



## Third Party Refurbisher MAR Program

### Installation Guide v2.1

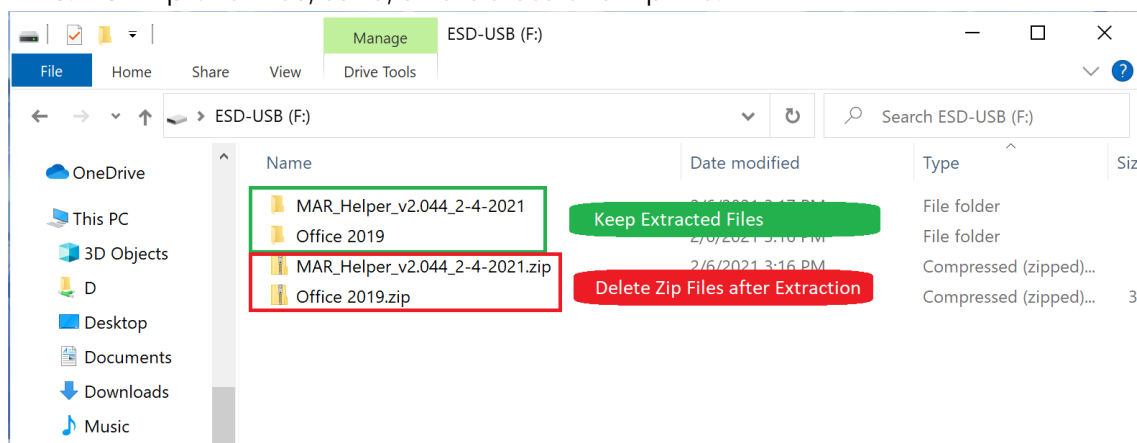
This guide will assist with installing Microsoft Windows and/or Office 2019 purchased from PCs for People's Third Party Refurbisher MAR Program.

## PART 1: Download Windows and/or Office

### Requirements:

- 8GB+ USB drive
- Windows 10 license
- Internet access

1. Insert USB drive. **Note: this USB is intended to hold all downloaded files only.**
  - a. **If you have your own Windows deployment process, you do not need to use USB deployment. You can integrate these files into an image, network share or other deployment process.**
2. Download the latest MAR\_Helper\_Stable.zip to your USB drive:
  - a. [https://mar.pcscrm.com/account/helper/Mar\\_Helper\\_Stable.zip](https://mar.pcscrm.com/account/helper/Mar_Helper_Stable.zip)
3. Unzip the files, save, and delete the zip file.
4. If you are also installing Office 2019, download it to your USB drive.
  - a. <https://www.pcsforpeople.org/Office%202019.zip>
5. Unzip the files, save, and delete the zip file.



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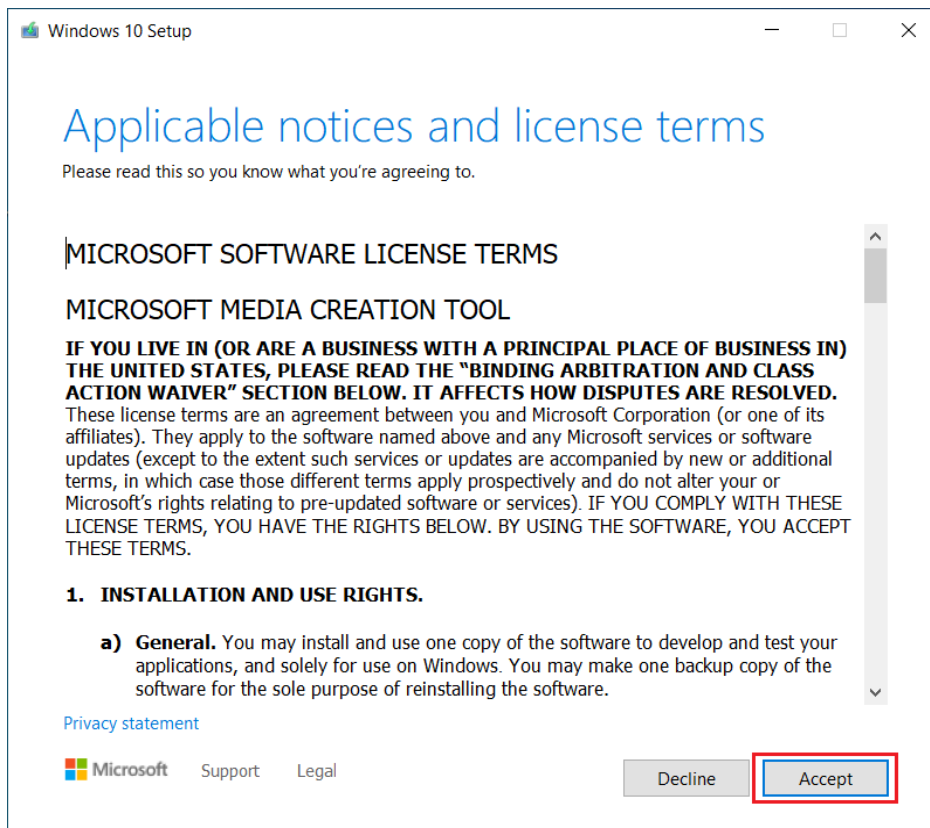
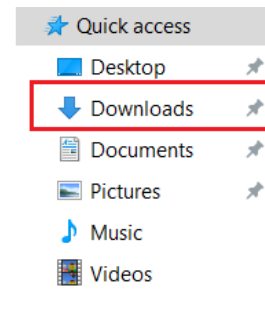
## PART 2:

