XP Non-Destructive Recovery

Steps to perform the Non-Destructive Recovery which will reinstall all the preinstalled applications/drivers and operating system without deleting user data. However, you will need to reinstall third party applications which you installed after purchasing the computer.

> CAUTION: If extra hard drives have been added to the HP Pavilion, disconnect the IDE and power cable from the back of the extra drive before performing a system recovery to prevent data loss on the new drive.

1. Disconnect all peripherals and internal non preinstalled devicesl from the PC, except the monitor, keyboard, and mouse.
2. Turn on the computer.
3. When the initial blue HP screen opens, press the F10 key repeatedly until a recovery menu appears. The progress indicator that first appears does not indicate that a recovery is taking place. The progress indicator represents the time before the recovery process is started.
4. When the Recovery screen opens, click Next, and then click Yes to perform a normal, non-destructive recovery.

After the System Recovery is complete, and the computer starts successfully, update the computer software by visiting the Web sites below:

* Update the system virus definitions

   http://h10025.www1.hp.com/ewfrf/wc/document?cc=us&docname=bph07130

* Get the latest critical system updates using Microsofts Windows Update

   http://h10025.www1.hp.com/ewfrf/wc/document?cc=us&docname=bph07159

* Update the HP software on the system

   http://h10025.www1.hp.com/ewfrf/wc/document?cc=us&docname=bph07165

If you have further questions, please reply to this message and I will be happy to assist you.

http://www.hp.com/home/ownerservices

Sincerely,

Bob

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