

How to Fix Missing Reset and Refresh Options in Windows 8

Problem

if you attempt to either factory reset or refresh a machine with Windows 8, in some situations you may find that the options are missing, or you may be prompted for installation media.

Cause

This is a software problem where the recovery storage area is marked as disabled. Normally, installation media should not be required to perform a factory reset or refresh as the files are stored in the recovery area of the hard drive.

Resolution

If the refresh and reset options are missing, you may be able to restore them by following these steps:

- Open a command prompt as Administrator
- Type in: `ReAgentc /info`
- This will then show the following or similar:

Windows Recovery Environment (RE) and system reset configuration Information:

```
Windows RE status:      Disabled
Windows RE location:    \\?\GLOBALROOT\device\harddisk0\partition5\Recovery\WindowsRE
Boot Configuration Data (BCD) identifier: cc8ad4e1-dd86-11e1-b32d-0090f5a96a55
Recovery image location:
Recovery image index:   1
Custom image location:
Custom image index:     0
```

- If the Windows RE Status shows as Disabled, type `ReAgentc /enable` to enable it.

REGAGENTC.EXE: Operation Successful

- If this reports successful you should now be able to use the refresh and reset options.

Applies to:

- Systems running Windows 8.x except those that boot WIM images, such as the Stone Classmate 3.

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