### Create Windows Installation USB

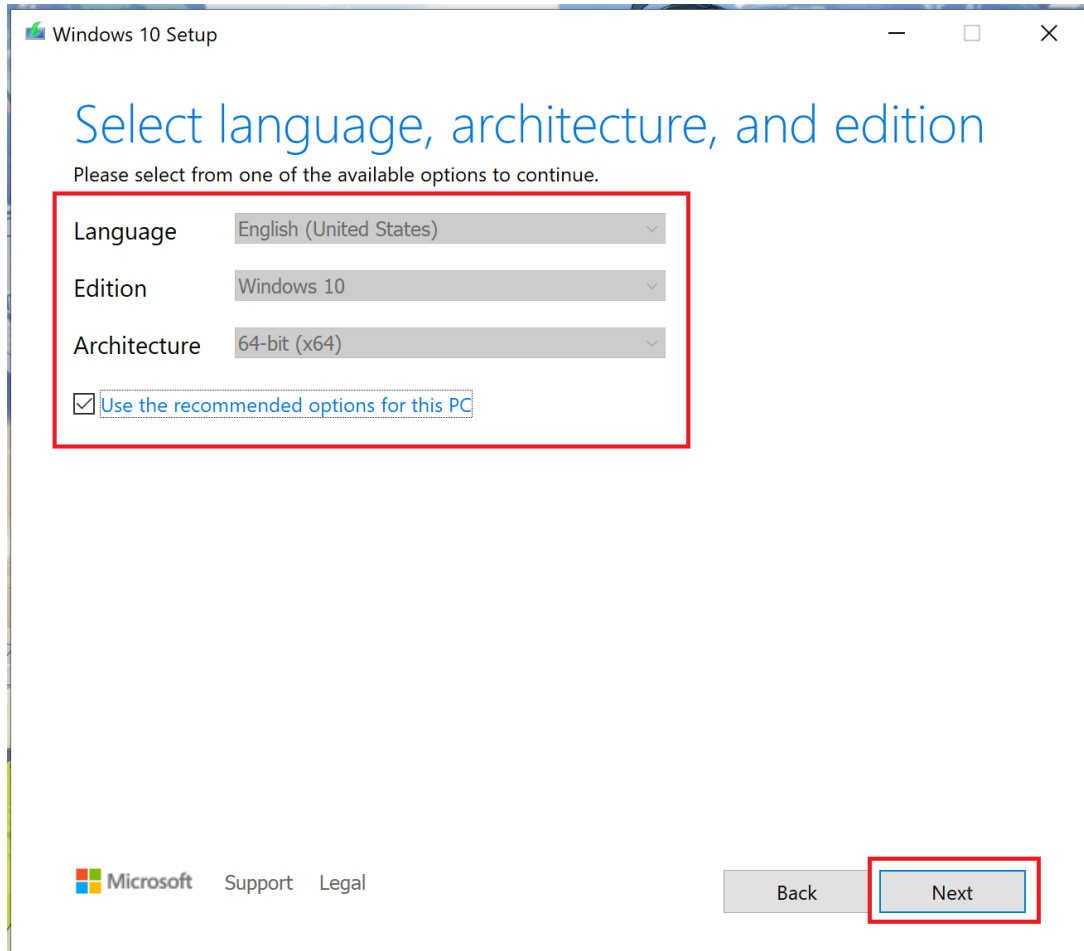
- If you already have your own internal Windows deployment process, you can use that to install windows instead. Skip to part 4 once Windows is installed.

#### Requirements

1. 8GB+ USB Drive
  2. Windows 10 license
  3. Internet access
1. Insert USB drive. **Note: this USB drive is for Windows installation only**
  2. Download and save Windows Media Creation Tool.
    - a. <https://go.microsoft.com/fwlink/?LinkId=691209>
  3. Locate the downloaded file and run the software.
  4. Run the Windows Media Creation Tool from the location you downloaded it to. (Default location: Downloads)
  5. Accept the Applicable notices and license terms.



6. In the “Select language...” section, leave everything as the default and click “Next.”

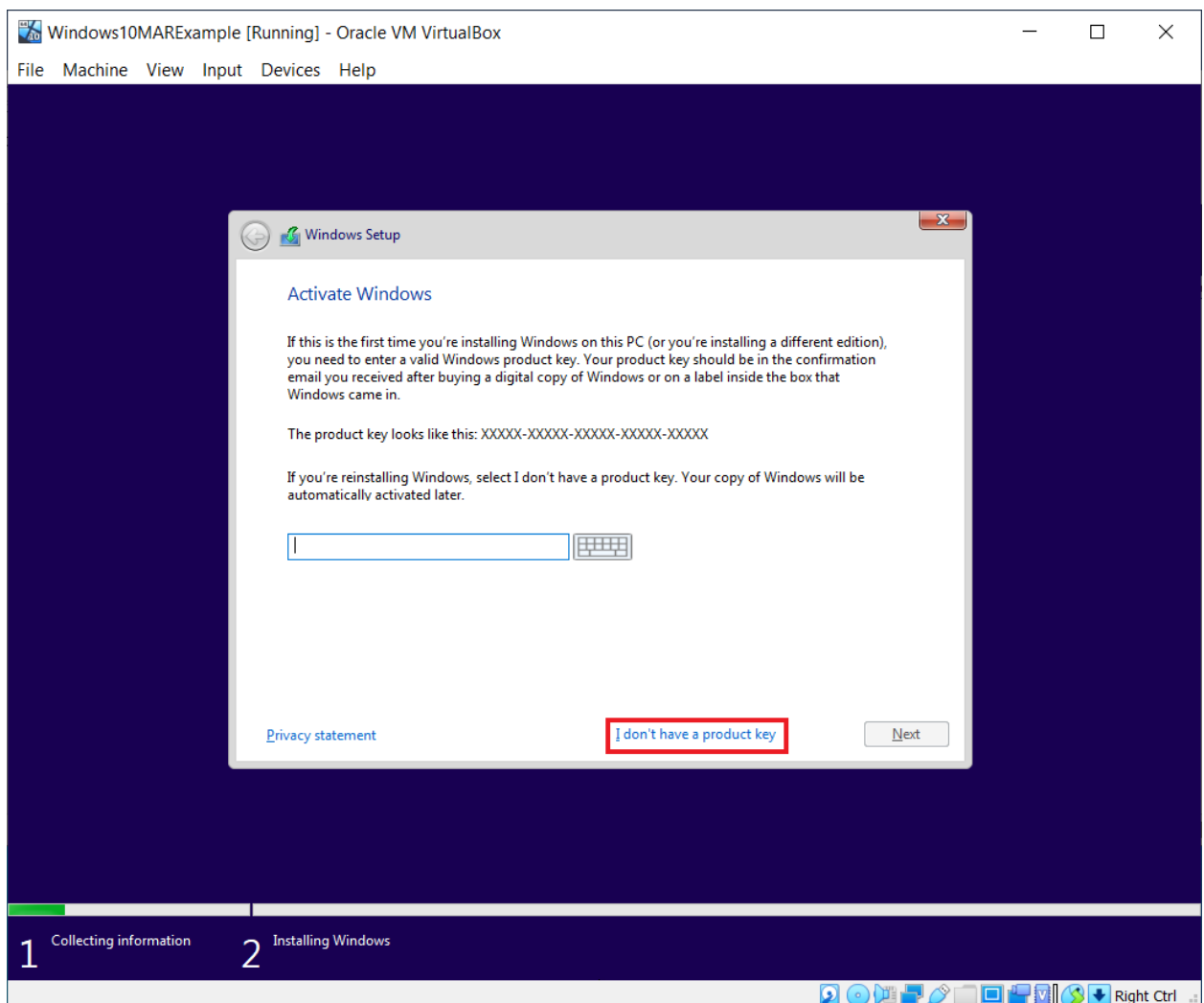


7. Select “Create installation media,” then click “Next.”
8. Select “USB flash drive” when choosing which media to use. Click “Next.”
9. Select the appropriate USB drive and click “Next.”
10. After creating the USB Windows installation drive, you may close the software.

