



PreloadATM V2 SOP

This guide instructs Acer AD users on how to use PreloadATM V2 to download and install preload in Windows environment.

2026/7/21, Farina Lin

Agenda

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Requirements Reminder

➤ Operating System

PreloadATMV2 must be executed in a **Windows Environment** on **x64** or **ARM64** architecture.

➤ Acer AD Account

You can only use it after **verifying your AD account**.

➤ Disk Space

- Download Preload Only:
The **partition where PreloadATMV2 is executed** must have **over 20 GB** of free space, depending on your model.
- Download and Install Preload:
The **latest partition on the system disk** must have shrinkable space of **up to twice the size of the downloaded files**.

➤ Network Connection

PreloadATMV2 requires a network connection to download preload.

➤ Power Supply

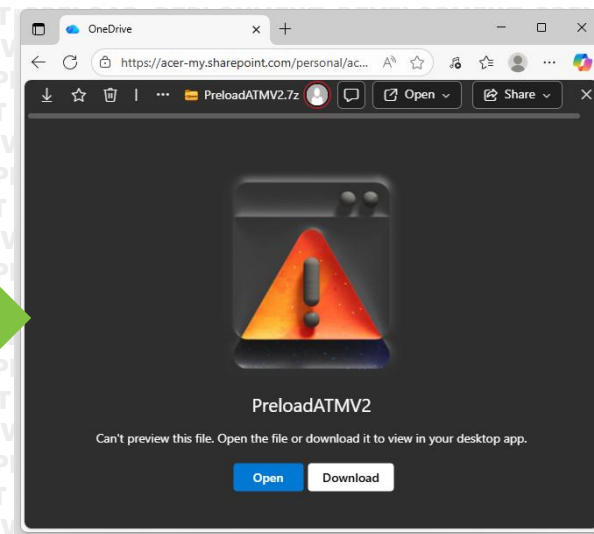
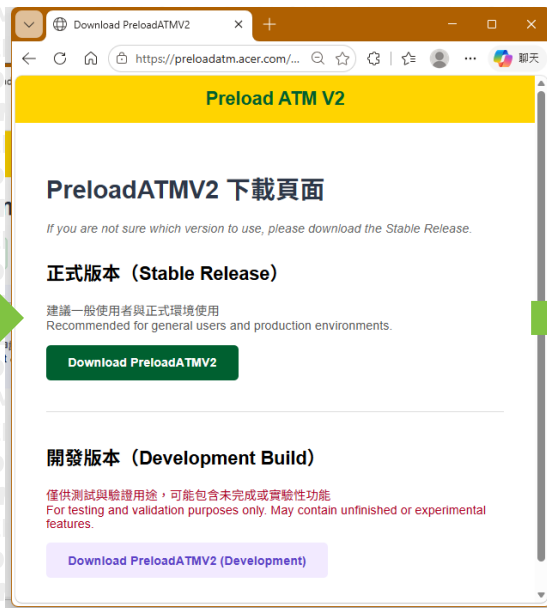
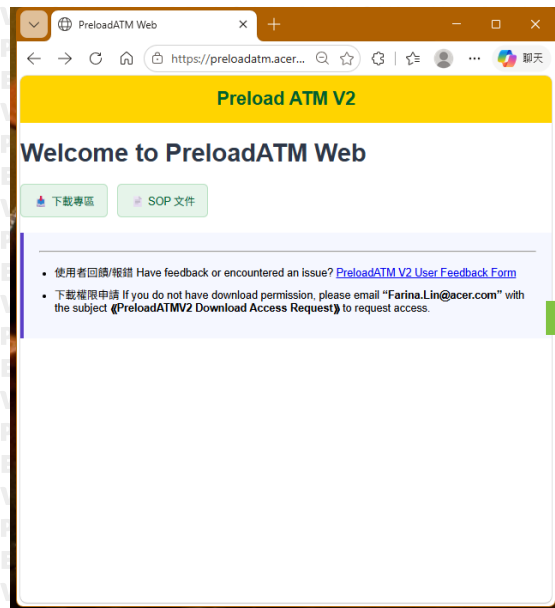
The download files are large and may take a long time, it is recommended to **plug in the AC adapter**.

➤ Remove ExpressVPN and McAfee

To ensure that PreloadATMV2 can successfully connect to Azure and the APIs.

Download PreloadATMV2.7z

- Please visit PreloadATM website <https://PreloadATM.acer.com>
And download the **latest version** of PreloadATMV2.7z



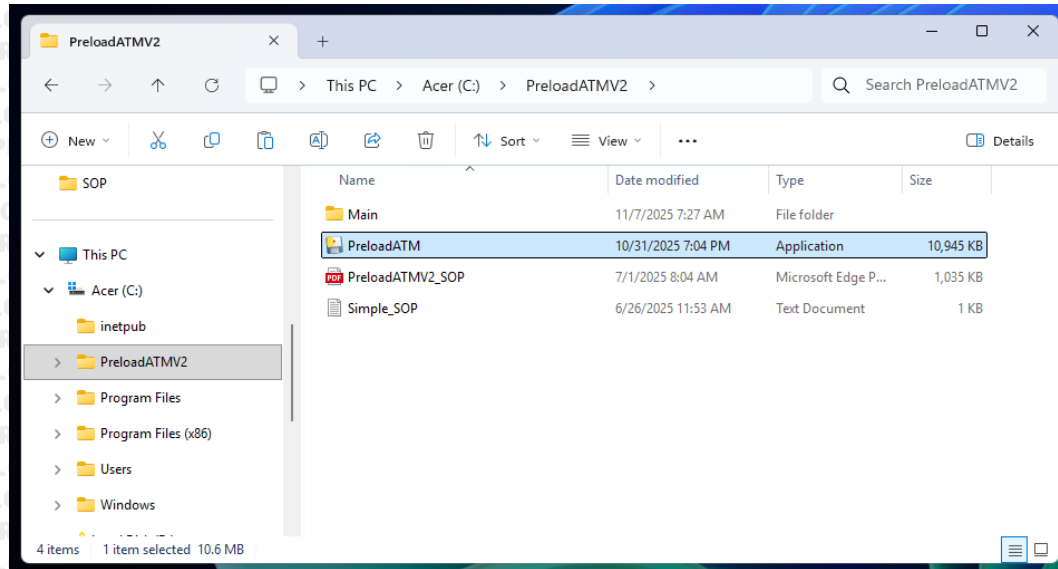
If you do not have download permission, please email Farina.Lin@acer.com with the subject «PreloadATMV2 Download Access Request» to request access.

