

SONY®

***VAIO Recovery Center
User Guide***

VAIO®

VAIO® Recovery Center Disclaimers, Notes, Warnings

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Recovery Center User Guide

Introduction

Welcome to Sony's VAIO® Recovery Center. The VAIO Recovery Center contains various types of tools or programs to help you manage and maintain your Sony VAIO computer. The tools provide options to restore your computer to the original factory settings, reinstall specific factory-installed software applications and drivers, and assist in the configuration of RAID arrays for your hard disk. The programs that make up the VAIO Recovery Center include:

- VAIO Hardware Diagnostics
- Reinstall Programs or Drivers
- Restore C: Drive
- Restore Complete System
- Create Recovery Discs
- Wipe and Erase Data
- Rescue Data
- Windows® Backup and Restore - This is a Windows tool that is available to you in the VAIO Recovery Center.

Before you begin

There are many things that can affect your computer's performance, such as adding/removing software, the working condition of peripherals, and a virus downloaded from the Internet. If you are experiencing difficulties with your computer's performance, it can be very difficult to troubleshoot. You may decide that the best option is to restore your system back to its original factory settings.

Note: Turn off screen savers before you begin any of the VAIO® Recovery Center options. From the Windows **Start** menu, select **Control Panel**, and then select **Change screen saver** under the Personalization section. From the Screen Saver Settings dialog box, click the down arrow for Screen saver and select **None** from the Screen saver list.

Before considering any of the options available in VAIO Recovery Center, please review the following support site for the latest up-to-date information specific to your computer model:

- www.esupport.sony.com/EN/VAIO

Windows® Backup and Restore

WARNING - Before attempting any of the options in the VAIO® Recovery Center, it is important to back up your data. Recovery operations can delete some or all of your data, depending on the selected recovery program.

Back Up Files

It is important to back up your data on a regular basis so that you don't lose the files you create, modify, and store on your computer. In the event you get a virus or have any kind of hardware failure, you can recover your files from your latest backup. You can manually back up your files any time or set up automatic backups.

Note: The ability to set up automatic backups is not included in Windows Vista™ Home Basic.

▶ **To back up your files**

- 1 From the Windows® **Start** menu, click **Control Panel**. From the Control Panel Classic View, click **Backup and Restore**. The Backup and Restore Center appears.
- 2 Click the **Back up files** button.

A series of screens guides you through the back up configuration process. Follow the on-screen instructions to complete the backup.

You can also make a back up copy of your data using VAIO® software Rescue Data. Refer to “Rescue Data” on page 26

Notes

- Always use the highest quality of media possible when backing up your data. You may experience problems restoring your data if you use a poor quality of media.
- Always store media used for backup (external hard disk drives and DVDs) in a secure place to prevent unauthorized access to your files. A fireproof place separate from your computer is recommended. You also have the option to encrypt the data on your backup.

Restore Files From a Backup

You can restore backed up versions of your files that are lost, damaged, or changed accidentally. Restore individual files, groups of files, and all files that you have backed up. You can also restore files backed up on another computer.

▶ **To restore your files**

- 1 From the Windows **Start** menu, click **Control Panel**. From the Control Panel Classic View, click **Backup and Restore**. The Backup and Restore Center appears.
- 2 Click the **Restore files** button.

A series of screens guides you through the restore process. Follow the on-screen instructions to complete the restore.

You can also restore your data using VAIO® software Rescue Data. Refer to “Rescue Data” on page 26

▶ **To restore files backed up on another computer**

- 1 From the Windows® **Start** menu, click **Control Panel**. From the Control Panel Classic View, click **Backup and Restore**. The Backup and Restore Center appears.
- 2 From the **Restore files** section, click **Advanced restore**. The Backup Status and Configuration window appears.
- 3 Click **Advanced restore**.

A series of screens guides you through the restore process. Follow the on-screen instructions to complete the restore.

Restore points

Restore points are a representation of a stored state of your computer’s system files. You can also create a restore point that allows you to restore your computer to its exact state at the time the restore point was created. Restore points are created by System Restore at specific intervals and when System Restore detects the beginning of a change to your computer. You can also create restore points manually at any time.

