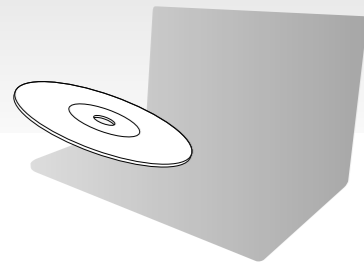


Recovery, Backup and Troubleshooting Guide



Please create your Recovery Media immediately after setup.



Introduction

About recovery

What is recovery?

Recovery is the process of restoring your computer back to its original factory condition. There are two ways to recover 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 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

Which software should I use to maintain and recover my computer?

Use the following software.

VAIO Care

- Creating Recovery Media
- Checking your computer hardware

VAIO Care Rescue

- Rescuing (backing up) your data
- Recovering your computer
- Erasing all the data on your built-in storage device



See the help file included with **VAIO Care** and **VAIO Care Rescue** for more information.

What is a recovery area?

The recovery area on the built-in storage device contains data for system and application recovery. Typically, you cannot modify or delete data in this area, however, there is 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. 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 storage device 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 your built-in storage device. 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 confirm the number of necessary discs and types of media you can use for Recovery Media creation in step 6.



You cannot use Blu-ray Disc™ media, DVD-RAM, CD-R, and CD-RW discs as Recovery Media.

- 1** Connect your computer to the Internet, download and install the latest updates using **VAIO Update**.
- 2** If your computer is not equipped with a built-in optical disc drive, connect an external optical disc drive (not supplied) to the computer and to an AC power source.
- 3** Click **Start**, **All Programs**, **VAIO Care**, and **VAIO Care**.
If the **User Account Control** window appears, click **Yes**.



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

- 4** Click **Recovery & restore**, select **Recovery**, and then click **Create Recovery Media**.
- 5** Read the on-screen instructions carefully, and then click **Next**.
- 6** Insert the media you want to use.
- 7** Follow the on-screen instructions.



Recovering your computer

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



Recovering your computer will delete all the data on the built-in storage device.

To recover from the recovery area

On models with the ASSIST button

- 1** Press the **ASSIST** button while your computer is off to launch **VAIO Care Rescue**.

- 2** Click **Start recovery wizard**.



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

- 3** Follow the on-screen instructions.

On models without the ASSIST button

- 1** Turn on your computer and press the **F10** key several times before the VAIO logo screen disappears.

If the **Edit Boot Options** window is displayed, press the **Enter** key.

- 2** Select **Start recovery wizard**.



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

- 3** Follow the on-screen instructions.

To recover from Recovery Media

- 1** If your computer is not equipped with a built-in optical disc drive, connect an external optical disc drive (not supplied) to the computer and to an AC power source.

- 2** Insert Recovery Media into the optical disc drive while your computer is in Normal mode, turn off the computer, and then turn it on once again.

- 3** If you are using the external optical disc drive, press the **F11** key several times before the VAIO logo screen disappears. The **Windows Boot Manager** screen is displayed.

- 4** Press the **↑** or **↓** key to select **Start VAIO Care Rescue** and press the **Enter** key.

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



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

- 6** Follow the on-screen instructions.

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 features, click **Start, Control Panel, System and Security**, and **Backup and Restore**.

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

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 is created automatically, for example when 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 software drivers on your computer.

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

1 Follow steps 1 to 3 in "To recover from Recovery Media" of **Recovering your computer** on the front side.

2 Press the **↑** or **↓** key to select **Windows RE** and press the **Enter** key.

3 Select a keyboard layout and click **Next**.



If the appropriate keyboard layout is not selected, you may not be able to enter the password correctly.

4 Select your operating system and click **Next**.



Back up your files with **Rescue Data** if you have changed the files after you backed up them using the Windows backup feature.

5 Click **System Restore**. The **System Restore** window appears.

6 In the **Recovery** window, click **Open System Restore**.

7 If the **Choose a different restore point** option is displayed in the **System Restore** window, select it and click **Next**. If not, click **Next**.

8 Select a restore point and click **Next**.

9 Click **Finish** to confirm the restore point. Restart your computer if the window prompts you 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.

- Read the troubleshooting information in this section or the on-screen **User Guide**.
- Launch **VAIO Care** and perform necessary operations.
- Visit the VAIO online support web site.

Recovery problems

I cannot recover from the recovery area

Recover your computer from Recovery Media if you have used software to modify the recovery area, installed a different operating system from the preinstalled one, or formatted the built-in storage device without using **VAIO Care Rescue**.

I cannot create Recovery Media

Try the suggestions below:

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

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

Try other reliable discs.

I cannot complete the recovery process

Disconnect all unnecessary external devices from your computer.

Try the suggestions below:

1 If you are trying to recover your computer from Recovery Media, check the media for dirt or damage. If the media are not clean, clean them and try recovering the computer again.

2 Recover your computer from the recovery area or the Recovery Media.

3 If the problem persists, visit the VAIO online support web site for further assistance.

Common problems

My computer does not start

Make sure your computer is securely plugged into a power source and turned on and the power indicator light is lit.

Make sure the battery pack is installed properly and charged.

Disconnect all connected USB devices (if any), and then restart your computer.

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 or an uninterruptible power supply (UPS), make sure the power strip or UPS is plugged into a power source and turned on.

Unplug the power cord or the AC adapter, and remove the battery pack. Wait three to five minutes. Reinstall the battery pack, plug the power cord or the AC adapter, and then turn on your computer.



Condensation may cause your computer to malfunction. If this occurs, do not use the computer for at least one hour.

Check that you are using the supplied Sony power cord or AC adapter.

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

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

Press the **Ctrl+Alt+Delete** keys and click the arrow  next to the **Shut down**  button and **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, see 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, see 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 check that the power indicator light turns 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.