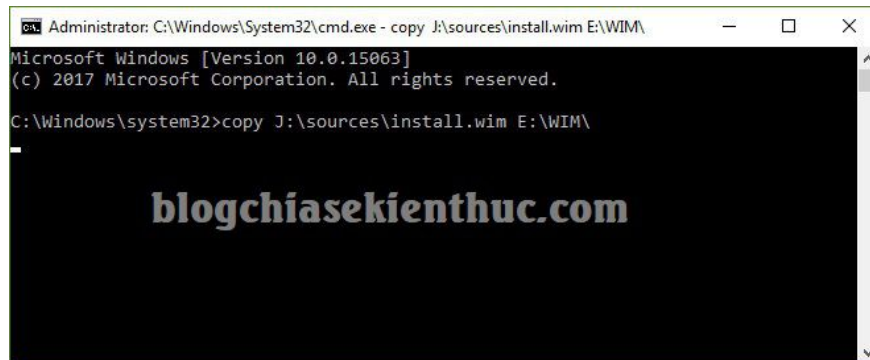
Picture 21 of Fix the error of losing the Win reset feature to a new state (Win 8/10)



Now we will execute the following command to copy the file `install.wim` in Source the virtual drive's directory into the directory `E: \WIM` we created earlier. You use the following command => then press Enter.

copy J: sources\install.wim E: \WIM

Picture 23 of Fix the error of losing the Win reset feature to a new state (Win 8/10)



=> Using the command will help you copy files extremely fast, > 2GB copy capacity within 1 second. You can do this manually, but it will take longer.

After copying the file `install.wim` into the directory `WIM`, now we continue to extract the `install.wim` file to the directory `WPE` (`E: \WPE` path) that we created earlier. Use the following command:

`Dism / Mount-Image /ImageFile:E:\WIMs\install.wim / Index: 1 / MountDir: E: \WRE`

=> Okey, now open the path `E: \WIM\Windows\System32\Recovery` => then copy the file `Winre.wim` to the `WindowsRE` following directory : `C: \Recovery\WindowsRE`. You do as **Case 1** in Step 4 that.

**Tips:** If you run the above command with an error, then run `cmd` with administrative rights to try to see why or install Windows ADK to use this command. See how to install Windows ADK!

Now use the following command to Unmount:

```
Dism / Unmount-Image / MountDir: E: WRE / Commit
```

=> OK, after doing Unmount, you can delete 2 folders WIM and folders WRE already. To just use up hard drive space only.

And after having files `Winre.wim` then you do turn the steps as in Case 1 severance

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