**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. It is the process of reinitializing the operating system, the main settings, and personal data that were retained.

**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 media.  

**Why do I want 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 in advance.

**Creating Recovery Media**

You can create Recovery Media using VAIO Care. For detailed information on how to create the Recovery Media, refer to the on-screen instructions. After creating the Recovery Media, you can use it to recover the computer from an unexpected event.

**Why 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, use either a USB flash drive or discs that comply with the USB 3.0 standard. On models without the optical disc drive, use either a USB flash drive or discs that comply with the USB 2.0 standard.

**VADRecovery Media**

To recover from Recovery Media, you need the Recovery Media creation process. 

USB ports that are compliant with the USB 2.0 standard do not support recovery with a USB flash drive or discs that comply with the USB 3.0 standard. On models without the optical disc drive, use either a USB flash drive or discs that comply with the USB 2.0 standard, but be sure to create the Recovery Media using the USB flash drive that is not compliant with the USB 3.0 standard, otherwise errors may occur during the recovery process.

**VAIO Care (Rescue Mode): VAIO Recovery Media**

If you create the Recovery Media in VAIO Care (Rescue Mode), you can create Recovery Media using the USB flash drive and discs that comply with the USB 2.0 standard. On models without the optical disc drive, use either a USB flash drive or discs that comply with the USB 2.0 standard. If you create the Recovery Media using a USB flash drive, you may need to display the Recovery Media creation process by installing the USB flash drive.

**Recovery Media**

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

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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) or VAIO Data Restore Tool.

Restoring your system using a restore point

A restore point enables you to restore your computer to a previous state depending on when the restore point was created. Restore points are automatically created 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 create a new restore point manually before creating a new backup/restore point

1. If you use Recovery Media (optical discs) on the model with 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.
2. Follow steps 1 to 10 in “To recover from Recovery Media” of Recovering your computer on the front side.
3. Select the Recovery Media option in the VAIO Care (Rescue Mode) window and select Start troubleshooting (recovery) using the system recovery instructions under Troubleshooting.
5. Select Start troubleshooting your operating system. The System Restore window appears.
6. Select Next.
7. Select the previous restore point and Next. The confirmation window of the selected restore point appears.
8. Select Finish to confirm the restore point and then restart your computer after system files are restored.

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.

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

Recovery problems

1. You cannot recover from the recovery area.
2. Recover your computer from Recovery Media if you have used apps to modify the recovery area, installed a different operating system, or reformatted the built-in hard disk drive or SSD without using Recovery Media or VAIO recovery solutions.
3. To confirm the restore point.
4. Press the F10 button to display the VAIO online support website for further assistance.

The green power indicator light turns on but my screen remains blank.

1. Press the Alt key several times to close the app window. An app error may have occurred.
2. Press the Help button. (Or, the VAIO online support website for further assistance.

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

1. If you enter a wrong password on password三次 consecutively, the Enter Onetime Password message appears and your computer will not start.
2. Press the power button for more than 4 or 10 seconds to shut down your computer.
3. Turn off your computer using the power button. If the computer is equipped with the power button, shut down first, check that the indicator light is off. Wait for 10 to 15 seconds, then restart your computer and enter the correct password.
4. The password is case sensitive, so be sure to enter it correctly.

The green power indicator light blinks fast and my computer does not start.

1. If the battery pack and the power cord are securely plugged into a power source.
2. Disconnect all cables and peripheral devices, such as the power cord, the AC adapter, and the USB device, remove the battery pack, then turn on the computer again.
3. Remove all extra memory modules you may have installed since purchase, and then restart your computer.
4. 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.
5. If there is no external display, make sure it is plugged into a power source and turned on.

A message appears notifying of either incompatibility or improperly 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”.

How can I create a hard disk partition?

1. If you reduce the volume of the C drive, you may not create Recovery Media or create the recovery process and the partition, you may not create Recovery Media again.

To open Control Panel, select System and Security, and select Create and format hard disk partitions under Hardware and Sound as shown.

1. In the User Account Control window, click Yes.
2. Right-click the C drive and select Shrink Volume.
3. Enter the size of the partition to be created in the Enter the amount of space field.
4. Right-click Unallocated and select New Simple Volume.
5. Follow the on-screen instructions.

The Active Media window appears.

The Active Media window is not completely installed. Select to PC settings and connect your computer to the Internet, and then the activation is automatically started. You can also activate Windows by telephone. For details, refer to the PC settings window.