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How To Avoid Fatal Errors When Performing Selective Restores on USB-Enabled Sony PCs

If you have installed the Microsoft USB Supplement from the Recovery CD, you should follow a special procedure when performing a Selective Restore of the WINDOWS directory and/or subdirectories. If you fail to follow this restore procedure, your computer will lock up on reboot. It will require a special recovery procedure to return Windows 95 into working order.

(If you have already performed a restore of the Windows directories with a USB-enabled computer, and your system has crashed, see web document "How can I fix Windows 95 after performing a restore of the Windows directories with the Microsoft USB Supplement installed?")

To check if your computer has the Microsoft USB Supplement installed, follow these steps:

1. Open the Control Panel.
2. Double-click on the Add/Remove Programs icon.
3. Scroll down the installed program list to see if there is a listing for "USB Supplement to OSR2."
4. If this listing is NOT present, this issue does not affect your computer.
If the listing IS present, you should follow the steps below if you choose to perform a selective restore of the C:\WINDOWS*. * directories.

How to perform a Selective Recovery with Microsoft USB Supplement installed:

In order to perform the Selective Restore, you must first uninstall the Microsoft USB Supplement, reboot to BIOS Setup to disable the USB interface, then boot to Windows to complete the uninstall. After that, proceed normally with the selective restore process. Upon completing the restore, go back and reinstall the Microsoft USB Supplement.

The steps are:

1. While computer is running in Windows 95, insert the Recovery CD into the CD-ROM drive.
2. Go to Control Panel and select Add/Remove Programs.
3. Select "USB Supplement to OSR2" and click Remove.
4. Answer Yes to the System Settings Change dialog box and reboot.
5. During bootup, press F3 to enter Boot Screen.
6. Press F1 to run Setup.
7. Select Advanced tab and then Peripherals.
8. Select USB Interface and press <enter>.
9. Select Disable and press <enter>.
10. Press the ESC key twice and press <enter>.
11. Select Yes at the Setup Configuration dialog box to save configuration changes and exit.
12. Upon booting to the Recovery CD, perform the desired Selective Restore of the C:\WINDOWS directory and/or subdirectories.
13. After the Selective Recovery is complete, remove the Recovery CD and reboot.
14. The system will reboot into a Windows 95 screen.

To reinstall the Microsoft USB Supplement:

1. Reboot the computer.
2. During bootup, press F3 to enter Boot Screen.
3. Press F1 to run Setup.
4. Select Advanced tab and then Peripherals.
5. Select USB Interface and press <enter>.
6. Select Enable and press <enter>.
7. Press the ESC key twice and press <enter>.
8. Select Yes at the Setup Configuration dialog box to save configuration changes and exit now.
9. Boot into Windows 95.
10. Insert the Recovery CD in CD-ROM drive.
11. In Windows Explorer, open the USB folder in the G: drive.
12. Double-click on the INSTALL file.
13. Click on OK at the Install dialog box.
14. Click on Yes at the Microsoft USB Supplement dialog box.
15. Answer Yes at the Microsoft USB Supplement license dialog box.
16. Wait for the system to run ScanDisk on your hard drive and extract and copy the USB files to your system.
17. The Microsoft USB Supplement dialog box will open, prompting you to restart the computer. Before proceeding, eject the CD-ROM from the G: drive and Click OK at the "Eject Request to Drive in Use" dialog box.
18. Click on "OK" at the Microsoft USB Supplement dialog box to restart your computer.