Recovering your computer

To recover from the recovery area
1. Press the ASSIST button while your computer is off.
2. Select VAIO Care (Rescue Mode) : Recover or maintain your system screen.
4. Follow the on-screen instructions until you choose an option screen appears.
5. Select Recovery Media using the USB flash drive.
6. Follow the on-screen instructions.
7. To perform the custom recovery, select Tools and Start advanced recovery wizard.
8. If you cannot recover your computer using a USB flash drive, connect the drive to another USB port on the computer and try recovering the computer again.
9. To recover from Recovery Media,
   - On the model without a built-in optical drive, connect an external optical disc drive (not supplied) to the computer. If an AC adapter is supplied with the external optical disc drive, plug the AC adapter into a power source.
   - Insert Recovery Media (optical disc) into the optical disc drive or connect a USB flash drive to the USB port on your computer while the computer is in mode.

Recovery, Backup and Troubleshooting

Introduction

About recovery

Why do I have to create Recovery Media?

Recovery Media are used to restore your computer back to its original factory condition. If Windows does not start and you have deleted the recovery area, you will need the Recovery Media to perform recovery. Create the Recovery Media immediately after the computer is ready for use.

Why do I have to back up my data?

The backup process creates a backup copy of your data stored on the built-in hard drive or SSD and saves it to another location.

Creating Recovery Media

You can create Recovery Media using VAIO Care. For detailed information about how to create the Recovery Media, refer to the on-screen instructions on the support website. Please visit the support website, select your model, and download "VAIO Update" before creating the Recovery Media.

Why do you use optical discs and a USB flash drive as Recovery Media?

You can use optical discs and a USB flash drive as Recovery Media. However, it is recommended that you use DVD-R media, which can be read and written on a USB flash drive.

About backup

What is a backup process?

The backup process creates a backup copy of your data stored on the built-in hard drive or SSD and saves it to another location.

Why do I have to back up my data?

Due to unexpected events or computer viruses, you might lose some data stored on the built-in hard drive or SSD. To restore the lost data, its backup copy is needed. It is strongly recommended that you back up your data regularly.

What is a recovery area?

The recovery area on the built-in hard drive drive or SSD contains data for system and app recovery. Typically, you cannot modify or delete data in this area, however, there are commercially available apps designed for this purpose.

About troubleshooting

How do I recover my computer?

If your computer has become unstable. If the problem persists, refresh your computer first if the computer is off.

Tools

To perform the custom recovery, select Tools and Start advanced recovery wizard.

Introduction

About recovery

What is recovery?

Recovery is the process of restoring the built-in hard disk drive or SSD back to its original factory condition. Refresh is the process of normalizing the operating system with the main settings and personal data retained.

There are two ways to recover your computer:

Q from Recovery Media
Q from the recovery area

There are commercially available apps designed for this purpose.

Why do I have to back up my data?

Due to unexpected events or computer viruses, you might lose some data stored on the built-in hard drive or SSD. To restore the lost data, its backup copy is needed. It is strongly recommended that you back up your data regularly.

What is a recovery area?

The recovery area on the built-in hard drive drive or SSD contains data for system and app recovery. Typically, you cannot modify or delete data in this area, however, there are commercially available apps designed for this purpose.
To back up and restore your data when you cannot start Windows
If you cannot start Windows, back up your data with VAIO Data Restore Tool.

You can use VAIO Data Restore Tool to back up and restore your system files. To use VAIO Data Restore Tool, plug the AC adapter, and connect the drive to another USB port or to the USB port that is compliant with the USB 2.0 standard.

You can use VAIO Data Restore Tool to back up and restore your system files. To use VAIO Data Restore Tool, plug the AC adapter, and connect the drive to another USB port or to the USB port that is compliant with the USB 2.0 standard.

To use VAIO Data Restore Tool:
1. Connect the AC adapter and the USB optical drive or USB flash drive to your computer.
2. Open the VAIO Care (Rescue Mode) screen.
3. Select VAIO Data Restore Tool.
4. Select the drive you want to back up.
5. Follow the on-screen instructions.

Creating a Recovery Media
If you cannot create Recovery Media without using VAIO Care (Rescue Mode), follow these steps:
1. Connect the AC adapter and the USB optical drive or USB flash drive to your computer.
2. Open the VAIO Care (Rescue Mode) screen.
3. Select VAIO Data Restore Tool.
4. Select the drive you want to back up.
5. Follow the on-screen instructions.

