

# “We can’t create a recovery drive” error message

If you’re running Windows 10, you should create a recovery drive—a bootable flash drive that will allow you to restore your system from a restore point, an image backup, or through a complete reinstall.

There’s no single solution to this problem. A fix that works for one person won’t necessarily work for another.

But first, a quick review on creating a recovery drive: Plug in an empty flash drive with a capacity of 16GB or more. Then open Control Panel’s *Recovery tool*, click *Create a recovery drive*, and follow the prompts.

And yes, you do want to back up system files necessary for a full reinstall.

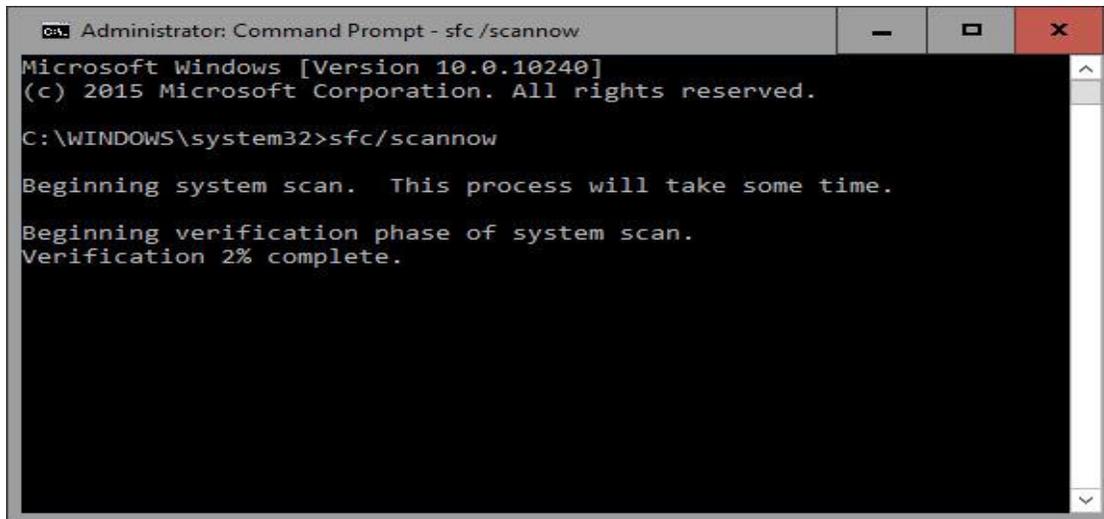
If you try those directions and get a “We can’t create a recovery drive…” error, try these solutions:

## Scan for problems

Your PC may be suffering from a corrupted system file. Here’s how to find out and hopefully fix it:

Type **cmd** in the Search field. In the search results, right-click *Command Prompt* and select *Run as administrator*.

Once you’re inside the command environment, type **sfc/scannow** and press **Enter**. The System File Checker (SFC) program will examine Windows files and replace any that appear to be corrupt. This scan rarely takes more than 10 minutes.



```
Administrator: Command Prompt - sfc /scannow
Microsoft Windows [Version 10.0.10240]
(c) 2015 Microsoft Corporation. All rights reserved.

C:\WINDOWS\system32>sfc/scannow

Beginning system scan. This process will take some time.

Beginning verification phase of system scan.
Verification 2% complete.
```

After the scan, try again.

