

## Creating a restore point

A restore point represents the computer's configuration at a given moment in time. Making a restore point allows you to reset the computer back to this same configuration at some time in the future. Use the following steps to create a restore point:

1. Click **Start, Programs** or **All Programs, Accessories, System Tools**, and then **System Restore**. The Welcome to System Restore window appears.
2. Select **Create a Restore Point**, and click **Next**.
3. In the Restore point description field, type anything you want that describes the computer's current configuration. What you type here will help you identify the restore point later.
4. Click **Create**. A new screen opens stating that a new restore point has been successfully created. The name of the restore point, the time, and the date appear in red.
5. Click **Close** to exit or click **Home** to return to the main System Restore window.

## Restoring the HP Pavilion to a previous point

If your computer stops functioning correctly, you can restore it to a previous point in time. Use the following steps to restore your computer's configuration:

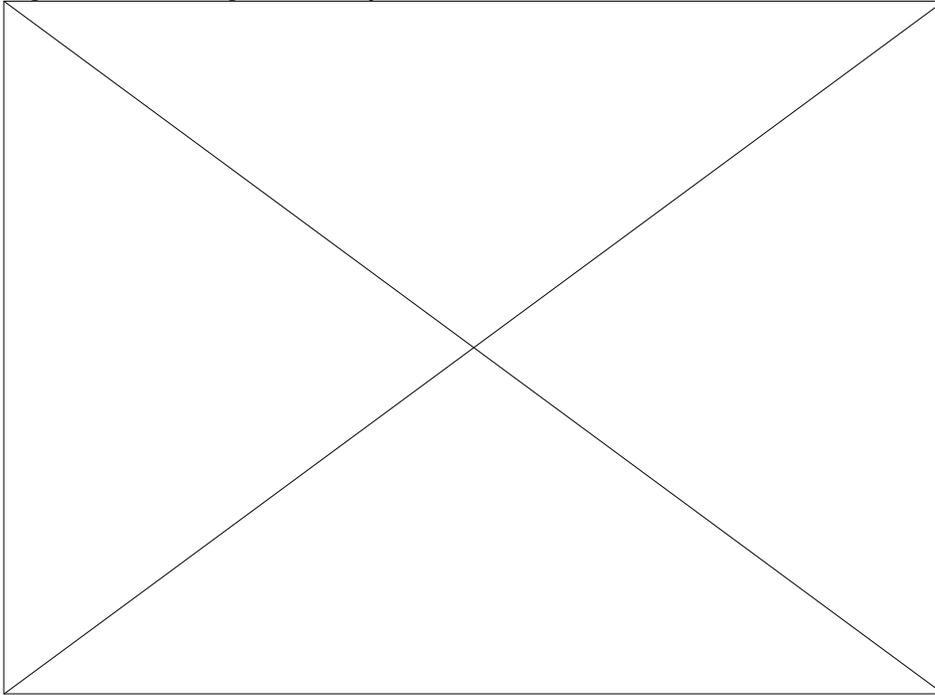
1. Click **Start, Programs** or **All Programs, Accessories, System Tools**, and then **System Restore**. The Welcome to System Restore window opens.
2. Select **Restore my computer to an earlier time**, and click **Next**. The Select a Restore Point window opens (see Figure 1).
3. Select a date and a restore point, and then click **Next**.

### OLD RESTORE POINTS MAY BE REMOVED (ME and XP)

1. Doubleclick **MY COMPUTER**.
2. Rightclick the **C:\** drive, select **Properties**.
3. Click **Disk Cleanup**.
4. When **Disk Cleanup** finishes, click **MORE OPTIONS**. . Then, Click the **More Options** tab on the **Disk Cleanup** screen and select to remove all the **Restore Points EXCEPT** the latest.

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**Figure 1: Selecting a restore point**



4. Click **OK** if a pop-up window about closing programs appears. The Confirm Restore Point Selection window opens.
5. Click **Next**. The computer should shut down and turn back on automatically after the restoration completes. The Restoration Complete window appears.
6. Click **OK**. The computer has now been restored to a previous time when it functioned correctly.
7. After the System Restore is complete, and the computer starts successfully, update the computer software as follows:
  - a. [Update the system virus definitions](#).
  - b. [Get the latest critical system updates using Microsoft's Windows Update](#).
  - c. [Update the HP software on the system](#).

## Undoing the restore

Use the following steps to go back to state the computer was in before the last system restore:

1. Click **Start, Programs** or **All Programs, Accessories, System Tools**, and then click **System Restore**.
2. Click **Undo my last restoration**, click **Next**, and then click **OK**.
3. On the Confirm Restoration Undo page, click **Next**. The original configuration is restored, and then the computer restarts.