▶ **To create a restore point**

- 1 From the Windows **Start** menu, click **Control Panel**.
- 2 From the **Category** view, click **Backup and Restore Center**.
- 3 Click the **Restore files** button.
- 4 In the left pane, click **Create a restore point or change settings**.
- 5 Click the **System Protection** tab on the System Properties dialog box.
- 6 Click the **Create** button and type a description for the new restore point, and then click **Create** again.

A check mark appears next to the disk where the restore point was created.

▶ **To restore system files using restore points from Windows®**

Note: If you cannot start Windows, insert the recovery disc while the computer is on and restart your computer. Follow all on-screen instructions to get to the System Recovery option window

- 1 From the Windows **Start** menu, click **Control Panel**.
- 2 From the **Category** view, click **Backup and Restore Center**.
- 3 In the left pane, click **Create a restore point or change settings**.
- 4 Click the **System Protection** tab on the System Properties dialog box.

Click the **System Restore** button.

- 5 Select the option **Recommended restore** to undo the most recent update, driver, or software installation.

<or>

Choose a different restore point to select the restore point you want to use.

Follow all on-screen instructions to complete the restore.

Manage DVDs

The following types of media are supported to back up your data and/or to create the recovery discs necessary to perform some of the VAIO® Recovery options: DVD-R and DVD+R.

Note: The following media are supported, but not recommended: DVD+RW, and DVD-RW. Double-layer DVD media are supported for data backup only.

The number of recordable DVDs required to create the recovery discs varies, depending on the type of media used, and the computer model purchased.

Your computer must be equipped with a recordable optical drive, such as a DVD-RW, or DVD±RW drive.

TIP: Always use the highest quality of media possible when creating recovery discs, or when backing up your data. You may experience problems creating discs if you use a poor quality of media.

Start VAIO® Recovery Center

Sony equipped your computer with a hidden recovery drive partition, which contains the information and data necessary to restore your main C: drive partition, or to restore factory-installed programs and software drivers.

There are four methods you can use to start or access the VAIO Recovery Center programs. The reasons for using a particular method varies with the current state of your computer. The four methods include: (1) Windows® Start menu, (2) F8 Function key on your keyboard, (3) F10 Function key on your keyboard, and (4) Recovery Discs.

Note: Available recovery programs accessible in VAIO Recovery Center can vary depending on the method you select to begin the recovery process.

Windows Start Menu

If you have access to your computer's operating system, you can start the VAIO Recovery Center using the Windows Start menu.

To access VAIO Recovery using the Windows Start menu

- 1 Click the Windows **Start** button, and from the menu click **Help and Support**.
- 2 Click **Backup and Recovery**.
- 3 Click **VAIO Recovery Center** located at the bottom of the page.

The VAIO Recovery Center displays and contains the following recovery programs.

- Windows Backup and Restore
- VAIO Hardware Diagnostics
- Reinstall Programs and Drivers
- Restore C: Drive
- Restore Complete System
- Create Recovery Discs

- Wipe and Erase Data
- 4 Choose a recovery program and follow all on-screen instructions to complete the program.

F8 Function Key

You can use the F8 function key on your keyboard to start VAIO® Recovery and open the VAIO Recovery Center.

▶ To access VAIO Recovery Center using the F8 function key

- 1 Power off your computer. Wait for approximately 30 seconds and power on your computer.
- 2 When the VAIO logo appears, press the F8 key on your keyboard. The Windows Safe Mode Menu screen appears.
- 3 Select **Repair your computer**, and then press **Enter**.
- 4 Select a keyboard layout and click **Next**.
- 5 Enter an **Administrator** name and password and click **Ok**. The System Recovery Options window appears.
- 6 Click the VAIO Recovery Center option that appears near the bottom of the page. The VAIO Recovery Center appears with one of the following menus in the left pane.
 - If you have the VAIO Value-added content on your hard disk:
 - Windows System Restore
 - VAIO Hardware Diagnostics
 - Restore C: Drive
 - Rescue Data

- If you do **NOT** have the VAIO® Value-added content on your hard disk:
 - Windows® System Restore
 - VAIO Hardware Diagnostics
 - Rescue Data

7 Choose a recovery program and follow all on-screen instructions to complete the program.

F10 Function Key

You can use the F10 function key on your keyboard to start VAIO Recovery Center.

To access VAIO Recovery Center using the F10 function key

- 1** Power off your computer. Wait for approximately 30 seconds and power on your computer.
- 2** When the VAIO logo appears, press the F10 key on your keyboard.

The VAIO Recovery Center appears.

