About recovery

What is recovery?
Recovery is the process of restoring your computer back to its original factory condition. In other words, you return your computer:
- From Recovery Media
- From the recovery area.

When do I have to perform recovery?
- If your computer has been unstable
- If your computer is experiencing problems that cannot be solved through troubleshooting
- If you have formatted the C: drive by mistake

What is recovery?
The recovery area on the built-in hard disk drive or SSD contains data for system and application recovery. Typically, you cannot modify or delete data in this area. However, there is a commercially available software 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. Windows does not start if you have deleted the recovery area, you need to read 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 in another location.

Why do I have to back up my data?
Due to unexpected events or computer viruses, your valuable data may be lost. If you have backed up your data regularly, you can restore the data within the backup copy.

About recovering

What is a recovery area?
The recovery area on the built-in hard disk drive or SSD contains data for system and application recovery. Typically, you cannot modify or delete data in this area, however, there is a commercially available software designed for this purpose.

Creating Recovery Media

Creating Recovery Media

1. Follow the on-screen instructions.

2. Read the on-screen instructions carefully, and select an administrator name, a password, and a password.

3. If you are currently logged onto your computer as an administrator, you may be prompted to enter an administrator name and a password.

4. Click Advanced Tools, Restore and recovery, and select Start VAIO Care Rescue Media.

5. Read the on-screen instructions carefully, and then click Next.

6. Follow the on-screen instructions.

Recovering your computer

To recover from the recovery area

1. Start VAIO Care Rescue.

2. If the language selection window appears, click your desired language and click OK.

3. Click Start advanced recovery wizard.

4. Follow the on-screen instructions.

To recover from Recovery Media

1. If you recover your computer from Recovery Media (optical discs) on the model without a built-in optical drive (not supplied) or the docking station with a built-in optical drive (supplied with selected models) to the computer and to an AC power source.

2. Press the F11 key, and press the F5 key repeatedly until the VAIO logo disappears.

3. If you want to use the hard disk drive encryption features, disable Rapid Wake by performing the following.

4. Insert the disc into the optical disc drive or USB flash drive and connect the USB flash drive to the USB port of your computer while the computer is in Normal mode.

5. Press the F5 key to select Start VAIO Care Rescue, and press the Enter key.

6. Select Start recovery wizard.

7. If the language selection window appears, select your desired language and click OK.

8. Select Custom recovery.

9. Follow the on-screen instructions.

To recover from Recovery Media

1. If your computer is equipped with the USB port and the computer is in Normal mode.

2. Connect a USB device to the USB port of your computer.

3. Insert the disc into the optical disc drive or USB flash drive and connect the USB flash drive to the USB port of your computer while the computer is in Normal mode.

4. Turn off the computer and turn it on once again.

5. If you are using the external optical drive or USB flash drive, press the F5 key repeatedly until the VAIO logo disappears. The Windows Boot Manager screen is displayed.

6. Press the F5 key to select Start VAIO Care Rescue, and press the Enter key.

7. Follow the on-screen instructions.

To recover from the recovery area

1. If you want to use the hard disk drive encryption features, disable Rapid Wake by performing the following.

2. Insert the disc into the optical disc drive or USB flash drive and connect the USB flash drive to the USB port of your computer while the computer is in Normal mode.

3. Turn off the computer and turn it on once again.

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5. If you are using the external optical drive or USB flash drive, press the F5 key repeatedly until the VAIO logo disappears. The Windows Boot Manager screen is displayed.

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To recover from Recovery Media

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5. If you are using the external optical drive or USB flash drive, press the F5 key repeatedly until the VAIO logo disappears. The Windows Boot Manager screen is displayed.

6. Press the F5 key to select Start VAIO Care Rescue, and press the Enter key.

7. Follow the on-screen instructions.
To back up your data when you cannot start Windows

If you cannot start Windows, back up your data using VAIO Care Rescue

To restore files which have been backed up by VAIO Care Rescue, use WVQ Data Restore Tool.

If your computer is equipped with the USB port that is compliant with the USB 2.0 standard when you can start Windows, you can use a USB device to back up your data, without installing any software or drivers on your computer.

Restoring your data using a restore point

A restore point enables you to restore your computer system files to the previous state when the restore point was created. Typically, a restore point was created before you install a software driver. However, we recommend that you create the restore point manually on the Control Panel window before installing any software or drivers on your computer.

