

HDD Recovery Information for Your Toshiba Computer

The following information supersedes the information documented in the relevant sections of the electronic User's Guide that shipped with your computer.

Hard Drive Recovery Utilities

Your computer has been configured with a hard disk partition to allow you to recover your hard disk drive or reinstall selected applications and software features or utilities.

NOTE It is strongly recommended that you create recovery CDs/DVDs before using your system. For more information on creating Recovery media see "Creating Recovery CDs or DVDs" on page 2.

Using the HDD Recovery, you can:

- ❖ Create Hard Drive Recovery CDs or DVDs using a writable drive.
- ❖ Recover your hard disk drive to the factory-set default.
- ❖ Recover just your C: drive, leaving any other partitions you may have created intact, for example, a D: drive.

- ❖ Recover your hard disk drive to the factory-set default without the HDD Recovery partition.
- ❖ Delete your hard disk drive recovery partition without the risk of losing your data.
- ❖ Reinstall drivers and applications which were bundled with your computer.

Creating Recovery CDs or DVDs

Depending on your system configuration, you may be able to copy the Hard Drive Recovery Utilities to CD or DVD which gives you the ability to recover your hard disk drive and reclaim additional hard disk space used to store the Hard Drive Recovery Utilities on your computer.

NOTE

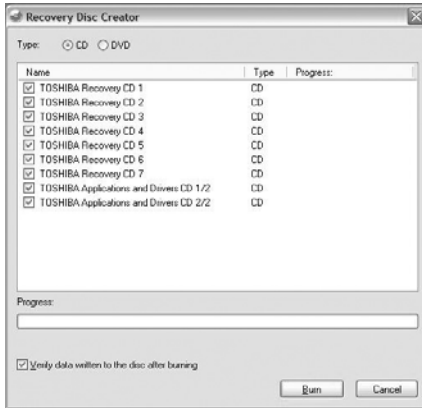
The system will prompt you to insert the appropriate number of blank CDs or DVDs to copy the Hard Drive Recovery Utilities. If your optical disc drive is not writable, contact Toshiba Customer Support to obtain the Recovery media for your system.

The Toshiba Global Support Centre in the United States is (800) 457-7777, outside the United States it is (949) 859-4273.

To create recovery CDs or DVDs:



- 1 Double-click the **Recovery Disc Creator** icon on the Windows desktop. You can also launch the application by clicking **Start, All Programs**, then **Recovery Disc Creator**.
- 2 Select CD or DVD (to create Recovery media on CDs or DVDs).



(Sample Image) Recovery Disc Creator screen

- 3** Select the items you want to copy by clicking the check box next to the item's Name – recovery files, applications (original bundled drivers and applications), or both the recovery files and applications.
- 4** Click **Burn**.
- 5** Insert the first blank CD or DVD into your computer's CD or DVD writable drive when prompted.
- 6** Follow the on-screen prompts for completing the copy process.

For more information on using the Recovery media you have created with the preceding steps see “Hard Disk Drive Recovery using the Recovery media” on page 8.

Hard Disk Drive Recovery using the recovery partition

You have the options of recovering your system using the Hard Drive Recovery partition to the factory-set default, or recovering just your C: drive and leaving other partitions (for example, a D: drive) intact, or changing the size of your C: drive and then recovering it.

To recover your hard disk drive using the utilities stored on your computer's HDD:

- 1 Make sure the computer is turned off.
- 2 Press and hold the 0 (zero) key on your keyboard while powering on the computer. When the computer powers on, the Toshiba Recovery Wizard screen displays.



Sample Toshiba Recovery Wizard screen

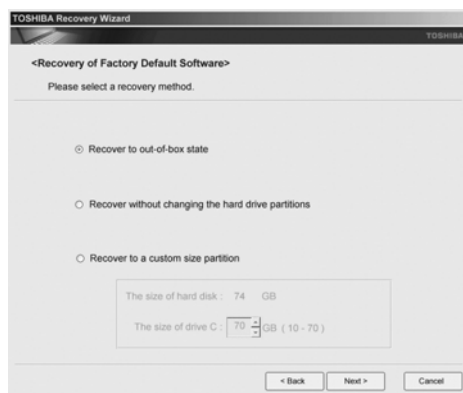
Recovering the original factory image (recommended recovery method)

CAUTION

Recovering a hard disk drive to its factory default setting deletes all partitions on the hard disk drive and your information will be lost. Be sure to save your work to external media first.

- 1 On the Toshiba Recovery Wizard screen, select **Recovery of Factory Default Software**, then click **Next**.

The Recovery of Factory Default Software screen appears.



Sample Recovery of Factory Default Software screen

- 2 Select **Recover to out-of-box-state**, then click **Next**.

A confirmation message displays reminding you that all data will be lost during the recovery process. Be sure to save your work to external media before proceeding.

- 3 Click **Next** to begin the recovery. Once complete, a message displays that the HDD has been recovered.

- 4 Press any key on the keyboard to restart the computer.

Erasing the hard disk

The Recovery Wizard allows you to delete all data and partitions from the hard disk.

To delete the data and partitions from your hard disk:

- 1 On the Toshiba Recovery Wizard screen, select **Erase the hard disk**, then click **Next**.
- 2 The next screen lists the two methods you can choose:
 - ❖ **Delete all data and partitions from the hard disk**—This option deletes all of the data on the hard disk without overwriting the HDD.
 - ❖ **Delete all partitions and overwrite all sectors on the hard disk**—This option deletes all data, then overwrites the entire HDD for security purposes. This may take several hours, depending on the size of your HDD.



Sample Erase the hard disk screen

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- 3 Select the desired method, then click **Next**.

