

HP Format and Recovery

(Using either Recovery in hard drive partition or the set of Recovery disks that came with the computer)

1. In Setup, move CD-ROM (or DVD-ROM up to top of boot sequence with Hard drive being 2nd on the sequence list. Put the Disk #1 into the CD or DVD-ROM and restart by pressing CTRL+ALT+DEL. When the PC restarts, it reads from the Recovery CD, and displays a screen of options (typically R, F, and Q.) Do Not Press 'R' instead,
2. Press and hold the ctrl key, and press the Backspace key. The Manufacturer Menu is displayed.

Manufacturer Menu:

<1> boot from drive 0X80

<2 start the Windows PE on the CDR0M>

<3> boot Floppy a:

<4> clear the partition table of drive 0X80

<5> erase the Master Boot Record of drive 0X80

<6> wipe all sectors of drive 0X80

<7> create a primary partition on drive 0X80 <8> Install ST Master Boot Record

<ESC> restart the CDR0M

3. Select option <4> clear the partition table.

The following message appears: No Operating System Installed or Partition CorruptedPress "R" to perform a full system recovery.

Do not press R. Instead, press and hold down ctrl, then press Backspace to bring up the Tools Menu.

4. Select option <5> erase the Master Boot Record of drive.

The following message appears: No Operating System Installed or Partition CorruptedPress "R" to perform a full system recovery.

NOTE: If there are no partitions, the following message appears: No MBR or master boot record found.Continue using these steps.

Do not press R. Instead press and hold down ctrl, then press Backspace to bring up the Tools Menu.

5. Select option <6> wipe all sectors of drive.

An Erasing Hard Drive progress bar will appear. This process will take approximately from 15 minutes to over one hour, depending on the size of the hard drive.

When the hard drive is completely erased, the following message is displayed:

No Operating System Installed or Partition CorruptedPress "R" to perform a full system recovery

6. Press R to begin the automatic System Recovery process

Note: When recovery is complete, download Windows updates and if necessary install SP2.

Revised 6/1/2009 JMM