



**BLACKBIRD 002**

////////////////////// GAMING SYSTEM

System Recovery

Should your system fail or become corrupted, you have options. You might be able to recover your system from the recovery partition on the hard disk drive, from a recovery disc you made before the system failed, or from the Microsoft® Windows Vista® operating system (OS) disc included with your computer.

Recovery methods are described here, after the instructions for making your own recovery disc.

## Making a system recovery disc

One of the first things you should do when you purchase a new computer is make a system recovery disc. This disc can be used in the event of a system crash where your system stops working altogether, or if your system becomes corrupted. If this happens, and you do not have a recovery disc, it may be impossible to recover your system.

With this procedure, you create a disc from the recovery image on your hard disk drive. This image contains the operating system and software files originally installed on your computer at the factory.

### Creating the recovery file

First you create a recovery file that you record, or *burn*, to a disc.

- 1 Click the **Windows Start Button**® , and then click **All Programs**.
- 2 Click **HP Tools and Support**, and then click **Create Recovery DVD**.

A window opens, showing a progress bar. The creation process can take up to 15 minutes.

An .iso file, VDRS.iso, is created on your desktop.

### Recording the recovery file to disc—method one

There are two methods for writing the VDRS.iso file to disc. This first method takes a little longer, but it allows for write verification, so you are assured your disc works and the data is verified.

- 1 Click the **Windows Start Button**, and then click **All Programs**.
- 2 Click **CyberLink Power2Go**, and then click **Power2Go**.

- 3 In the **Disc Type** field, select **DVD**, and then click **OK**.

The Power2Go window opens.

- 4 In the **Select Source** field, find and select the VDRS.iso file.

- 5 In the main menu at the top of the window, select **Burning**, and then click **Burn Disc Image**.

A Burn Disc Image window opens.

- 6 In the **From** field, browse to and select the VDRS file, and then click **Open**.

- 7 Place a check mark in the **Verify recorded data** check box, and then click **Burn**.

- 8 When prompted, insert a DVD in the disc drive.

A window opens, showing burning and verification progress.

- 9 When the message *Burn disc image: Completed Successfully* appears, click **OK**.

The DVD ejects automatically. With a permanent pen, mark it clearly as your system recovery disc, and place it in a secure storage place.

### Recording the recovery file to disc—method two

This method is a little faster, but it does not allow for write verification.

- 1 Double-click the VDRS.iso file.  
A disc recording window opens.
- 2 In the **From** field, select the desktop VDRS.iso file. Click **Open**, and then click **Burn**.
- 3 Insert a writable DVD into the disc drive when you are prompted.  
A window opens, showing burning progress.
- 4 In the window indicating a successful burn, click **OK**.

The DVD ejects automatically. With a permanent pen, mark it clearly as your system recovery disc, and place it in a secure storage place.



**CAUTION: All data on the hard disk drive will be deleted in the next procedures. You will lose data if it is not backed up.**

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## System recovery

After you try restarting your computer, and reinstalling problem software, you can run system recovery as a last resort to reinstall the factory-installed operating system, software programs, and hardware drivers.

The system recovery process completely erases and reformats the hard disk drive, deleting all data files you created since purchase. It then reinstalls the operating system, programs, and drivers.

You must reinstall any software that was not installed on the computer at the factory. This includes software that came on CDs included in the computer accessory box, and software programs you installed after purchase.

### Which recovery option to choose?

Attempt a system recovery in the following order:

- 1 Through the Windows Vista Start menu
- 2 By pressing the space bar on the keyboard during startup (if you cannot get to the desktop)
- 3 From the system recovery disc you made
- 4 From the Windows OS disc included with your computer

### Recovery from the recovery partition on your hard disk drive

Choose one of the following procedures to reinstall the operating system and software from the recovery image on your hard disk drive:

- Recovery from the Windows Start Menu—if you can see your desktop
- Recovery if you cannot get to the desktop

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**NOTE:** System recovery deletes all data and programs you created or installed after purchase. Ensure you have backed up, to a removable disc or external hard disk, any data you want to keep.

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## Recovery from the Windows Start Menu

If the computer is working, and Windows Vista is responding, follow these steps to perform a system recovery.

- 1 Turn off the computer.
- 2 Disconnect all peripheral devices from the computer, except monitor, keyboard, and mouse.
- 3 Turn on the computer.
- 4 Click the **Windows Start Button, All Programs, HP Tools and Support**, and then click **Boot to Recovery**.
- 5 Follow the onscreen prompts.  
If the system does not automatically restart, restart it when prompted.  
A window opens, showing file loading progress.
- 6 In the registration window, type your product key number (found on the Certificate of Authenticity sticker on your computer), and then click **Next**.  
A window opens, asking where you want to install Windows.
- 7 If it is not already highlighted, select **System Drive**.
- 8 Click **Drive Options** in the lower-right area of the window.