- 3** Choose a recovery program and follow the on-screen instructions to complete the program.

The VAIO Recovery Center appears with one of the following menus in the left pane.

- If you have the VAIO Value-added content on your hard disk:
 - Windows System Restore
 - VAIO Hardware Diagnostics
 - Restore C: Drive
 - Rescue Data

- If you do NOT have the VAIO® Value-added content on your hard disk:
 - Windows® System Restore
 - VAIO Hardware Diagnostics
 - Rescue Data

Recovery Discs

Use the recovery discs to restore your system if:

- you turn on the power to your computer and Windows will not start.
- the main hard disk is replaced, or if the data becomes corrupted.
- the hidden recovery drive partition has been removed from the hard disk.
- you want to use the Wipe and Erase program to permanently remove files from you hard disk.

To access VAIO Recovery Center using the recovery discs

- 1 Insert Recovery Disc 1 into the applicable optical drive and close the drive.
- 2 Power off your computer. Wait for approximately 30 seconds and power on your computer.
- 3 Select a keyboard layout, and then click **Next**.
- 4 Select an operating system, and then click **Next**.
- 5 From the System Recovery Options window, select **VAIO Recovery Center**.
- 6 Choose a recovery program.

The VAIO® Recovery Center displays and contains the following recovery programs.

- Windows® System Restore
- VAIO Hardware Diagnostic
- Restore C: Drive
- Restore Complete System
- Rescue Data
- Wipe and Erase Data

This completes the section on the different methods for starting VAIO Recovery Center. The next section provides information about each VAIO Recovery Center program.

VAIO® Recovery Center Programs

VAIO Recovery Center contains the following tools or programs to help you manage and maintain your Sony VAIO computer.

- VAIO Hardware Diagnostic Utility
- Reinstall Programs or Drivers
- Restore C: Drive
- Restore Complete System
- Create Recovery Discs
- Wipe and Erase Data
- Rescue Data

- Windows® Backup and Restore - This is a Windows tool that is available to you in the VAIO Recovery Center.

These programs provide options to restore your computer to the original factory settings, reinstall specific factory-installed software applications and drivers, and assist in maintaining the integrity of your hard disk drive and data.

Note: Available recovery programs accessible in VAIO Recovery Center can vary depending on the method you select to begin the recovery process.

VAIO® Hardware Diagnostic Utility

VAIO Hardware Diagnostic Utility is a program that helps you to determine if your VAIO computer's hardware is working properly.

Computer problems can be caused by a number of factors including internal and external hardware, software installed on your computer, and how the computer's operational settings have been set up or defined.

This easy-to-use program can automatically perform a series of tests of the most commonly used hardware components. It also allows you to select individual tests that focus on specific hardware areas of your VAIO computer to identify possible hardware problems.

The VAIO Hardware Utility can not only help you identify and possibly correct hardware problems, but can also help you keep your computer system running at top efficiency by making this utility program a normal part of your computer's regularly scheduled maintenance routine.

The VAIO Hardware Diagnostic Utility is comprised of three main areas:

- **Diagnostic Tests** - The VAIO Hardware Diagnostic Utility contains two types of tests. A "Quick Test" that automatically runs a series of common tests and individual tests that target specific areas of your computer's hardware system.
- **Tools** - The Tools tab page provides you with two maintenance related tools. Device Manager allows you to verify that a selected device is working properly. Check Hard Disk identifies and can automatically fix some hard disk errors. It can also locate bad disk sectors and possibly recover readable information.
- **History/Reports** - The History tab page provides you with a history test log listing the fifteen latest reports that you have run and gives you the option of creating a history report that can be printed, if desired.

Important Notes

- The tests contained in this utility program do not provide a 100% guarantee that a tested device is working correctly, or that a hardware device identified as defective is the actual cause of the problem you are experiencing.
- The fact that a test identifies errors does not necessarily constitute an endorsement for you to attempt to make repairs without some additional troubleshooting by a qualified technician.

To access VAIO® Hardware Diagnostic Utility

- 1 Start the VAIO Recovery program. See “Start VAIO® Recovery Center” on page 7.
- 2 From VAIO Recovery Center, click **VAIO Hardware Diagnostic Utility**.
- 3 Read the on-screen information, when complete click **Start**.

