

Restoring installed software

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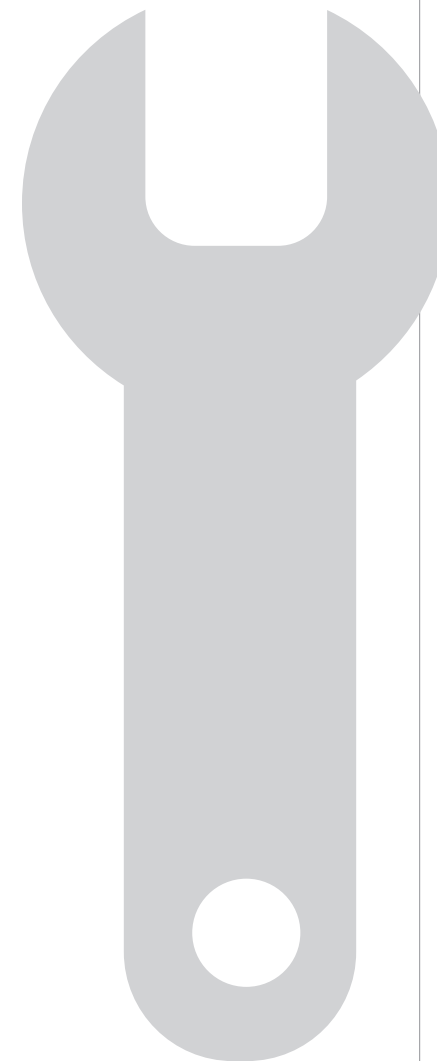
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10601085775

English



Restoring Installed Software

Operating instructions

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Introduction

If your operating system should at some point fail to start, or if faults should occur on your hard drive, it may be necessary to reinstall the pre-installed software.

The *Fujitsu System Recovery* program allows you to perform a one-off restoration of the factory default settings of your computer.

Conventions of representation

The following conventions apply in this manual:



Identifies information which refers to a risk of injury.



Identifies information which must be complied with to ensure correct use of the system.



Refers to steps which must be executed.

This font

Identifies program names, commands and menu options.

"Quotation marks"

Are used for chapter headings, data carriers and terms which are to be highlighted.



When executing the steps described in this manual, security queries will be asked by Windows Vista at various points. These queries help to prevent unauthorised changes being made to your computer.

Ensure that there is power to your system during all the steps described here! With notebooks, always connect the power supply unit supplied.

In a hidden area on your hard disk, up to 12 GB of memory is reserved for restore data. Should you have formatted or repartitioned your hard disk in the meantime, you will not be able to restore your system using the method described here. If this is the case, use the previously created or supplied recovery DVD.

If your PC is equipped with a CD/DVD burner, use this to create the backup copies of your data. Burn a data CD/DVD. An external USB bulk memory (hard disk or USB stick) is a useful expansion to your PC. Information on our range of accessories can be found at <http://ts.fujitsu.com>.

If your system restore disks ("Fujitsu System Recovery CD/DVD", "Drivers & Utilities CD/DVD", Drivers / Applications CDs/DVDs) are available, the functionality of the system restore disks generated by the CD/DVD burner using the *Fujitsu System Recovery* program is not available.

Fujitsu System Recovery – Backing up and restoring data



Create backup copies of your data on a regular basis.

If data is corrupted or lost, you can restore supplied applications using these disks. If you do not have backup copies of your own data, it cannot be restored.

We strongly recommend that you back up all your data prior to reinstalling the operating system as all data will be wiped from the hard disk in the course of the restore process. You must reinstall all programs you have installed since purchasing your machine and then restore your data using the backup copies. No liability whatsoever is accepted for errors or loss of data as a consequence of this.

Program start during the boot process

Proceed as follows to access to the *Fujitsu System Recovery* program during the boot process:

- ▶ Switch on your machine.
- ▶ Press the **[F8]** key at very short intervals during the boot process.

The "Advanced Boot Options" menu appears.

- ▶ Use the arrow keys on your keyboard to select "Repair your Computer".
- ▶ Acknowledge your selection by pressing Enter.
- ▶ In the "Select a language" menu, choose the language.



As a rule, the language will be automatically recognised by the system and is marked in grey.

- ▶ In the "Select a keyboard layout:" menu, select the keyboard layout for your language.
- ▶ Then click on *Next*.
- ▶ Enter your user name under "User Name".

or

- ▶ Select your user name in the drop-down menu.



The user that is logged in must have administrator rights for the system. However the user must not log in as "Administrator".

- ▶ Enter your password under "Password".

If you have not assigned a password for the user selected, leave the "Password" field empty.

- ▶ Click on *OK*.

