Recovering your computer

Recycling Media

Recovery Media are used to restore your computer back to its original factory condition. Typically, you cannot modify or delete data in this area, however, there is commercially available software designed for this purpose.

About backup

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

Why do I have to back up my data?

Due to unanticipated events or computer viruses, you might lose various data stored on your built-in storage device. To restore the lost data, a backup copy is needed. It is strongly recommended that you back up your data regularly.

Creating Recovery Media

Follow the on-screen instructions. Insert the media you want to use. When prompted to enter an administrator name and a password, if you are currently logged onto your computer as a standard user, you may be prompted to enter an administrator name and a password.

To perform the custom recovery, select Tools and click Start recovery wizard. To perform the advanced recovery, select Tools and click Start advanced recovery wizard. Follow the on-screen instructions.

To recover from Recovery Media

1. If your computer is not equipped with an external optical disc drive, connect an optical disc drive (not supplied) to the computer and to an AC power source.
2. If you are using the external optical disc drive, press the F11 key several times before the VAIO logo screen disappears.
3. The Windows Boot Manager screen is displayed.
4. Press the F8 key to select Start VAIO Care Rescue and press the Enter key.
5. If your computer is not equipped with the ASSIST button, select Tools and click Start recovery wizard.
6. Follow the on-screen instructions.

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

Recovery Media

Recovery Media were used to perform recovery. Create the Recovery Media immediately after the computer is ready for use.

When do I have to perform recovery?

If you have formatted the C: drive by mistake or if you have deleted data in 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 recovery

What is a recovery area?

The recovery area on the built-in storage device contains data for system and application troubleshooting. Typically, you cannot modify or delete data in this area.

Why do I have to create Recovery Media?

VAIO Care Rescue is 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.

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 in another location.

Why do I have to back up my data?

Due to unanticipated events or computer viruses, you might lose various data stored on your built-in storage device. To restore the lost data, a backup copy is needed. It is strongly recommended that you back up your data regularly.

About troubleshooting

Troubleshooting is needed to fix the problems which cannot be solved through recovery.

When do I have to perform troubleshooting?

If your computer has been unstable or if your computer has been infected with a computer virus, you may be prompted to enter an administrator name and a password. If you are currently logged onto your computer as a standard user, you may be prompted to enter an administrator name and a password.

To perform the custom recovery, select Tools and click Start recovery wizard. To perform the advanced recovery, select Tools and click Start advanced recovery wizard. Follow the on-screen instructions.
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. Then, do the following:
   a To access Windows RE and press the Enter key.
   b Select a keyboard layout and click Next.
   c If the appropriate keyboard layout is not selected, do not click on the Next button.
   d Select your operating system and click Next.
   e Back up your files to the Rescue Data if you have performed the backup when you used the Windows backup feature.
   f Click System Restore and System Restore window appears.
   g In the System Restore window, click Open System Restore.
   h If the Choose a different restore point page is displayed in the System Restore window, click it. Then, click Next.
   i Check the restart point and click Next.
   j 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 website.

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. Otherwise, restore your computer to the point in time before the preinstallation, or formatted the built-in storage device, without using a VAIO Care Rescue Media.

I cannot create Recovery Media

1 Try the suggestions below:
   a Restart your computer.
   b Then, try to create Recovery Media again.
   c Download and install the latest updates using VAIO Update.
   d Try other reliable drives.

I cannot complete the recovery process

1 Disconnect all unnecessary external devices from your computer.

I cannot start Windows

1 Turn off your computer and press Ctrl+Alt+Delete. Then, select the System Restore option from the pop-up menu and select a different restore point.
2 If you are using an external display, make sure the power strip or UPS is plugged in and turned on.
3 Make sure your computer is securely plugged into a power source and turned on and the power indicator light is lit.
4 Press the power button for more than four seconds to shut down your computer. Unplug the power cord, wait for five minutes, and then plug the computer back on.
5 If the problem persists, turn off your computer and remove the battery pack. Then reinstall the battery pack, plug the computer back on, and then turn the computer on again.

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

1 Press the Ctrl+Alt+Delete keys several times to close the login screen. An application error message appears if the problem is caused by application.
2 Press the Ctrl+Alt+Delete keys once and click the arrow to the right of the Lock button in the taskbar.
3 Press and hold the power button or slide the power switch to shut down your computer.
4 Turn off your computer and remove the battery pack. Then plug the power cord or the AC adapter, and then turn the computer on again.

The computer does not start

1 Press Ctrl+Alt+Delete, click the Lock button, and then click the Restart button in the taskbar.
2 If the problem persists, it means the installed battery pack is not compatible. Remove the battery pack and contact your authorized Sony service/support center.

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

1 Disconnect the AC adapter before your computer is unplugged. If you do not, your computer may not start properly.
2 Try the suggestions below:
   a If you are using an external display, make sure the power switch is not turned on.
   b If you have forgotten the power-on password, contact an authorized Sony service/support center.
   c If you have already solved the problem, turn off the computer and contact your authorized Sony service/support center.
   d If you have forgotten the password, contact an authorized Sony service/support center.
   e If you have forgotten the password, contact an authorized Sony service/support center.