## PART 3:

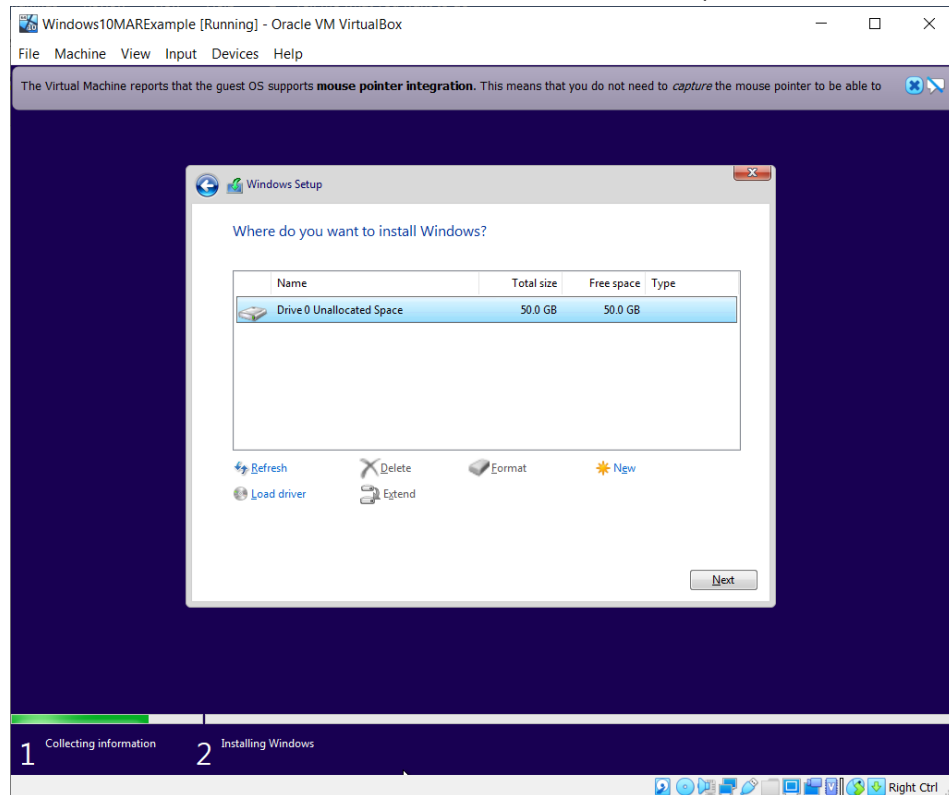
### Installing Windows

- **If you already have your own internal Windows deployment process, you can use that to install windows instead. Skip to part 4 once Windows is installed.**
1. Adjust bios settings to allow USB boot or start your computer to boot menu.
    - Entering the boot menu is different for every model of computer. Search google the model number and boot menu key to find which key to use to start into boot menu, typically a F1-12 key variable by brand (HP=F9, ASUS=F8, DELL=F12, INTEL=F10...)
    - Select boot device: USB disk
  2. Select the appropriate options for language, time, keyboard, etc. and then click "Next."

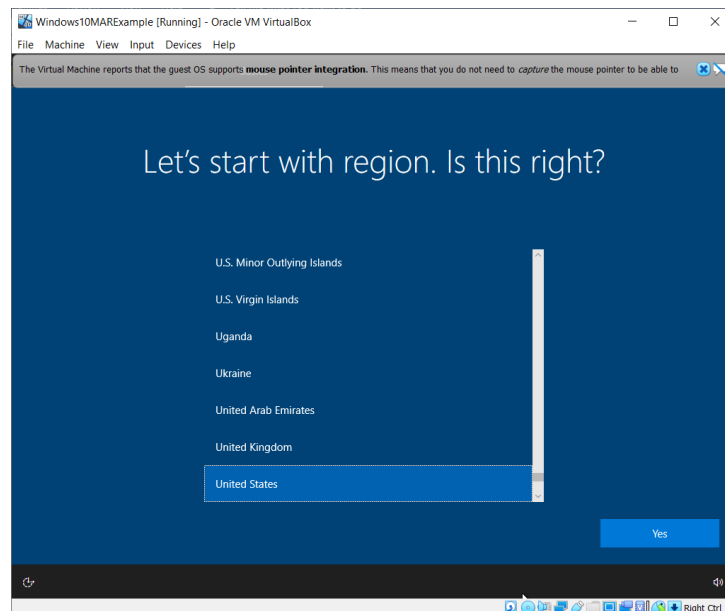


3. When prompted to enter a product key as shown above, select "I don't have a product key."
4. Select the operating system "Windows 10 Pro" and then click "Next."
5. Accept the Applicable notices and license terms and click "Next."
6. Choose the "Custom Install Windows only (advanced)" option.

7. Review the name(s) of partitions and delete any that should not exist. Install Windows to the drive marked as “Unallocated Space.” Click “Next.”



8. Wait for the installation process to complete.
9. Installation is complete when you arrive at the “Out of Box Experience” (OOBE) page.

