SONY®

Personal Computer

**Operating Instructions –
Troubleshooting and Recovery Guide**

Please read the following information before
using your computer and keep this
document at hand for future reference.

VAIO

Important

Be sure to create recovery discs immediately after your computer is ready for use because there are no recovery discs provided with the computer. For instructions on how to create the recovery discs, see "Creating your own recovery discs (Recovery Media Kit)" on page 15.

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Introduction to this guide

This guide covers the following important areas:

Troubleshooting

This section contains solutions to problems other than those you encounter during normal operation. See "Troubleshooting" on page 8.

For problems that are not described in this section, see the Troubleshooting section on the on-screen **Hardware Guide**.
You can find more troubleshooting topics on the Sony online support web site at:

❏ http://www.sony-asia.com/support/vaio/ (English)

❏ http://scs.sony.co.kr/ (Korean)

❏ http://service.sony.com.tw/ (Traditional Chinese)

❏ http://service.sony.com.cn/vaio/ (Simplified Chinese)

Before contacting VAIO Helpdesk by telephone, try to solve the problem by reading the supplied documentation and visiting other Sony web sites.

> ✍
> You can receive follow-up services from Sony Service Centers. For more information, call one of the service contacts listed on the **Warranty Card**.
> The **Warranty Card** may be supplied with your computer or publicized on the VAIO online web site, depending on your country or region.

You can also search for more information by using **Help and Support Center**. **Help and Support Center** is a comprehensive resource for practical advice, tutorials, and demonstrations to help you learn to use your computer. Use the Search feature, Index, or table of contents to view all Windows Help resources, including those that are on the Internet.
To access **Help and Support Center**, click **Start** and **Help and Support**, or press and hold the Microsoft Windows key 🪟 and press the **F1** key.

Recovering your VAIO system

An important part of using your computer is being able to perform a recovery of the system and applications. This section explains everything you need to know about recovering your system. It is very important that you read this section before using your computer, and always before attempting to make a recovery of any kind. See "Before using your computer" on page 14.

> ❗
> Depending on the model you purchased, your computer may be equipped with solid state drives instead of hard disk drives. However, all built-in storage devices are referred to as a hard disk in this booklet.

Troubleshooting

Troubleshooting

What should I do if 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.

❑ If you are using an external display, make sure it is plugged into a power source and turned on. Make sure the brightness and contrast controls are adjusted correctly. See the manual that came with your display for more information.

❑ 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 press the power button or slide the power switch to 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. For your safety, use only the genuine Sony rechargeable battery pack* and power cord or AC adapter, which are supplied by Sony for your VAIO computer.

* Applicable to notebook computers only.

What should I do if 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.

❑ If the **Alt**+**F4** keys do not work, click **Start**, **Turn Off Computer**, and then **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 power button/switch may cause loss of unsaved data.

What should I do if my computer or software stops responding?

❑ If your computer stops responding while a software application is running, press the **Alt**+**F4** keys to close the application window.

❑ If the **Alt**+**F4** keys do not work, click **Start**, **Turn Off Computer**, and then **Turn Off**.

❑ If your computer does not turn off, press the **Ctrl**+**Alt**+**Delete** keys and select **Turn Off** from the **Shut Down** menu.

❑ If your computer still does not turn off, press and hold the power button or slide and hold the power switch until the computer turns off.

> **!**
> Turning off your computer with the **Ctrl**+**Alt**+**Delete** keys or the power button/switch may cause loss of unsaved data.

❑ 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 press the power button or slide the power switch to turn on your computer.

❑ Try reinstalling the software.

❑ Contact the software publisher or designated provider for technical support.

* Applicable to notebook computers only.

Why doesn't my computer enter Standby or Hibernate mode?

Your computer may become unstable if the operating mode is changed before the computer completely enters Standby or Hibernate mode.

To restore your computer to Normal mode

1 Close all open programs.

2 Click **Start**, **Turn Off Computer**, and then **Restart**.

3 If your computer does not restart, press the **Ctrl**+**Alt**+**Delete** keys and select **Restart** from the **Shut Down** menu.

4 If this procedure does not work, press and hold the power button or slide and hold the power switch until the computer turns off.

   !
   Turning off your computer with the **Ctrl**+**Alt**+**Delete** keys or the power button/switch may cause loss of unsaved data.

What should I do if 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 resolve this problem, turn off your computer and remove the battery pack. Then reinstall the battery pack to the computer again. For details, see the on-screen **Hardware Guide**.

❑ If the problem persists after performing the above, it means the installed battery pack is not compatible. Remove the battery pack and contact VAIO Helpdesk.