Use PreloadATMV2

➤ UnZip PreloadATMV2.7z

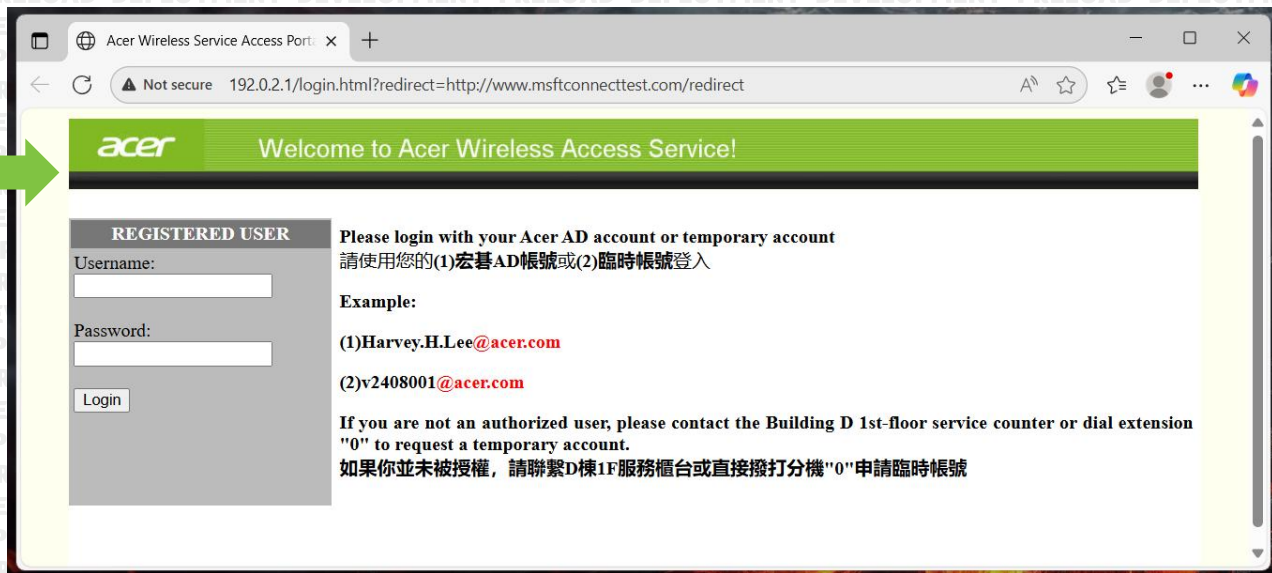
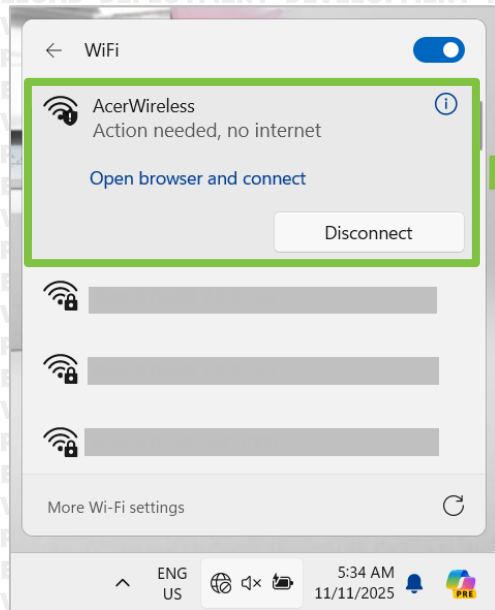
- After unzip, please **move PreloadATMV2 to a shorter directory** (e.g., **C:\PreloadATMV2**) before use.
- Because the **preload filename is long**, if the downloaded file path length exceeds the security limit, it may cause file I/O errors.

➤ Click .\PreloadATM.exe to execute.



Check Network Connection

- Before using PreloadATMV2, ensure you have a network connection.
- You can connect to the "AcerWireless" Wi-Fi network
Log in with your AD account and password, and set it to **connect automatically**.



Uninstall ExpressVPN and McAfee

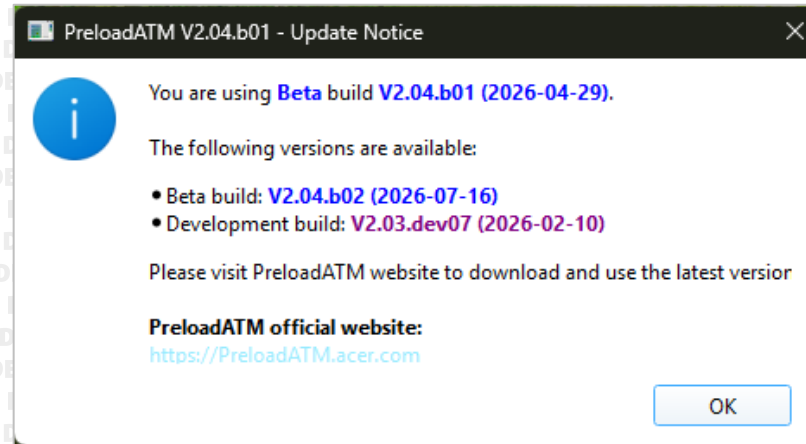
- Because **ExpressVPN** and **McAfee** may alter network behavior or block system operations, which can cause failures when PreloadATMV2 connects to Azure or APIs, please uninstall/disable them before using.

