

# **Image Assist Static for Single Platform**

## **Version 11.2**

### User's Guide

## Notes, cautions, and warnings

 **NOTE:** A NOTE indicates important information that helps you make better use of your product.

 **CAUTION:** A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

 **WARNING:** A WARNING indicates a potential for property damage, personal injury, or death.

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# Introduction

Image Assist is a tool set that enables you to use Dell imaging services to quickly create and maintain a ready-to-deploy Microsoft Windows image. Depending on your requirement, you can either use Image Assist Static or Image Assist Dynamic to create an image.

To use Image Assist Dynamic, install the **Image Assist Dynamic** tool.

## Image Assist Static

The Image Assist Static tool enables you to create and capture a Microsoft Windows image for a single platform. You must create multiple images to support multiple system types.

Image Assist Static allows you to:

- Create a bootable Image Assist USB drive.
- Capture your local hard drive as a Microsoft Windows image file.
- Test your Microsoft Windows image file by restoring it on your local hard drive.

Image Assist Static does not Sysprep the Windows image, update or install drivers, or modify settings within the captured Static image.

**NOTE:** It is your responsibility to verify the image content and test the captured images.

**NOTE:** Some partition sizes or orders may be modified to work with the Dell factory processes or to adhere to Microsoft guidelines.

**NOTE:** To comply with the [Image Assist license agreement](#), you must configure and customize the systems using [Dell Client Configuration Services](#).

## Supported operating system and recommended framework

- Image Assist is supported on 64-bit Windows 10 and Windows 11 operating systems.
- Microsoft .NET Framework 4.8 or later must be installed on the system.

# Getting started with Image Assist

This section provides information about setting up your system, downloading Image Assist, and installing it.

## Setting up your system

**Related video:** [How to set up Image Assist](#)

To create a static image, you can use a supported Dell system on which the imaging service is supported.

**NOTE:** Ensure that the system that you order from Dell and the build base are of the same model and have the same configuration.

Before you begin using Image Assist, ensure that you:

- Are using the Windows 10 or Windows 11 operating system.
- Document the image build. This document helps in troubleshooting the image. Update the document when you create a new image.
- Update the build base to the latest version of BIOS available at [Dell Support](#).
- Back up your work before capturing the image.

## Download Image Assist

### Steps

1. Register and sign in to [TechDirect](#).
2. From the TechDirect dashboard, go to **Build and deploy > Dell Image Assist**. The **Image Assist** page is displayed.
3. On the **Download Dell Image Assist** card, click **DOWNLOAD**.

### Results


The Image Assist installer package (.zip) is downloaded.

## Install Image Assist Static

### Steps

1. Right-click the Image Assist installer package (.zip) and click **Extract All**. The **Select the Destination and Extract Files** window is displayed.
2. Select a folder to which you want to extract the installer files and click **Extract**.
3. Go to the folder where you extracted the files.
4. Double-click **Image Assist.exe**. The **User Account Control** window is displayed.

**NOTE:** The User Account Control window is not displayed if you are logged in to the system as an administrator or if you have disabled the User Account Control notification.
5. Click **Yes**. The **Terms and Conditions** page is displayed.
6. Read and accept the terms and conditions and then click **Next**.
7. Select **Image Assist Static** and click **Next**.

 **NOTE:** To capture a Microsoft Windows image for multiple platforms, see the *Image Assist Dynamic for Multiple Platforms User's Guide* available on the [Image Assist documentation](#) page.

## Results

After the installation is complete, the **Welcome to Image Assist Static** page is displayed.

# Using Image Assist Static

To create a ready-to-deploy Windows image, you must:


1. [Create a bootable Image Assist Static USB drive.](#)
2. [Capture Static image.](#)
3. [Restore and test image.](#)
4. Submit the image to the Dell factory for deploying the image to Dell systems.

 **NOTE:** To create a Dynamic image, click , click **Re-Select Image Creation Type**, and then select **Image Assist Dynamic**.

## Create a bootable Image Assist Static USB drive

### About this task

A bootable Image Assist USB drive enables you to capture, restore, and test the static image before factory submission.

 **NOTE:** Creating a static image is not supported on Hyper-V Manager.

### Steps

1. On the Image Assist home page, in the **Create a USB Drive for Capturing a Static Image** card, click **CREATE**.  
If a USB drive is not connected to the system, a message prompting you to connect a USB drive is displayed. To continue, click **OK**, connect the USB drive, and then click **RESCAN**. After the scan, the USB drive is automatically detected and displayed under **Selected Disk Name**.
2. Ensure that the preboot environment language is same as the operating system language of the system on which you are capturing the image.
3. Click **CREATE USB**.  
The bootable USB drive is created, and a confirmation message is displayed.
4. Remove the USB drive and click **OK**.

## Capture Static image


**Related video:** [How to capture and restore a static image using Image Assist Static](#)

### About this task

Image Assist Static enables you to capture your local hard drive as a Windows Imaging Format (WIM) file that you can use with your Dell business systems.

### Steps

1. Boot to the Image Assist Static USB drive.
2. On the **Welcome to Image Assist Static WinPE** page, in the **Capture Image** card, click **CAPTURE**.  
The **Capture a Static Image** page is displayed.
3. Review and if required change the **WIM Name**, **Data Drive Letter**, and **Save Path**.
4. Click **CAPTURE IMAGE**.  
After the Static image is captured, a confirmation window is displayed.
5. Click **COPY** to save the WIM file to a USB drive or to another location.

