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# **Introducing:**

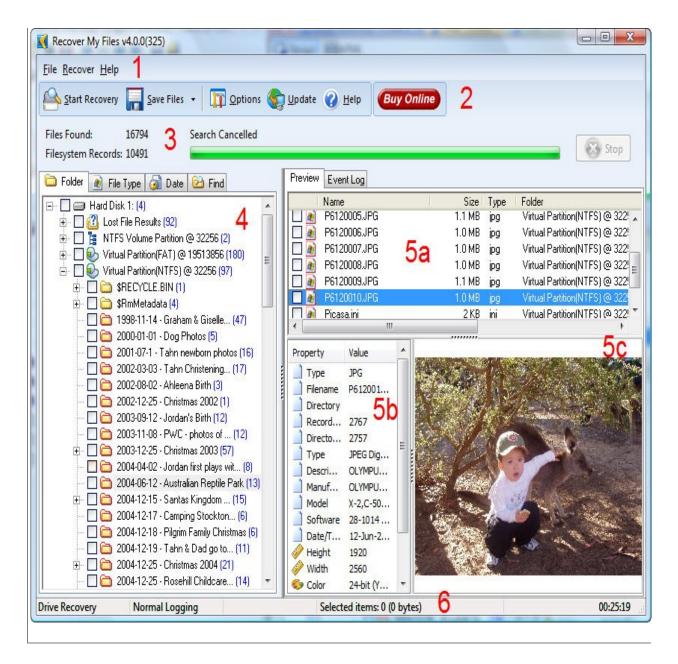


Professional data recovery software for:

- · Deleted Files;
- · Lost Files;
- Formatted Disks;
- RAW Disks;
- Missing Drive Letters;
- Windows Reinstalls.

Safe, secure and reliable. Designed specifically to allow home and business users to quickly and simply recover data. Simple to use, with a full file preview window for recovered files.

Drive Recover Search Results Screen



Recover My Files is the perfect recovery tool for:

- hard drives
- usb drives
- external storage units
- digital camera storage media

CDs and DVDs

Recover My Files V4 supports recovery from a wide range of Filesystems:

- FAT16 an early version of the FAT Filesystem, now rarely used
- FAT32 common for external storage media and digital camera equipment
- exFAT (Extended File Allocation Table), a proprietary file system suited especially for flash drives
- GPT GUID Partition Table, a standard for the layout of the partition table on a physical hard disk
- NTFS Standard files system for Windows Vista, Windows 7
- CDFS CD/DVD file systems (Coming Soon)
- MAC HFS (Coming Soon)
- EXT2 Linux (Coming Soon)
- RAID RAID JBOD, 0, 1, 5, hardware and software

# **Installing Recover My Files**



If you have suffered a data loss, you should, if possible, avoid writing new data to the storage media on which the files were lost. When new data is written to a storage media, it can overwrite and destroy deleted files so that they can no longer be recovered.

Avoid installing new programs, saving new files, or if it is digital camera media taking new photographs or video until you have had the opportunity to attempt data recovery.

## Where Should I Install Recover My Files?

The best methodology, if possible, is to connect the problem drive to another computer as the secondary drive. This enables you to install your data recovery software on the C: drive of the 'good' computer, and then scan the secondary 'problem' drive to recover your files. This methodology make it far less likely that Windows, or you, will write new data to the drive.

Of course this methodology is not always practical, as you may well have lost your files from your current C: drive and have no alternative that to continue to use Windows on this PC. If this is the case, limit your use of the computer until you have the opportunity to search for your deleted files.

Recover My Files is a small program (approximately 10mb), so installation of the program onto the problem drive, whilst not recommended, is a small risk.

