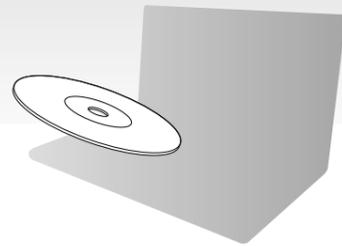


# Recovery, Backup and Troubleshooting Guide



Please create your Recovery Media immediately after setup.



## Introduction

### About recovery

#### What is recovery?

Recovery is the process of restoring your computer to its factory default settings. There are two ways to recover your computer: recovering from the Recovery Media and from the recovery area.



#### When do I have to perform a 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 recover my computer?

Use the following software. You can launch the software by simple operations.

##### VAIO Care

- Creating Recovery Media
- Checking your computer hardware

##### VAIO Care Rescue

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



See the help file included with the **VAIO Care** and the **VAIO Care Rescue** for more information on how to use the software.

#### What is a recovery area?

A recovery area on the built-in storage device contains data for a system and application recovery. Normally, you cannot modify or delete data on this area. You can, however, modify or delete the data with commercially available software designed to modify the information of this area.

#### Why do I have to create Recovery Media?

Recovery Media are used to restore your computer to its factory default settings. If Windows does not start and you have deleted the recovery area, you will need Recovery Media to perform a recovery. Create Recovery Media immediately after the computer is ready for use.

### About a backup

#### What is a backup process?

A backup process is to make a backup copy of your data stored on the built-in storage device and save 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, such as documents or pictures. To restore the lost data, its backup copy is needed.

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



## Creating Recovery Media

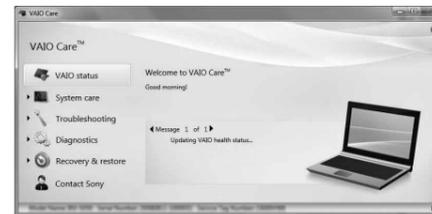


You can confirm the number of necessary discs and types of media you can use for Recovery Media creation in the following step 6.



**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 the **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**, **Recovery**, and **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.



It may take some time to display the current status of the procedure.  
Do not press the drive eject button while creating a Recovery Media, as doing so may result in a failure of the process.  
Keep the Recovery Media in a secure place.



## Recovering your computer

To restore your computer to its factory default settings, 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 the **VAIO Care Rescue**.

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



To perform the custom recovery, select **Tools** instead of **Start recovery wizard** 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 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** instead of **Start recovery wizard** 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 a Recovery Media to 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 disappears.  
The **Windows Boot Manager** 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** instead of **Start recovery wizard** 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 the **VAIO Care Rescue**. To restore files which have been backed up by the **VAIO Care Rescue**, use the **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. Usually, 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** 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 the 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 the **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 On the **Recovery** window, click **Open System Restore**.
- 7 If the **Choose a different restore point** option is displayed on 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 the **VAIO Care** and perform necessary operations.
- Visit the VAIO Support Homepage web site.

## Recovery problems

### I cannot recover from the recovery area

Recover your computer from the 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 the **VAIO Care Rescue**.

### I cannot create Recovery Media

- Try the suggestions below:
  - 1 Turn off your computer and turn it on again. 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 any unnecessary external device from your computer.
- Try the suggestions below:
  - 1 If you are trying to recover your computer from the 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 Support Homepage 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 any 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.

### 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 or the power switch may cause loss of unsaved data.
- If you are using an external display, make sure it is plugged into a power source and turned on.

### 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 the 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 a 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.