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- 9 Ensure System Drive is highlighted and the Recovery partition is not, and then click **Delete**.  
A window opens asking whether you are sure you want to delete.
- 10 Click **OK**.  
Note the partition you deleted now shows *Unallocated Space*.
- 11 Click **Next**.  
A window opens, showing installation progress.
- 12 Wait while the computer prepares the desktop.
- 13 Proceed to the “Post-recovery procedure” on page 7.

## Recovery if you cannot get to the desktop

If Windows Vista is not responding, but the computer is working, complete the following steps to perform a system recovery.

- 1 Turn off the computer. If necessary, press and hold the On button on the computer until the computer turns off.
- 2 Disconnect all peripheral devices from the computer, except the monitor, keyboard, and mouse.
- 3 Press the On button to turn on the computer.
- 4 When the HP logo screen appears, press the space bar on the keyboard repeatedly, and continue to do so until the Boot Manager window opens.

By default, Microsoft Windows Vista is highlighted as the source from which the computer should start (boot).

- 5 Use the up arrow and down arrow keys on the keyboard to select **Recovery Partition** (it should now be highlighted), and then press Enter on the keyboard.

A window opens, showing file download progress.

- 6 In the registration window, type your product key number (found on the Certificate of Authenticity sticker on your computer), and then click **Next**.

A window opens, asking where you want to install Windows.

- 7 If it is not already highlighted, select **System Drive** by using the up arrow and down arrow keys. Ensure the partition associated with Recovery is not selected.
- 8 Click **Drive Options** in the lower-right area of the window.



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- 9 Ensure System Drive is still highlighted and the Recovery partition is not, and then click **Delete**.

A window opens, asking whether you are sure you want to delete.

- 10 Click **OK**.

Note the partition you deleted now shows *Unallocated Space*.

- 11 Click **Next**.

A window opens, showing installation progress.

- 12 Wait while the computer prepares the desktop.

- 13 Proceed to the "Post-recovery procedure" on page 7.

## Recovery from the recovery disc

This section describes how to perform a system recovery from the system recovery disc you made.

- 1 Insert the recovery disc you made in the disc drive.
- 2 Shut down the computer. If you do not have access to the desktop, press and hold the On button on the computer to shut down.
- 3 Press the On button to turn on the computer.
- 4 When the HP logo screen appears, press the Delete key on the keyboard repeatedly, until the logo screen disappears.

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**NOTE:** Some operations may be slightly different depending on your motherboard.

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- 5 From the main menu at the top of the window, use the left arrow and right arrow keys on your keyboard to select **Boot**.
- 6 Use the up arrow and down arrow keys to select **Boot Device Priority**, and then press Enter on the keyboard.

Next, you associate *1st Boot Device* with *CDROM*. To do so:

- 1 Ensure **1st Boot Device** is selected, and press Enter.
- 2 In the submenu that appears, use the arrow keys to move the black marker on the right of the boot devices to **CDROM**. Press Enter.

Note that *1st Boot Device* is now associated with *CDROM*.

- 3 Press F10 on the keyboard.
- 4 Ensure **Yes** is selected, and press Enter to save configuration changes.

The system automatically restarts from the disc drive.

- 5 Press 3 on the keyboard (to select **Disaster Recovery**), and then press Enter.  
A window opens, showing file loading progress.
- 6 In the registration window, type your product key number (found on the Certificate of Authenticity sticker on your computer), and then click **Next**.  
A window opens, asking where you want to install Windows.
- 7 If it is not already highlighted, select **System Drive** by using the up arrow and down arrow keys.
- 8 Click **Drive Options** in the lower-right area of the window.



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- 9 Ensure System Drive is still highlighted and the Recovery partition is not, and then click **Delete**.  
A window opens, asking whether you are sure you want to delete.
- 10 Click **OK**.  
Note the partition you deleted now shows *Unallocated Space*.
- 11 Click **Next**.  
A window opens, showing installation progress.
- 12 Wait while the computer prepares the desktop.
- 13 (Optional) Use the first part of this procedure to reverse the boot order again, to associate the *1st Boot Device* with the hard disk drive.
- 14 Proceed to the "Post-recovery procedure" on page 7.

## Recovery from the Microsoft Windows Vista OS recovery disc

This section describes a system recovery with the Windows Vista operating system disc included with your computer. If you recover with this method, your system will not have the custom drivers and software originally installed at the factory.

For this method, you need to know the edition of Windows Vista you have (for example, Premium or Ultimate) or the product key number (found on the Certificate of Authenticity sticker on your computer).