# **Minimum Installation Requirements**

Recover My Files has the following minimum installation requirements:

- Install and run Recover My Files with Administrator rights.
   This is required to obtain low level recovery access to the drive.
- Windows 95, 98, ME, NT, 2000, XP, 2003, Vista, 2007
- 10 megabytes of disk space
- 128 megabytes of RAM
- Files can only be saved to an alternate drive or directly to a CD or DVD, and cannot be saved onto the same drive from where they are being recovered.
   This can be another partition on your existing hard drive, another hard drive, USB drive, network drive, server volume, writeable CD or DVD etc.

#### **Internet Download - Installation**

Recover My Files can be downloaded from the Internet at <a href="https://www.RecoverMyFiles.com">www.RecoverMyFiles.com</a>. The installation file downloaded from the Internet is called "RecoverMyFiles-Setup.exe". Run this program and follow the installation wizard.

# **Installing from CD**

Insert the Recover My Files CD into you computer, select the option to install Recover My Files and follow the on screen instructions. Once you have installed from CD, press the "Update" button to download the latest version.

#### **Program Activation**

Activation details needs to be entered into the program to activate the ability to save recovered files. To learn how to activate Recover My Files, click here.

#### What version number do I have installed?

To find this information, at the top of the main program screen in text menu items "File | Recover | Help", click on "Help > About". This will open the program About Box which contains the information.

## Upgrade from Recover My Files v3 to Recover My Files v4

A discounted cost applies for existing Recover My Files version 3 customers to upgrade to Recover My Files version 4. Existing version 3 customers:

 log into your GetData customer account here: <a href="https://secure.getdata.com/my/">https://secure.getdata.com/my/</a> (or using the 'Member Login' link in the footer of any GetData web site such as <a href="https://www.recovermyfiles.com">www.recovermyfiles.com</a>).

Login: [the email address used in your purchase]
Password: [if you do not know your password, use the
"send me my password" link]

- once logged in, locate a record of your Recover My Files version 3 purchase and click on the version 4 links;
- you will see the discounted upgrade price in the shopping cart;
- checkout and your Recover My Files version 4 key will be displayed on a web page and also sent to you by email.

## To Update to the latest Version of Recover My Files

If you are upgrading to the latest version of Recover My Files there is no need to un-install previous versions. Either download and install the latest version from <a href="www.recovermyfiles.com">www.recovermyfiles.com</a> or run the program and click the "Update" button in the toolbar of the main program screen (an internet connection is required):



Updates to Recover My Files version 4 are free for the life of this version.

A discounted update cost will apply to exiting customers who purchase the next major version, i.e. Version 5, when it is released.

#### **Un-Install**

To un-install the Recover My Files, go to the Windows Control Panel and select "Add/Remove Programs".

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#### **Evaluation Version v's Activated Version**

The Recover My Files software available for download from <a href="https://www.recovermyfiles.com">www.recovermyfiles.com</a> is the **FULL VERSION**. Product activation details are entered into the program to activate the ability to save recovered files.

We strongly recommend that you run Recover My Files in evaluation mode first. If you find your files, purchase a product activate key and save your files. You do not need to download the software again. You do not need to run the search a second time.

## **Types of License**

Supports	Recover My Files Standard \$69.95	Recover My Files Professional \$99.95	Recover My Files Data Recovery Technician \$299.95
FAT 32	•	•	•
EX FAT	•	•	•
NTFS	,	•	•
HFS (MAC) Coming Soon		Coming soon	Coming soon
EXT2 (Linux) Coming Soon		Coming soon	Coming soon
CDFS (CD/DVD)			

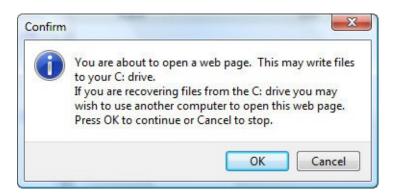
Coming Soon		Coming soon	Coming soon
Add and Scan Image Files		•	•
DD		v	•
EnCase		•	•
Access Data FTK		•	•
VMWare		•	•
SafeBack		•	•
AFF		•	•
RAID recovery		•	•
Software Key Activation *	•	v	•
Dongle Activation *			•

<sup>\*</sup> A product activation key is valid for activation on two separate personal computers (e.g. personal desktop and laptop)

# **Purchasing A Product Activation Key**

<sup>\*</sup> An activation dongle allows the license of Recover My Files to be moved from computer to computer.