Backing up and restoring your system
A restore point enables you to restore your system to a previous state depending on when the restore point was created. Typically, restore points are created automatically, for example when you install a driver. However, we recommend that you create a restore point manually before installing any apps or drivers on your computer.

To restore system files using the restore point when you cannot start Windows:
1. On the model without a built-in optical disc drive, connect an external optical disc drive (not supplied) to the computer. If an AC adapter is supplied with the external optical disc drive, plug the AC adapter into a power source.
2. Follow steps 3 to 5 to "Recover from Recovery Media." If recovering your computer from the front side.
4. Select the Restore point from the list.
5. Select the restore point.
6. Follow the on-screen instructions.
7. Select Finish to confirm the restore point.
8. Your computer restarts after system files are restored.

Recovery problems
You cannot recover from the recovery area:
1. Recovery from the recovery area.
2. Your computer from Recovery Media if you have used apps to modify the recovery area, installed a different operating system, or formatted the built-in hard disk drive or SSD without using VAIO Data Restore Tool.
3. Revert or maintain your system.
4. Select VAIO Data Restore Tool.
5. Follow the on-screen instructions.

Common problems
My computer does not start:
1. Press the power button and hold the power button for more than four seconds to shut down your computer. Unplug the power cord and the AC adapter, and leave the computer for about five minutes. Then plug the power cord and the AC adapter, and turn on the computer.
2. Press the power button for more than four seconds to shut down your computer. Unplug the power cord and the AC adapter, and leave the computer for about five minutes. Then plug the power cord and the AC adapter, and turn on the computer.
3. Turn off your computer with the On button. Press and hold the power button for about 10 seconds. Release the power button, and hold the power button for about five seconds. Then turn on the computer.
4. The charge indicator is blinking fast and my computer does not start:
   a. If the problem persists, visit the VAIO Support Center.

Troubleshooting
A restore point enables you to restore your system to a previous state depending on when the restore point was created. Typically, restore points are created automatically, for example when you install a driver. However, we recommend that you create a restore point manually before installing any apps or drivers on your computer.

To back up and restore your data when you cannot start Windows
If you cannot start Windows, back up your data with VAIO Care (Rescue Mode).

To back up and restore your data when you cannot start Windows:
1. Connect the AC adapter and the USB optical drive or USB flash drive to your computer.
2. Open the VAIO Care (Rescue Mode) screen.
3. Select VAIO Data Restore Tool.
4. Select the drive you want to back up.
5. Follow the on-screen instructions.

System settings
Before using your computer for the first time:
1. Make sure the battery pack is installed properly. To remove the battery pack, turn off the computer and remove the battery pack.
2. Connect the power cord to the AC adapter, and leave the computer for about five minutes. Then put the battery pack in place and turn on the computer.
3. Make sure the battery pack is installed properly.
4. Disconnect all cables and peripheral devices, such as the power cord, the AC adapter, and the USB device, remove the battery pack, and turn on the computer.
5. Remove all extra memory modules, such as the battery pack, and turn on the computer.
6. If the problem persists, it means the installed battery pack is not compatible.
7. Remove the battery pack and contact an authorized Sony service/support center.
8. If the system is turned on, restart the computer.

To create and format a hard disk partition:
1. To create a new disk partition, follow these steps:
   a. Open VAIO Care (Rescue Mode) screen.
   b. Select Create and format new hard disk partition.
   c. Follow the on-screen instructions.

To create a new hard disk partition:
1. If you reduce the volume of the C-drive partition, you may not recover Recovery Media or create the recovery process and Recovery Media.
2. If you do not have enough free space on the built-in hard disk drive or SSD, VAIO Data Restore Tool cannot start.

Open Control Panel, select System and Security, go to Performance and Maintenance, and then select Troubleshooting.

Right-click the C drive and select Unallocated.

Enter the size of the partition to be created in Enter the amount of space to use in the New Volume dialog box.

Right-click Unallocated and select New Simple Volume.

Follow the on-screen instructions.

The Activate Windows screen appears:
1. If you have forgotten the product key, go to an authorized Sony service/support center.
2. Select Go to PC settings and connect your computer to the Internet, and then the activation automatically starts. You can also activate Windows by telephone. For details, refer to the PC settings window.

Content in this guide is subject to change without notice.