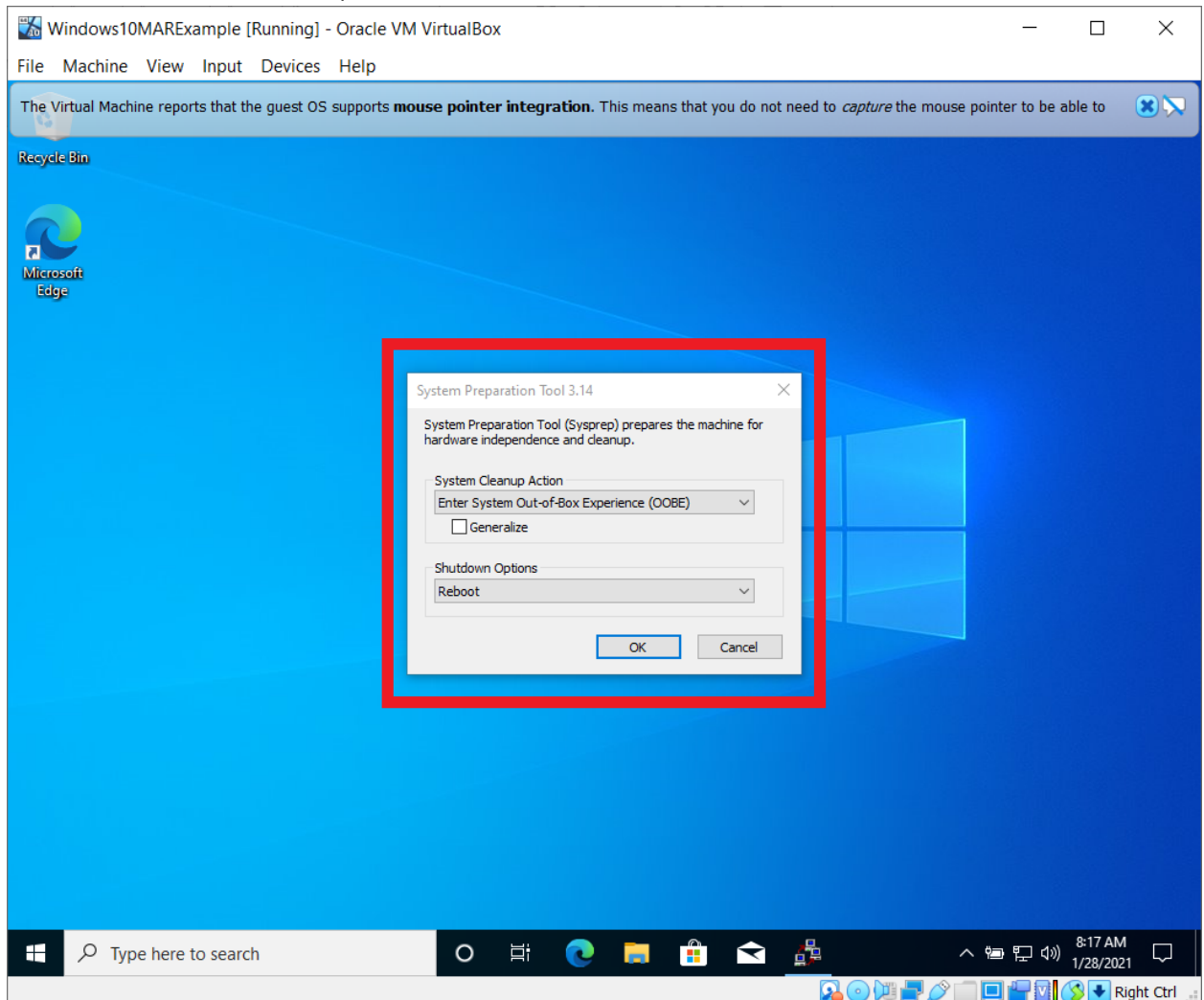


## PART 4:

### Activating Windows With The MAR Helper Tool

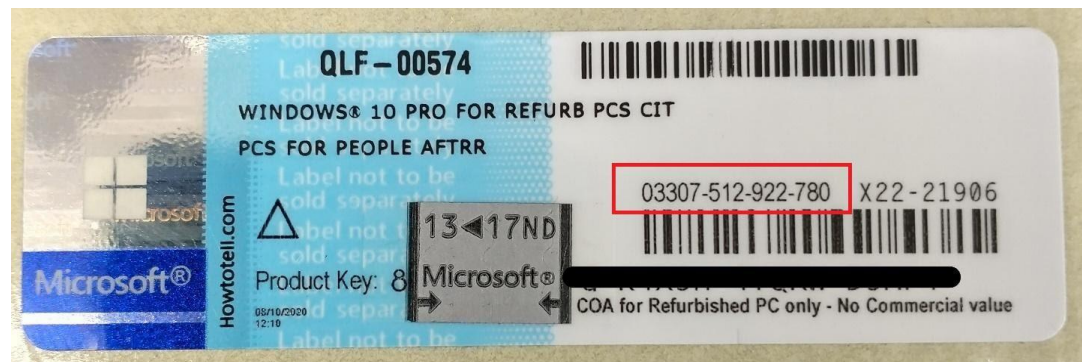
#### Entering audit mode:

1. Upon seeing the OOBE screen, enter the keyboard combination Ctrl+Shift+F3. This will restart the computer in audit mode with an administrator account.




2. **IMPORTANT: Do not close the “System Preparation Tool” window.** This tool is needed to bring Windows back to the OOBE.
  - a. If you do close it you can reopen it at  
C:\Windows\System32\Sysprep\sysprep.exe
3. Insert the USB drive with MAR\_Helper.exe (refer to Part 1 if you have not done this yet). Remember that you must unzip the file before running the program.
  - a. Use the defaults and click “Extract.” Delete the original .zip file and open the new extracted folder. **IMPORTANT: Do not run the MAR\_Helper.exe from within the zip folder. Delete the zip file after extraction.**

- b. If you have your own deployment process you can use that to get the MAR Helper onto the machine through an image, network share, or other process.**
4. Launch the application MAR\_Helper.exe.
  - a. If you receive a message “Windows protected your PC,” click “More Info,” then click “Run Anyway.”
5. In the MAR Helper PCs for People login, enter your username and password (this is the username and password you use to log in to the MAR Portal).
6. Enter the Win/Office Serial:
  - a. If using a paper license, refer to the bottom bar code as shown below. Enter the string of numbers above the bottom bar code into the field for Win/Office Serial. Also ensure Paper is selected in the License Type dropdown box **IMPORTANT: Do not enter the COA Key into the Win/Office Serial boxes.**



- b. If using a digital license key, select Digital Citizenship or Digital Commercial from the License Type dropdown box depending on the type of license you wish to use. **IMPORTANT: Your TPR must be approved for DPK usage and set up to use them by PCs for People staff. If you are not properly set up, you will not be able to use DPKs. Contact PCs for People to get approved.****

login

 pcsforpeople

Login - mar.pcsforpeople.org

Username:

Password:

License Type: Digital Citizenship

Win Serial:

Office Serial:

Include an Office or Windows COA serial to login

Login

7. Click Login



## Activating Windows


### 8. If using paper licenses: (If using DPK Skip to step 9.)

- Scratch off your stickers to reveal your product keys.
- Verify that your serial numbers are populated in the corresponding boxes, type your COA Product Keys into the correct boxes. Windows marked with **RED** and office marked with **BLUE**.

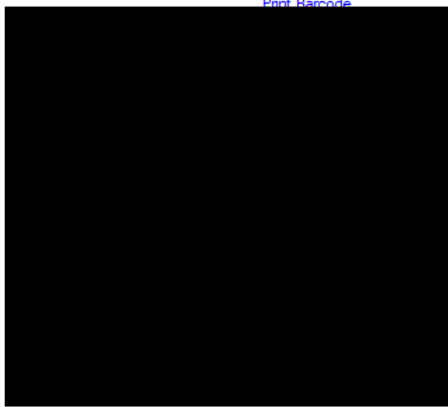
- Now click Activate Windows

- ### 9. IF you are using DPKs, ensure the appropriate license type is selected (a digital type), and click Activate Windows.

MAR Reporting Helper



Computer Specs [Print Barcode](#)

 Not Active [Refresh](#)

Benchmark

CPU Score:      Ram Speed:  
GPU Score:      Hard Drive Score:

Overall Score: [Run Benchmark](#)

Microsoft Recipient

Recipient Type:  [Refresh](#)

Destination Country:

Note: MS Recipient is only logged on Citizenship licenses

Windows Activation

Old Serial:  Provide the old COA if there is one

New Serial:  [Lookup by Existing Serial](#)

Product Key:

License Type:  [Activate Windows](#)

Office Activation

Office Serial:  [Lookup by Existing Serial](#)