The button in the program will link directly to the Recover My Files shopping cart. When you click on the button you will receive a message:



to remind you that web access will write files to the C: drive will change its content. If you are recovering files from your current C: drive there is a small risk of overwriting deleted files, so you may wish to make the purchase from another computer.

Your product activation key is displayed on a web page at the end of the purchase process and is also be sent by electronic mail. If there is a delay in your credit card provider authorizing the transaction, your registration key will be provided only by email and only after credit card authorization takes place.

Retail customers will find their product activation key inside the retail box.

Activation dongles a sent by courier. Please allow 5-10 days delivery. Courier tracking information will be provided with your purchase.

## Upgrade from Recover My Files v3 to Recover My Files v4

A discounted cost applies for existing Recover My Files version 3 customers to upgrade to Recover My Files version 4. Existing version 3 customers:

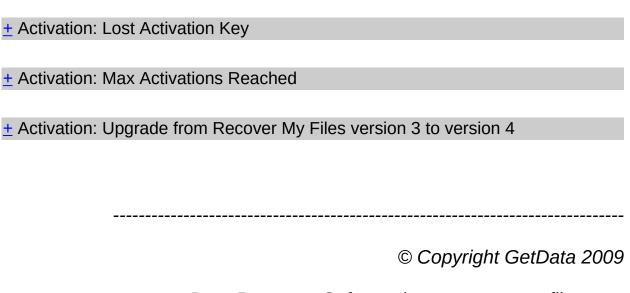
 log into your GetData customer account here: <a href="https://secure.getdata.com/my/">https://secure.getdata.com/my/</a> (or using the 'Member Login' link in the footer of any GetData web site such as

# www.recovermyfiles.com).

Login: [the email address used in your purchase]
Password: [if you do not know your password, use the
"send me my password" link]

- once logged in, locate a record of your Recover My Files version 3 purchase and click on the version 4 links;
- you will see the discounted upgrade price in the shopping cart;
- checkout and your Recover My Files version 4 key will be displayed on a web page and also sent to you by email.

# **Trouble Shooting:**

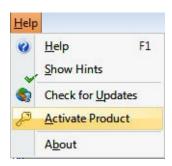


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## **Activation**

## Accessing the program activation screen

The Recover My Files product activation screen is accessed by clicking on "Help" in the top most menu (not the help button) and then "Activate Product", or by clicking the "Save Files" button:

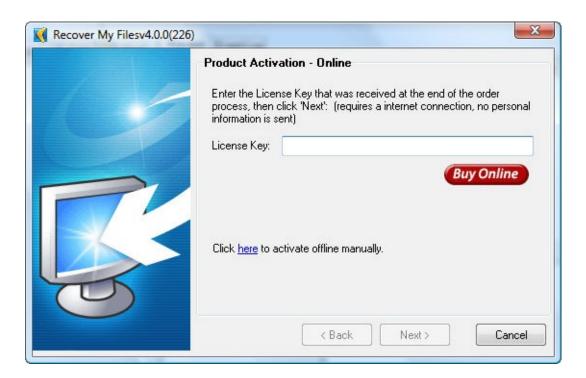


#### **Product Activation**

There are two activation options:

#### 1. Activate Online

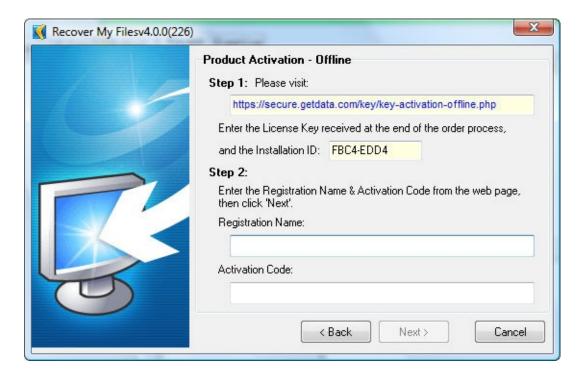
Where the computer on which Recover My Files is being installed is connected to the Internet;



## 2. Activate Manually

Where the computer on which Recover My Files is being installed is not connected to the Internet, another Internet connected computer can be used to collect the necessary information to activate.

