About recovery

What is recovery?
Recovery is the process of restoring your computer back to its original factory condition. You can perform recovery when your computer is experiencing serious problems that cannot be solved through troubleshooting. Sony strongly recommends that you back up your data before you perform recovery.

Why do I have to create Recovery Media?
Recovery Media are used to recover your computer back to its original factory condition. You will need the Recovery Media to perform recovery. Create the Recovery Media immediately after the setup of your computer.

Creating Recovery Media

1. Turn on the computer and press the F10 key to select R: Recovery & Restore. Press Enter.
2. Select Start advanced recovery wizard and press Enter.
3. If the display language selection window appears, select your desired language and click OK.
4. Click Recovery & restore, select Recovery, and then click Create Recovery Media.
5. Read the on-screen instructions carefully, and then click Next.
6. Follow the on-screen instructions.

To recover from the recovery area

1. On models with the ASSIST button
a. Press the ASSIST button while your computer is off or asleep.

  VAIO Care
b. Go to Tools, and select Recovery & restore.

  VAIO Care Rescue

2. On models without the ASSIST button
a. Turn on your computer and press the F10 key several times before the VAIO logo screen disappears.

  Recovery & restore wizard
b. Enter your administrator name and password.

  Recovery & restore wizard

c. Click OK, and then click Start advanced recovery wizard.

  Start recovery wizard

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

To recover from Recovery Media

1. If you recover your computer from Recovery Media (optical disc) on the model without a built-in optical disc drive, connect an external optical disc drive (not supplied) to the computer and to an AC power source.

2. If you recover your computer from a USB flash drive, 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 several times before the VAIO logo screen disappears. The Windows Boot Manager screen is displayed.

5. Press the F11 key to select Start VAIO Care Rescue and press the Enter key.

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

7. Click Start recovery wizard.

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

9. Follow the on-screen instructions.
To back up and restore your data when you can start Windows

1. Follow steps 1-4 in “To recover from Recovery Media” of your computer on the front side.
2. Select a keyboard layout and click Next.
3. If the appropriate keyboard layout is not displayed, you may not be able to enter the password correctly.
4. Select your operating system and click Next.
5. Unplug the power cord or the AC adapter, and turn off your computer.
6. Click System Restore, then click Start Windows.
7. If the Choos a different restore point section is displayed in the System Restore window, click it and then 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.

Restoring your data using a restore point

A restore point enables you to restore your computer system files to the previous state when a particular restore point was created. Typically, a restore point was created automatically, for example when you install or uninstall software drivers on your computer. We recommend that you create the restore point manually on the Control Panel window before installing any software or software drivers on your computer.

Common problems

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 battery pack is not charged. Charge the battery pack fully until the computer is charged into an AC power source.
- Make sure your computer is securely plugged into a power strip or an uninterruptible power supply (UPS), 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 is plugged into an AC power source.
- Unplug the power cord or the AC adapter, and remove any batteries to turn off your computer.
- Restart the battery pack, plug the power cord or the AC adapter in, and then turn on your computer.
- Consider the possibility that your computer may malfunction. If the discs are not clean, clean them and try recovering your computer again.
- If the discs are not clean, clean them and try recovering your computer again.
- If you have forgotten the power-on password, contact an authorized Sony service/support center. To find the nearest center or agent, see the on-screen User Guide.

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

- Press the Alt+Ctrl+Delete keys several times to close the application window. An application error message may appear.
- Press the Ctrl+Alt+Delete keys and click the arrow to the left of the Windows logo, then click Task Manager.
- Press and hold the power button or slide and hold the power switch for more than four seconds to shut down your computer.
- Turn off your computer and remove the battery pack.
- If the power cord is illuminated, then connect the AC adapter and turn on the computer again.
- Turn your computer to the On mode, then turn it off and on again.
- Unplug the battery pack and turn your computer off.
- If the screen becomes blank, turn off your computer and remove the battery pack.
- If your computer is plugged into a power strip or an uninterruptible power supply (UPS), make sure the power strip is plugged into an AC power source.
- Turn off your computer and remember the password on your computer.

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

- If you have no 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 software or software drivers newly installed, your computer may not be able to recover from the preinstalled ones, or formatted to the built-in storage area.
- If you use VAIO Care Rescue, you can create Recovery Media.

Try the suggestions below:

1. Restart your computer. 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.
- Try the suggestion below.
- Check the condition of Recovery Media. If your computer has 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 from the recovery area, restart the system, and try recovering from the recovery area again on your Recovery Media.
- If you cannot recover your computer using the USB flash drive, connect the drive to another USB port on your computer and try recovering the computer again.
- If the password prompts, visit the VAIO online support web site for further assistance.

Troubleshooting

A reset fee will be charged.

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

If you enter a wrong password on three consecutive times consecutively, the Enter Onetime Password message appears and Windows will not start. Press and hold the power button for more than four seconds to secure your password. If the computer does not start, remove the battery pack and then restart your computer and enter the correct password.

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

Does not start

1. Check that you are using the supplied Sony power cord or AC adapter.
2. If this occurs, do not use the computer for at least one hour.
3. If you are using an external display, make sure it is plugged into a power source and turned on.
4. If the problem persists, visit the VAIO online support web site for further assistance.
5. If you have forgotten the password on your computer, contact an authorized Sony service/support center.
6. A reset fee will be charged.