

Using Gateway System Recovery

Most computer problems can be solved by following the troubleshooting information in your *User Guide* or at support.gateway.com. Problem-solving may also involve re-installing some or all of the computer's software (also called *recovering* or *restoring* your system). Gateway provides everything you need to recover your system under most conditions. A backup copy of your operating system is provided on a CD or DVD, and a backup copy of your factory-installed drivers and applications is saved on a hidden area of your hard drive.

Click a topic to learn more:

We recommend that you make a backup of your factory-installed software as soon as you get your new Gateway system.

- [Creating recovery discs](#) tells you how to record ("burn") the *Drivers and Applications Recovery* discs. Using a recovery disc that you have recorded is only one of several ways you can restore your system to working order. Recovery discs let you recover your device drivers and software that came pre-installed on your computer.

If you are still having problems even after you follow the troubleshooting steps in your *User Guide*, you can use Microsoft System Restore to roll back your system to a previous condition when drivers and programs worked correctly.

- [Recovering your system using Microsoft System Restore](#) describes how to return your system to a previous working condition.

If you are still experiencing problems, you may need to reinstall specific software, such as a device driver.

- [Recovering specific files and software](#) describes how to install specific, factory-installed software and device drivers.

Finally, in order to recover your system you may need to reinstall everything, including the operating system, so your computer has its original factory settings.

- [Recovering your system from the hard drive](#) tells how to completely reinstall the original factory software.

Creating recovery discs

Your computer's hard drive contains everything you need to completely restore your system, including Windows XP, device drivers, and other programs. You can also restore device drivers or programs by using *Drivers and Applications Recovery* discs, which you create. You can immediately create the recovery discs (recommended), or you can wait until later.

For more information on creating recovery discs, see [“Creating driver and application recovery discs” on page 2](#).

For more information on using your network to store and create recovery discs, see:

- [“Copying driver and application recovery files to a network” on page 5](#)
- [“Creating discs from recovery files on a network” on page 6](#)

Creating driver and application recovery discs

You can use driver and application recovery discs to restore device drivers or programs. You can create an unlimited number of driver and application recovery disc sets. Before you continue, make sure that your computer has a recordable drive. If your computer does not have a recordable drive, see [“Copying driver and application recovery files to a network” on page 5](#).

To record a set of driver and application recovery discs:

- 1 Make sure that you have blank discs ready. Depending on the type of recordable drive your computer has, you need either several CD-R discs or one DVD-R or DVD+R disc.

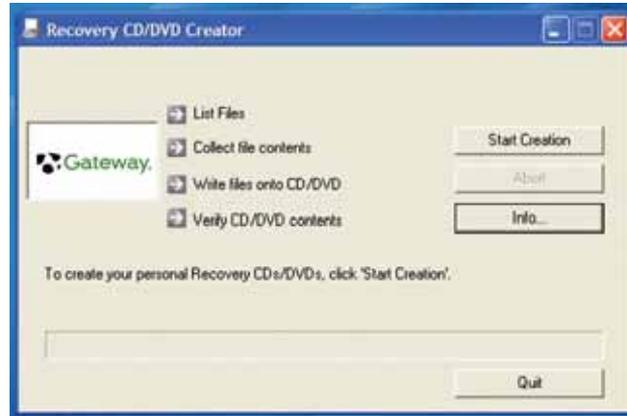
Important 

If you are recording to CDs, make sure that they are CD-R and not CD-RW discs. If you are recording to a DVD, make sure that it is a DVD-R or DVD+R disc, not DVD-RW or DVD+RW discs.

- 2 Click **Start, All Programs, System Recovery**, then click **Create My Drivers-Applications CD(s)**. A message asks you if you want to “Burn ISO” (record recovery discs) or “Create ISO” (copy the files to a drive).



- 3 Click **Burn ISO**. The *Recovery CD/DVD Creator* dialog box opens.



- 4 Click **Start Creation**. A message tells you the number of blank discs that are required for the recovery disc set.



- 5 Click the type of recordable disc you want to use.
- 6 Make sure you have the appropriate number and type of blank discs, then insert a blank disc into the recordable drive.

- 7 Click **OK**. The program prepares the recovery files, then records the recovery files to the blank disc(s).



- 8 If a message tells you to insert another blank disc, remove the completed disc, then insert a blank disc.

Important 

Use a permanent marker to label each disc "Gateway Driver and Application Recovery." As you remove each disc from the drive, use the marker to label each disc **1 of x**, **2 of x**, **3 of x**, and so on.

- 9 When you see the message "The Recovery ISO Image has been created successfully," remove the last disc from the drive, then click **OK**.
- 10 Store the discs in a safe place for future use. You are done.



Copying driver and application recovery files to a network

You can copy driver and application recovery files to a network location, so you can burn unlimited sets of driver and application recovery discs from a different computer that has a recordable drive.

▶ To copy driver and application recovery files to a network:

- 1 Click **Start, All Programs, System Recovery**, then click **Create My Drivers-Applications CD(s)**. A message asks you if you want to “Burn ISO” (record recovery discs) or “Create ISO” (copy the files to a drive).



