

# Recovery, Backup and Troubleshooting Guide



## 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 reinstalling the operating system with the main settings and personal data retained.

There are two ways to recover your computer:

- From Recovery Media
- From the recovery area



The 64 GB or 128 GB SSD equipped models do not support the refresh function. If you check the capacity of the SSD, press the **ASSIST** button while your computer is off to display the **VAIO Care (Rescue Mode)** screen, and select **Start BIOS setup**.

#### When do I have to perform recovery or refresh?

- If your computer has become unstable
- If your computer has been infected with a computer virus
- If your computer is experiencing problems which cannot be solved through troubleshooting
- If you have formatted the C: drive by mistake

#### What is a recovery area?

The recovery area on the built-in hard disk 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.

#### 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.

### About backup

#### What is a backup process?

The backup process creates a backup copy of your data stored on the built-in hard disk 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 various data stored on the built-in hard disk drive or SSD. To restore the lost data, its backup copy is needed. It is strongly recommended that you back up your data regularly.

### Creating Recovery Media

You can create Recovery Media using **VAIO Care**. For detailed information how to create the Recovery Media, refer to the on-screen **User Guide**. Connect your computer to the Internet and update the computer using **VAIO Update** before creating the Recovery Media.



**You cannot use BD-RE, BD-RE DL, DVD-RW, DVD+RW, DVD-RAM, CD-R, and CD-RW media as Recovery Media.**



You can use optical discs or a USB flash drive as Recovery Media.

- On the model without a built-in optical disc drive:  
Use a USB flash drive.
- On the model with a built-in optical disc drive:  
It is recommended that you use DVD-R media, because data can be accidentally deleted from a USB flash drive.

The types of media your computer supports, the number of necessary discs, and the capacity of the USB flash drive you need will be displayed during the Recovery Media creation process.

USB ports that are compliant with the USB 3.0 standard do not support recovery with a USB flash drive that is compliant with the USB 3.0 standard. On models without the USB ports that are compliant with only the USB 2.0 standard, be sure to create Recovery Media using the USB flash drive that is not compliant with the USB 3.0 standard.

## Recovering your computer

Refresh your computer first if the computer becomes unstable. If the problem persists, recover the computer.



Recovering your computer will delete all the data on the built-in hard disk drive or SSD.

The main settings and personal data on your computer are retained when you refresh the computer.

### To refresh your computer

- 1** Press the **ASSIST** button while your computer is off.  
The **VAIO Care (Rescue Mode)** screen appears.
- 2** Select **Start troubleshooting (recovery)**.  
Follow the on-screen instructions until the **Choose an option** screen appears.
- 3** Select **Troubleshoot** and **Refresh your PC**.  
 For details, refer to the on-screen **User Guide**.



Save important data in advance. Copyright protected data, such as digital broadcast data or music files organized by digital media playback apps, may not be available, even if the data is retained in the same location after you refresh your computer. Refer to the help file included with the app you are using for instructions.



The apps installed at the time of delivery and installed from **Windows Store** are retained, whereas all Desktop apps that you installed after the purchase will be erased.

### To recover from the recovery area

- 1** Press the **ASSIST** button while your computer is off.  
The **VAIO Care (Rescue Mode)** screen appears.
- 2** Select **Start troubleshooting (recovery)**.  
Follow the on-screen instructions until the **Choose an option** screen appears.
- 3** Select **Troubleshoot** and **VAIO recovery solutions**.  
Follow the on-screen instructions until the **VAIO Care (Rescue Mode): VAIO recovery solutions** screen appears.  
 If the display language selection window appears, select your desired language and **OK**.
- 4** Select **Start recovery wizard**.  
 If the display language selection window appears, select your desired language and **OK**.
- 5** Follow the on-screen instructions.

### To recover from Recovery Media

If you use Recovery Media (optical discs) on the model without a built-in optical disc drive, connect an external optical disc drive (not supplied) to your computer. If an AC adapter is supplied with the external optical disc drive, plug the AC adapter into a power source.

- 1** Insert Recovery Media (optical discs) into the optical disc drive or connect a USB flash drive to the USB port on your computer while the computer is in Normal mode.

- 2** Turn off your computer.
- 3** Press the **ASSIST** button to display the **VAIO Care (Rescue Mode)** screen and select **Start from media (USB device/optical disc)**.  
Follow the on-screen instructions until the **Choose an option** screen appears.
- 4** Select **Troubleshoot** and **VAIO recovery solutions**.  
Follow the on-screen instructions until the **VAIO Care (Rescue Mode): VAIO recovery solutions** screen appears.



If the display language selection window appears, select your desired language and **OK**.

- 5** Select **Start recovery wizard**.

- 6** Follow the on-screen instructions.



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

If you cannot recover your computer using the USB flash drive, connect the drive to another USB port on the computer and try recovering the computer again.

# Backing up and restoring your system

## To back up and restore your data when you can start Windows

If you can start Windows, back up and restore your data with the Windows feature. To use the feature, open **Control Panel** and select **System and Security** and **File History**.

## 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): VAIO recovery solutions**. You can use **VAIO Data Restore Tool** to restore files previously backed up using **VAIO Care (Rescue Mode): VAIO recovery solutions**.

## Restoring your system using a restore point

A restore point enables you to restore your computer system files 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 new 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

If you use Recovery Media (optical discs) on the model without a built-in optical disc drive, connect an external optical disc drive (not supplied) to your computer. If an AC adapter is supplied with the external optical disc drive, plug the AC adapter into a power source.

