

Download and create a USB recovery drive from another PC

To download the recovery drive, you'll need:

- A USB drive with more than 4GB storage capacity.
- A PC running Windows 7 or later.

Here's how to create the recovery drive:

- 1) Download the recovery drive files.
 - a) Go to <http://download.microsoft.com>
 - b) In the Search box enter **Surface RT Recovery** and then press Enter.
 - c) Tap or click on **Surface RT Recovery** in the search results and follow the instructions on the screen to download.
- 2) When the download is complete, create the Surface USB recovery drive.
 - a) Insert your USB drive into the USB port of your PC.
 - b) From the desktop, open File Explorer.
 - c) Tap and Hold or right-click on the USB drive and choose **Format**.
 - d) Select **FAT32** as the file system and enter a Volume label to name the USB drive, such as **RECOVERY**, and then tap or click **Start**.
 - e) Tap or click **OK** to erase the contents of the USB drive.
 - f) Tap or click **OK** when the format is complete.
 - g) Copy the contents of the recovery image you downloaded to the USB flash drive.

Use a Surface RT USB recovery drive to fix startup error 0xc000000d

- 1) Turn Surface RT off by pressing the power button.
- 2) Start Surface RT using the USB recovery drive.
 - a) Insert the USB recovery drive into the USB port.
 - b) Press and hold the volume-down (–) rocker.
 - c) Press and release the power button.
 - d) When the Surface logo appears, release the volume rocker.
 - e) Surface will start the recovery software on the USB recovery drive.
- 3) When prompted, choose your language options and keyboard layout.
- 4) Tap or click **Troubleshoot**.
- 5) Tap or click **Advanced Options**.
- 6) Tap or click **Command Prompt**.
- 7) From the BitLocker screen, tap on the screen to hide the touch keyboard and then tap or click **Skip This Drive** at the bottom of the screen.
- 8) At the command prompt,
 - a) Type **bootrec /rebuildbcd**, and then press Enter.
 - b) When asked "Add installation to boot list? Yes (Y) No (N) All (A)" type the letter **A**, and then press Enter.
 - c) Type **Exit**, and then press Enter. The command prompt window will close.
- 9) Tap or click **Continue**.

- 10) Surface will restart and complete the Windows RT 8.1 update.
- 11) After the Windows RT 8.1 update is complete, sign in to Windows.
- 12) Swipe in from the right edge of the screen, tap Search, then enter **command**. In the search results, tap and hold **Command Prompt**, release and then tap **Run as administrator**.
(If you're using a keyboard, use **Windows+X** and then tap or click **Command Prompt (Admin)**.)
- 13) At the administrator command prompt,
 - a) Type **reagentc /enable**, and then press Enter.
 - b) Type **diskpart** and then press enter.
 - c) At the "DISKPART>" prompt,
 - i) Type **sel disk 0** and then press Enter.
 - ii) Type **sel part 5** and then press Enter.
 - iii) Type **Assign letter=R** and then press Enter.
 - iv) Type **Exit** and then press Enter to exit the DISKPART command.
 - d) Type **reagentc /setosimage /path R:\recoveryimage /index 4** and then press Enter.
 - e) Type **Exit**, and then press Enter. The command prompt window will close.
- 14) Remove the USB recovery drive from Surface.
- 15) Swipe in from the right edge of the screen, and then tap **Settings**. Tap or click **Power**, and then tap or click **Restart**.

Surface will restart and the Windows RT 8.1 update will be complete.