

System Recovery

系统复原

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This document describes the recovery of your PC using System Recovery discs sent to you by HP Technical Support. Perform a System Recovery when your hard disk drive is not responding, corrupted, or blank.

System Recovery discs are distributed on one or more numbered CDs or DVDs (for example, disc 1, disc 2) and in some cases, a Supplemental Recovery disc. The System Recovery discs are licensed for use only with your specific model of PC.

Planning the System Recovery

Depending on the recovery option you select, the procedure can take up to 5 hours to complete. You can reduce the amount of time a recovery takes by removing user accounts and removing files from the My Documents folder (by creating a backup disc).

The System Recovery program offers two recovery options:

- **Standard Recovery** — This option recovers factory-shipped programs, drivers, and the operating system without affecting any data files that you may have created since purchasing your PC. Some data files may be difficult to find after the System Recovery, so it is best to back up all personal data files before performing a System Recovery.

NOTE: If you perform a Standard Recovery, you may not be prompted to use all the discs you received.

NOTE: If you have manually deleted the *recovery image* from your hard disk drive, the Standard Recovery option will not work.

- **Full System Recovery** — This option completely erases and reformats your hard disk drive. It also deletes any data files that you created after purchasing the PC. The Full System Recovery reinstalls the operating system, programs, and drivers from the recovery discs. However, you must reinstall any software that was not installed on the PC at the factory. This includes software that came on CDs included in the PC accessory box and software programs you installed since your purchase.

Additionally, the Full System Recovery option creates a *recovery image* on your hard disk drive. This recovery image contains a copy of the files distributed on the recovery discs that you can use if you need to recover again in the future. This recovery image uses a portion of the hard disk drive that cannot be used for data storage.

Continue to the next section to begin the recovery procedure.

Using the System Recovery Program

- 1 If your PC works, you can back up all data files that you want to save onto removable media (for example, a CD or DVD).
- 2 Insert the System Recovery disc 1 into the appropriate CD or DVD drive.
- 3 Turn the PC off:
 - If the PC works: Click **Start** on the taskbar, click **Turn Off Computer**, and then click **Turn Off**.
 - Or
 - If the PC is not responding: Press and hold the On button for approximately 5 seconds until the PC turns off.
- 4 Disconnect all devices that are connected to the PC except the monitor, the keyboard, and the mouse.
- 5 Disconnect or remove all external drives, and remove the HP Personal Media Drive (select models only).
- 6 Press the power (On) button to start the PC.

The PC starts the recovery from the first disc, and prompts you to select Standard Recovery, Full System Recovery, or quit the recovery program.

- 7 Press R to start a Standard Recovery, or F to select the Full System Recovery.

NOTE: If you have manually deleted the recovery image from your hard disk drive, the Standard Recovery option cannot be used.

- If you pressed R, click **Next** to continue with the standard recovery.

Or

- If you pressed F, press Y to confirm that you want to start the Full System Recovery. When the Welcome screen appears, click **OK** to continue.

When the recovery program finishes with the disc, the drive tray ejects.

- 8 Remove the disc and, if you received more than one recovery disc, insert the next disc in the same tray, close it, and then click **OK**.

NOTE: If you have a PC with two drive trays, they may both open. Close them both before clicking **OK**.

- 9 Repeat the previous step for each numbered recovery disc you received.
- 10 After the last numbered disc is ejected, remove it, and click **Restart** to restart your PC.

NOTE: If the message "Please Insert Login Advanced Installation Disc Number 1 and Restart" is displayed at the end of a Full System Recovery, remove the recovery disc from the drive tray, and restart the PC. You do not need to insert the referenced disc.

After your PC restarts, a series of Windows® startup screens appear.

- If your PC supports multiple languages, you are prompted for a build ID (this ID number is included with the recovery discs). Type the build ID number exactly as it appears, and then click **OK**.
If you are prompted to insert the Supplemental Recovery disc, continue with step b.
If you are not prompted to insert the Supplemental Recovery disc, skip to step 11.

- b Insert the Supplemental Recovery disc in the same drive you have been using, close the tray, and click **OK**.

Your PC automatically restarts a number of times before displaying the *Recovery Complete* message.

- 11 Click **OK** to turn your PC off.

Continue the recovery by completing the procedure described in the next section.

Performing the Post-recovery Procedure

- 1 Restart your PC, and when the Windows welcome screen appears, click **Next**.
- 2 Answer the questions in the Windows setup screens, and click **Finish** in the last screen to display the Windows desktop.
- 3 Turn your PC off, reconnect all devices that were originally connected to your PC, and restart your PC.
- 4 Reinstall software that originally came in the box with your PC and any additional software you may have purchased.
Some of the software shipped in the box may already be installed by the recovery program.
- 5 If you performed a backup before the recovery, copy the data files you saved from the backup media to your hard disk drive.
- 6 Complete the initial configuration of your PC as described in the documentation provided with your PC.
- 7 After configuring your Internet connection, connect to the Internet and use Windows Update to obtain all the critical updates for Windows. This helps to protect your PC from viruses and spyware.
- 8 Open the virus-scanning software that came with the PC, and use the Update feature to download all available updates for the antivirus software.
- 9 If your PC came with spyware detection and removal software (select models only), use its Update feature to download all available updates.

NOTE: If you have questions about the System Recovery procedure, please contact HP Technical Support; see your support documentation included with the PC documentation.