Note.

Uninstalling McAfee is strongly recommended.
If you only disable it, it may automatically re-enable.

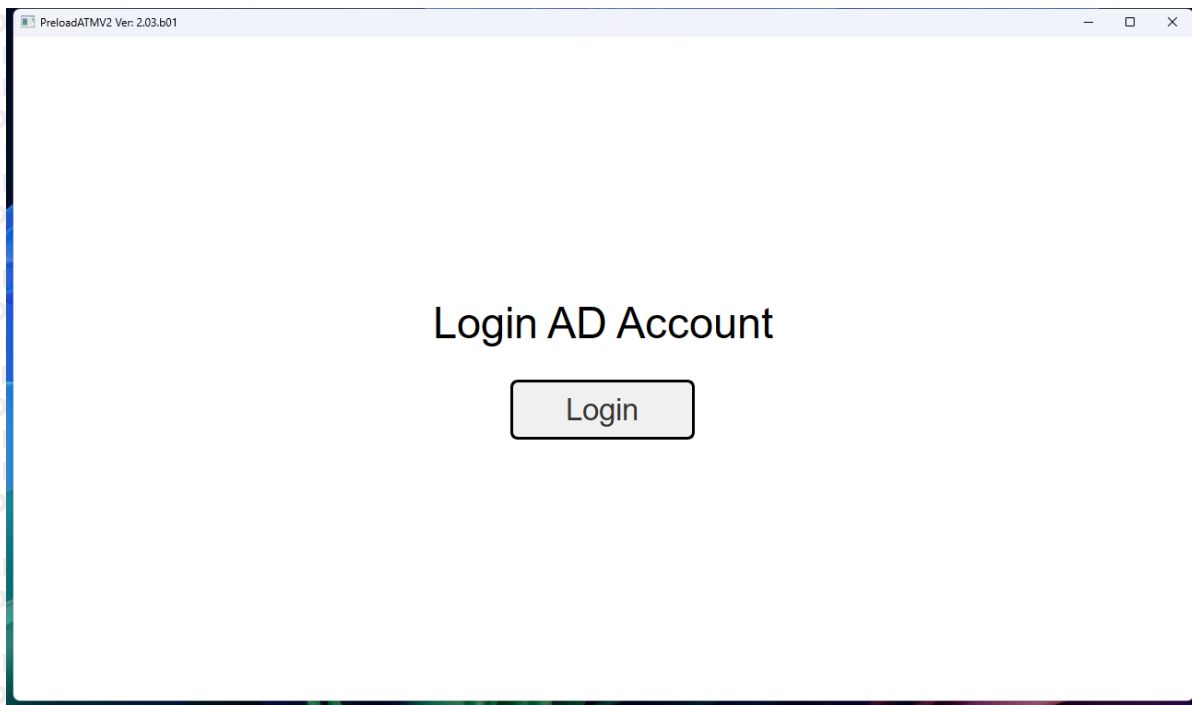
Version Check and Reminders

- If an updated version is detected and a notification is displayed when the program starts, please **update PreloadATMV2 to the latest version**.



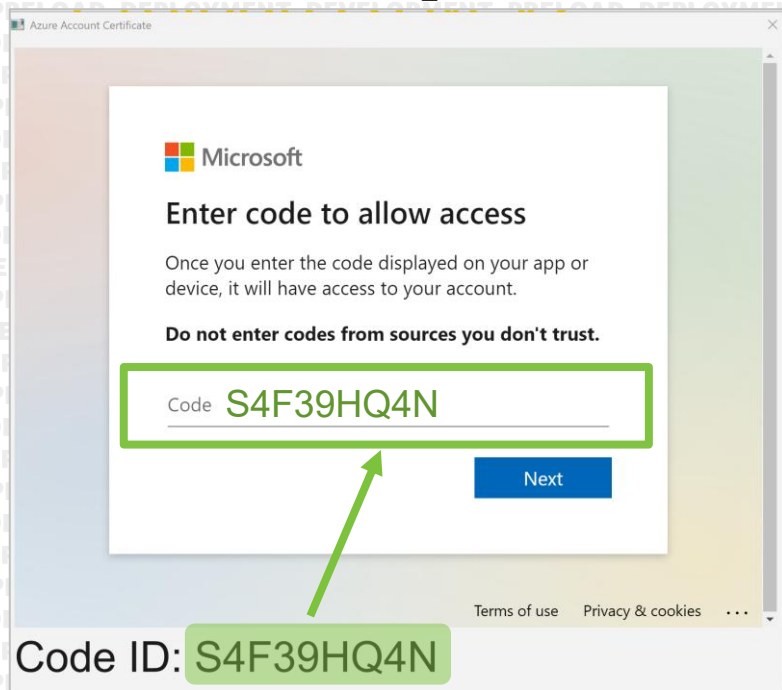
Login with Authorization

- After the PreloadATMV2 program starts, please click the 「Login」 button.