To restore system files using the restore point when you cannot start Windows

1. Follow steps 1 to 4 in “To recover from Recovery Media,” on Recovering your computer.
2. Select “Recovery the Computer using the System Restore window” from the System Restore window and select Next.
3. Check the “Recover system files instead of restarting the computer” option.
4. 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.
5. If you cannot recover your computer using a USB optical drive or USB flash drive, connect the drive to another USB port on your computer. Then turn off the computer and try recovering it again.
6. If the problem persists, contact your VAIO online support web site for further assistance.

To back up and restore your data

When you install a software driver, however, we recommend that you create a restore point to restart the computer.

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. Reinstall the software that triggered the problem.
2. If the problem persists, restart the computer.
3. If the problem continues, check the computer’s power and cooling system.
4. If the problem persists, contact your VAIO online support web site.

Recovery problems

I cannot recover from the recovery area

If you cannot recover your computer from Recovery Media or using a restore point, try using System Restore to modify the recovery area.

Select the backup disk or USB device from the System Restore window and click Next.

I cannot create Recovery Media

1. Restart your computer. And then, try to create Recovery Media again.
2. If the problem persists, contact your VAIO online support web site.

I cannot complete the recovery process

1. Check the “Post-creation conditions” option in the System Restore window.
2. If the problem persists, contact your VAIO online support web site.

Common troubleshooting

My computer does not start

1. When using your computer for the first time, make sure the computer is plugged in an AC power source. At the time of delivery, the power switch in the standby state is switched until the computer is plugged in an AC power source.
2. Make sure your computer is securely plugged in an AC power source and turned on. Check the power indicator light.
3. Make sure the battery pack is installed properly and charged.
4. Disconnect all non Sony USB devices (if any), and then restart your computer.
5. Remove all non Sony memory modules (if any) you may have installed into your computer, and then restart your computer.
6. If you are using optical discs, check the discs to see if they are clean, clean them and try recovering your data.
7. Press the Ctrl+Alt+Delete key to select the taskbar, then click the Start button.
8. Press Ctrl+Alt+Delete key several times to close the application window. An application window will appear. In this window, try to close the application using Ctrl+Alt+Delete key.
9. If you cannot start Windows, back up and restore your data using the Windows feature. To use the Windows feature, click Control Panel, and then click Backup and Restore. To recover your computer from Recovery Media if you cannot start Windows, click the VAIO Rescue Recovery Tool, or the on-screen Troubleshooting tab.

The green power indicator light turns on but your screen remains blank

1. Press the Alt+F4 key several times to close the application window. An application window will appear. In this window, try to close the application using Ctrl+Alt+Delete key.
2. Press the Alt+Delete key, and click the Restart button in the window appears. If the computer starts up, restart your computer.
3. If the problem persists, restart your computer and then turn on the computer again.

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

1. If you cannot start your computer, press the Ctrl+Alt+Delete key to select the taskbar, then click the Start button.
2. Click the VAIO online support web site.
3. Press the Alt+F4 key several times to close the application window.
4. Press the Ctrl+Alt+Delete key to select the taskbar, then click the Restart button in the window appears, if the computer starts up, restart your computer.
5. If the problem persists, restart your computer and then turn on the computer again.

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

1. Click the Start button, Control Panel, System and Security, and Create and format hard disk partitions under Administrative Tools. If the User Account Control window appears, click Yes.
2. If you are currently logged into your computer as a standard user, you may be prompted to enter an administrator name and password.

If you are using an external display, make sure the power strip or UPS is plugged properly and charged.

If you power-on password is lost or cannot be remembered

1. If you have forgotten the power-on password, contact an authorized Sony service/support center. To contact an authorized Sony service/support center, visit the VAIO online support web site.
2. If you are using optical discs, check the discs to see if they are clean, clean them and try recovering your data.
3. If you have forgotten the power-on password, contact an authorized Sony service/support center.
4. If you are using an external display, make sure the power strip or UPS is plugged properly and charged.
5. If you cannot remember the power-on password.

How can I create a hard disk partition?

1. Click Start, Control Panel, System and Security, and Create and format hard disk partitions under Administrative Tools. If the User Account Control window appears, click Yes.
2. Right-click the C drive and select Manage.
3. Select the drive to be created in the entry box of the space to shrink in MB and click the next window.
4. Right-click the C drive and select Drive Properties.
5. Enter the following information in the On screen instructions.

FAQ