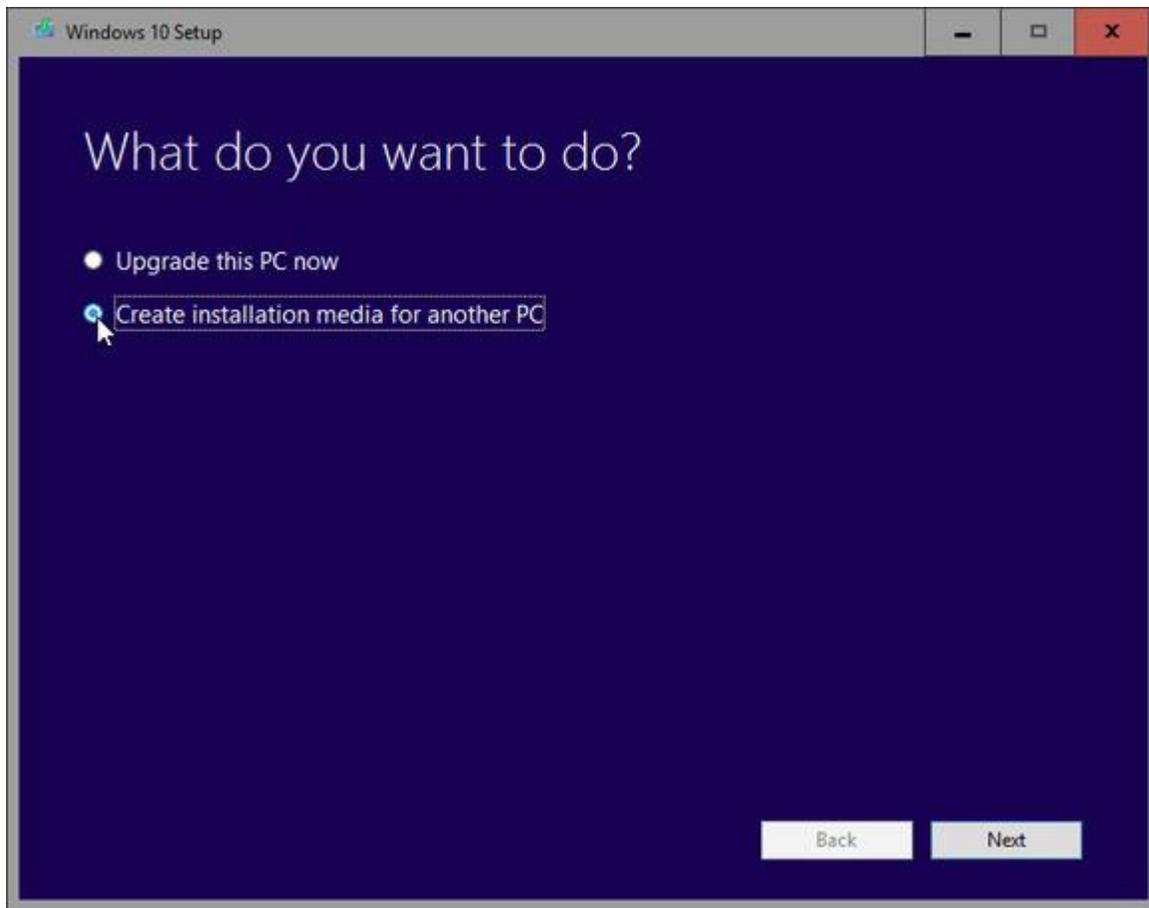
### **Try another flash drive**

Yes, it's obvious, but a lot of people overlook the obvious. You can buy a 16GB flash drive for around six bucks, so there's really no excuse.

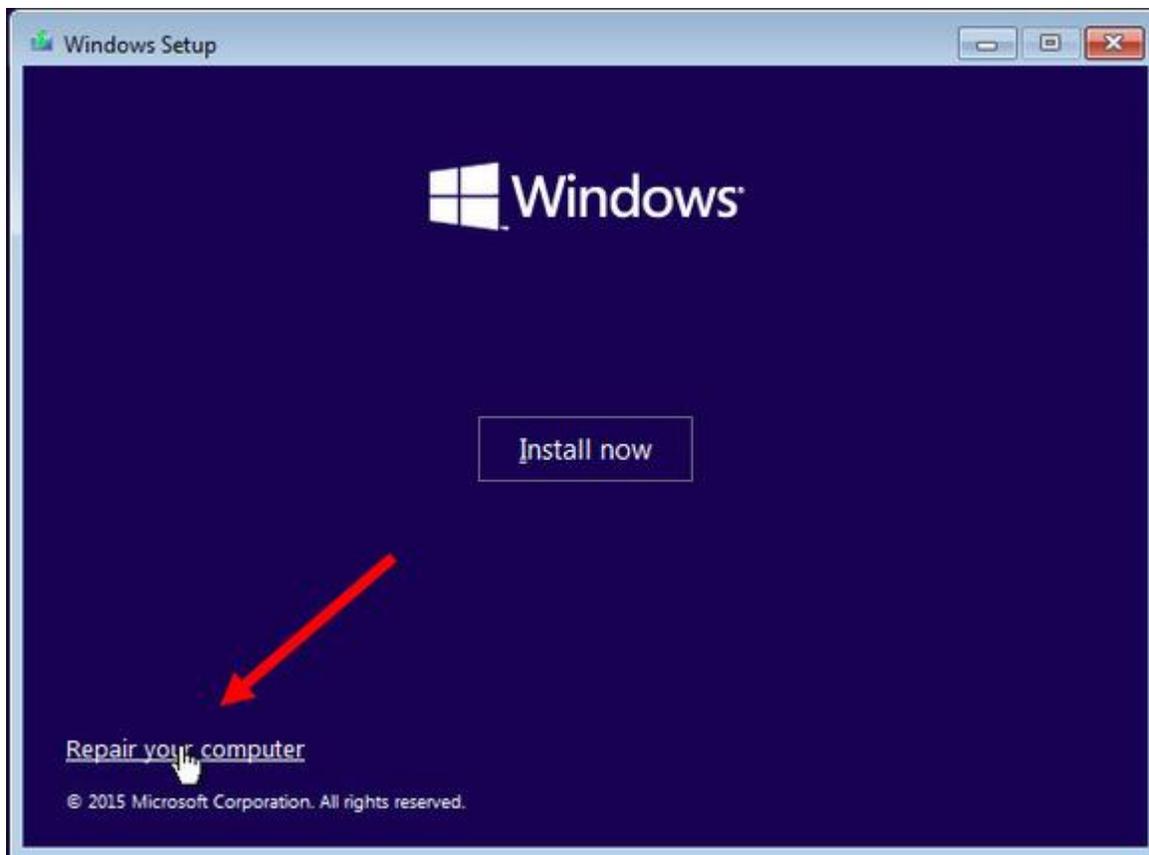
### **Create an install drive instead**

A Windows 10 install drive is very much like a Windows 10 recovery drive. The major differences are that the install drive defaults to reinstalling Windows, and doesn't know the details of your particular Windows installation.

First, you'll need to download the [media creation tool](#). Be patient; it's a big file. Once you have it, plug in your flash drive, launch MediaCreationTool.exe, select *Create installation media for another PC* and follow the prompts.



When you boot from this drive, the Windows Setup wizard comes up. On the second page of the wizard, ignore the big “Install now” button and click *Repair your computer* in the lower-left corner. That brings you into an environment nearly identical to the Recovery Tool.



But if you do a complete reinstall, there's a possibility that it will require you to enter your Product ID number—the proof that you can legally run Windows 10 on this machine. So take a precaution now: Download and run **Jellybean keyfinder**.