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You may not be able to create Recovery Media

Because all the data in this area, however, there is commercially available software designed for this purpose.

About recovery

If you create Recovery Media (optical discs) on the model without a built-in optical disc drive you will need to connect an external optical disc drive (not supplied) to the computer and to an AC power source.

If you have formatted the C: drive by mistake

Due to unexpected events or computer viruses, it may take some time to display the current status of the procedure.

About recovery

Your data and the custom recovery, select Tools and click Start advanced recovery wizard.

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

What is recovery?

Recovery Media are used to restore your computer back to its original factory condition.

There are two ways to recover your computer:

About backup

Why do I have to create Recovery Media?


What is recovery?

Recovery Media are used to restore your computer back to its original factory condition.

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

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To restore your computer back to its original factory condition, follow one of the recovery methods below:

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If your computer is experiencing problems

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Troubleshooting

Restoring your data using a restore point

A restore point enables you to restore your computer system files to the previous state when a restore point was previously created. When you create a restore point, it is created automatically, for example when you install a software program. However, we recommend that you create the restore point manually on the Control Panel window before installing any software or programs on your computer.

To make sure your computer can return to a previous state, create a restore point with VAIO Care Rescue Data.

If you have any problem operating your computer

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

Recovery problems

I cannot recover from the recovery area

To recover your computer from Recovery Media if you have lost or damaged the Recovery Media, perform the following:

1. Insert the Recovery Media into the USB port on your computer. If your computer supports USB Media, perform the following:

2. Select a restore point and click Next.

3. Click Finish to confirm the restore point.

To restart your computer if the window prompts you to restart the computer.

Common problems

My computer does not start

If using Recovery Media, boot the computer from the Recovery Media.

If you cannot recover your computer from the recovery area, restart the computer and try to recover from the recovery area again on VAIO Care Rescue Data.

If you cannot create Recovery Media

Try these suggestions below:

1. Restart your computer. And then, try to create Recovery Media again.

2. Download and install the latest updates using VAIO Update.

3. Try other reliable media.

I cannot complete the recovery process

Disconnect all unnecessary external devices from your computer.

Check the condition of Recovery Media. If the file system of the Recovery Media has been damaged, copy the file system of the Recovery Media onto another USB flash drive. Use Hard disk Management to repair the file system. 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 then restart the computer and try to recover from the recovery area again on VAIO Care Rescue Data.

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

Press the Alt+F4 keys several times to close the application window. An application error message may appear.

Press the Ctrl+Alt+Delete keys and click the Task Manager if the application window does not close.

Press and hold the power button or slide and hold your finger on the power button for more than four seconds to shut down your computer.

If the computer is in Hibernate mode, turn on the computer again.

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

If your computer is experiencing a problem, turn off your computer and remove the battery pack to the computer for details. For more information, see the on-screen User Guide.

If there is a reset fee, contact an authorized Sony service/support center. A reset fee will be charged.

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

If you enter a wrong password three times consecutively, the Enter Onetime Password message appears and Windows will not start. Press and hold the bolt and slide and hold the power switch for more than four seconds to check that the power indicator lights turn off that it takes 15 seconds. If the power indicator lights turn off, then restart your computer and enter the correct password.

If the problem persists, it means the installed operating system is incorrect. If you cannot recover your computer from the recovery area again, contact an authorized Sony service/support center. To find the nearest center or agent, see the on-screen User Guide.

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

If you enter a wrong password three times consecutively, the Enter Onetime Password message appears and Windows will not start. Press and hold the bolt and slide and hold the power switch for more than four seconds to check that the power indicator lights turn off that it takes 15 seconds. If the power indicator lights turn off, then restart your computer and enter the correct password.

If the passwords, 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, see the on-screen User Guide.

The password is case sensitive, so be sure to enter it correctly.

You can also try the suggestions below:

1. Try other reliable media.

2. Install the appropriate keyboard layout if you have changed the keyboard layout after you backed up your data with the Windows feature.

3. If you have changed the files after you backed up your data with the Windows feature, perform the following:

4. If you have created Recovery Media again, use the Recovery Media and perform necessary operations.

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

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

When using your computer for the first time, make sure the computer is plugged into an AC power source. At the time of delivery, the battery pack is not charged. The computer is designed to be used when the battery pack is charged. Before using the computer for the first time, place the battery pack on the computer and connect it to an AC power source. If the battery pack is not charged, the computer will not be operable.

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

If you enter a wrong password three times consecutively, the Enter Onetime Password message appears and Windows will not start. Press and hold the bolt and slide and hold the power switch for more than four seconds to check that the power indicator lights turn off that it takes 15 seconds. If the power indicator lights turn off, then restart your computer and enter the correct password.

If the passwords, 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, see the on-screen User Guide.

When your computer is plugged into an AC power supply or an uninterruptible power supply (UPS), you can use the AC power source. At the time of delivery, the computer is plugged into an AC power source. When using your computer for the first time, make sure the computer is plugged into an AC power source. At the time of delivery, the battery pack is not charged. The computer is designed to be used when the battery pack is charged. Before using the computer for the first time, place the battery pack on the computer and connect it to an AC power source. If the battery pack is not charged, the computer will not be operable.

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

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If the passwords, 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, see the on-screen User Guide.

You can also try the suggestions below:

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