



How System Restore Works

System Restore automatically tracks changes to your computer and creates restore points before major changes are to occur.

For example, restore points are created before new device drivers, automatic updates, unsigned drivers, and some applications are installed. These healthy system checkpoints are created without prompting or intervention from the user the first time the computer is started after Windows XP is installed and, by default, on a daily basis after that. You can also manually create restore points.

When you use System Restore, you can revert to a saved state without losing personal data including Word documents, e-mail settings and messages, and your Internet favorites list. System Restore won't lose any data you have stored in the My Documents, My Pictures, or My Music folders either.

Before You Try System Restore

System Restore should only be used after trying less comprehensive methods of troubleshooting.

- Boot to the Last Known Good Configuration – reboot your computer, press F8 during the boot process, use the arrow keys to highlight **Last Known Good Configuration**, and then press ENTER.
- Run problem applications in **Compatibility Mode** if system instability occurs after installing a particular application. To run the Program Compatibility Wizard: Click **Start**, point to **All Programs**, point to **Accessories**, and then click **Program Compatibility Wizard**.
- Use **Add or Remove Programs** to uninstall a problem application if the system instability has occurred immediately after a new application has been installed and running the program in Compatibility Mode hasn't helped. Although System Restore will remove the application if you choose to apply it, it is better to remove the offending application from Control Panel. To open Add or Remove Programs:

1. Click **Start**, click **Control Panel**, and then click **Add or Remove Programs**.
2. Click the program you want to remove, and then click **Change/Remove**.

- If the system's instability has occurred immediately after a new device driver is installed, use the **Device Driver Rollback** feature instead of System Restore. To roll back to an earlier driver:

- 1.Right-click **My Computer**, and then click **Properties**.
- 2.On the **Hardware** tab, click **Device Manager**.
- 3.In the **Device Manager** dialog box, double-click the hardware that uses the driver in question.
- 4.In the device **Properties** dialog box, on the **Driver** tab, click **Roll Back Driver**.

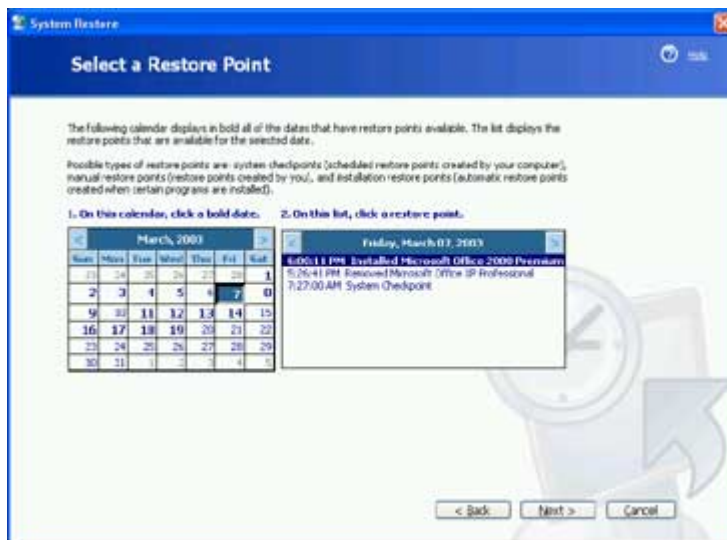
- Work through the **Windows XP troubleshooters** in the Help and Support Center. To open a troubleshooter:

- 1.Click **Start**, and then click **Help and Support**.
- 2.Under Pick a Help topic, click **Fixing a Problem**.
- 3.Under Troubleshooting problems in the right pane, click **List of troubleshooters**, and then start a troubleshooter by clicking the name in the left column of the table.

Use System Restore

After you've decided to use System Restore to revert your system to a previous state, start the System Restore Wizard and follow the prompts. To use the System Restore Wizard, make sure you're logged on as an administrator, and then follow these steps:

- 1.Click **Start**, point to **All Programs**, point to **Accessories**, point to **System Tools**, and then click **System Restore**.
- 2.On the Welcome screen, click **Restore my computer to an earlier time**, and then click **Next**.
- 3.On the **Select a Restore Point** page, select the date from the calendar that shows the point you'd like to restore to, as shown in Figure 2, and then click **Next**.



- 4.On the **Confirm Restore Point Selection** page, verify that the correct restore point is chosen, and then close any open programs.
- 5.Click **Next** if you are ready to proceed or click **Back** to change the restore point.

6. The computer will shut down automatically and reboot. On reboot, you'll see the **Restoration Complete** page, and then click **OK**.

After reviewing the stability of your system, you can choose another restore point or undo this restoration. Just open System Restore and make the appropriate choice. After you use System Restore, you'll have an additional task, **Undo my last restoration**, on the System Restore Welcome page. Remember that you'll have to reinstall any programs that were installed after the restore point.

If System Restore doesn't work in Normal Mode, it might work in Safe Mode. To use System Restore in Safe Mode, press the F8 key during reboot and choose Safe Mode. When your computer starts in either Safe Mode or Normal Mode, System Restore can be used to capture a working previous state. System Restore can't be opened unless the system is bootable into one of these modes.