- 1 With the computer on, insert the Microsoft Windows Vista system recovery disc (included with your computer) in the disc drive tray.
- 2 Shut down the computer. If you do not have access to the desktop, press and hold the On button on the computer to shut down.
- 3 Press the On button to turn on the computer.
- 4 When the HP logo screen appears, press the Delete key on the keyboard repeatedly, until the logo screen disappears.

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**NOTE:** Some operations may be slightly different depending on your motherboard.

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- 5 From the main menu at the top of the window, use the left arrow and right arrow keys on your keyboard to select **Boot**.
- 6 Use the up arrow and down arrow keys to select **Boot Device Priority**, and then press Enter on the keyboard.

Next, you associate *1st Boot Device* with *CDROM*. To do so:

- 1 Ensure **1st Boot Device** is selected, and press Enter.
- 2 In the submenu that appears, use the arrow keys to move the black marker on the right of the boot devices to **CDROM**. Press Enter.

Note that *1st Boot Device* is now associated with *CDROM*.

- 3 Press F10 on the keyboard.

- 4 Ensure **Yes** is selected, and press Enter to save configuration changes.

The computer automatically restarts.

- 5 Press any key on the keyboard when prompted. You must press a key while the message is onscreen.  
A window opens, showing file loading progress.
- 6 Choose which language to install, and other preferences, and then click **Next**.
- 7 In the Install Windows window, click **Install Now**.
- 8 In the registration window, type your product key number (found on the Certificate of Authenticity sticker on the computer), and then click **Next**.
- 9 Select the edition of Windows you purchased, and then click **Next**.  
If you entered your product key number, Windows automatically determines which edition you have.
- 10 Accept the license terms by placing a check mark in the check box, and then click **Next**.
- 11 Click **Custom (Advanced)** install.
- 12 In the next window, use the up arrow and down arrow keys to select **System Drive**.
- 13 Click **Drive Options** in the lower-right area of the window.

- 14 Ensure System Drive is still highlighted and the Recovery partition is not, and then click **Delete**.

A window opens, asking whether you are sure you want to delete.

- 15 Click **OK**.  
Note the partition you deleted now shows *Unallocated Space*.
- 16 Click **Next**.  
A window opens, showing installation progress.
- 17 Wait while the computer prepares the desktop.
- 18 It is critical now to install custom software programs and hardware drivers next. Follow the instructions in the next procedure, using the Application and Driver Recovery disc included with your computer.



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## Using the Application and Driver Recovery disc

Use the Application and Driver Recovery disc you received with your computer to install custom software programs and hardware drivers. Look on the Web for updates to the custom installations.

You must turn off User Account Control (UAC) before you install the software and drivers. To turn off UAC:

- 1 Click the **Windows Start Button**, and then click **Control Panel**.
- 2 Click **User Accounts and Family Safety, User Accounts**, and then click **Turn User Account Control on or off**.
- 3 Remove the check mark from the **Use User Account Control (UAC) to help protect your computer** check box, and then click **OK**.
- 4 Restart the computer when prompted.

Next, use the Application and Driver Recovery disc to install important software and drivers.

- 1 Insert the Application and Driver Recovery disc in the disc drive tray.
- 2 View the contents of the supplemental disc.
- 3 Click the top folder, **Install Me First**.  
The HP System Information Utility within this folder must be installed first, before any other software programs or hardware drivers can be installed.
- 4 Click **HP System Information Utility** to view its folder contents.
- 5 Double-click the **Install.bat** file.  
The System Information Utility loads.
- 6 Open each folder that contains the software or driver you want to install, and double-click the **.exe file** within each folder.  
Installation files are generally named "Setup.exe" or "install.exe."
- 7 Proceed to the "Post-recovery procedure."

## Post-recovery procedure

After system recovery, your computer is as it was when it left the factory. Configure the system now to your needs.

- 1 Turn off the computer, reconnect all devices that were originally connected to it, and then turn on the computer.
- 2 Configure your Internet connection.
- 3 Reinstall the software that originally came in the box with the computer, and any additional software you purchased.  
If you installed updates to any software programs or hardware drivers, reinstall them as well. You can typically download these updates from the manufacturer's Web site.
- 4 Use Windows Update to get critical updates from Microsoft:
  - a Click the **Windows Start Button**, and then click **Control Panel**.
  - b Under **Security**, click **Check for Updates**.
  - c Click **Install Updates** to download and install updates.
- 5 Restart the computer. (Some updates will not finish installing until you restart.)
- 6 If you performed a backup before the system recovery, copy the backup data files from the backup media to the hard disk drive.
- 7 Ensure your system is running up-to-date security software.

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