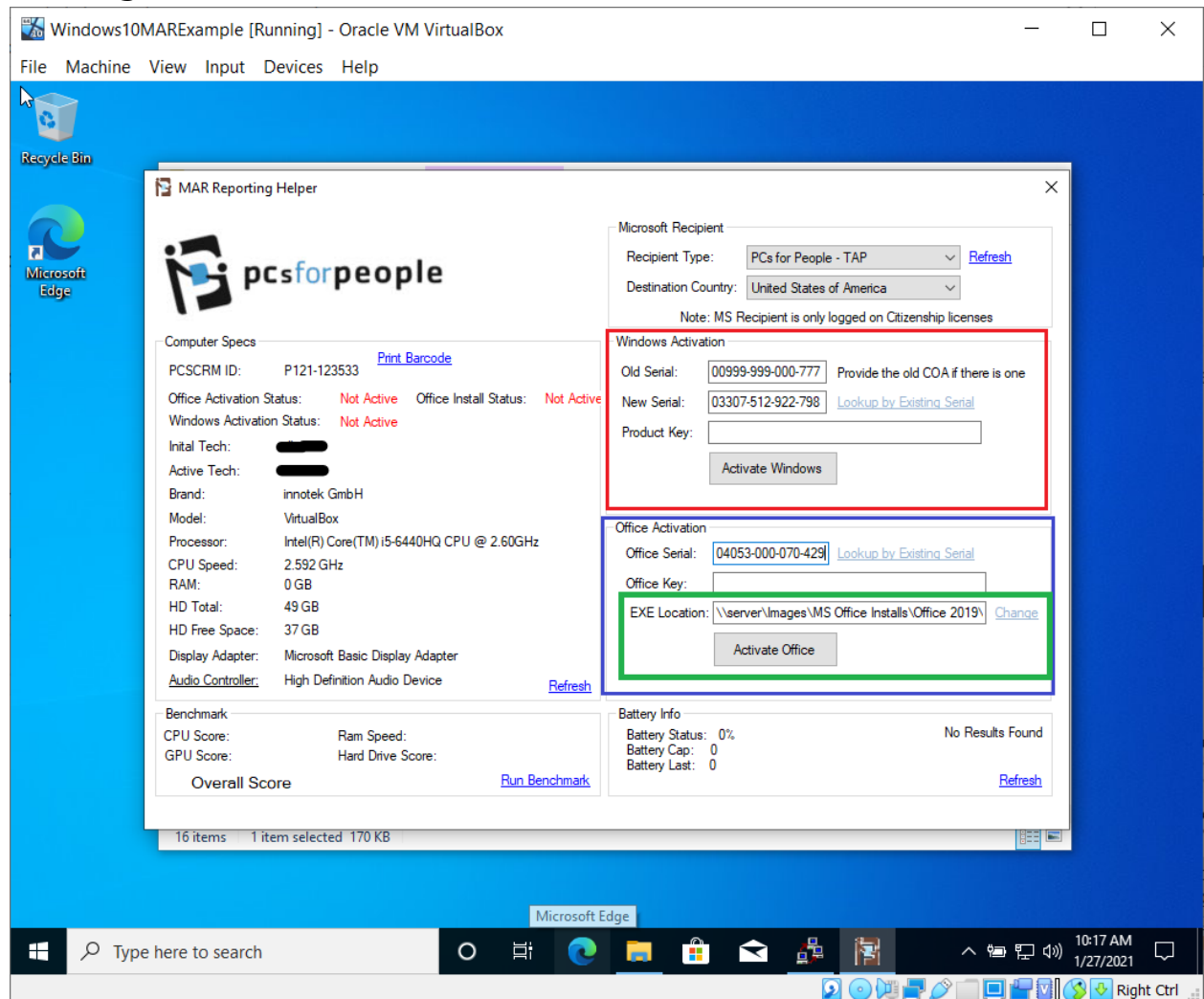
Office Key:

EXE Location:  [Change](#)

[Activate Office](#)

a. Then skip to Activating Office with Installation.

## PART 5: Activating Office with Installation

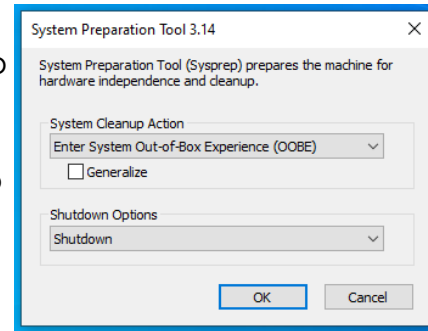


1. If you are installing Microsoft Office, click the “Change” button and locate the extracted Office 2019 folder in your USB drive.
  - a. If you haven’t downloaded Office 2019, click on the following link and save it to your USB drive.  
<https://www.pcsforpeople.org/Office%202019.zip>.
  - b. Extract the zip file to a folder, delete the zip file. **IMPORTANT: Do not run the Office installation file from within the zip folder. Delete the zip file after extraction.**
  - c. Pro Tip: Keep the Office installation in a USB drive to save time from downloading from the network.
2. After entering the serial number, COA “Office Key”, and Office 2019 setup.exe location “EXE Location”, click “Activate Office” to activate and install Office 2019.

## PART 6:

### Preparing the Computer for the Customer

1. Pull up SysPrep again to bring the computer back into the “Out of Box Experience” (OOBE) for the customer..
  - a. If you have closed the SysPrep window, hold Windows+R to bring up run command.
  - b. Type sysprep, a folder will open, run sysprep.exe from within that folder to start up SysPrep.
  - c. Leave everything default and click “OK” to bring the computer back to OOBE.
2. Affix the Windows sticker to the exterior of the refurbished machine.
  - a. For paper licenses, the COA sticker will be the sticker which contained your Windows 10 Serial and Key.
  - b. For digital licenses, the GMRL stickers will be holographic and look like this:
3. If Office was installed, affix the Office sticker the exterior of the refurbished machine. It will be the sticker which contained your Office 2019 serial and key.



to

## Questions? Comments?

For questions, comments, or more extensive windows installation please contact us at [mar@pcsforpeople.org](mailto:mar@pcsforpeople.org).

# Command Line Usage

Run without parameters to open the GUI

## Commands:

-?

View this Help

-uname [string]

pcscrm.com and mar.pcsforpeople.org username (required)

-pass [string]

pcscrm.com and mar.pcsforpeople.org password (required)

-msRecipientID [x]

The Microsoft recipient ID from mar.pcsforprople.org. If not provided, the first item will be selected.

-oldWinSerial [string]

The serial number from an existing Windows COA. Use 00999-999-000-777 if the old serial is not legible

-newWinSerial [string]

The serial number from the new Windows COA

-windowsProductKey [string]

The COA windows product key (required)

-officeSerial [string]

The serial number from the new Office COA

-officeProductKey [string]

The COA Office product key (optional)

-autoRunBenchmarks [0/1]

Auto run the HD, Ram, CPU and GPU benchmarks after login.

-autoRunBatteryTest [0/1]

Auto run the battery energy assessment after login.

-officeSetupFilePath [string]

The full path to the office setup EXE file.

-destinationCountry [string]

Enter the country to auto select such as United States of America.

-reportingOnlyMode [0/1] Set to 1 and Helper will not activate Windows and Office. You are also not required to enter the product key allowing the user to do the activation. Reporting will still be sent to mar.pcsforpeople.org. Default is set to 0 for both reporting and activation.

-commercial

Set this flag with the -dpk flag to instruct helper to use a commercial DPK license

-dpk

Set this flag to instruct helper to use a digital license

-u

Set This flag to automatically login and complete the activations based on the provided settings.