What should I do if a message appears notifying of either incompatibility or the improper installation of the battery pack and my computer then enters Hibernate mode?

❑ This problem could be due to the battery pack not being installed properly. To resolve this problem, turn off your computer and remove the battery pack. Then reinstall the battery pack to the computer again. For details, see the on-screen **Hardware Guide**.

❑ If the problem persists after performing the above, it means the installed battery pack is not compatible. Remove the battery pack and contact VAIO Helpdesk.

What should I do if my computer 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 or 15 seconds, then restart your computer and enter the correct password.

When entering the password, check that the Num lock and Caps lock indicators are unlit. If both or either of the lights is lit, press the **Num Lk** (or **Num Lock**) key or the **Caps Lock** key to turn off the indicator before entering the password.

What should I do if I cannot remember the power-on password?

If you have forgotten the power-on password, contact VAIO Helpdesk to reset it. A reset fee will be charged.

Recovering your VAIO system

Before using your computer

This section explains how to resolve problems, make a backup copy of your data, and recover your Sony VAIO® computer system with the **VAIO Recovery Utility** software and Windows features in case of computer malfunctions.

What to do first

In case of virus attacks, computer malfunctions, or accidental erasure, prepare the following in advance:

1 Create recovery discs

Be sure to create recovery discs immediately after your computer is ready for use because there are no recovery discs provided with the computer.

For instructions on how to create the recovery discs, see "Creating your own recovery discs (Recovery Media Kit)" on page 15.

2 Make a backup copy of your data

Recovering your computer system will delete all the data previously stored on a hard disk. Be sure to make a backup copy of your data before recovering the computer system.

Make sure you make a backup copy of your data by copying it to optical discs or external storage devices such as hard disk drives.

Creating your own recovery discs (Recovery Media Kit)

Recovery discs enable you to recover your computer system to its original state. You can create the recovery discs with the **VAIO Recovery Utility** software.

Recover the computer system in the following cases:

❑ Your computer has been infected with a computer virus.

❑ Your computer has been unstable.

❑ Your computer system is experiencing problems which cannot be solved through troubleshooting.

❑ You have formatted the C drive on your computer by mistake.

Although you can recover your computer system from the recovery partition, you may need recovery discs, depending on your computer state.

!

Recovery discs are compatible only with the computer in which the discs are created. You cannot use the recovery discs for your computer with any other computer.

You may not be able to recover your computer system from the recovery partition in the following cases due to modifications of the recovery partition.

❑ You have used software to modify the recovery partition.

❑ You have installed an operating system different from the preinstalled operating system on your computer.

❑ You have formatted your hard disk without using the **VAIO Recovery Utility** software.

In these cases, recover your computer system with the recovery discs. If you have not yet created them, you need to purchase them or repair the computer at your expense.

To create recovery discs

1 Make sure you have one of the following blank media ready beforehand: DVD-R, DVD-R DL, DVD+R, or DVD+R DL discs.

!
Your optical disc drive may not support all of the above media. See the on-screen **Hardware Guide** to find out which types of media your optical disc drive supports.

You cannot use Blu-ray Disc™ media, DVD-RAM, DVD-RW, DVD+RW, CD-R, and CD-RW discs to create recovery discs.

Do not touch or soil the surface of the disc. Fingerprints and dust on the surface may cause read/write errors.

✍
It is recommended that you download and install the latest updates on your computer using **VAIO Update** before creating recovery discs.
To download and install the updates on the computer, it must be connected to the Internet. For information on how to connect the computer to the Internet, see the on-screen **Hardware Guide**.

2 If your computer is not equipped with a built-in optical disc drive, connect an external optical disc drive (not supplied).

3 Click **Start,** point to **All Programs** and **VAIO Recovery Tool**, and then click **VAIO Recovery Utility**.

4 Select **Create Recovery Media Kit** and click **OK**.

5 Follow the on-screen instructions.

✍
You can confirm the number of necessary discs and types of media you can use for recovery disc creation in the disc confirmation window.

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It may take time to display the current status of the procedure.

Do not press the drive eject button while creating a recovery disc, as doing so may result in a failure of the process.

After creating the recovery discs, follow the on-screen instructions to write down the names of the discs on the disc labels. Use only soft-tipped pens with oil-based ink such as a felt pen. Hard-tipped pens may cause damage to the surface of the disc.

Finding out what to do in case of computer malfunctions

This section describes how to get your computer back to normal before recovering your computer system in case of computer malfunctions.

If your computer does not work properly

Your computer may become unstable or slow in the following cases:

❑   Your computer has been infected with a computer virus.

❑   You have changed the Windows settings.

❑   You have installed software or a software driver which is not compatible with your computer.