 **NOTE:** You must test the image before you submit it to the Dell factory. For more information, see [Restore and test image](#) on page 8.

6. Note the path where the file is saved and click **SHUT DOWN** to turn off the system.

## Restore and test image

**Related videos:** [How to capture and restore a static image using Image Assist Static](#)

### About this task

Restoring an image enables you to test your Static image before submitting it to the Dell factory.

### Steps

1. Boot to the Image Assist Static USB drive.
2. On the **Welcome to Image Assist Static WinPE** page, in the **Restore Image** card, click **RESTORE**.  
The **Restore Image** page is displayed.
3. Click **BROWSE**, select the WIM file that you want to restore, and then click **OK**.
4. To edit the partitions, click **EDIT PARTITIONS**.
5. Click **RESTORE IMAGE**.  
After the image is restored, a confirmation window is displayed.
6. In the **Restore process complete** window, perform one of the following steps:
  - Click **SHUT DOWN** to turn off the system.
  - Click **REBOOT** to immediately restart the restored system.

# Frequently asked questions

## 1. What is a Static image?

A Static image is a single Windows image file that is generated by Image Assist. This image is similar to a Ghost image and contains a copy of the hard disk partitions and contents of a specific system.

## 2. When should I use the Image Assist Static tool?

Use the Image Assist Static tool to capture customized Windows environments for reimaging to identical hardware configurations.

## 3. Can I restore a Static image on my PC or use it to create a local backup?

Yes, you can restore the image on your PC by using a bootable USB drive. This tool is designed to only work as a backup or restore to an identical system. For a cross platform solution, use the Image Assist Dynamic tool.

## 4. Does Image Assist Static run sysprep?

No, it is recommended that you run sysprep before you run the Image Assist Static tool.

## 5. Can I use the default Dell factory installed operating system to create an image?

Yes, Dell factory installed operating systems are supported by the Image Assist Static tool. However, the Image Assist Dynamic tool does not support Factory Installed Dell Application (FIDA) images.

## 6. What languages is the Image Assist user interface available in?

The user interface is available in all Microsoft operating system languages and German, Dutch, English, Spanish, French, Italian, Japanese, Korean, Brazilian Portuguese, Chinese Simplified, and Chinese Traditional. If Image Assist does not support your operating system language, the user interface is displayed in English.

## 7. Are there known issues with some USB drives during restore?

Yes, we have seen drives from some manufacturers not performing as expected with the read or write functionality. If you have issues when you create, boot, capture, or restore an image, try a different drive or USB port.

## 8. Why do I see alignment issues when I boot from the USB PE key?

WinPE supports the base VGA display settings. Therefore, the display in the WinPE environment might not be aligned properly. Some text may also be cut off, and window elements may not be positioned properly. Also, on some systems, video cards and monitors may not be able to display full resolution graphics. For more information, see [Technet.microsoft.com](https://technet.microsoft.com).

## 9. Where can I find more information about Image Assist?

For more information about Image Assist, go to the [Dell Image Assist](#) page.

# Glossary

The following table describes the terms used in this guide:

**Table 1. Glossary**

<b>Term</b>	<b>Description</b>
Image	The image is a file encapsulating the operating system, software, and settings configured on the system.
Static image	The Static image is an image produced at the end of the Image Assist Static process. This image can be used in the Dell factory for shipping compatible systems. It can also be used to reimage your systems onsite by using the bootable USB drive created by Image Assist Static.

## Resources

This section provides information about the documentation resources and other useful links that provide more information about Image Assist.

**Table 2. Documentation**

For more information about	See	Available at
How to install and use Image Assist Dynamic for Multiple Platforms	<i>Image Assist Dynamic for Multiple Platforms Online Help</i>	On the Image Assist Dynamic home page, click <a href="#">?</a> .
	<i>Image Assist Dynamic for Multiple Platforms User's Guide</i>	<a href="#">Image Assist documentation</a>
How to install and use Image Assist Static for Single Platform	<i>Image Assist Static for Single Platform Online Help</i>	On the Image Assist Static home page, click <a href="#">?</a> .
	<i>Image Assist Static for Single Platform User's Guide</i>	<a href="#">Image Assist documentation</a>
Summary of recent changes, enhancements, known issues, fixes, and limitations in the release	Image Assist Release Notes	<a href="#">Image Assist documentation</a>
Using VMware Workstation Pro or Hyper-V Manager to download, install, and use Image Assist	Image Assist Virtualization Tutorials	<a href="#">Dell Image Assist Virtualization Tutorials</a>
Image Assist benefits and features	Image Assist home page	<a href="#">Image Assist</a>
Image Assist for PCs peer-to-peer questions and discussions	Image Assist community page	<a href="#">Image Assist Community</a>

## Videos

- [How to set up Image Assist](#)
- [How to capture and restore a dynamic image using Dell Image Assist Dynamic](#)
- [How to create a bootable Image Assist USB drive or ISO file](#)
- [How to create Unattend XML using Dell Image Assist](#)
- [How to check an image for errors](#)
- [How to capture a reference image using Dell Image Assist](#)
- [How to split a WIM file using Dell Image Assist](#)
- [How to create a virtual machine in VMware Workstation Pro](#)
- [How to install Windows 11 on VMware Workstation Pro](#)
- [Activating Hyper-V Manager](#)
- [How to create a virtual machine in Hyper-V Manager](#)
- [How to install Windows 11 on Hyper-V Manager](#)