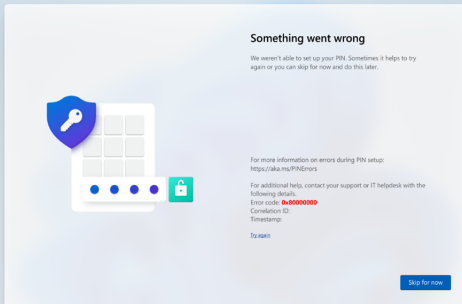




Other Issues/Errors: Process gets stuck while putting in a pin

When starting your laptop for the first time and setting it up – it can happen that during the setting up process, your laptop gets stuck on set up because Microsoft is running an

You would see something like this happening. You try to click on skip for now; it takes you back to create a pin, and it keeps giving you the same error.



Please follow the next steps on how to complete setting up your laptop by disabling the network so that it doesn't update during the set-up. This will allow you to complete the

#WorkAnywhere

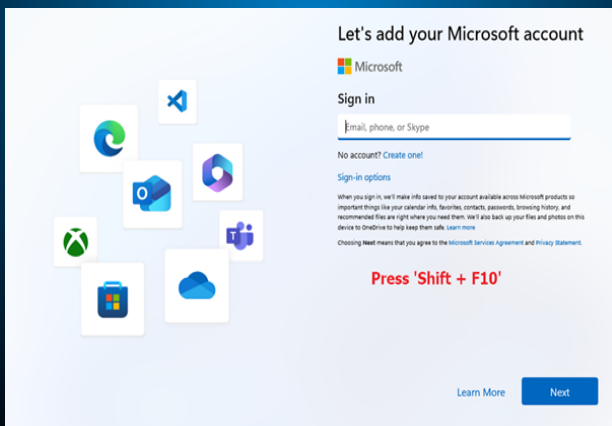


Other Issues/Errors(Continued): Process gets stuck while putting in a pin

1. Please switch your computer off by pressing the power button down for a few seconds and then switch it back on again.

How to Set up Windows 11 on your Connex Laptop – if an error happens when setting it up.

2. When you are asked to add your Microsoft account, leave it blank and press the SHIFT and F10 keys together to open the black-coloured command prompt window.



#WorkAnywhere



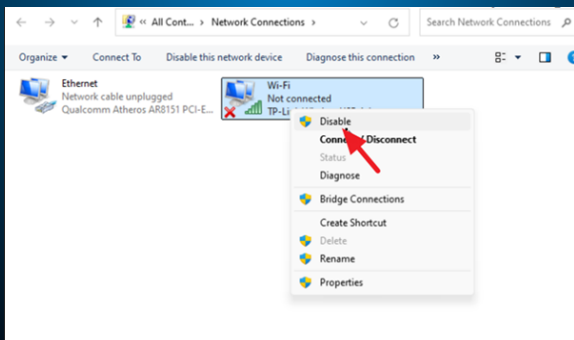
Other Issues/Errors(Continued): Process gets stuck while putting in a pin

Click inside the command prompt window, type in `ncpa.cpl` and press **ENTER**:

```
Microsoft Windows [Version 10.0.22631.4112]
(c) Microsoft Corporation. All rights reserved.

C:\Windows\System32>ncpa.cpl
```

3. When you see this screen, right click on each network connection (Wi-Fi and/or Ethernet) and click Disable. This will disable all the network connections on your Connex laptop.





Other Issues/Errors(Continued): Process gets stuck while putting in a pin

- Once you have completed step 3 and disabled all of the network connections, click again inside the **command prompt window**, type in **oobe\bypassnro** and then press **Enter**. Your laptop will restart.

```
Administrator: C:\Windows\System32\cmd.exe
Microsoft Windows [Version 10.0.22631.4112]
(c) Microsoft Corporation. All rights reserved.

C:\Windows\System32>ncpa.cpl

C:\Windows\System32>oobe\bypassnro
```

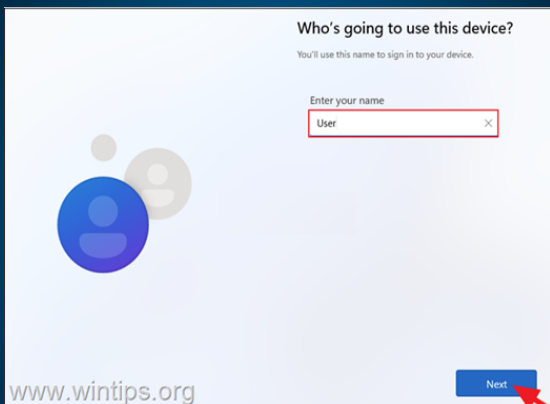
- After your laptop has restarted – set up the laptop like normal. When you reach this screen like the one below that says, “Let’s connect you to a network”. Click on the option that says “**I don’t have internet**” and then select the option “**Continue with Limited Setup**”.





Other Issues/Errors(Continued): Process gets stuck while putting in a pin

6. Type in your account or username and click Next to finish the Windows 11 setup.



7. Once you have completed your setup, follow steps 2 and 3 above to re-enable the network connections. You have now successfully setup Windows 11 on your Connex laptop