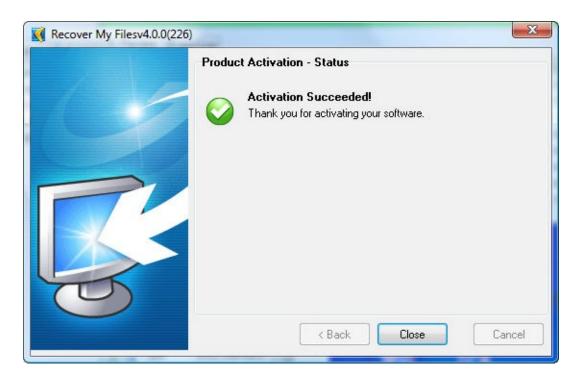
In the product activation window (shown above) click on the link to "activate offline manually", then follow the instructions on the screen below:



- Use the Internet connected computer to visit the activation web page
   https://secure.getdata.com/key/key-activation-offline.php;
- 2. Enter into the web page;
  - a). The email address used in your purchase;
  - b). Your Recover My Files license key; and,
  - c). The installation ID from the program activation window.
- 3. The Web page will then return a "Registration Name" and an "Activation Code". Enter this information into the Recover My Files product activation window and click next.

#### **Successful Activation**

Upon successful activation of Recover My Files, you will see the following screen:



Once activated you have the ability to save recovered files.

# **Troubleshooting Program Activation**

± Activation: Lost Activation Key
± Activation: Max Activations Reached
± Activation: Upgrade from Recover My Files version 3 to version 4

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## **Lost Activation Key**

## To locate your Recover My Files product activation details

If you have lost your Recover My Files activation key, log into your www.getdata.com customer account here: <a href="https://secure.getdata.com/my/">https://secure.getdata.com/my/</a> (or using the 'Member Login' link in the footer of any GetData web site such as <a href="www.recovermyfiles.com">www.recovermyfiles.com</a>) where you can locate a record of your purchase, including your activation details.

Login: [the email address used in your purchase]

Password: [if you do not know your password, use the "send me my

password" link]

## To contact technical support

Technical support is available by contacting us via the support link at <a href="https://www.recovermyfiles.com">www.recovermyfiles.com</a>. If you need phone support, please be sure to include your contact telephone number where you submit your support ticket.

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#### The "Recover Files" search

## + Before you begin - Read Quick Start Tips Here

## Running the "Recover Files" search

When the "Start Recovery" button is selected in the Recover My Files v4 program tool bar, two search options are displayed. The first is "Recover Files".



The "Recover Files" options is best used when you hard drive is running correctly, but:

- individual files have been deleted and emptied from the Windows Recycle Bin;
- files have been deleted and bypassed the Windows Recycle Bin;
- files have been deleted by a virus, trojan or worm;
- a file of the same name has saved over another important file;
- files have been lost by some other unknown cause.

To search for deleted or lost files, click the "Recover Files" button then "Next" to proceed. (NB: If your data loss problem relates to loss of data

from the entire drive, select instead try the "Drive Recovery" option).

## **Selecting the Drive to Search**

In the "Recover Files" mode, Recover My Files will display the "logical drives", i.e. the drive letters. If you do not see the drive letter that you need to scan, click the "Back" button, select the Drive Recovery option, and scan the physical Hard Disk.

It is possible to search only one drive letter at a time. Select the drive to search by clicking it with your mouse, then click the "Next" button to proceed:



#### **Drive Selection:**

<u>+</u> Drive Selection: Learn more about the information displayed in the

drive selection window.