- 2 Click **Create ISO**, then find the network location you want to save the driver and application recovery files to.



- 3 Click **OK**. The program prepares the recovery files, then copies them to the location you specified.



- 4 When you see the message “The Recovery ISO Image has been created successfully,” click **OK**. You are done.

Tips & Tricks

Store your recovery (ISO) images in a folder that indicates which computer the files are for. For example, store the files for a Gateway 7200XL in a folder named *GW 7200XL Apps Recovery*.

To create discs from the files you just copied, see “[Creating discs from recovery files on a network](#)” on page 6.



Creating discs from recovery files on a network

Before you continue, make sure that your computer has a recordable drive.

To create recovery discs from recovery files stored on a network:

- 1 Make sure that you have blank discs ready. If the ISO filenames start with *CD*, you will need blank CDs. If the ISO filenames start with *DVD*, you will need blank DVDs.

Important

If you are recording to CDs, make sure that they are CD-R and not CD-RW discs. If you are recording to DVDs, make sure that they are DVD-R or DVD+R discs, not DVD-RW or DVD+RW discs.

- 2 Insert a blank disc into the recordable drive of any networked computer. You need one blank disc for each recovery (ISO) file.



Use the correct type of blank disc for the recovery (ISO) file. For example, if the recovery (ISO) file was created for a DVD, make sure you use a blank DVD+R or DVD-R disc.

- 3** Click **Start**, then click **My Computer**.
- 4** Open the network location of the recovery files.



- 5** Double-click the file for the first disc. Your media burning software opens.
- 6** Follow the on-screen instructions of your media burning software to complete the burning of the recovery disc(s).
- 7** When the disc is complete, remove that disc and insert another.



Use a permanent marker to label each disc "Gateway Driver and Application Recovery." As you remove each disc from the drive, use the marker to label each disc **1 of x**, **2 of x**, **3 of x**, and so on.

- 8** Repeat steps 5-7 for each recovery file until each file is recorded onto a disc. You are done.



Recovering your system

If you have problems with your computer and you need to recover your system, you can restore specific drivers and programs from a set of recovery discs, roll back your system to a previous condition when drivers and programs were working correctly, or reinstall everything from the computer's hard drive.

- To selectively restore device drivers or programs, see [“Recovering specific files and software” on page 9](#).
- OR -
- To recover your system to a previous condition when software and device drivers were working correctly, see [“Recovering your system using Microsoft System Restore” on page 10](#).
- OR -
- To reinstall everything, see [“Recovering your system from the hard drive” on page 12](#).

Important



If your hard drive has failed and you cannot restore the software from the hard drive, contact Gateway Customer Care for help. For a fee, Customer Care may be able to provide a set of recovery discs to restore your computer.

For more help, you can find the Gateway Customer Care contact information on the label located on the front or side of your desktop computer or on the bottom of your notebook computer.

Recovering specific files and software

You can perform a partial recovery by recovering specific files, such as device drivers and most pre-installed software. If you need to recover software that did not come pre-installed on your system, you need to follow the software's own instructions for installation.

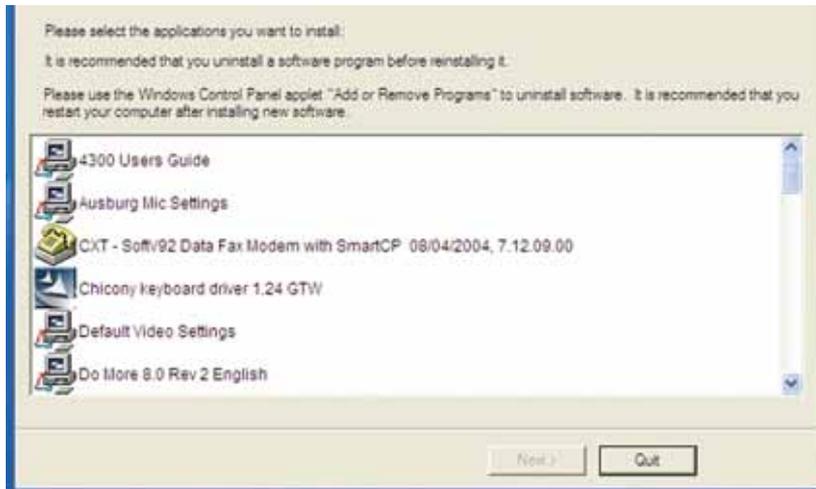
You can recover specific files using either the Start menu or a driver and application recovery disc that you have created.

To restore your system from the driver and application recovery discs:

1 Click **Start**, **All Programs**, **System Recovery**, then click **Application & Driver Recovery**.

- OR -

Turn on your computer, then insert the driver and application recovery disc #1 into the CD or DVD drive. The *Application Recovery* program opens.



2 Click the driver or application you want to install. To select multiple items, press and hold **CTRL** while clicking each item.

3 Click **Next**. The items you selected are installed. When the installation is finished, a message asks you if you want to install more drivers or applications.