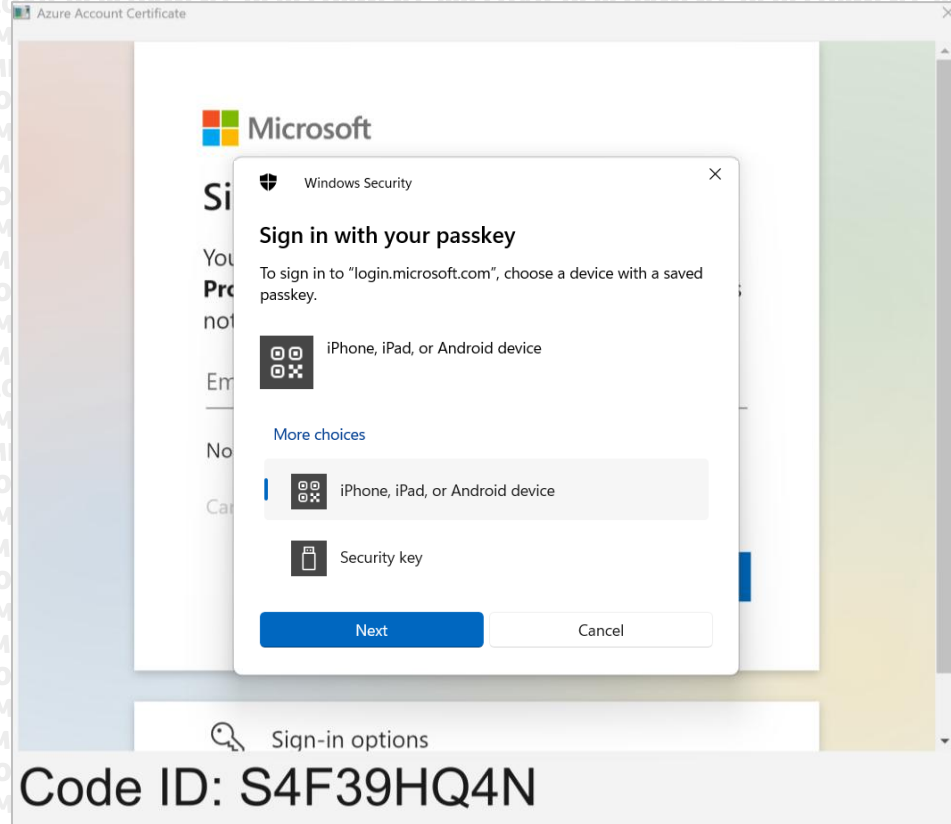
Login with Authorization

- Please enter the **random Code ID** that displayed at the bottom of the window (case-insensitive).
- After entering, please click the 「Next」 button.



Login with Authorization

➤ If a **passkey** dialog box appears, please **close it to skip it**.



Login with Authorization

➤ Please enter your **AD account and password** to sign in.

Azure Account Certificate

Microsoft

Sign in

You're signing in to **AcerPreload Download Products** on another device located in **Taiwan**. If it's not you, close this page.

Email, phone, or Skype

No account? [Create one!](#)

[Can't access your account?](#)

[Back](#) [Next](#)

Sign-in options

[Terms of use](#) [Privacy & cookies](#) ...

Code ID: NEAPKA3CE



Azure Account Certificate

Microsoft

← farina.lin@acer.com

Enter password

Password

[Forgot my password](#)

[Use an app instead](#)

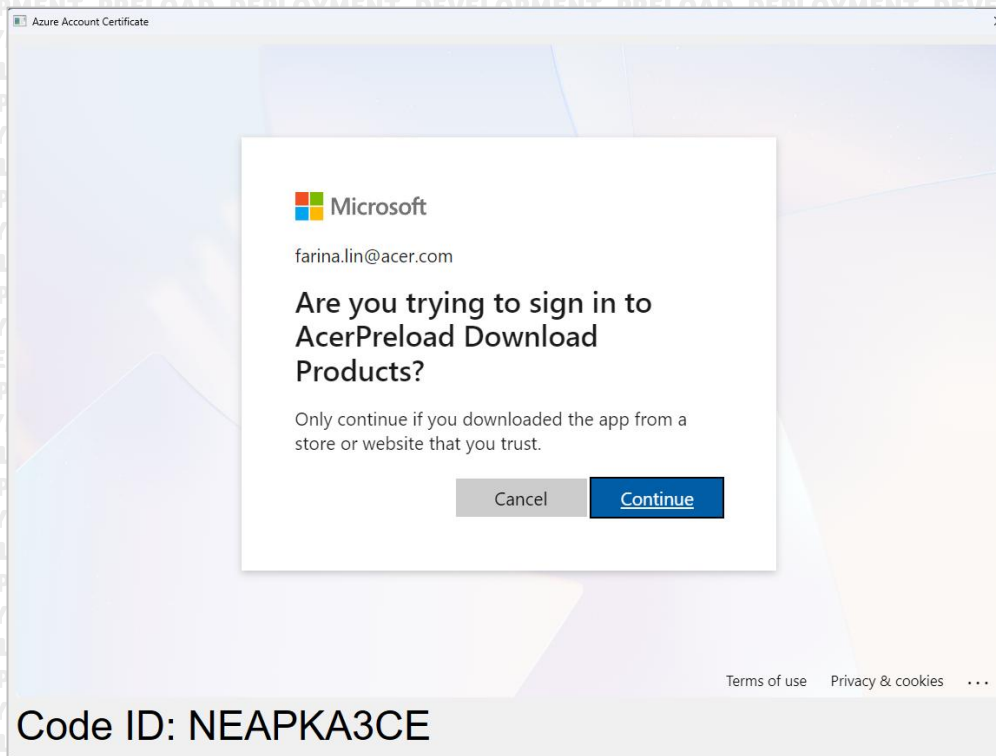
[Sign in](#)

[Terms of use](#) [Privacy & cookies](#) ...