The System Recovery Options menu is started.

- ▶ Select *Fujitsu System Recovery*.

The *Fujitsu System Recovery* program is started.

Program start in the operating system



After each system start, the prompt to create backup DVDs is displayed. This request will no longer be displayed once you have created your backup DVDs.

- ▶ Switch on your machine.

If you have still not created backups

After starting the operating system, the *Fujitsu System Recovery* program starts automatically.

Backing up the factory default settings on disk



This option will only be available to you if no storage media for a system restore are included in the delivery or no disks were created.

We strongly recommend that you back up the factory default settings of your PC onto DVDs immediately after your purchase.

Have at least four empty disks to hand.

Fujitsu Technology Solutions offers you the opportunity to purchase installation media (operating system, drivers, applications) via the Internet shop at <http://ts.fujitsu.com/recovery>.

If you do not have Internet access, please contact the appropriate customer service team in your country. The telephone number (chargeable calls) can be found in the warranty information under *local help desks*.

- ▶ Start your computer.

The *Fujitsu System Recovery* program will be started automatically after the system has booted up, as described in the chapter "Program start in the operating system" on page 5.

- ▶ Confirm the information with *Next*.
- ▶ Click on *Next*.

You will then be prompted to prepare and label the first disk.

- ▶ Name the disks as suggested on screen (e.g. "Recovery # 1").
- ▶ Insert the disk in the drive of your burner.
- ▶ Close the drive.
- ▶ Click on *Next*.
- ▶ Confirm the start of the burning process with *Next*.

The burning process will start.



The duration of this process is dependent on the configuration of your system and may therefore take several minutes.

- ▶ When prompted, insert the next disk into the drive.

On completion of the writing process, a confirmation message will be displayed.

- ▶ Remove the disk from the drive.
- ▶ Select *Finish* to close the process.

Restoring the operating system



If you would like to set up a RAID system on your PC or notebook, **you must** create your system restore disks **before** you do so. If you need to use these disks, it may **first** be necessary to terminate the RAID connection.

Please also note that, in the case of RAID systems already installed, it is possible that restoring the hard disk as described below may not function.

In the course of the system restore, all the contents of your hard disk on the target drive will be overwritten. This action cannot be undone!

It is therefore crucial that you back up all your data before restoring your system.



The operating system is restored on the system partition on which the factory default settings were installed.

Restore from the hard disk

- ▶ Start the *Fujitsu System Recovery* program, as described in the chapter "Program start during the boot process" on page 4. Amongst other things, select the keyboard layout and log in with your user name and password.
- ▶ Select your language
- ▶ Click on *Next*.
- ▶ Select the hard disk on which the operating system should be restored.
- ▶ Click on *Next*.

A message will appear stating that all data will be deleted.

- ▶ Acknowledge this message with *Run*.

Your system will be restored.

- ▶ After a successful restore, select *Exit* to close the process.
- ▶ Select *Restart* in the "System Recovery Options" menu.

After the restart, you must make some adjustments.

- ▶ Follow the on-screen instructions.

Restoring the system with disks you have created

You can restore the system to the factory default settings from disks you have created. Gather together all the system restore disks.



The following message may appear when disks (CDs/DVDs) are inserted:

- "An unidentified program is attempting to access the computer"
- "Unidentified publisher"

Acknowledge the "An unidentified program is attempting to access your computer" message from the User Account Control with *Allow Access*.

This query is intended to protect your operating system and is generated prior to system files being accessed. It appears during the installation process for programs and drivers.

Restoring the operating system

- ▶ With the machine switched on, insert the "Recovery # 1" DVD into the DVD drive.
- ▶ Switch the machine off, wait a moment and then switch it back on.
- ▶ When the prompt "Press any key to boot from the DVD ..." appears on the screen for the first time, press any key on the keyboard.

The system will boot from the restore disk.

- ▶ Select your language
- ▶ Click on *Next*.
- ▶ Select the hard disk on which the operating system should be restored.
- ▶ Click on *Next*.

A message will appear stating that all data will be deleted.

- ▶ Acknowledge this message with *Run*.

Your system will be restored.

- ▶ When prompted, insert the next disk into the drive.
- ▶ Remove the DVD from the drive once the restore is complete.
- ▶ Select *Exit* to close the process.
- ▶ Follow the on-screen instructions.

Restore from disks supplied with the machine (optional)

- ▶ With the machine switched on, insert the "Operating system – Recovery DVD" into the DVD drive.
- ▶ Switch the machine off, wait a moment and then switch it back on.
- ▶ When the prompt "Press any key to boot from the CD/DVD ..." appears on the screen for the first time, press any key on the keyboard.



