

# Recovery, Backup and Troubleshooting Guide



## 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 the built-in hard disk drive or SSD



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 hard disk drive or SSD 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 hard disk drive or SSD 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 the built-in hard disk drive or SSD. 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 cannot use DVD-RAM, CD-R, and CD-RW discs as Recovery Media.**



You can use optical discs and a USB flash drive as Recovery Media. However, it is recommended that you use optical discs, such as DVD-R, since you may accidentally delete the data on the USB flash drive.

The number of necessary discs, the types of media you can use, and the capacity of the USB flash drive you need will be displayed during the Recovery Media creation process.

- 1** Connect your computer to the Internet, download and install the latest updates using **VAIO Update**.
- 2** If you create 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 disc drive (supplied with selected models) to the computer and to an AC power source.
- 3** Click **Start**, **All Programs**, 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 **Advanced Tools**, **Restore and recovery**, and **Create Recovery Media**.
- 5** Read the on-screen instructions carefully, and then click **Next**.
- 6** Follow the on-screen instructions.



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



You may not be able to create Recovery Media with a USB flash drive depending on the drive you use. See the help file included with **VAIO Care** for more information.

## 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 hard disk drive or SSD.

### To recover from the recovery area

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



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

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



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

- 3** Follow the on-screen instructions.



If you want to use the hard disk drive encryption features, disable Rapid Wake by performing the custom recovery to avoid leaving unencrypted data on your computer. (Z Series and T Series only)

### 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 disc drive (supplied with selected models) to the computer and to an AC power source.



If your computer is equipped with the USB port that is compliant with the USB 2.0 standard, connect a USB device to the port.

- 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.



If your computer is equipped with the USB port that is compliant with the USB 2.0 standard, connect a USB device to the port.

- 3** Turn off the computer and turn it on once 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 **↑** or **↓** key to select **Start VAIO Care Rescue** and press the **Enter** key.



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

- 6** Select **Start recovery wizard**.



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

- 7** Follow the on-screen instructions.



If you want to use the hard disk drive encryption features, disable Rapid Wake by performing the custom recovery to avoid leaving unencrypted data on your computer. (Z Series and T Series only)

# Backing up and restoring your data

## 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**.

! If your computer is equipped with the USB port that is compliant with the USB 2.0 standard when you use a USB device to back up your data, connect the USB device to the port.

## 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 4 in "To recover from Recovery Media" of **Recovering your computer** on the front side.

**2** Press the **↑** or **↓** key to select **Repair Windows 7** 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.

# Troubleshooting

## 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**.
- Press the **ASSIST** button while your computer is on to 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 hard disk drive or SSD 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 media.

### I cannot complete the recovery process

☐ Disconnect all unnecessary external devices from your computer.

☐ Try the suggestions below:

- ☐ Check the condition of Recovery Media. If you are using 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 your computer from the recovery area, restart the computer and recover the computer from the recovery area again, or use Recovery Media.
- ☐ If you cannot recover your computer using a USB optical drive or USB flash drive, connect the drive to another USB port on the computer, then turn off the computer and try recovering it again.

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

## 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 power button or the power switch is disabled until the computer is plugged into an AC power source.

☐ 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.

### How can I create a hard disk partition?

**1** 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 onto your computer as a standard user, you may be prompted to enter an administrator name and password.

**2** Right-click the C: drive and select **Shrink Volume**.

**3** Enter the size of the partition to be created in **Enter the amount of space to shrink in MB** and click **Shrink**.

**4** Right-click **Unallocated** and select **New Simple Volume**.

**5** Follow the on-screen instructions.