Code ID: NEAPKA3CE

Login with Authorization

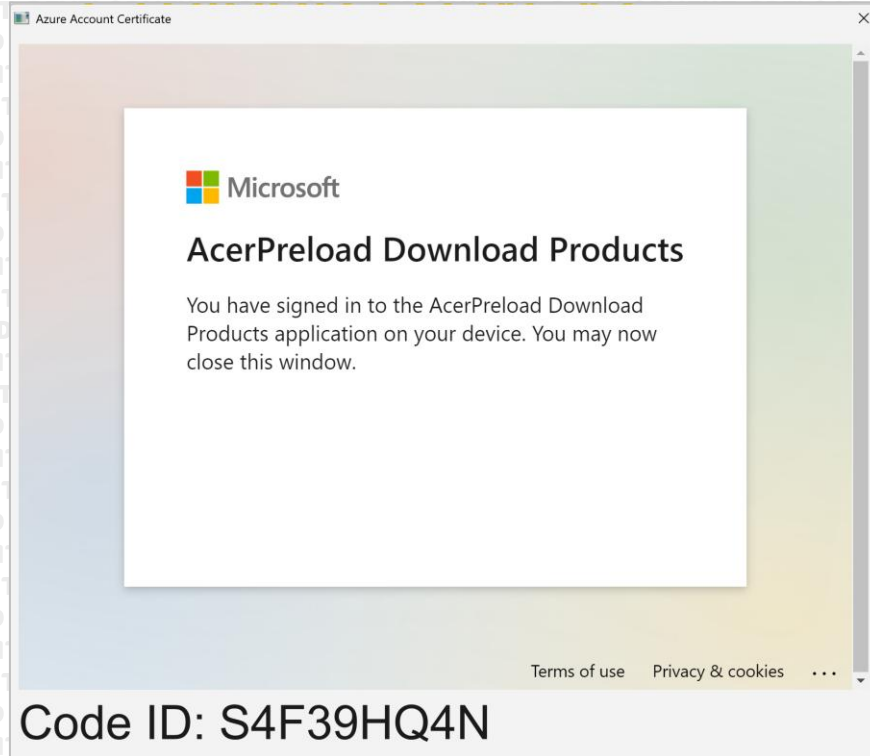
- After successfully signing in, please click the 「Continue」 button.



Code ID: NEAPKA3CE

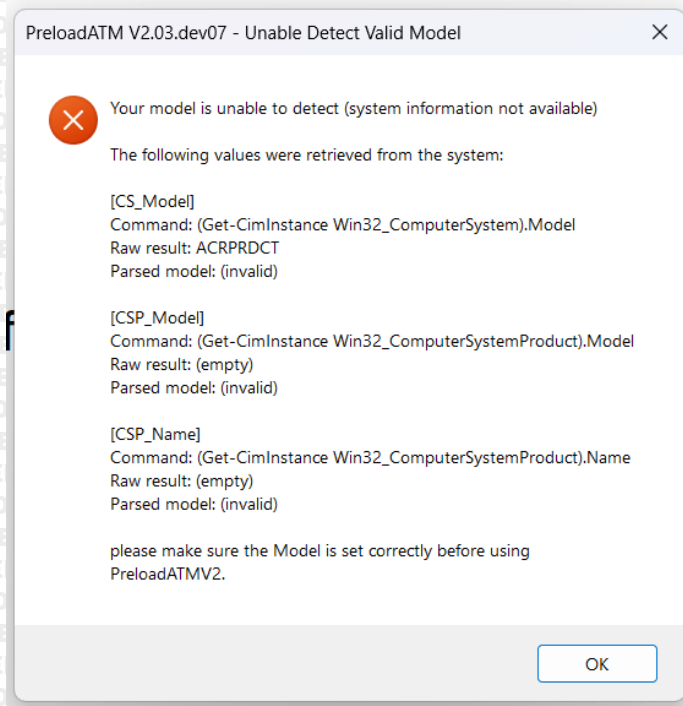
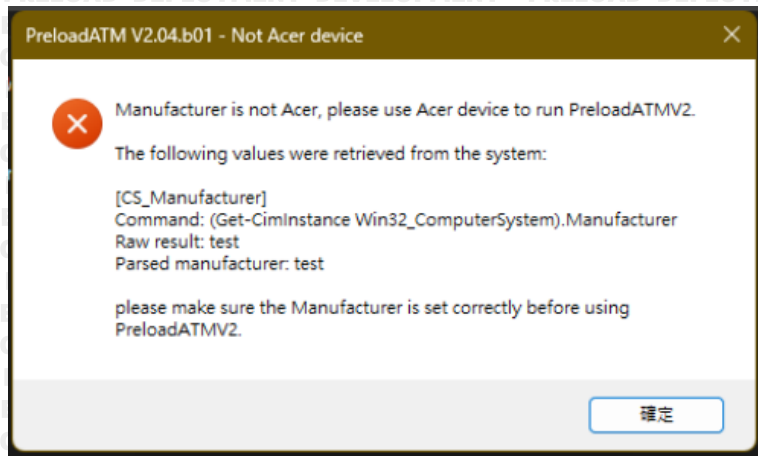
Login with Authorization

- All authorizations have been completed.
Please close this window to begin using PreloadATMV2.



Prerequisite: Verify SMBIOS Information

- If the **manufacturer** or **computer model** cannot be detected or its value is incorrect, please make sure it is **set correctly** before using PreloadATMV2.

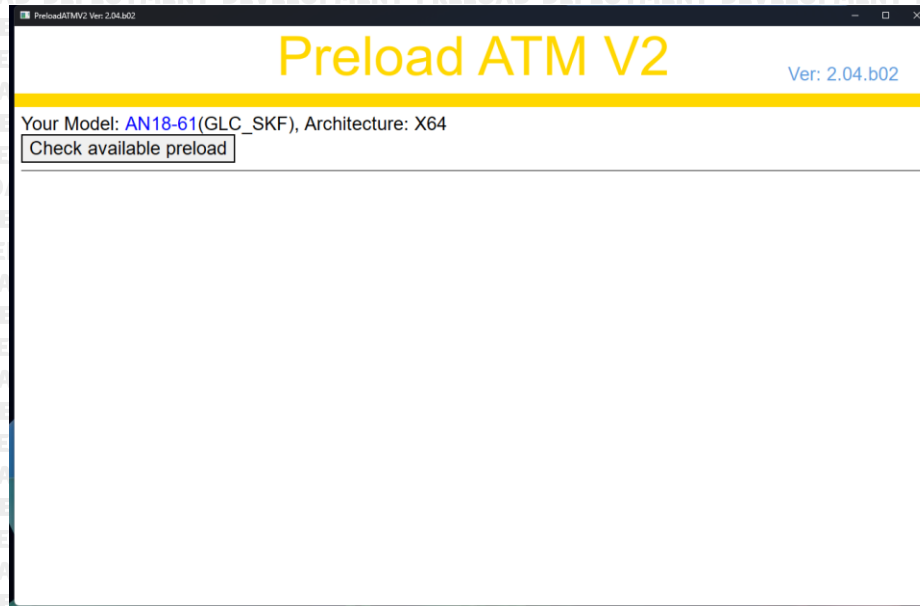


Check Available Preload

- The top left corner shows your **Model Name(Product Name)**, **OS Architecture** from **SMBIOS**.