## Restoring when Windows XP cannot start normally

Use one of the two sections that follow to restore Windows XP to a previous time when you are unable to get to the Windows XP desktop:

## Launch restore from a command prompt

Use the following steps to try to start XP in command prompt mode:

1. Turn on the computer.
2. At the first screen press the F8 key *repeatedly*, every half of a second, until a Windows Advanced Options menu opens.
3. Press the DOWN ARROW key until **Safe mode-Command Prompt Only** is highlighted.
4. Press Enter and continue through any informational screens that pop-up.
5. When the command window opens, type: **c:**
6. From the C:\> prompt type: **cd c:\windows\system32\restore**
7. Press Enter, then type: **rstrui**
8. Press Enter. Use System Restore as normal to return the system to a previous restore point.

## Use last known good configuration

Use the following steps if you are unable to start in command prompt mode or if you want to revert to the last previous restore point:

1. Start the computer, and press the F8 key repeatedly when the first blue screen appears. The Windows Advanced Options menu appears.
2. Use the ARROW keys to select **Last Known Good Configuration**, and then press ENTER.
3. Use the ARROW keys to select **Microsoft Windows XP** (or Whistler Personal), and then press ENTER. Windows XP starts the computer using the last previous restore point.

## System Restore is not working or will not run in Windows XP



If System Restore will not run in Windows XP, you will need to verify it is enabled and active. Use the following steps to verify System Restore is enabled and active.

### Step 1: Verify System Restore is enabled

Verify System Restore is turned on, using the steps below:

1. Click **Start**, and then right-click **My Computer**.
2. Click **Properties** and then click the **System Restore** tab.
3. Verify **Turn off System Restore** is *not* selected.
  - If there is a checkmark next to **Turn off System Restore**, click inside the box to remove the checkmark.
4. Click **Apply** and then **OK**.
5. If Windows prompts to restart the computer, click **Yes**. If Windows does not prompt you to restart the computer, close all windows and restart the computer.
6. After the computer restarts run System Restore. If System Restore is still not working, continue with Step 2 below.

## Step 2: Verify System Restore is active

Verify System Restore is active using the steps below:

1. Click **Start**, **Control Panel**, and then double-click the **Administrative Tools** icon.
2. Double-click the **Computer Management** icon. The Computer Management window will open.
3. Click the plus (+) next to **Services and Applications** in the left window, and then click **Services**.
4. Double-click **System Restore Services** in the right window. The System Restore Service Properties window will open.
5. Verify **Startup type** is set to Automatic and that **Service status** is started.
  - If **Startup type** is not set to Automatic, click the down arrow and select **Automatic**.
6. Click **Apply** and then **OK**.
7. If Windows prompts you to restart the computer, click **Yes**.

## Restore points are missing in Windows XP

If restore points are missing, verify there is enough space reserved on the hard drive for System Restore.

1. Click **Start**, and then right-click the **My Computer** icon.
2. Click **Properties**, and then click the **System Restore** tab.
3. Under **Disk space to use**, move the slide bar to the right. This will increase the amount of disk space reserved for System Restore.

## System Restore is not working or will not run in Windows Me



If System Restore is not working, you need to verify that the Statemgr and PCHealth programs are starting with Windows Me. Use the following steps to verify that these programs are running and to correct issues that keep them from running.

### Step 1: Verifying PCHealth and \*StateMgr are running

1. Click **Start**, and then **Run**.
  2. In the Open field, type: **msconfig**
  3. Click **OK**. The System Configuration Utility window appears.
  4. Click the **Startup** tab.
  5. Verify that both **PCHealth** and **\*StateMgr** have checkmarks next to them.
    - If either program does not have a checkmark, click inside the box to place a checkmark in it.
  6. If any changes were made in Msconfig, click **OK**. (If no changes were made, click **Cancel** and go to the next Step.)
- If you made changes, Windows may prompt you to restart the computer. Click **Yes**.
    - After the computer restarts, run System Restore.
  - 7. If System Restore is still not working after completing Step 1, continue with Step 2 below.

## Step 2: Enabling System Restore

Use the steps below to enable System Restore:

1. Click **Start, Settings, Control Panel**.
2. Double-click the **System** icon. The System Properties window opens.
3. Click the **Performance** tab, and then the **File System** button.
4. Click the **Troubleshooting** tab.
5. Verify Disable System Restore is *not* selected.
  - If there is a check mark next to **Disable System Restore**, click the check mark to remove it.
6. Click **Apply** and then **OK**.
7. On the **System Properties** window, click **OK**.
8. If Windows prompts to restart the computer, click **Yes**.

### Related support

[Restoring Original Drivers and Software](#)