Note: A **Before VAIO Hardware Diagnostics** screen may appear. This screen provides you with a list of recommended programs or procedures for you to try as a possible solution before continuing with the selected recovery option. You can choose to run the recommended options before you continue, or choose **Skip** and then click **Next** to bypass the recommended options and continue with VAIO Hardware Diagnostics.

- 4 Follow all on-screen instructions until the VAIO Diagnostics program is complete.

Reinstall Programs or Drivers

The Reinstall Programs or Drivers program restores one or more factory-installed programs or software drivers to their original condition before any updates or modifications. This feature is best used when a single or small number of factory-installed programs are not performing normally.

For optional software programs that came with your computer, such as Microsoft® Office®, use the CDs that came packaged with your computer, if reinstallation becomes necessary.

Before performing any restore or recovery options, go to the Sony® online support Web site at www.esupport.sony.com and review your model-specific support page. Look for software driver updates, or check for knowledge base solutions that may help solve your computer's problems.

To access Reinstall Programs or Drivers

- 1 Start the VAIO® Recovery program. See “Start VAIO® Recovery Center” on page 7.
- 2 From the VAIO Recovery Center, click **Reinstall Programs or Drivers**. The Reinstall Programs or Drivers main page appears.
- 3 Read the on-screen information, when complete click **Start**.

Note: A **Before Reinstall Programs or Drivers** screen may appear. This screen provides you with a list of recommended programs or procedures for you to try as a possible solution before continuing with the selected recovery option. You can choose to run the recommended options before you continue, or choose **Skip** and then click **Next** to bypass the recommended options and continue with Reinstall Programs and Drivers.

A window with two tab pages appears. The active tab page, **Programs**, lists all software programs available for recovery. The **Drivers** tab page lists all software drivers available for recovery.

Note: A text box, located below the list box may display information about each available option when selected. To display this information, click the name of the option.

- 4 Click the **Programs** tab or **Drivers** tab, as desired.
- 5 Select the desired check box(es) for the programs and/or drivers you wish to restore.
- 6 Click **Next** to begin the recovery process.

Follow all on-screen instructions until the recovery program is complete.

Note: After the recovery of any program or driver, you must restart your computer to update system and program files. Select **Restart now** to automatically restart your computer.

Recovering Your VAIO® System: Restore C: Drive and Restore Complete System

This section describes how to recover your VAIO computer system. A system recovery restores your computer to its original or factory state. Examples of when you need to perform a system recovery may include the following.

- Your computer has been infected with a computer virus and any damage cannot be repaired using anti-virus programs.
- Your computer has been unstable and not running efficiently.
- You have deleted the C: Drive on your computer by mistake.

There are two types or methods for recovering your system.

Restore C: Drive

The Restore C: Drive program restores the C: drive to its original factory condition. This includes all factory installed software.

Restore Complete System

The Restore Complete System program restores the entire main hard drive to its original factory configuration.

Note: Recovering your computer system can restore most of the pre installed programs. However, it cannot restore the Windows operating system or other programs installed by you.

You can recover your computer system from the hard disk drive using the recovery partition (if the recovery partition has not been previously removed), or from the recovery discs. If you need to create recovery discs, refer to “Create Recovery Discs” on page 23

Recovery Process Notes

- Recovering your computer system will delete your data. Make sure you back up your data before starting the recovery process.
- Disconnect all peripherals from your computer and connect the AC adapter.

- Recovering your computer restores all settings to their factory default settings. You may need to change your settings.
- If you have set a password to protect your data, you cannot start the recovery process without entering the password.

Partitions

During the recovery process, you have the option to split your hard disk drive into separate partitions. For example, partitioning your hard disk to create a D: drive. This allows you to better organize your program and data files more efficiently.

When you purchased your computer, the hard disk contained a “hidden” recovery partition, which uses about three gigabytes of hard disk space. A recovery partition contains all the programs necessary to restore your C: Drive or to restore your complete system to its factory state. You cannot modify or delete the data in this partition, however, you can choose whether or not to include the recovery partition when you recover your computer system.

Note: Sony® Customer Support strongly recommends that you do not delete or modify the recovery drive in any way.

The recovery partition lets you do the following.

- Create recovery discs to restore your computer system to its original factory state.
- Restore the C: Drive from Windows®.
- Restore the C: Drive using the F8 or F10 function keys on your keyboard.

Create/Change a Partition

There are three ways to create or change a partition on your main hard disk.