You may need to apply different procedures to get your computer back to normal, depending on whether Windows starts or not. If you can start Windows, follow the steps below.

1   Create your recovery discs if you have not yet created them (see page 15).

2   Make backup copies of your valuable files.

3   Uninstall software or software drivers which are not compatible with your computer if you have installed such software or software drivers, or restore the preinstalled software or software drivers to the originally factory condition.

4   If your computer still does not work properly, recover the computer system. See "Recovering your VAIO system when you can start Windows" on page 20.

Recovering your computer system will delete all the data previously stored on the hard disk.

It is recommended that you update your computer after the system recovery using **VAIO Update**.

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Recovering your VAIO system

This section describes how to recover your computer system.

Before starting the recovery process

What is a system recovery?

A system recovery is to restore your computer to its factory state. Perform a system recovery in the following cases:

❑ Your computer has been infected with a computer virus.

❑ Your computer has been unstable.

❑ Your computer system is experiencing problems which cannot be solved through troubleshooting.

❑ You have formatted the C drive on your computer by mistake.

You can recover your computer system from the hard disk (recovery partition) or recovery discs.

What is a recovery partition?

A recovery partition contains data for a system recovery and an application recovery on the hard disk. Normally, you cannot modify or delete the data on this partition. You can, however, modify or delete the data with commercially available software applications designed to modify partition information. The data modification or deletion may disable a system recovery.

> **!**
>
> Recovering your computer system can restore the preinstalled software only (except certain software). It cannot restore software applications that were installed on your own or the data you created after purchase.
>
> Recovering your computer system cannot restore only the Windows operating system.
>
> Certain preinstalled software applications include options to uninstall or install them. The software applications installed or uninstalled by using such options may not work properly on your computer.
>
> Installing a software application to modify partition sizes may disable a system recovery or recovery disc creation. Be sure to create recovery discs immediately after the computer is ready for use. See "Creating your own recovery discs (Recovery Media Kit)" on page 15.
>
> It may take several hours to complete the recovery process.

About the recovery options

There are three recovery options you can select.
Normally, we recommend that you perform the **C Drive Recovery (Recommended)** procedure.

❑ **C Drive Recovery (Recommended)**
All the current data on your C drive will be deleted and the C drive will be restored to its original factory state.
The data on the recovery partition and the partition you have created will not be deleted.

❑ **C and D Drive Recovery (Change Partition Sizes)**
All the current partition and data on your computer will be deleted and the sizes of the C drive and D drive will be reconfigured.

❑ **Complete Recovery (Restore Recovery Partition)**
All the current data on your computer will be deleted and all the partition including the recovery partition will be restored to its original factory state. Select this recovery option when you want to change the partition sizes or when you are not able to restore the C drive.

Before starting the recovery process

❑ Recovering your computer system will delete all the data on the hard disk. Make sure you have the backup copy of your valuable data.

❑ On models with a fingerprint sensor, recovering your computer system will delete all the fingerprint templates on the hard disk. See the specifications to see whether your model is equipped with a fingerprint sensor.

❑ Disconnect all peripherals from the computer except the power cord or the AC adapter before recovering your computer system.

❑ Recovering your computer system restores all the settings to the factory default settings.

❑ Make sure that you perform both a system recovery and an application recovery. Your computer may become unstable without performing the application recovery.

❑ If you have set the password to protect your data, you may not start the recovery process without entering the password. Be sure to write down the password not to forget the password.
If you have forgotten the password and cannot start the recovery process, contact VAIO Helpdesk to reset it. A reset fee will be charged.

Recovering your VAIO system when you can start Windows

You can recover your computer system from the recovery partition on your hard disk. if you can start Windows. There are two options to recover the computer system: to restore the C drive or to restore your entire computer system. If you cannot start Windows, see "Recovering your VAIO system when you cannot start Windows" on page 21.

!

Be sure to remove an optical disc from the optical disc drive before following the steps below.

To restore the C drive

1 Click **Start**, point to **All Programs** and **VAIO Recovery Tool**, and then click **VAIO Recovery Utility**.
The main menu appears.

2 Select **Recover your Computer** and click **OK**.

3 Read the backup note and click **Yes** if you have already performed a backup of your data.
The **Recovery Wizard** window appears.

4 Click **Next**, then read and accept the end user license agreement.
The **Recovery Menu** window appears.

5 Select **C Drive Recovery (Recommended)** and click **Next**.

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If you have changed partition sizes and created another partition other than the C drive on your hard disk, the data on the partition will remain unchanged even after recovering your computer system.
For instructions on how to create a hard disk partition, see "Creating a hard disk partition" on page 22.

