Introduction

About recovery
What is recovery?
Recovery is the process of returning your computer back to its original factory condition. Can be performed on your computer:
From Recovery Media
From the recovery area

When do I have to perform recovery?
If your computer is experiencing problems which cannot be solved through troubleshooting:
If your computer has been unstable
Due to unexpected events or computer viruses,

What is recovery?
Recovery is the process of restoring your computer back to its original factory condition.

Why do I have to create Recovery Media?
Recovery Media are used to return your computer back to its original factory condition. (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 storage device and saves it to another location.

Why do I have to back up my data?
Due to computer errors or computer viruses, you might lose various data stored on your built-in storage device. To restore the lost data, backup copy is needed.

Cautions when backing up your data:
Due to unformatted backups in a failure of the process.
Creating Recovery Media

Creating Recovery Media

Recovering your computer

Recovering your computer

To recover from Recovery Media:
1. If you recover your computer from Recovery Media (optical discs) on the model without a built-in optical disc drive, connect an external optical disc 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. Insert the disc into the optical disc drive or connect the USB flash drive to the USB port on the computer while the computer is in Normal mode.
3. Turn off the computer and turn it on again.
4. If you are using the external optical disc drive or USB flash drive, press the F11 key repeatedly until the VAIO logo disappears. The Windows Boot Manager screen is displayed.
5. Press the 1, 2, or 3 key to select Start VAIO Care Rescue and press the Enter key.
6. If the language selection window appears, select your desired language and click OK.
7. Select Start recovery wizard.
8. To perform the custom recovery, select Tools and click Advanced recovery wizard.
9. Follow the on-screen instructions.

Troubleshooting
Backup and Recovery
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Recovering your computer

To recover from the recovery area:
1. Press the ASSET button while your computer is off to launch VAIO Care Rescue.
2. If the language selection window appears, select your desired language and click OK.
3. Click Start recovery wizard.
4. To perform the custom recovery, select Tools and click Advanced recovery wizard.
5. Follow the on-screen instructions.

Backup and Troubleshooting Guide

About backup
What is a backup process?
The backup process creates a backup copy of your data stored on the built-in storage device and saves it to another location.

Why do I have to back up my data?
Due to computer errors or computer viruses, you might lose various data stored on your built-in storage device. To restore the lost data, backup copy is needed.

It is strongly recommended that you back up your data regularly.

Cautions when backing up your data:
Due to unformatted backups in a failure of the process.

Creating Recovery Media

Follow the on-screen instructions.

To create Recovery Media:
1. Connect your computer to the Internet, download and install the latest updates using VAIO Update. If you recover your computer from Recovery Media (optical discs) on the model without a built-in optical disc drive, connect an external optical disc 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. Turn off the computer and turn it on again.
3. If you are using the external optical disc drive or USB flash drive, press the F11 key repeatedly until the VAIO logo disappears. The Windows Boot Manager screen is displayed.
4. Press the 1, 2, or 3 key to select Start VAIO Care Rescue and press the Enter key.
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Recovering your computer

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Recovering your computer

To recover from Recovery Media:
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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.

To do the troubleshooting information in this section, you need to have the User Guide.
Press the Assist button while your computer is on and follow the on-screen instructions using VAIO Care.

I cannot create a restore point
If 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 driver on your computer.

To Back up and restore your data when you cannot start Windows
When you cannot start Windows, back up your data with VAIO Care Rescue Tool.

To restore system files using the restore point when you cannot start Windows
Follow steps 1 through 4 to “To recover from Recovery Media” of Recovering your computer on the front side.
Select a keyboard layout and click Next.
If the appropriate keyboard layout is not selected, you cannot enter the password correctly.
Select your operating system and click Next.
Back up your files with Rescue Data. Turn off the computer and then back up them using the Windows backup feature.
Click the System Restore. The System restore window appears.

To complete the procedure
Discard all unneeded system files and then click Next.

To create a new partition
Select the partition you want to create.

To create a hard disk partition
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.

If you are currently logged on to your computer as a standard user, you may be prompted to enter administrator name and password.

Troubleshooting
If you have forgotten the power-on password, contact an authorized Sony service/support center.

A message appears notifying either incompatibility or improper installation of the battery pack and my computer then enters Hibernate mode.
Windows uses my password and returns the message: Enter Onetime Password
If you enter a wrong power-on password three times consecutively, the Power-On Password message window and Windows will not start. Press and hold the power button on the side of the computer for more than four seconds to check that the power LED turns off and the battery pack is not charging. Then, restart your computer and enter the correct password.

The password is case sensitive, so be sure to check it in the correct case before you enter the password.

I cannot remember the power-on password
In this case, see "If you have forgotten the power-on password","find the nearest center or agent, see the on-screen instructions."

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, see the on-screen User Guide.

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

Try the suggestions below:
1. Restart your computer. And then, try to enter the password.
2. Download and install the latest updates using Windows Update.
3. Try other reliable media.

I cannot recover from the restore point
You cannot recover from the restore point because the computer is not turned on. To solve this problem, see “If the computer is not turned on.”

I cannot repair the computer
Make sure the computer is securely plugged into a power source.

To repair a system error
Press the Ctrl+Alt+Delete keys several times to close the user interface.

1. Click Start, Control Panel, System and Security, and Create and format hard disk partitions under Administrative Tools.
2. Click the drive and click Shrink Volume.
3. Enter the size of the partition to be created.
4. Click Yes.
5. Click Yes and select New Simple Volume.
6. Follow the on-screen instructions.

My computer does not start
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 power button switch is disabled until the computer is plugged into an AC power source.

Make sure your computer is securely plugged into an AC power source.

To turn on the computer, press the power button or the AC adapter, and then turn on the computer.

Press the Ctrl+Alt+Delete keys, and then right-click on the desktop and select Shut down.

If you enter a wrong power-on password three times consecutively, the Power-On Password message window and Windows will not start. Press and hold the power button on your computer or the AC adapter for more than four seconds to check that the power LED turns off. If it does not, then restart your computer and enter the correct password.

The password is case sensitive, so be sure to check it in the correct case before you enter the password.

Press the F8 key several times to close the application window and enter System Recovery Options.

Try the suggestions below:
1. Restart your computer. And then, try to create a restore point.
2. Download and install the latest updates using Windows Update.
3. Try other reliable media.

Recovery problems
My computer does not start
Press the F8 key several times to close the application window and enter System Recovery Options.

Press Ctrl+Alt+Delete, and then click Shut down.

If you enter a wrong power-on password three times consecutively, the Power-On Password message window and Windows will not start. Press and hold the power button on your computer or the AC adapter for more than four seconds to check that the power LED turns off. If it does not, then restart your computer and enter the correct password.

The password is case sensitive, so be sure to check it in the correct case before you enter the password.

If the appropriate keyboard layout is not displayed in the Open System Restore window, select it and click Next.

Press the Enter key to select the system restore point.

The system restore point was created. Typically, a restore point is used to return your computer system files to the previous state when something went wrong.

When you cannot start Windows, back up your data with VAIO Care Rescue Tool.

To back up and restore your data when you cannot start Windows
When you cannot start Windows, back up your data with VAIO Care Rescue Tool.

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Select a restore point and click Next.

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