Please confirm the Model is correct to avoid not finding or finding an incorrect preload.

- Click 「**Check available preload**」 to query downloadable preload for your model.



Select the Preload

- Select one preload to download.

Preload language is **English** and **Traditional Chinese** (ENAP/TC).

- Click the button according to your needs.

- 「Download preload only」: **x64 and ARM64**, download preload to the **.Main\downloads** folder.
You can use **NAPPHDD** to install preload in **WinPE environment**.
- 「Download and Install preload」: **x64 only**, download preload and install it on this machine after downloading.

Preload ATM V2 Ver: 2.04.b02

Your Model: **AN18-61**(GLC_SKF), Architecture: X64

Shipping Preload (最新出貨版本, Includes shipping patch) for **AN18-61, X64**

- ☐ Win11 Pro -- 25H2 -- RV01RC01, 36.3 GB
- ☐ Win11 Home -- 25H2 -- RV01RC01, 36.1 GB

Latest Preload (最新測試版本, Not include patch) for **AN18-61, X64**

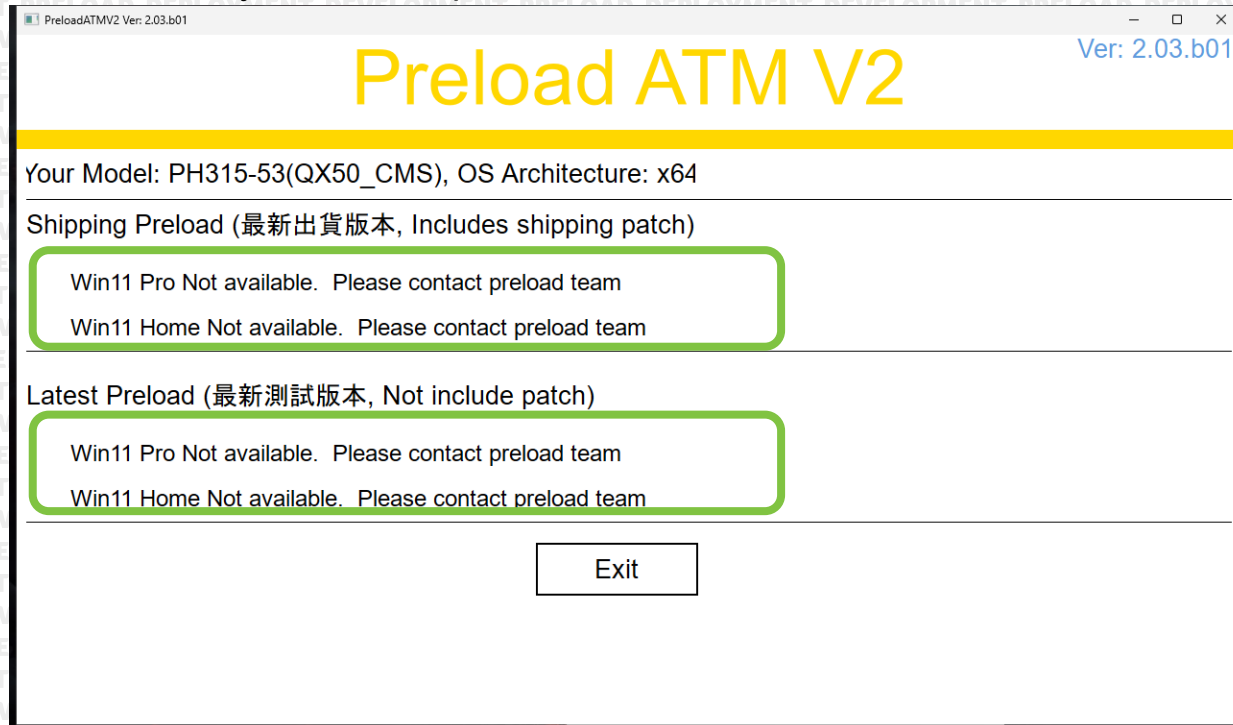
- ☐ Win11 Pro -- 25H2 -- RV01RC01, 30.2 GB
- ☐ Win11 Home -- 25H2 -- RV01RC01, 30.1 GB

Download preload only Download and Install preload (x64 only, data will be deleted)

Select the Preload

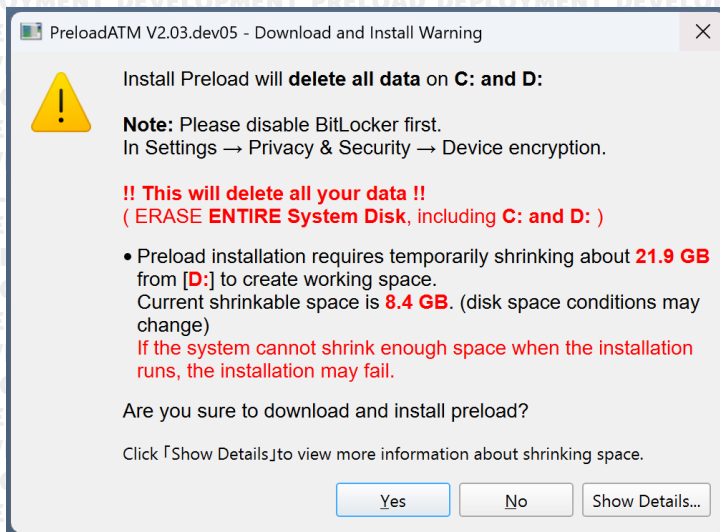
➤ If the preload is not in the cloud storage, no selection will be available.