Note: To create partitions, you must have unallocated or free space on the hard disk.

- Create and format a hard disk partition in Windows.
- Format an existing partition in Windows.

- Use Recovery Discs.

▶ **To create and format a partition in Windows®**

You must be logged on as an Administrator to perform these steps.

To create a partition or drive (volume) on a hard disk, there must be either unallocated (empty) space on the hard disk or free space within an extended partition on the hard disk.

If there is no unallocated space, you can create space by shrinking an existing partition, deleting a partition, or by using a third-party partitioning program.

- 1 Open Computer Management. From the Start menu, click **Control Panel** and then select **System and Maintenance**. From Administrative Tools, click **Create and format hard disk partitions**.

- 2 Right-click an allocated region on your hard disk and click **New Simple Volume**.

If you do not have an allocated region on your hard disk, right-click on a volume and select **Shrink Volume** and follow in on-screen instructions. Once you have unallocated space, return to step 2.

- 3 Follow the instructions on your screen.

For additional information, go to Windows Help and Support for Creating Partitions.

▶ **To format an existing partition in Windows**

Warning - Formatting a volume will destroy any data on the partition. If you need to save data on the drive, either temporarily or permanently, move the data to another storage device or location before you proceed.

- 1 Open Computer Management. From the Start menu, click **Control Panel** and then select **System and Maintenance**. From Administrative Tools, click **Create and format hard disk partitions**.

- 2 Right-click the drive (volume) you want to change and click **Format**.

- 3 Follow the on-screen instructions until you complete the process.
For additional information, go to Windows® Help and Support for Creating Partitions.

▶ To create and format a partition using recovery discs.

- 1 Insert Recovery Disc 1 to the drive while the computer is on. Turn the power off to the computer, wait 30 seconds and turn the power back on to the computer.
- 2 The System Recovery Options window appears.
- 3 Select a keyboard layout, and then click **Next**.
- 4 Select an operating system, and then click **Next**.
The System Recovery Options window appears.
- 5 Click **VAIO® Recovery Center**.
- 6 From VAIO Recovery Center, click **Restore Complete System**, and then from the next page, click **Start** to begin the Restore Complete System process. Follow the on-screen instructions.
- 7 From the C: Drive screen, select an available drive and click **Next**.
- 8 In the next screen, click the down arrow in the “Divide your hard disk’s storage space into C and D drives” section and select **Customize drive size** from the list.
- 9 Enter the drive size (in gigabytes) you want for the C: Drive.
This will normally be a lower number than the current size for the C: Drive. The newly available disk space is used to create the D: Drive. (The newly created D: Drive will be automatically formatted.)
- 10 Click **Next** to continue.
- 11 Follow the on-screen instructions to complete the process.
This completes the Partitions section.

Restore C: Drive

The Restore C: Drive program restores the C: drive to its original factory condition. This includes all factory installed software. The time to complete the restore can take up to an hour depending on the amount of software being restored and the speed of your computer.

WARNING - Restore C: Drive deletes all personal files and settings, and any software installed on the C: drive after the computer was purchased.

To access Restore C: Drive

- 1 Start the VAIO® Recovery program. See “Start VAIO® Recovery Center” on page 7.
- 2 From VAIO Recovery Center, click **Restore C: Drive**.
- 3 Read the on-screen information, when complete click **Start**.

Note: A **Before Restore C: Drive** screen may appear. This screen provides you with a list of recommended programs or procedures for you to try as a possible solution before continuing with the selected recovery option. You can choose to run the recommended options before you continue, or choose **Skip** and then click **Next** to bypass the recommended options and continue with Restore C: Drive.

- 4 Follow all on-screen instructions until the Restore C: Drive program is complete.

Restore Complete System

The Restore Complete System program restores the entire main hard drive to its original factory configuration. The time to complete the restore can vary depending on the amount of software being restored and the speed of your computer.

WARNING - Restore Complete System deletes all personal files and settings, and any software installed after the purchase of the computer.

This option is primarily for the following reasons:

- The main hard disk is replaced
- Restore the recovery drive partition on the main hard disk if you do not currently have a recovery drive.

Note: A set of recovery discs are required to begin Restore Complete System. If you do not have a set of recovery discs, go to VAIO Recovery Center and select **Create Recovery Discs**.