Examples:

Activate windows:

```
MAR_Helper.exe -u -uname [username] -pass [password] -oldWinSerial  
#####-###-###-### -newWinSerial #####-###-###-###  
-windowsProductKey XXXXX-XXXXX-XXXXX-XXXXX-XXXXX
```

Activate windows with a digital license:

```
MAR_Helper.exe -u -uname [username] -pass [password] -dpk
```

Install and Activate Office:

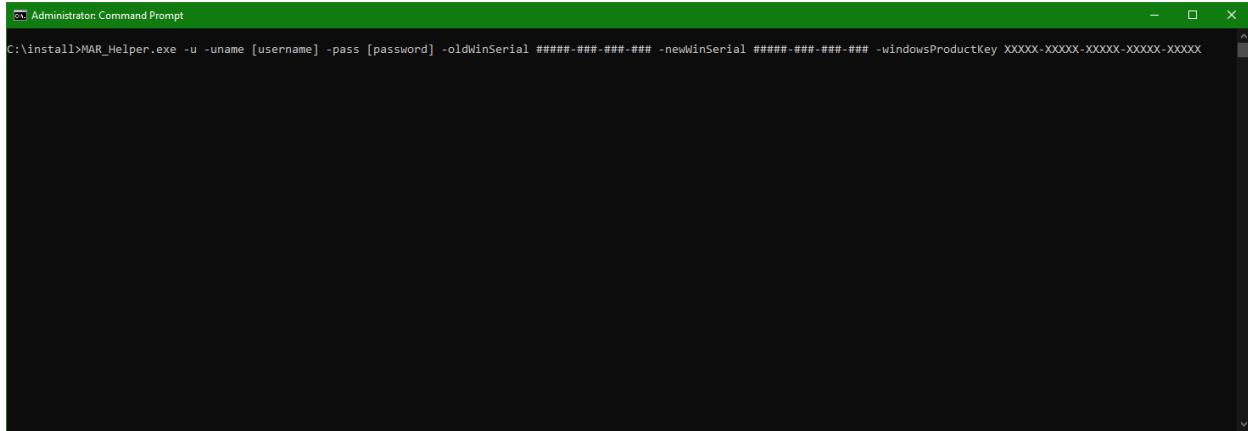
```
MAR_Helper.exe -u -uname [username] -pass [password] -officeSerial  
#####-###-###-### -officeProductKey XXXXX-XXXXX-XXXXX-XXXXX-XXXXX
```

Only report COA as used:

```
MAR_Helper.exe -u -reportingOnlyMode 1 -uname [username] -pass  
[password] -oldWinSerial #####-###-###-### -newWinSerial  
#####-###-###-### -windowsProductKey  
XXXXX-XXXXX-XXXXX-XXXXX-XXXXX
```

Can be used with the manual GUI (no -u):

```
MAR_Helper.exe -reportingOnlyMode 1 -uname [username] -pass [password]  
-oldWinSerial #####-###-###-### -newWinSerial #####-###-###-###  
-windowsProductKey XXXXX-XXXXX-XXXXX-XXXXX-XXXXX
```




```
Administrator: Command Prompt
C:\install>MAR_Helper.exe -u -uname [username] -pass [password] -oldWinSerial #####-###-#### -newWinSerial #####-###-#### -windowsProductKey XXXXX-XXXXX-XXXXX-XXXXX-XXXXX
```

## Digital Product Key Activation Overview

Follow this guide to activate Windows with the new digital product key.

1. **NOTE:** this process is done after installing the OS and going into audit mode, follow the steps above to install Windows
2. Download the new MAR Helper
  - a. [https://mar.pcscrm.com/account/helper/Mar\\_Helper\\_Stable.zip](https://mar.pcscrm.com/account/helper/Mar_Helper_Stable.zip)
3. Extract the zip files into a folder and copy the folder to a USB drive
  - a. If you have your own deployment process you may continue using that, but you will need to update the MAR Helper files to the new ones included in the zip file above.
4. Insert the USB drive and run Mar\_Helper.exe on the machine you wish to activate
5. Type in your login information
6. Select Digital Citizenship or Digital Commercial from the License Type dropdown box depending on the type of license you wish to use.

login

 pcsforpeople

Login - mar.pcsforpeople.org

Username:

Password:

License Type: Digital Citizenship ▼

Win Serial:

Office Serial:

Include an Office or Windows COA serial to login

Login

7. Enter Office serial if needed
8. Click “Login”
9. Once logged in, look for the Windows Activate button on the middle right. The same license type should be selected as it was on the login screen



MAR Reporting Helper

**pcsforpeople**

Computer Specs [Print Barcode](#)

Not Active

[Refresh](#)

Benchmark

CPU Score: Ram Speed:  
GPU Score: Hard Drive Score:  
Overall Score: [Run Benchmark](#)

Microsoft Recipient

Recipient Type: PCs for People - TAP [Refresh](#)  
Destination Country: United States of America

Note: MS Recipient is only logged on Citizenship licenses

Windows Activation

Old Serial: 00999-999-000-777 Provide the old COA if there is one  
New Serial: [Lookup by Existing Serial](#)  
Product Key:  
License Type: Digital Commercial [Activate Windows](#)

Office Activation

Office Serial: [Lookup by Existing Serial](#)  
Office Key:  
EXE Location: \\server\Images\MS Office Installs\Office 2019\ [Change](#)  
[Activate Office](#)

10. Click on “Activate Windows”
11. Windows will be activated and a COA key will be provided
12. Activate Office if needed, follow the office installation instructions
  - a. **NOTE:** Only Windows supports DPKs, Office requires paper COAs.
13. Your computer is now activated
14. “Sysprep” the computer to OOBE
15. Affix Windows Sticker to the exterior of the refurbished machine
  - a. For Digital Licenses the Genuine Microsoft Refurbisher Labels (GMRL) will look like this:

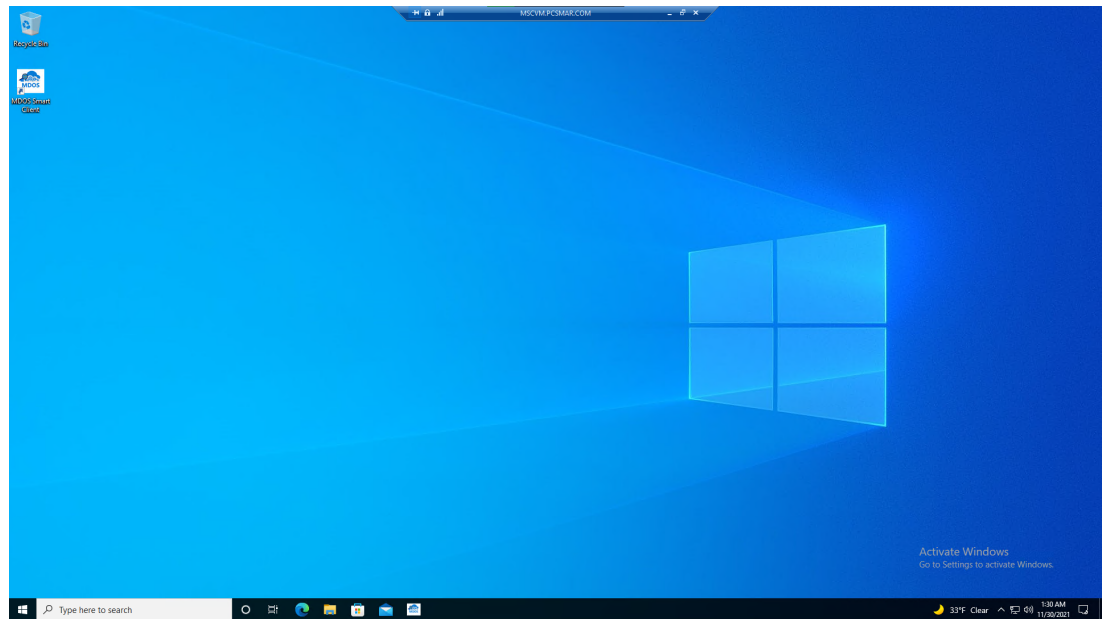


16. Your computer is now ready to be distributed

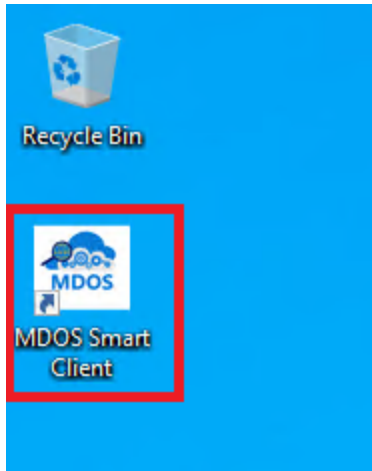
# Monthly MAR VM Instructions:

## Follow this guide at least once per month!

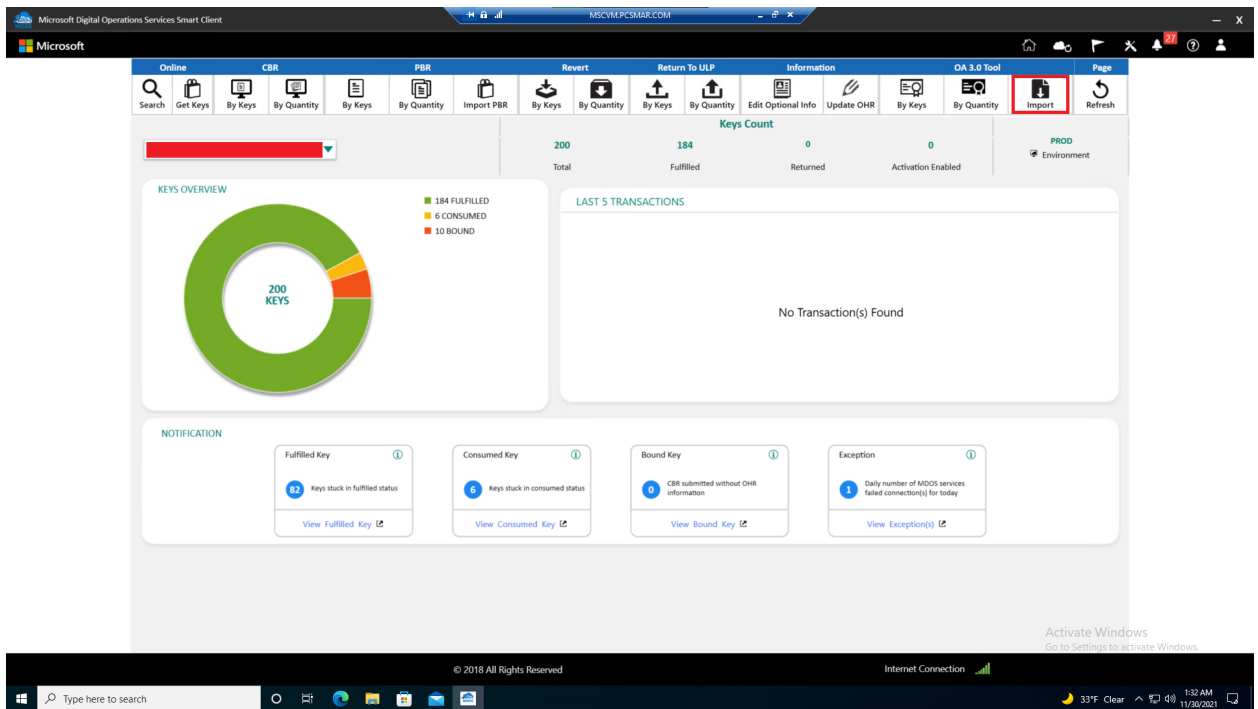
1. Log in to your TPR's provided domain account at <https://pcsmar.com/RDWeb>
2. Click MSCVMs and open the file that is downloaded
3. Re-enter the credentials for the account if prompted
  - a. Precede the account name with PCSMAR\
4. Wait for the connection to the VM to be established
  - a. You should see a screen similar to this:



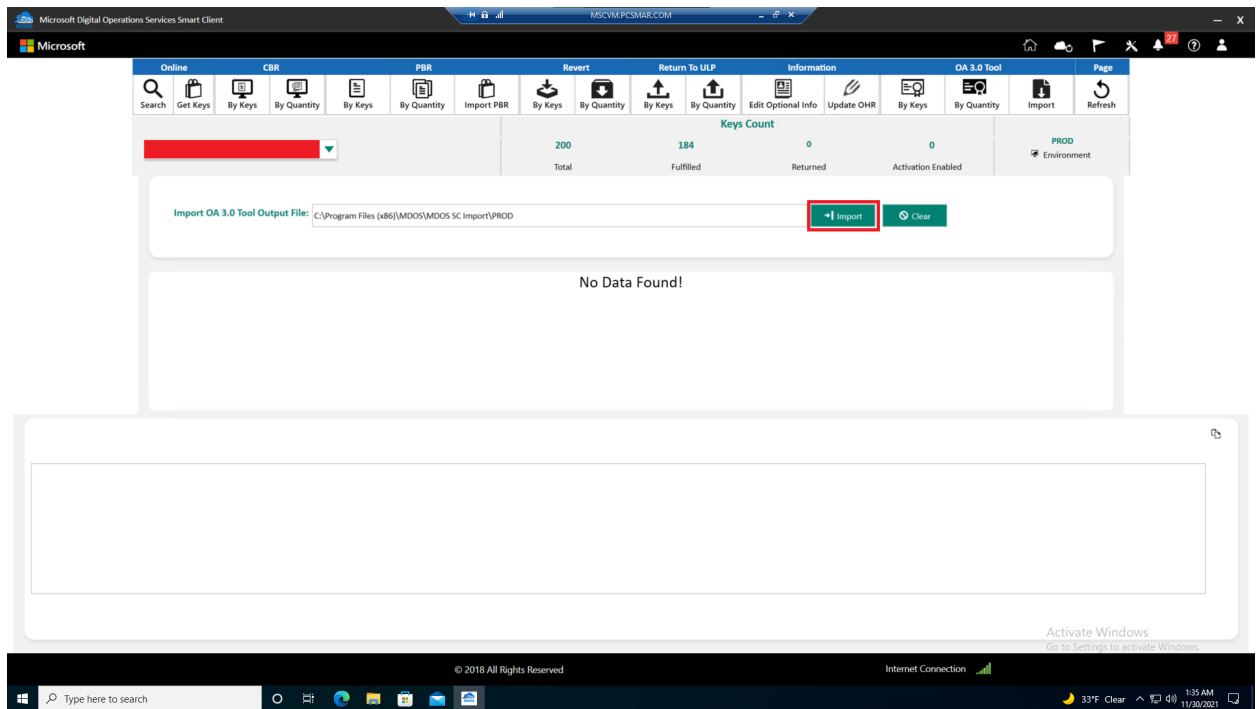
5. Start the MDOS Smart Client **if it is not already running**. Check the task bar first.