Note. Because cloud storage **only keeps the two most recent Windows refresh preload**, **older models** may not have a preload available for download.



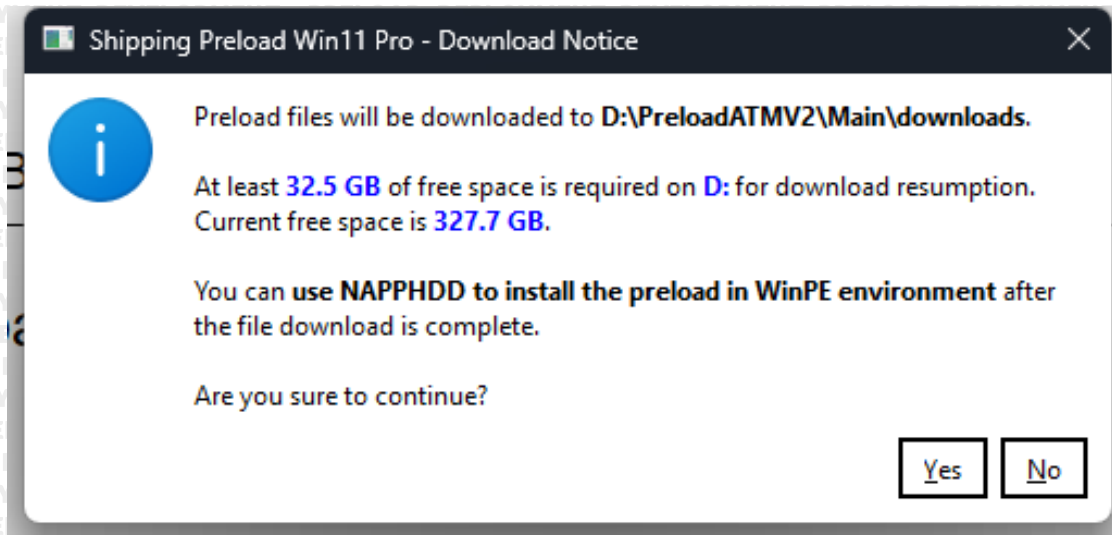
Download and Install preload

- Before starting, available disk space (including shrinkable space) will be checked. If the estimated space may be insufficient, a reminder message will be displayed.
- In this case, the preload installation will fail. PreloadATM will not be able to install preload on your computer.



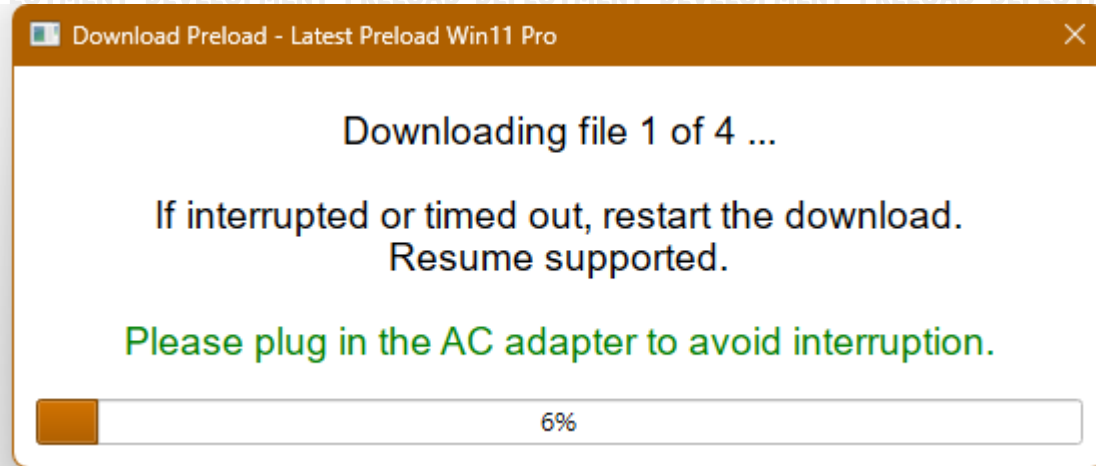
Download preload only

- Please ensure your disk has enough space to store the downloaded files.