A confirmation message displays reminding you that all data will be lost. Be sure you have saved your work to external media before proceeding.

- 4 Click **Next** to begin deleting the HDD. When the process is completed, a message displays informing you that the HDD has been deleted.
- 5 Press any key on the keyboard to restart the computer.

Recovering the C: partition of the HDD without changing the current partition size

CAUTION

Recovering the C: drive to its factory default setting reformats your drive and your information on the recovered drive will be lost. Be sure to save your work to external media first. If you have created other partitions (for example, a D: drive) those partitions and any information on them will not be affected and will remain intact.

To recover only your C: drive:

- 1 On the Toshiba Recovery Wizard Screen, select **Recovery of factory default**, then click **Next**.
- 2 Select **Recover without changing the hard drive partitions**.

A confirmation message appears, reminding you that all information on the C: drive will be lost during the recovery process. Be sure you have saved your work to external media before proceeding.

- 3 Click **Next** to begin the restoration. Once complete, a message displays that the HDD has been recovered.
- 4 Press any key on your keyboard to restart the computer.

Recovering the C: partition with a user specified size

CAUTION

Resizing and recovering your C: drive to its factory default setting reformats all partitions on the HDD (for example, if you created a D: drive, it will be deleted during the recovery process) and your information will be lost. Be sure to save your work to external media first.

To resize and recover your C: drive:

- 1 On the Toshiba Recovery Wizard screen, select **Recovery of factory default**, then click **Next**.
 - 2 Select **Recover to a custom size partition**.
 - 3 Specify the size of the C: drive.
 - ❖ Press the Left/Right Arrow keys to increase/decrease the C: drive size by 1 GB.
 - ❖ Press the Up/Down Arrow keys to increase/decrease the C: drive size by 5 GB.
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NOTE

The size of the C: drive will display on the progress bar as you make your selections.

- 4 Click **Next** to begin the restoration. Once complete, a message displays that the HDD has been recovered.
- 5 Press any key on your keyboard to restart the computer.

Hard Disk Drive Recovery using the Recovery media

If you need to recover your computer to its default factory state, you can rebuild the system using your Hard Drive Recovery Utilities.

To recover your hard disk drive using the utilities burned to CDs or DVDs (refer to “Creating Recovery CDs or DVDs” on page 2):

- 1 Insert the first recovery CD or DVD into your CD/DVD drive and power on the computer.
- 2 When the initial screen displays, press F12.
The boot menu appears.
- 3 Using the arrow keys, select the CD/DVD option and press Enter.



Sample Toshiba HDD Recovery Utility screen

Recovering the original factory image (recommended recovery method)

CAUTION

Recovering a hard disk drive to its factory default setting deletes all partitions on the hard disk drive and your information will be lost. Be sure to save your work to external media first.

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- 1 Select **Recovery of Factory Default Software**, then click **Next**.

- 2 Select **Recover to out-of-the-box-state**, then click **Next**.

A confirmation message displays, reminding you that all data will be lost during the recovery process. Be sure you have saved your work to external media before proceeding.

- 3 Click **Next** to begin the recovery process. Once complete, a message displays that the HDD has been recovered.
- 4 Press any key on the keyboard to restart the computer.

Recovering the C: partition of the HDD only

CAUTION

Recovering the C: drive to its factory default setting reformats your drive and your information on the recovered drive will be lost. Be sure to save your work to external media first. If you have created other partitions (for example, a D: drive) those partitions and any information on them will not be affected and will remain intact.

To recover only your C: drive:

- 1 Select **Recovery of Factory Default Software**, then click **Next**.
- 2 Select **Recover without the hard drive partitions**, then click **Next**.

A confirmation message appears, reminding you that all information on the C: drive will be lost during the recovery process. Be sure you have saved your work to external media before proceeding.

- 3 Click **Next** to begin the restoration. Once complete, a message displays that the HDD has been recovered.

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- 4 Press any key on your keyboard to restart the computer.

Recovering the entire HDD without the HDD Recovery Area

This option recovers your C: drive without creating the HDD Recovery Utilities partition. This will increase the size of your C: drive.

CAUTION

Recovering your C: drive to its factory default state without the recovery partition reformats all partitions on the HDD (for example, if you created a D: drive, it will be deleted during the recovery process) and your information will be lost. Be sure to save your work to external media first.

To recover your C: drive without the recovery partition:

- 1 Select **Recovery of Factory Default Software**, then click **Next**.
- 2 Select **Recover using all HDD space (no HDD recovery partition)**, then click **Next**.

A confirmation message appears, reminding you that all partitions will be reformatted and all data will be lost during the recovery process. Be sure you have saved your work to external media before proceeding.

- 3 Click **Yes** to begin the restoration. Once complete, a message displays that the HDD has been recovered.
- 4 Press any key on your keyboard to restart the computer.

Checking the HDD operating status

After restoring your hard disk drive, you can check its status as follows:

- 1 Click **Start**, then click **Control Panel**.

- 2 Double-click the **Administrative Tools** icon.
- 3 Double-click the **Computer Management** icon.
- 4 Click **Disk Management**.
- 5 Highlight the hard disk drive in the Volume list to display its status in the lower portion of the screen.

Installing drivers and applications

The Toshiba Application Installer allows you to reinstall the drivers and applications that were originally bundled with your computer.

To reinstall drivers and applications:



- 1 Double-click the **Toshiba Application Installer** icon on the Windows desktop.
- 2 Click **Next**.
- 3 Click the item(s) you want to install.
- 4 Click **Install**.
- 5 Follow the on-screen prompts to complete the installation process.