If you select **C and D Drive Recovery (Change Partition Sizes),** see "Creating a hard disk partition" on page 22.

If you select **Complete Recovery**, the current working partitions are deleted and the hard disk is reset to its original factory state.

6 Follow the on-screen instructions.
You can still choose to abort at this time.

After completing the recovery process, restore your data from the backup copy you have made.

Recovering your VAIO system when you cannot start Windows

If Windows does not start, you can select from the following two options:

❑ Recover your computer system from the recovery partition.
You can recover your computer system faster than recovering it using recovery discs, because the recovery partition on the hard disk is used.

❑ Recover your computer system using recovery discs.
You can recover your computer system using recovery discs when you have damaged or erased the recovery partition data. However, it takes more time than recovering it from the recovery partition.

To recover your computer system from recovery partition

   1 Turn on your computer.

   2 Press the **F2** key when the VAIO logo appears.
The BIOS setup screen appears. If not, restart the computer and press the **F2** key several times when the VAIO logo appears.

   3 Press the ← or → key to select **Exit**, select **Get Default Values**, and then press the **Enter** key.
At the confirmation prompt, select **Yes** and press the **Enter** key.

   4 Select **Exit Setup** and press the **Enter** key.
At the confirmation prompt, select **Yes** and press the **Enter** key.

   5 Press the **F10** key when the VAIO logo appears.
The **Recovery Wizard** window appears.

   6 Follow step 4 to 6 in "Recovering your VAIO system when you can start Windows" on page 20.

To recover your computer system using recovery discs

   1 If your computer is not equipped with a built-in optical disc drive, connect an external optical disc drive (not supplied).

   2 Follow step 1 to 3 in "To recover your computer system from recovery partition" above.

   3 Insert the recovery disc into the optical disc drive.

   4 Select **Exit Setup** and press the **Enter** key.
At the confirmation prompt, select **Yes** and press the **Enter** key.

   5 Press the **F10** key when the VAIO logo appears. If using an external optical disc drive (not supplied), press the **F11** key instead.
The **Recovery Wizard** window appears.

   6 Follow step 4 to 6 in "Recovering your VAIO system when you can start Windows" on page 20.

Changing the partition sizes

This section describes how to change the partition sizes.

About hard disk partitioning

Hard disk partitioning is to divide a hard disk into multiple partitions. It allows you to organize your data or software on each hard disk partition more effectively.

The computer has a partition (C drive) only with the default settings. You can repartition the hard disk into two partitions: C drive and D drive, and use the D drive as a location to back up your data. For information on how to create a partition, see "Creating a hard disk partition" described below.

Creating a hard disk partition

The steps described here take as an example the hard disk partitioning to change the size of the C drive and create another partition.

> **!**
>
> If you reduce the volume of the C drive partition, you may not create recovery discs or complete the recovery process successfully because the free space on the hard disk is not enough.
>
> You need to recover your computer system if you create a partition with recovery discs. Recovering your computer system will delete all the data previously stored on the hard disk.
>
> If you want to create a partition using the recovery discs on models without a built-in optical disc drive, you need to connect an external optical disc drive (not supplied).

To create a partition

1 Follow step 1 to 4 in "To restore the C drive" on page 20.

2 Select the button next to **C and D Drive Recovery (Change Partition Sizes)** and click **Next**.

3 Select your desired configuration for hard disk drives from the drop-down list and click **Next**.

> ✍
>
> Selecting **Customized drive size** allows you to specify a desired drive size within the predetermined range.

4 Read the on-screen instructions carefully, and then click **Start** to begin the process.

5 Follow the on-screen instructions.

Deleting the recovery partition

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Be sure to create the recovery discs if you have not yet created them.
For instructions on how to create the recovery discs, "To create recovery discs" on page 16.

You cannot recover your computer system from the hard disk if you delete the recovery partition. To recover the system in such a case, use the recovery discs and perform **Complete Recovery (Restore Recovery Partition)** to restore the recovery partition beforehand.

Performing **Delete the Recovery Partition** will delete all the data on the hard disk. Make sure you have the backup copy of your valuable data.

If you want to delete the recovery partition on models without a built-in optical disc drive, you need to connect an external optical disc drive (not supplied).

1 Follow step 1 to 4 in "To recover your computer system using recovery discs" on page 21.

2 Select **C and D Drive Recovery (Change Partition Sizes)** and click **Next.**

3 Select **Delete the Recovery Partition** and click **Next**.

4 Click **Yes** to confirm.
The partition menu window appears.

5 Read the on-screen instructions carefully, and then click **Next**.

6 Click **Yes** to confirm.

7 Follow the on-screen instructions.