系统复原

本文档介绍如何使用“HP 技术支持”提供的“系统复原”光盘复原您的电脑。如果您的硬盘不响应、受损或空白，则需执行“系统复原”。

“系统复原”光盘以单张或多张 CD/DVD 的形式分发，其中光盘都带有编号（例如：光盘 1、光盘 2），有时也采用“补充复原”光盘的形式。“系统复原”光盘仅授权用于您特定型号的电脑。

系统复原准备

完成复原过程最长可达 5 个小时，具体取决于您选择的复原选项。您可以从“我的文档”文件夹中删除用户帐户和文件（为其创建备份光盘），从而减少复原过程所需的时间。

“系统复原”程序提供了两种复原方式：

- 标准复原** — 此选项用于复原出厂预装的程序、驱动程序和操作系统，而不会影响到您在购买电脑之后所创建的所有数据文件。由于“系统复原”后部分数据文件将很难再找到，所以在执行“系统复原”之前您最好先备份硬盘中的所有个人文件。

注：如果执行“标准复原”，某些复原光盘是用不到的，按提示插入所需的光盘即可。

注：如果您已手动删除了硬盘中的复原映像，则无法使用“标准复原”选项。

- 完整系统复原** — 此选项将彻底删除硬盘上的内容，并重新格式化硬盘。也将删除您在购买电脑之后创建的所有数据文件。“完整系统复原”将从复原光盘重新安装操作系统、各种程序及驱动程序。不过您必须重新安装电脑出厂时未预装的所有软件。其中包括电脑包装箱中附带的 CD 软件，以及您在购买电脑之后自行安装的软件程序。

另外，“完整系统复原”选项将在您的硬盘上创建复原映像。此复原映像中包含有在复原光盘上分发的文件的副本，您可以在日后需要再次复原时使用。此复原映像将占用硬盘的一部分空间，这部分空间无法再用于数据存储。

以下部分介绍复原过程。

使用“系统复原”程序

1 如果电脑尚可运行，请将希望保存的所有数据文件备份至可移动媒体（例如 CD 或 DVD）。

2 将“系统复原”光盘 1 插入相应的 CD 或 DVD 光驱。

3 关闭电脑：

- 如果电脑尚可运行：单击任务栏上的“开始”，单击“**关闭计算机**”，然后单击“**关机**”。

或者

- 如果电脑无响应：按住“主机开关”按钮大约 5 秒，直到电脑关闭。

4 断开除显示器、键盘和鼠标之外的所有与电脑连接着的设备。

5 断开所有外部驱动器的连接或将其拆除，并拆除 HP Personal Media Drive（仅适用于部分型号）。

6 按下电源开关按钮，启动电脑。

电脑将从第一张光盘开始复原，并提示您选择“标准复原”、“完整系统复原”或退出复原程序。

7 请按 **[R]** 启动“标准复原”，或者按 **[F]** 启动“完整系统复原”。

注：如果您已手动删除了硬盘中的复原映像，则无法使用“标准复原”选项。

- 如果按 **[R]**，请单击“**下一步**”以执行“标准复原”。

或者

- 如果按 **[F]**，请按 **[Y]** 以确认您希望执行“完整系统复原”。“欢迎”屏幕出现时，单击“**确定**”按钮继续。

复原程序使用完光盘后，会弹出光驱托盘。

8 取出光盘（如果您有多张复原光盘，请在同一托盘中插入下一张光盘并关闭托盘），然后单击“**确定**”按钮。

注：如果您的电脑有两个光驱托盘，它们可能同时打开。单击“确定”之前，请将它们都关闭。

9 对每张带有编号的复原光盘重复上述步骤。

10 待弹出最后一张带有编号的复原光盘时，将其取出，然后单击“**重新启动**”按钮以重新启动您的电脑。

注：如果“完整系统复原”结束时显示“**Please Insert Login Advanced Installation Disc Number 1 and Restart**（请插入登录高级安装光盘 1，然后重新启动电脑）”的消息，请从光驱托盘中取出复原光盘，然后重新启动电脑。您不必插入显示消息中提及的光盘。

电脑重新启动后，将显示一系列 Windows® 启动屏幕。

a 如果您的电脑支持多语言，将提示您输入 Build ID（可在复原光盘上找到）。准确键入 Build ID 号码，检查无误后单击“**确定**”。

如果提示插入“补充复原”光盘，请转至步骤 **b** 继续。

如果未提示插入“补充复原”光盘，请转至步骤 **11** 继续。

b 将“补充复原”光盘插入您一直在使用光驱，关闭托盘，然后单击“**确定**”。

在显示“复原已完成”的消息之前，电脑将自动重新启动数次。

11 请单击“**确定**”，关闭电脑。

继续下面介绍的步骤，以完成整个复原过程。

复原之后的步骤

1 重新启动电脑，出现 Windows 欢迎屏幕时，请单击“**下一步**”。

2 回答 Windows 设置屏幕的问题，在最后的屏幕中单击“**完成**”以显示 Windows 桌面。

3 关闭电脑，重新连接原先连接在电脑上的设备，然后重新启动电脑。

4 重新安装随机附件盒中所有的软件和其他您所购买的软件。

复原程序可能已经为您安装了一部分随机附送的软件。

5 如果您在复原之前进行了备份，请将您保存的数据文件从备份媒体复制到您的硬盘。

6 按照电脑附带文档的描述完成电脑的初始配置。

7 完成 Internet 连接的配置后连接到 Internet，然后使用“Windows Update”获得适用于 Windows 的重要更新。这有助于保护您的电脑免受病毒和监听软件的侵袭。

8 打开电脑自带的病毒扫描软件，使用“更新”功能下载所有适用于防病毒软件的可用更新。

9 如果您的电脑附带有用于检测和删除监听软件的软件（仅适用于部分机型），请使用其“更新”功能下载所有可用的更新。

注：如果您对“系统复原”过程有任何疑问，请联络 HP 技术支持人员；并请参阅随机附带的支持文档。