To access Restore Complete System

- 1 Start the VAIO® Recovery program. Refer to “Start VAIO® Recovery Center” on page 7.
- 2 From the VAIO Recovery Center, click **Restore Complete System**.
- 3 Read the on-screen information, when complete click **Start**.

Note: A **Before Restore Complete System** screen may appear. This screen provides you with a list of recommended programs or procedures for you to try as a possible solution before continuing with the selected recovery option. You can choose to run the recommended options before you continue, or choose **Skip** and then click **Next** to bypass the recommended options and continue with Restore Complete System.

- 4 Follow all on-screen instructions until the Restore Complete System program is complete.

Create Recovery Discs

Use the Create Recovery Discs program to create the media discs necessary to recover your computer data in the event of a hard disk failure, accidental erasure, or computer malfunctions.

Recovery discs may be necessary to start your computer if the recovery partition has been damaged or is not working properly.

Examples may include:

- having used software to modify the recovery partition.
- having installed an operating system different from the operating system that was initially installed on your computer.
- having formatted your hard disk without using the VAIO® Recovery Center.

Creating the recovery discs ensures that you can restore your computer's operating system and pre installed software, even if the operating system and hidden recovery partition are not working.

Note: Recovery discs are not included with your computer. It is recommended that you create recovery discs immediately after your computer is ready for use.

To create the recovery discs

- 1 Start the VAIO Recovery program. Refer to “Start VAIO® Recovery Center” on page 7.
- 2 From the VAIO Recovery Center, click **Create Recovery Discs**.
- 3 Read the on-screen information, when complete click **Start**.

Note: A **Before Create Recovery Discs** screen may appear. This screen provides you with a list of recommended programs or procedures for you to try as a possible solution before continuing with the selected recovery option. You can choose to run the recommended options before you continue, or choose **Skip** and then click **Next** to bypass the recommended options and continue with Create Recovery Discs.

- 4 Follow all on-screen instructions until the Create Recovery Discs program is complete.

Notes

- Supported media types include DVD-R, DVD+RW, DVD-RW, or DVD-RAM. DVD DL (Dual Layer), Blu-ray Disc™ are currently not supported.
- Always use the highest quality of media possible when creating recovery discs. You may experience problems creating discs if you use a poor quality of media.

Wipe and Erase Data

The Wipe and Erase Data program lets you to erase the data on your hard disk drive permanently and ensures your data privacy. Use this program to:

- Erase data before selling or donating your computer.
- Erase a damaged operating system with possible hidden viruses.
- Erase a hard disk before discarding it to prevent Identity Theft.

Important Notes

- The use of recovery discs is required to use the Wipe and Erase Data program. If you need to create recovery discs, refer to “Create Recovery Discs” on page 23.
- Before you begin Wipe and Erase Data, make sure your computer is powered using the AC adapter, if applicable. The erasing process stops automatically and your computer restarts if the process has not completed within 71 hours. The process will resume after the computer restarts.
- **WARNING:** Make a backup copy of your data using Backup Data in Windows® Backup and Restore, if you can start Windows. If you cannot start Windows, restart your computer using one of the other three methods. Refer to “Start VAIO® Recovery Center” on page 7.

▶ **To erase permanently erase everything on your hard disk**

- 1 Start your computer using the recovery discs. Refer to “Recovery Discs” on page 10
- 2 From VAIO® Recovery Center, select Wipe and Erase Data.
- 3 Read the on-screen information, when complete click **Start**.

Note: A **Before Wipe and Erase** screen may appear. This screen provides you with a list of recommended programs or procedures for you to try as a possible solution before continuing with the selected recovery option. You can choose to run the recommended options before you continue, or choose **Skip** and then click **Next** to bypass the recommended options and continue with Wipe and Erase.

- 4 Follow all on-screen instructions until the Wipe and Erase program is complete.

Rescue Data

Backing Up Your Data

The Rescue Data program lets you rescue or back up your data on the hard disk even if you cannot start Windows®. You can also restore the rescue data using the VAIO® Data Restore program.

There are two options to rescue files.

Easy Backup - The Easy Backup option automatically saves all files which can be rescued on the hard disk to an external hard disk.

File Selected - The File Selected option saves files, which you specify, to an external hard disk drive, a removable media, or an optical disc (DVD, etc.).

