

## **How To Restore The System To The Original Configuration By Performing A Full System Recovery (With Or Without Format)? PCV 100 120**

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This solution is broken down into the following sections.

**Section I.      IMPORTANT NOTES**

**Section II.     FULL FORMAT AND RECOVERY FOR PCV 100 120**

**Section III.    RECOVERY WITHOUT FORMAT FOR PCV 100 120**

It is highly recommended to read Section I. IMPORTANT NOTES before proceeding with a recovery.

**Section I. IMPORTANT NOTES / PLEASE READ CAREFULLY BEFORE PROCEEDING.**

1. *CERTIFICATE NOTE: BEFORE performing a Full Restore, Windows restore, or Registry restore, please verify that you have the Certificate of Authenticity available. There will be a prompt for this certificate number after the restore is complete and the computer is restarted.*

2. *RECOVERY CD NOTE: Always be sure to use the Recovery CD designed for your model computer (e.g. DO NOT use a PCV 90 Recovery CD on a PCG 707).*

3. *DATA LOSS NOTE: It is your responsibility to copy data and non-bundled software to other media to save any work or information. This must be done PRIOR to the following procedures due to the risk of data loss. Formatting the Hard disk drive WILL REMOVE such data and non-bundled software.*

4. *REPLACED HARD DRIVE NOTE: If the original hard drive has been replaced with a larger drive, the drive must be partitioned and formatted in order to use the Recovery CD.*

**!!!WARNING: THIS PROCEDURE WILL REMOVE ALL DATA FROM THE HARD DRIVE.**

*Please follow this procedure to partition and format the drive:*

- A. Insert the System Recovery CD into the CDROM drive.*
- B. Click Start and click Shutdown.*
- C. Select Restart the computer and click Yes.*
- D. Press C to cancel the Welcome screen.*
- E. Type FDISK and press ENTER.*
- F. Press Y to enable large disk support.*

G. Press 3 to delete logical DOS drives in the extended DOS partition and press ENTER.

H. Extended DOS partitions (if any) must be deleted first. Press 2 to delete the Extended DOS partition and press ENTER.

I. Enter the Volume Label and press ENTER.

NOTE: If the Volume Label is blank, then no entry is needed.

J. Press Y to proceed and ENTER.

K. Press ESC to return to the previous screen.

L. Press 3 to delete the partition or Logical DOS drive and press ENTER.

M. Press 1 to delete the Primary DOS drive and press ENTER.

N. Press ENTER again.

O. Enter the Volume Label and press ENTER.

NOTE: If the Volume Label is blank, then no entry is needed.

P. Press Y and press ENTER.

Q. Press ESC to return to the previous screen.

R. Press ESC to exit FDISK.

S. Turn off the computer. Wait 10 seconds and turn on the computer.

T. Click OK when the error message appears there are no DOS partitions found.

U. Type FDISK and press ENTER.

V. Press Y to enable large disk support.

W. Press 1 to create a DOS partition or Logical DOS drive and press ENTER.

X. Press 1 to create a Primary DOS Partition and press ENTER.

Y. Press ESC to return to the previous screen.

Z. If additional partitions are necessary, go to step AA., otherwise skip to step EE.

AA. Press 1 to create a DOS partition or Logical DOS drive and press ENTER.

BB. Press 2 to create an extended DOS Partition and press ENTER.

CC. Press ENTER.

DD. Press ESC to return to the previous screen.

EE. Press ESC to exit FDISK.

FF. At the C:\> prompt, type FDISK/MBR and press ENTER.

GG. Press and release the CTRL, ALT, and DEL keys simultaneously to restart the system.

HH. The computer will boot to an A:\> prompt.

II. To switch to the DOS directory type CD DOS and press ENTER.

JJ. Type FORMAT C: /S and press ENTER. This will format and copy system files to hard drive.

KK. After format is complete, type a Volume Label and press ENTER. It is necessary to enter a label to ensure that Windows handles long file names correctly.

5. **ADDITIONAL HARD DRIVE NOTE:** If a second (slave) hard drive has been installed, it must be temporarily disconnected to perform a restore procedure.

6. **UTILITY NOTE:** If a utility such as System Commander or Boot Manager has been installed on the system, the Master Boot Record has most likely been modified. Follow the procedure below to reset the master boot record before proceeding with a System Recovery.

- A. Click Start and click Shutdown.
- B. Select Restart to an MS-DOS prompt and click Yes.
- C. At the C:\> prompt, type FDISK/MBR and press ENTER.

7. **USB NOTE:** Remove all USB devices except for the USB keyboard delivered with the system (if applicable).

## **Section II. FULL FORMAT AND RECOVERY FOR PCV 100 120**

**!!WARNING: THIS PROCEDURE WILL REMOVE ALL ADDED DATA FROM THE HARD DRIVE. This procedure will remove all programs and files that are not part of the original software package.**

1. **IMPORTANT USB NOTE:** Before running a full format and recovery verify that the USB ports have not been enabled. If the USB ports are enabled and the format and recovery fails the system will be come nonfunctional. To prevent this from occurring, follow the procedure below to disable the USB Port.

### Disable USB Port Via BIOS Procedure:

- A. Click Start, and click Shutdown.
- B. Select Restart the Computer and click Yes.
- C. When the black Sony screen appears press the F3 and then F1 keys to enter BIOS Setup.
- D. At the Main screen, press the RIGHT ARROW key to highlight Advanced.
- E. At the Advanced screen, press the DOWN ARROW KEY to highlight Peripheral Configuration and press ENTER.
- F. Press the DOWN ARROW key to highlight USB.
- G. Press the PLUS (+) or MINUS (-) key to change the USB state to disabled.
- H. Press the ESC key.

- I. Press the ESC key again.
- J. Make sure Exit Saving Changes is highlighted and press ENTER.
- K. Select Yes and press ENTER TO Save Changes and Reboot.
- L. System will reboot and USB should be disabled.

## 2. Proceed With The Full Format And Recovery.

- A. Insert the Recovery CD into the CDROM drive.
- B. Click Start and click Shutdown.
- C. Select restart the system and press Yes.
- D. At the Welcome screen, click OK.
- E. Double-click the Complete Restore icon.
- F. Double-click the Format and restore original software icon.
- G. Click OK to continue.
- H. Press Y to proceed with the format and recovery.

## **III. RECOVERY WITHOUT FORMAT FOR PCV 100 120**

**!!WARNING: Some items, such as Internet connections, will need to be setup again. This procedure does not, however, delete any files or programs that have been added to the system.**

- 1. Insert the Recovery CD into the CDROM drive.
- 2. Click Start and click Shutdown.
- 3. Select restart the system and press Yes.
- 4. At the Welcome screen, click OK.
- 5. Double-click the Complete Restore icon.
- 6. Double-click the Recover Hard Drive Without Format icon.
- 7. Click OK to continue.
- 8. Press Y to proceed with the recovery without format.