+ Drive Selection: The drive I wish to search is not listed.

## **File Recovery Options**

The next wizard window presents the following two search options:



## **Search for Deleted Files (Recommended)**

A Deleted File is a file that has been emptied from the Recycle Bin and marked as deleted by the File System, but which retains sufficient information held in the File System to be recovered.

This search is "Recommended" because:

- It will rapidly scan the File System for deleted files (the search will take less that 1 hour on a standard home PC);
- If files were recently deleted, there is a high probability of success;
- Files located will have their original file names and folder structure intact.

## Learn more about finding Deleted Files here.

The steps in the scan as shown in the progress window are:

- 1. "Reading Record" the File System is read;
- 2. "Building Directory Structure" file system records for deleted files are identified and the folder system is created;
- 3. "Adding Search Results" The results are added to the search results screen. Learn more about File Recovery search results here.

# Search for Deleted Files, then search for selected Lost File Types

This search first runs the search for Deleted Files, as described above. It then sequentially scans the remaining area of the disk for "Lost Files".

Following a file deletion, subsequent activity on the computer may lead to File System records for these files being destroyed. A "Lost File" is a file that has been deleted which no longer has a File System record (e.g. and entry in the Microsoft FAT or MFT), but the content of the file remains on the disk and can be recovered.

Lost files are located using a technique referred to as "data carving",

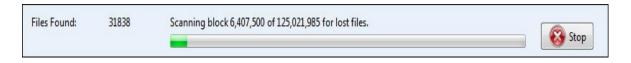
by searching to find the unique header, structure and footer of the file type. Learn more about searching for Lost Files here.

It is suggested that this search be run when:

- The recommended "Search for deleted files" option did not find your files;
- When you wish to be certain that all possible data on the drive can be located and recovered.

**Important:** The more file types that are selected, the more resource intensive is these search and the longer the search will take. It is suggested that you do not perform a Lost File search for *more than 10 files at any one time*.

This is a sequential search of the drive and is indicated in the progress window by "Scanning block xxxxx of xxxxx for lost files":



A sequential search of a large hard drive, e.g. 1TB or more containing many files may take up to 24 hours.

- 1. Before you stop the search, write down the block number that the search is up to, e.g. "3,867,514 of 78,126,048";
- 2. Press the stop button;
- 3. Click the OPTIONS button in the main program screen, go to the ADVANCED tab and place a tick in the box for "prompt for start sector" and "Start with Lost File Scan".
- 4. Click OK to save these options, then press "Start Recovery"> "Drive Recovery" and enter the starting location



## **Recover Files Search Results**

Learn about the Recover Files search results screen here.

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#### **Recover Drive**

A drive recovery will attempt to recover, if possible, all files on the drive with their complete file and folder structure.

- + Before you Begin Read Quick Start Tips here
- + When to use the 'Recover Drive' option

#### **How Recover a Formatted Drive**

Run Recover My Files and select "Recover a Drive" and click "Next".



In the example below, and external 75GB USB hard drive containing photos has been accidentally formatted. The drive contained one partition only which was the size of the entire drive. Clicking on the drive letter in Windows Explorer shows that it no longer contains any files.

## **Selecting the Drive to Search**

When running a "Recover Drive" it is usually best to select and search the entire "Hard Disk" (<u>learn when to select the drive letter</u>).

Select "Hard Disk #" by clicking it with your mouse (as shown in blue below), then press "Next".



## **Drive selection problems:**

- <u>+</u> Drive Selection: Learn more about the information displayed in the drive selection window.
- + Drive Selection: The drive I wish to search is not listed.