Notes on using Rescue Data

- Use of the Rescue Data program does not guarantee that all data on your hard disk will be rescued. Sony is not responsible for the loss of any data.
- If you have activated the Bitlocker Drive Encryption (Bitlocker) feature, you must turn it off before using Rescue Data.
- Be sure to use the AC adapter, if applicable, to power your computer when using the Rescue Data program.
- Keep rescue file data and your recovery discs in a safe place to prevent unauthorized copying of your data.
- It is recommended to password protect your rescue files.
- You may not be able to select Blu-ray Disc™ as a location to save rescue files, depending on your computer.
- Do not disconnect an external hard disk drive or optical disc drive during the rescue process.
- You will need to install software drivers if you select a removal media such as Memory Stick media, SD memory card, or a USB flash drive as a location to save rescue files. See the manual that came with your media for more information.

- You may also have to install software drivers if you save rescue files to an external hard disk drive or optical disc drive that does not support i.LINK® or USB connections.
- You cannot use a DVD-R DL disc to save rescue files. Refer to your user guide to see which optical disc drives are supported.
- Rescue files may be split or renamed when saved, depending on the location you select.

▶ **To back up your files using Rescue Data**

- 1 Insert Recovery Disc 1 to the drive while the computer is on. Turn the power off to the computer, wait 30 seconds and turn the power back on to the computer.
- 2 The System Recovery Options window appears.
- 3 Select a keyboard layout, and then click **Next**.
- 4 Select an operating system, and then click **Next**.
- 5 Click **VAIO® Recovery Center** opens.
- 6 Click **Rescue Data**.

Follow the on-screen instructions to complete the program.

The VAIO Data Restore Tool program lets you restore files which have been rescued (backed up) using the Rescue Data program.

▶ **To restore rescue data using the VAIO Data Restore Tool**

- 1 From the Windows Start menu, click **All Programs, VAIO Data Restore Tool**, and then **VAIO Data Restore Tool**.
- 2 Follow the on-screen instructions to complete the restore process.

For additional information on how to use this tool, refer to the VAIO Data Restore **Help** file.

Note: It may be necessary to move the restored files to an original location.

VAIO® Recovery: RAID Options

Note: The following VAIO Recovery options are only available if your computer was configured for RAID at the time of assembly (Your computer was purchased “RAID Ready.”):

- Reconfigure RAID
- Intel Matrix Storage Console
- Delete a RAID Array

Intel® Matrix Storage Console.

The Intel® Matrix Storage Console provides RAID volume management within the Windows® operating system and displays SATA device and RAID volume information. RAID volume management includes creating, deleting, and migrating RAID volume arrays.

 **To access the Intel Matrix Storage Console from the Windows Start menu:**

- Click the Windows **Start** button, point to **All Programs**, **Intel Matrix Storage Manager**, and then click **Intel Matrix Storage Console** to start the program.

Follow the screen instructions, or review the available help information from the program. For additional information, go to the Intel Web site and perform a search for the Matrix Storage Console and select a topic from the search results page.

Support Resources

Documentation

VAIO® Computer User Guide

The online User Guide provides information about configuring, maintaining, and upgrading your computer. This resource offers a variety of topics allowing you to quickly view topic-specific information.

VAIO RAID Guide

The VAIO Recovery Guide provides information about the VAIO Recovery program, which includes six tools to help you manage your computer. The RAID Guide provides information about configuring and managing RAID arrays for RAID-Ready VAIO computers.

To access the online documentation

- 1 Click **Start** in the Windows® taskbar, then click **Help and Support**. The Help and Support Center provides you with a single location for all of your information and support needs.
- 2 Click **Documentation** a to view or download the online user guide.

Sony® Support

The Sony eSupport site provides a single location for information and assistance for all of your Sony products.

www.esupport.sony.com/EN/VAIO

Intel® Web site

The Intel Internet site provides a detailed overview of RAID, a description of RAID levels, and how to determine which RAID level is best for you. The site also contains links to detailed design and configuration documents and articles covering all required information to set up a RAID system. A brief tutorial is available for viewing, which demonstrates the features of various RAID levels.

www.intel.com

For additional RAID information, go to the Intel Internet site and search for “**RAID Primer**.” From the search results page, click the link titled **Intel RAID Controllers - RAID Primer - What is RAID?**

Summary

This guide explained the features of the VAIO® Recovery Center. In addition, detailed information and procedures were provided for how to use the VAIO Recovery Center tools.