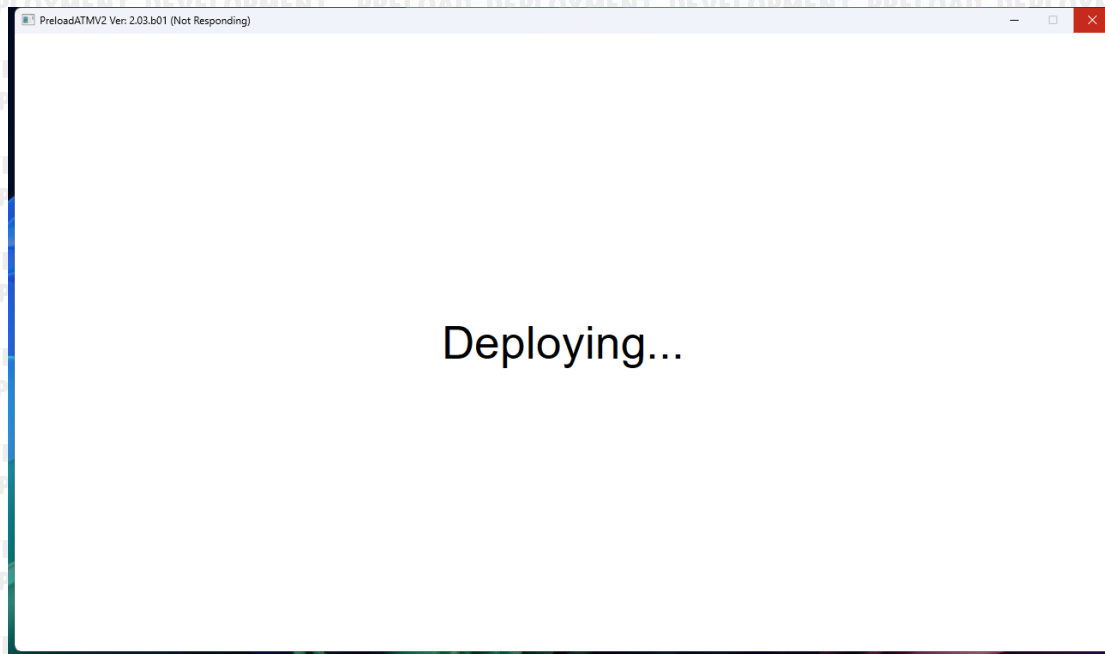
Downloading Preload

- The download progress percentage is displayed while the file is downloading.
 - Please **plug in the AC adapter** to avoid interruption.
 - When AC power is detected connected, **screen awake mode** will be activated.
- The download supports **resuming**.
If the process is **interrupted** or **timeout**, please [repeat the steps above](#), the incomplete file will continue to download.



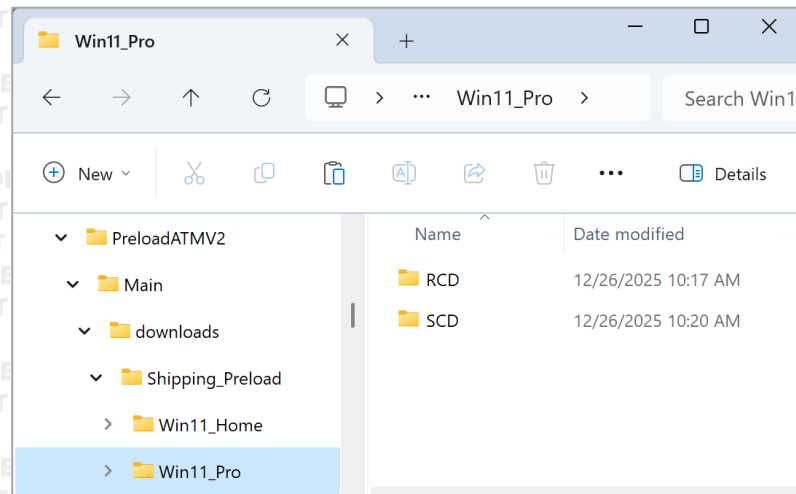
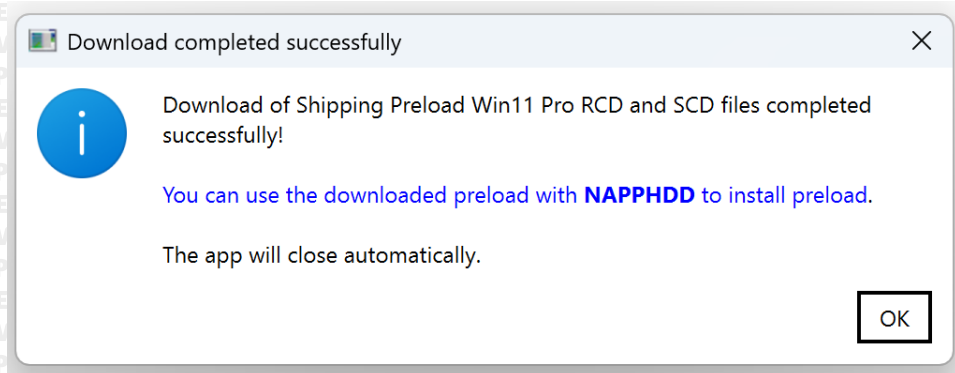
Download and Install preload

- If you select 「Download and Install preload」, the preload will be installed automatically once the download is complete.



Download preload only

- If you select 「**Download preload only**」, the download folder will automatically open after the preload download is complete.
- You can use the downloaded preload with **NAPPHDD** in **WinPE environment** to install preload.



Support Information

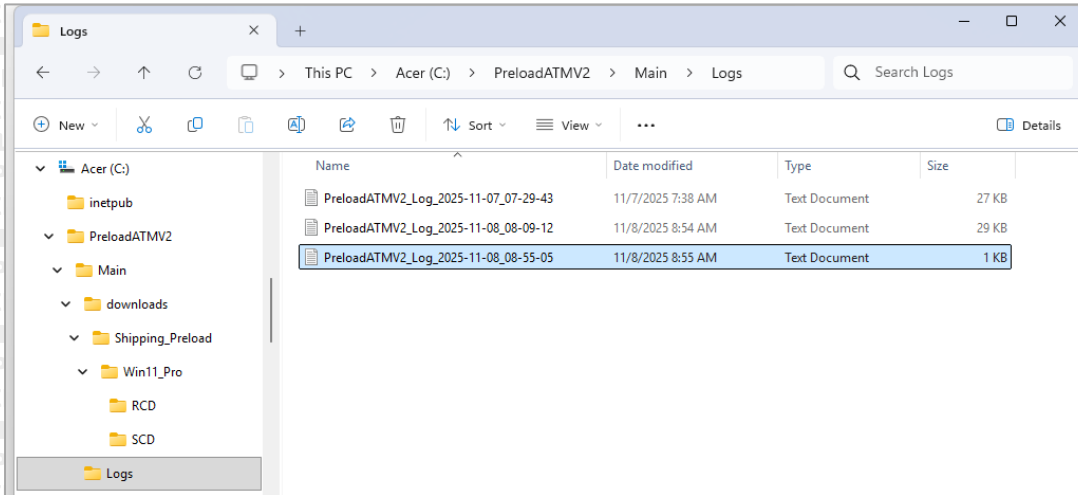
➤ User feedback and bug reports

If you have any feedback or encounter any problems, please take the time to fill out the

[PreloadATM V2 User Feedback Form](#).

➤ Note

- Please collect log files and screenshots.
- Clear screenshots showing error messages or anomalies will help to resolve issues.
- The log file is in the **.MainLogs** directory.



Thank you for your time.