4 Click **Yes** to install more drivers or applications, or click **Quit** to exit.

5 Store the discs in a safe place for future use. You are done.

6 If your system still has problems, follow the directions in [“Recovering your system using Microsoft System Restore” on page 10.](#)



Recovering your system using Microsoft System Restore

Before using Gateway System Recovery, you should try Microsoft System Restore to determine whether you can restore your system to a previous condition.

Every time you install new device drivers or software, and every 24 hours (while your computer is turned on), Microsoft System Restore takes a “snapshot” of your system settings and saves it as a *restore point*. In most cases of hard-to-resolve software problems, you can return to one of these restore points to get your system running again.

▶ To restore using Microsoft System Restore:

- 1 Press **F1**. The *Microsoft Windows XP Help and Support Center* opens.



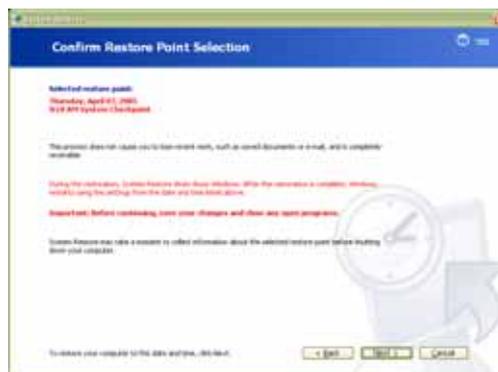
- 2 Click **Undo changes to your computer with System Restore**. The *Welcome to System Restore* dialog box opens.



- 3 Click **Restore my computer to an earlier time**, then click **Next**. The *Select a Restore Point* dialog box opens.
- 4 Click a bold date on the calendar (Step 1 on the screen), then click a restore point in the list (Step 2 on the screen).



- 5 Click **Next**. The *Confirm Restore Point Selection* dialog box opens.



- 6 Make sure that you want to use the restore point you selected, and read all notices on the screen.
- 7 Click **Next**, then follow the on-screen instructions to finish the restoration. If completing Microsoft System Restore does not solve your problem, restart Gateway System Recovery. See [“Recovering your system from the hard drive”](#) on page 12 for instructions.



Recovering your system from the hard drive

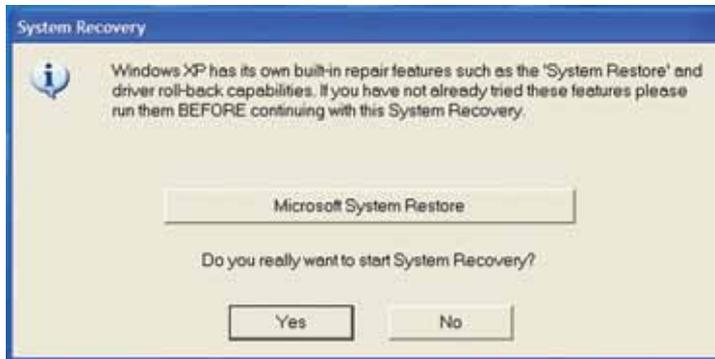
Caution



Because of virus and spyware activity on the Internet, you should disconnect all Internet connections before recovering your system. After you recover your system, you can reinstall antivirus and firewall software, then re-enable the Internet connection to update antivirus definitions and install Windows Updates.

To recover from the hard drive:

- 1 Remove all CDs and DVDs from the disc drives, disconnect all USB devices except the keyboard and mouse, then disconnect your Internet cable.
- 2 If you can still run Windows, click **Start, All Programs, System Recovery**, then click **System Recovery**. Go to [Step 3](#).



- OR -

Turn on or restart your computer, then press **R** when prompted to start the recovery process. Go to [Step 5](#).

- 3 Insert the *Operating System Recovery CD/DVD* when prompted. The System Recovery program starts.
- 4 If you have not yet tried to recover your system using Microsoft System Restore, click **Microsoft System Restore**, then follow the instructions starting with [Step 3](#) in “[Recovering your system using Microsoft System Restore](#)” on page 10. We recommend trying Microsoft System Restore before using Gateway System Recovery.

- OR -

Click **Yes**. Your computer restarts, then the System Recovery program starts.

5 Click a system recovery option:



- **Full System Restore (Destructive)** reformats the hard drive and restores the system software as it was when you purchased your computer. This process deletes your data files.

Caution



The Full System Restore option deletes all files on your hard drive except the restore files. Make sure that you back up all personal data files before continuing this process.

- **Full System Restore (with Backup)** moves the contents of the hard drive to the **C:\My Backup** folder and installs a new copy of Windows XP. This option saves your existing data files, but all programs must be reinstalled and the program settings reconfigured. You need at least 4 GB of hard drive space to use this restore option.

6 Click **Next**. The *System Restore - Format and Recover* dialog box opens.

7 Click **Yes**. Files are restored to your hard drive. When file recovery has finished, the *System Restore* dialog box opens.

8 Click **Restart**. Your computer restarts, and Windows finishes its setup and installation.

9 Reconnect your Internet cable and all USB peripheral devices. You are done.

Important



After you restore your system, it will appear with the same files and programs it had when it shipped from the factory. You still need to download Windows updates and antivirus updates to bring your computer's software up to date.



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