# **Recover Options, Automatic or Selected File Types**

The following screen presents two drive recovery options:



# "Automatic drive recovery. (Recommended)"

During an automatic drive recovery, certain pre-selected file types are used to assist in locating the missing file system. Recover My Files searches for these file types by locating the header / structure and footer and then uses the information found to help pinpoint the missing file system. These files are called "Lost Files"

In Automatic mode, the pre-selected Lost Files types are Avi, EXE, iTunses, Jpeg, Microsoft Excel and Word and Zip files (during an "Automated drive recovery", click on OPTIONS > FILE TYPES to view the pre-selected file type).

<u>Learn more about Lost Files here.</u>

"Drive recovery using selected file types"

This option allows the user to manually select the file types to assist in locating the missing Filesystem.

It is suggested that you only use this option to change the preselected file types if you do not have any of the pre-selected file types on the problem disk. For example, if the problem drive had only HTML files on it, it would be necessary to select the HTML file type.

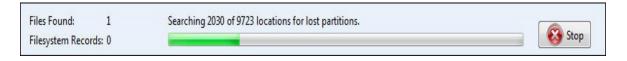
In most cases the common pre-selected file types will be adequate and additional file type selections will **NOT** be required to locate the entire file and folder structure containing all files.

You may consider adding it to the list if you have a specific file type that is essential to recover. The benefit of adding a file types is that in addition to helping locate the file system, you are simultaneously searching for the Lost File type by looking for its header, structure and footer. If the file system has been destroyed and cannot be recovered, you may still find the important file as a Lost File. However, be aware that adding file types will slow down the search. We suggest that you do not select more than 10 file types at any time.

I am running a Drive Recovery and the <u>file type I wish to add is not in</u> the list.

## **Search Phase 1 - Partition Recovery**

Phase 1 of the search attempts to locate and rebuild then entire lost partitions:

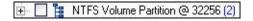


Partition recovery should take between 1 - 45 minutes to complete (depending on the size of the drive, the number of files that it contains and the speed of the computer / drive). Learn about steps

## within phase 1 - partition recovery.

If partitions are located and can be recovered, all of the missing folders and files structure will be displayed under "Folder" view at the end of Search Phase 1 (in order to find and display the full file and folder structure, it is necessary that the search be allowed to fully complete this phase).

A recovered partition is shown in "Folder" view of the results screen as:



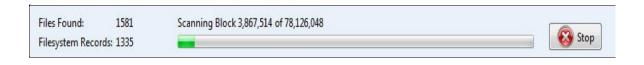
Whilst the search is in progress, expand the recovered partition (using the '+') to determine if your missing files have been located. If they partition was found and you can click on your missing files and preview their content, STOP the search and save your files.

Learn more about the Drive Recovery search results screen here.

# <u>Search Phase 2 - Searching for File System records (FAT/XFAT/MFT)</u> <u>using selected file types</u>

Once Phase 1 of the search is complete, Phase 2 of the search will automatically commence. Phase 2 uses the selected file types to help locate <u>file system records</u> on the drive.

The number of file system records found is displayed in the progress bar. Each Filesystem Record represents a file with its full file and folder name:



If you are in a *hurry* to recovery your data:

When the number of "Filesystem Records:" found reaches a high number (an average home computer has between 50,000

and 150,000 Filesystem records), stops increasing, and remains constant, it means the file system records located have been read. On your average home PC you should reach this point within 2 hours of searching. You can press the STOP button (note down the 'block' number that the search is up to in case you wish to recommence the search at a later time);

or, if time is not a concern to you, let the search run to the end.

Once you have stopped the search, or the search finishes, the search results will build and display in "Folder" view of the results screen as a "Virtual Partition". A virtual partition is displayed in the results screen as:



Expand the search results (using the '+') to determine if your missing files have been located.

Learn more about the Drive Recover search results screen here.

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#### **Recover Drive**

A drive recovery will attempt to recover, if possible, all files on the drive with their complete file and folder structure.

