



User's Guide
Compaq Restore Solution

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CAUTION: Text set off in this manner indicates that failure to follow directions could result in damage to equipment or loss of information.

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Compaq Restore Solution

First Edition (February 2002)

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The Compaq Restore Solution

The Compaq Restore Solution contains everything you need to fully restore all of the software that was preinstalled at the factory.

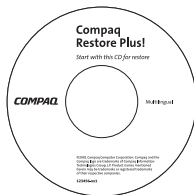
You may need to **fully restore** all of the software that was preinstalled at the factory if:

- The computer will not start from the primary hard drive
- You have just replaced the primary hard drive
- You are instructed to do so by Compaq Customer Support

Read these instructions carefully before using the Compaq Restore Solution.

What You Will Need

Compaq Restore Plus! CD



White

Used with the other CDs in the Compaq Restore Solution, the Compaq Restore Plus! CD reformats the hard drive, erasing all of the files on it, and then restores the software that was preinstalled on the computer at the factory.

Compaq Operating System CD



Red

This CD contains the operating system that was preinstalled on the computer at the factory.

**Compaq
Restore Supplemental
Software CD**



Gray


This CD or set of CDs contains copies of additional software applications that were preinstalled on the computer, depending on the model.


**Compaq
Restore Special Content CD**



Black

This CD contains copies of special software applications, such as customized screensavers, that are preinstalled only on select models of the computer.

 *Compaq Restore Supplemental Software* CDs (gray) and *Compaq Restore Special Content* CDs (black) are model-specific and are available only on select models.

 **Any additional CDs that came with the computer will also be needed to complete the restore process.**

How to Fully Restore the Computer

A full restore reformats the hard drive and restores the Compaq-provided operating system, software drivers, and certain other software applications that were preinstalled at the factory by Compaq. Depending on the operating system and the size of the hard drive, this may take 40 minutes or more. It is normal for the progress indicator or status bar to move slowly or appear to stop while copying large files.

Before You Begin


If possible, you should try to **back up** any personal data files you created and any files or software applications that were not preinstalled by Compaq (onto a network drive or onto removable media such as a diskette or compact disc).



CAUTION: Reformatting the hard drive erases all files and does not restore any personal data files or software applications not provided by Compaq. If you do not have a backup, these files cannot be restored once they have been erased.

How to Use the Compaq Restore Solution

1. Insert the *Compaq Restore Plus!* CD (white) into the primary CD-ROM, CD-RW, or DVD-ROM, or DVD-R/RW drive.
2. Restart the computer.

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3. When prompted, choose the language to be displayed by the Compaq Restore Plus! utility.
 Not all languages are available.
 4. Carefully read the information that appears on the screen. Click **Begin** when you are ready to start the restore process.
 5. When prompted, choose the name of the operating system that was preinstalled at the factory on this computer, and choose the same language and country that were originally specified. Click **Next**.




CAUTION: The operating system and language chosen must match what is on the *Compaq Operating System* CD (red) that was included in the Compaq Restore Solution, or the restore process will not work.

6. When prompted, confirm the choices you made. To make a change, click **Back** to return to the previous screen. To continue, click **Next**.
7. You will see the following reminder:

Warning: Hard Drive Data Will Be Erased

To continue, click **Next**. To exit Compaq Restore Plus! click **Exit**.

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8. When prompted, insert the *Compaq Operating System* CD (red), and click **Next**.
 9. If you are prompted to insert a *Compaq Restore Supplemental* CD (gray), either insert the CD into the drive and click **Next** to continue or click **Skip** if
 - You do not have any *Compaq Restore Supplemental* CDs.
 - You have already loaded all of the *Compaq Restore Supplemental* CDs that came with the computer.
 - You do not want to restore the files from the *Compaq Restore Supplemental* CD(s). (Advanced users only.)

 *Compaq Restore Supplemental Software* CDs (gray) and *Compaq Restore Special Content* CDs (black) are model-specific and are available only on select models.
 10. If you are prompted to insert a *Compaq Restore Special Content* CD (black), insert the CD into the drive and click **Next** to continue. Click **Skip** if you do not have a *Compaq Restore Special Content* CD or if you do not want to restore these files.
 11. When prompted, click **Begin Setup**. This will begin the installation and setup of all the files copied to the hard drive during previous steps. This step may take 20 minutes or more.

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12. When prompted, restart the computer. When the restore process is completed, the Windows Welcome screen will be displayed.
 13. Install software provided on any additional CDs that came with the computer. **Some of these CDs are required for proper functioning of hardware such as graphics cards, audio cards, and CD-RW drives.**

After Completing a Full Restore

After completing a full restore, you may want to do the following:

- Install software drivers for hardware options you installed after the computer was first set up.
- Install software applications that did not come with the computer.
- Restore your personal data files from backups.
- Check for the latest driver and software updates for this computer.
 - For Home & Small Office Products, visit <http://www.compaq.com/consumersupport>
 - For Corporate Access Products, visit <http://www.compaq.com/support>

Or, outside the United States, find support on the local Compaq Web site.