- 1 Follow steps 1 to 3 in "To recover from Recovery Media" of **Recovering your computer** on the front side.
- 2 Select **Troubleshoot, Advanced options, and System Restore**.
- 3 Select your operating system. The **System Restore** window appears.
- 4 Select **Next**.
- 5 Select a restore point and **Next**. The confirmation window of the selected restore point appears.
- 6 Select **Finish** to confirm the restore point. Your computer restarts after system files are restored.

# Troubleshooting

## If you have any problem operating your computer

Try these suggestions before contacting an authorized Sony service/support center or your local Sony dealer directly.

- Read the troubleshooting information in this section or the on-screen **User Guide**.
- Press the **ASSIST** button while your computer is on to start **VAIO Care** and perform necessary operations.
- Visit the VAIO online support website.

## Recovery problems

### I cannot recover from the recovery area

Recover your computer from Recovery Media if you have used apps to modify the recovery area, installed a different operating system from the preinstalled one, or formatted the built-in hard disk drive or SSD without using **VAIO Care (Rescue Mode): VAIO recovery solutions**.

### I cannot create Recovery Media

Try the suggestions below:

- 1 Download and install the latest updates using **VAIO Update**.
- 2 Restart your computer. And then, try to create Recovery Media again.
- 3 If an AC adapter is supplied with an external optical disc drive, plug the AC adapter into a power source.

Try other reliable media.

If the problem persists, visit the VAIO online support website for further assistance.

### I cannot start/complete the recovery process

Disconnect all unnecessary external devices from your computer.

Try the suggestions below:

Check the condition of Recovery Media. If you are using optical discs, check the discs for dirt or damage. If the discs are not clean, clean them and try recovering your computer again.

If you cannot recover your computer from the recovery area, restart the computer and recover the computer from the recovery area again, or use Recovery Media.

If you cannot recover your computer using a USB optical drive or USB flash drive, connect the drive to another USB port or to the USB port that is compliant with the USB 2.0 standard (if any). Then, turn off the computer and try recovering it again.

If the problem persists, visit the VAIO online support website for further assistance.

## Common problems

### My computer does not start

Before using your computer for the first time, you need to connect the computer to an AC power source (with the AC adapter when supplied).

Make sure all cables are securely connected to devices, such as between your computer and the power cord (with the AC adapter when supplied).

Make sure the battery pack is installed properly and charged.

Disconnect all cables and peripheral devices, such as the power cord, the AC adapter, and the USB device, remove the battery pack, and wait about five minutes. Then, put them back in place and turn on your computer again.


Remove all extra memory modules you may have installed since purchase, and then restart your computer.

If your computer is plugged into a power strip with a switch, make sure the switch is turned on and the power strip is securely plugged into a power source.


If you are using an external display, make sure it is plugged into a power source and turned on.

### The green power indicator light turns on but my screen remains blank (Power indicator light equipped models)

Press the **Alt+F4** keys several times to close the app window. An app error may have occurred.

Press the **Ctrl+Alt+Delete** keys, select  (**Shut down**) in the lower right corner of the computer screen, and then select **Restart**.

Press and hold the power button or slide and hold the power switch for more than four seconds to shut down your computer. Unplug the power cord or the AC adapter, and leave the computer for about five minutes. Then plug the power cord or the AC adapter, and turn on the computer again.

 Turning off your computer with the **Ctrl+Alt+Delete** keys, the power switch, or the power button may cause loss of unsaved data.

### The charge indicator light is blinking fast and my computer does not start

This problem could be due to the battery pack not being installed properly. To solve this problem, turn off your computer and remove the battery pack. Then reinstall the battery pack to the computer. For details, refer to the on-screen **User Guide**.

If the problem persists, it means the installed battery pack is not compatible. Remove the battery pack and contact an authorized Sony service/support center. To find the nearest center or agent, refer to the on-screen **User Guide**.

### A message appears notifying of either incompatibility or improper installation of the battery pack and my computer then enters Hibernate mode

See the answers for "The charge indicator light is blinking fast and my computer does not start."

### Windows does not accept my password and returns the message: Enter Onetime Password


If you enter a wrong power-on password three times consecutively, the **Enter Onetime Password** message appears and Windows will not start. Press and hold the power button or slide and hold the power switch for more than four seconds to shut down your computer. If the computer is equipped with the power indicator light, check that the indicator light is off. Wait for 10 to 15 seconds, then restart your computer and enter the correct password.

The password is case sensitive, so be sure to check letters for the current case before you enter the password.

### I cannot remember the power-on password

If you have forgotten the power-on password, contact an authorized Sony service/support center. A reset fee will be charged.

### How can I create a hard disk partition?

 If you reduce the volume of the C: drive partition, you may not create Recovery Media or complete the recovery process and refresh process successfully because the free space on the built-in hard disk drive or SSD is not sufficient.

1 Open **Control Panel**, select **System and Security**, and select **Create and format hard disk partitions** under **Administrative Tools**. If the **User Account Control** window appears, select **Yes**.

2 Right-click the C: drive and select **Shrink Volume**.

3 Enter the size of the partition to be created in **Enter the amount of space to shrink in MB** and select **Shrink**.

4 Right-click **Unallocated** and select **New Simple Volume**.

5 Follow the on-screen instructions.

### The Activate Windows screen appears

The Windows activation is not completed. 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** screen.

Content in this guide is subject to change without notice.