6. Once MDOS Smart Client is running, click Import

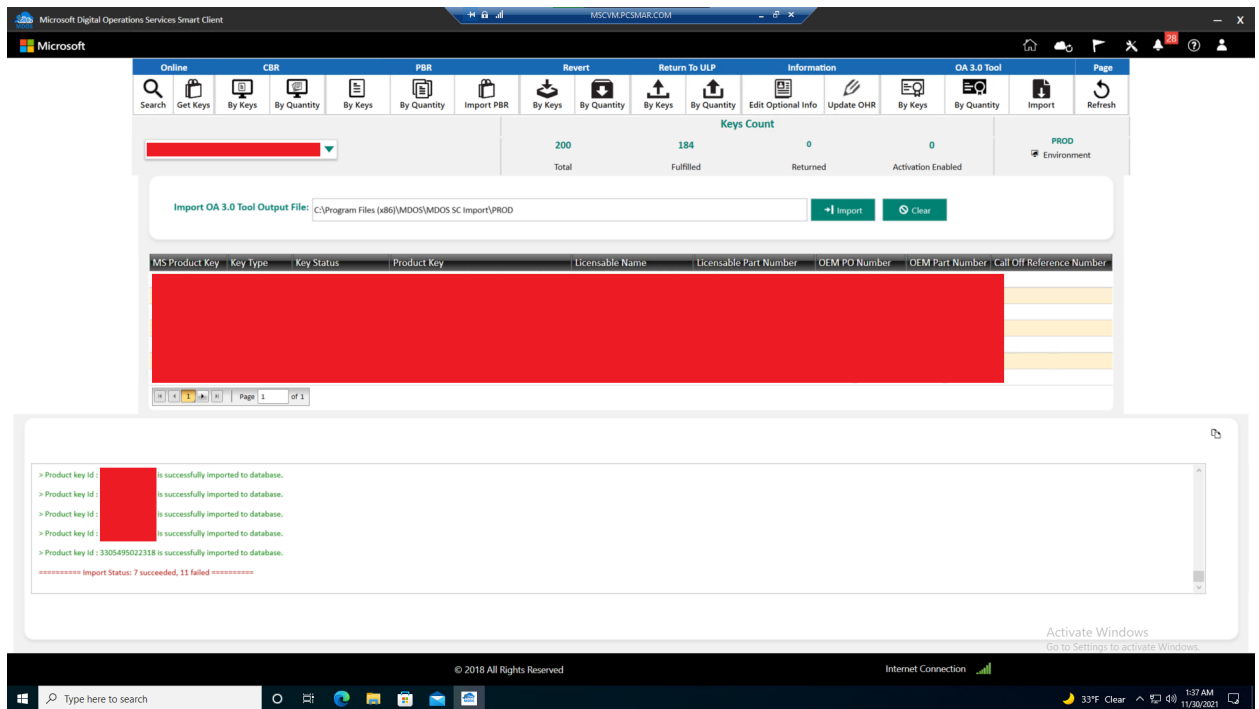


7. On the following menu, click Import (Different button)



8. Wait for the process to complete, this may take a minute or two depending on how many digital licenses you have used. Once the process completes, the screen should look

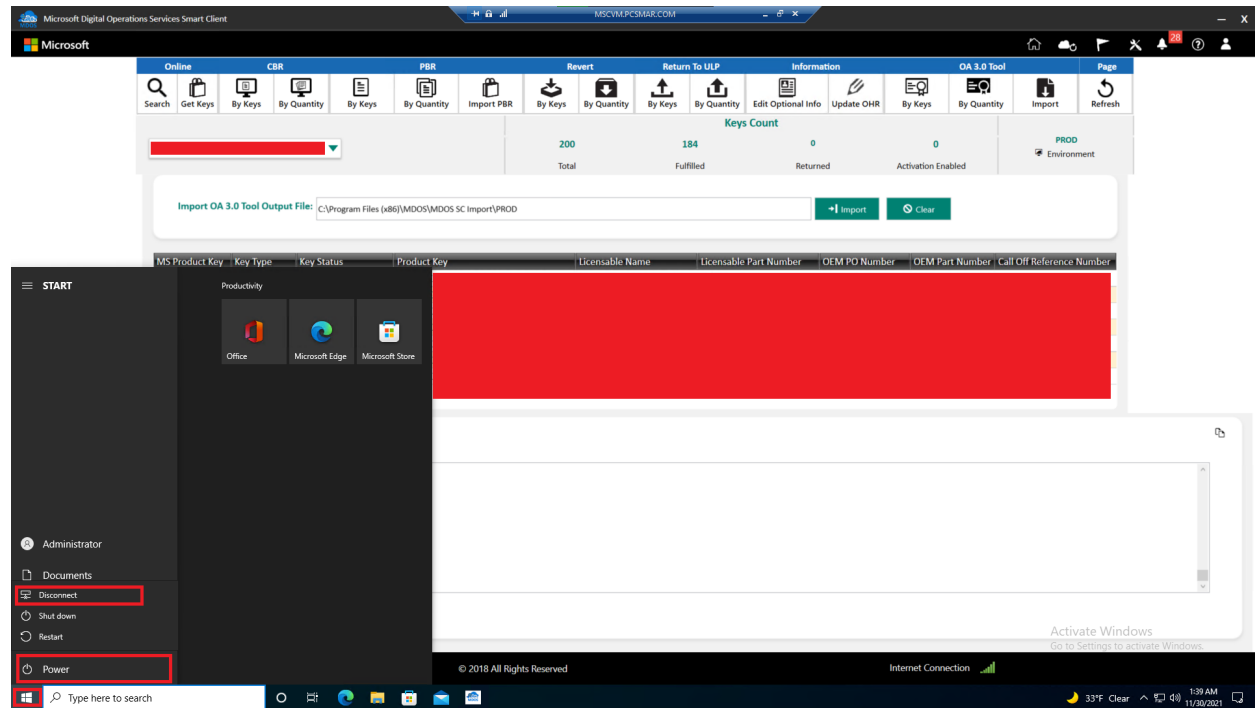
something like this:



9. Navigate to C:\Program Files (x86)\MDOS\MDOS SC Import\PROD and delete all files contained within

10. All done! You may now disconnect from the VM by going to the start menu and clicking Power->Disconnect

- a. Do NOT close MDOS Smart Client
- b. Do NOT shut down or restart the VM
- c. Click ONLY the three highlighted buttons on the start menu when disconnecting from the VM



- d. If you accidentally close MDOS Smart Client or shut down the VM, attempt to reconnect to the VM and reopen MDOS Smart Client.

11. If you encounter any issues during this process, please contact PCs for People for assistance.