This message may appear after each restart during the installation process. Ignore this message, as it is only booted from DVD once.

- ▶ In the Windows Boot Manager select "Windows Setup [EMS Enabled]" and acknowledge the selection by pressing Enter.
- ▶ In the "Install Windows" menu, select "Installation Language", "Time and Currency Format" and "Keyboard or Input Method".
- ▶ Click on *Next*.
- ▶ Click on *Install Now*.
- ▶ Click on *Next* to accept the "Windows License Conditions" and continue with the installation.
- ▶ In the "Type of Installation" menu, select *User-defined*.
- ▶ In the "Where would you like to install Windows" menu, select the partition on which you would like to install your operating system

or

- ▶ If you wish to create a new partition or extend, delete or format an existing one, click on "Drive options (extended)", select the desired option and click on *Next*.

The installation process will start. The hard disk will be wiped and reformatted. Files from the DVD will be copied on to the hard disk, and functions and updates be installed. This will take a few minutes. The machine will automatically report a restart.

- ▶ Follow the on-screen instructions until the "Welcome Screen" appears.
- ▶ Remove the "Operating system – Recovery DVD" from the DVD drive.



To restore the full functionality of your machine, now install the software and drivers supplied from the "Drivers & Utilities" disk, as described in the chapter "PC systems: Restoring additional software (drivers, documentation)" on page 10 .

Other backup and restore methods

Backing up and restoring the system by setting a system restore point

In case of a problem, you can restore the system to its status on an earlier date, without losing personal data (e.g. documents, Internet favourites and e-mail). Microsoft Windows Vista system recovery monitors changes to the computer and generates easily identifiable recovery points on a regular basis.

To restore the system to its status at an earlier date, proceed as follows:

- ▶ Click on *Start – Control panel*.
- ▶ Under *System* click on "System Restore".
- ▶ Under *Tasks* click on "Repair Windows using System Restore".
- ▶ Confirm and continue the process.
- ▶ Click on *Next*.



At this point, you can obtain information about the "System Restore" or create a "System Restore Point" under "Computer Protection".

- ▶ Select an existing "System Restore Point" from a list and confirm with *Next*.
- ▶ Click on *Next* to confirm the selected "System Restore Point".
- ▶ Click on *Finish*.

The computer will restart and reset the data to the set time or recreate it.

PC systems: Restoring additional software (drivers, documentation)

The "Drivers & Utilities CD/DVD" can be used to restore the drivers, additional software and electronic documentation for your system. The restore can be performed without having to shut down your operating system.

Proceed as follows:

- ▶ Start your computer.
- ▶ Insert the "Drivers & Utilities" disk in the drive.
- ▶ Follow the on-screen instructions.

If your system has a components driver CD/DVD, to install the drivers insert it into the drive and follow the on-screen instructions.

Notebooks: Restoring additional software (drivers, documentation, hot fixes)

The "Drivers & Utilities" disk allows drivers, software and hot fixes for your notebook to be installed and restored to your system. The installation and restore can be performed without having to shut down Windows.

Proceed as follows:

- ▶ Start your computer.
- ▶ Insert the "Drivers & Utilities" disk in the drive.
- ▶ Select *Start – Computer*
- ▶ Select the inserted "Drivers and Utilities" CD/DVD.

The application will start automatically.

- ▶ If this is not the case, right click on the CD/DVD and select "Open".
- ▶ Run the program *Start.exe*.

A window will now appear on which you have the facility both manually to install drivers, software and hot fixes, and also to use DeskUpdate for an automatic installation.

Automatic installation of drivers, software or hot fixes

- ▶ Click on the "DeskUpdate" button in the upper part of the window.
- ▶ Acknowledge the security warning with *Run*.
- ▶ Acknowledge the "An unidentified program is attempting to access your computer" message from the User Account Control with *Allow Access*.
- ▶ In the DeskUpdate window, click on *Validate System*.

A search will now be made for drivers, software and hot fixes for your system.

A list will appear showing all the elements that were found. You have the option of selecting individual elements and thus installing only certain drivers or software.

- ▶ To do this, click on the respective drivers and software, and then on *Install Highlighted Items*.
- ▶ If you wish to install the entire list, click on *Install All*.

The installation process will now start. This may take a few minutes.

- ▶ Respond with *Cancel* to any "New Hardware Search Wizard" dialogs that appear.

After fully completing the installation, close the window.

Manual installation of drivers, software or hot fixes

- ▶ Select a product, select a category and select an operating system.
- ▶ Click on *Search*.

A search will now be made for elements that match your selection.

All elements found for the selected product will be sorted and listed by category. The desired drivers, software components or hot fixes can now be installed individually.