- + Before you Begin Read Quick Start Tips here
- + When to use the 'Recover Drive' option

## A new installation of Windows has lost my files

It is very common to situation for a user to end up with a fresh installation of Windows with the loss of all previous data. Common reasons are:

- accidentally formatted and reinstalled Windows onto the wrong drive;
- a system crash left windows inoperable, so Windows was reinstalled on the drive to get the computer up and running again.

Don't panic. In this situation, the majority of data can be recovered.

The new installation of Windows has overwritten some old data on the first part of your drive. However, usually the first part of the drive is where the old Windows installation was so few user created files are harmed.

Important: Avoid installing any new programs on the new installation of Windows - read the "Before you Begin" quick start guide on this page.

#### How Recover a formatted drive with a new installation of Windows

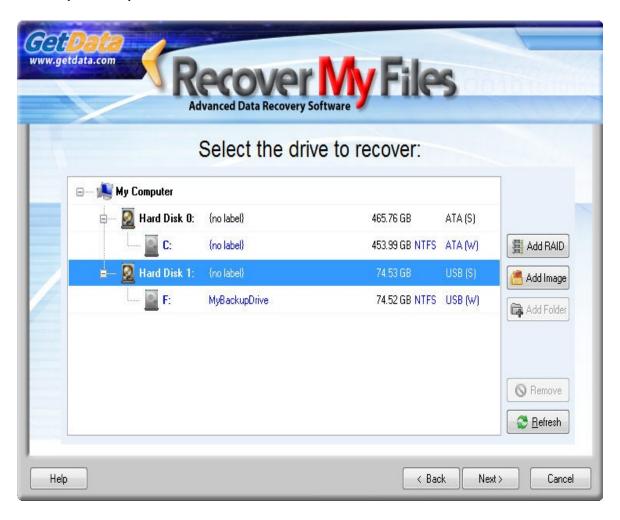
Run Recover My Files and select "Recover a Drive" and click "Next".



## **Selecting the Drive to Search**

When running a "Recover Drive" it is usually best to select and search the entire "Hard Disk" (<u>learn when to select the drive letter</u>).

Select "Hard Disk #" by clicking it with your mouse (as shown in blue below), then press "Next".



**Drive selection problems:** 

- <u>+</u> Drive Selection: Learn more about the information displayed in the drive selection window.
- Drive Selection: The drive I wish to search is not listed.

## **Recover Options, Automatic or Selected File Types**

The following screen presents two drive recovery options:



# "Automatic drive recovery. (Recommended)"

During an automatic drive recovery, certain pre-selected file types are used to assist in locating the missing file system. Recover My Files searches for these file types by locating the header / structure and footer and then uses the information found to help pinpoint the missing file system. These files are called "Lost Files"

In Automatic mode, the pre-selected Lost Files types are Avi, EXE, iTunses, Jpeg, Microsoft Excel and Word and Zip files (during an "Automated drive recovery", click on OPTIONS > FILE TYPES to view the pre-selected file type).

#### Learn more about Lost Files here.

### "Drive recovery using selected file types"

This option allows the user to manually select the file types to assist in locating the missing Filesystem.

It is suggested that you only use this option to change the preselected file types if you do not have any of the pre-selected file types on the problem disk. For example, if the problem drive had only HTML files on it, it would be necessary to select the HTML file type.

In most cases the common pre-selected file types will be adequate and additional file type selections will **NOT** be required to locate the entire file and folder structure containing all files.

You may consider adding it to the list if you have a specific file type that is essential to recover. The benefit of adding a file types is that in addition to helping locate the file system, you are simultaneously searching for the Lost File type by looking for its header, structure and footer. If the file system has been destroyed and cannot be recovered, you may still find the important file as a Lost File. However, be aware that adding file types will slow down the search. We suggest that you do not select more than 10 file types at any time.

I am running a Drive Recovery and the <u>file type I wish to add is not in</u> the list.

## **Search Phase 1 - Partition Recovery**

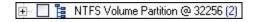
Phase 1 of the search attempts to locate and rebuild then entire lost partitions:



Partition recovery should take between 1 - 45 minutes to complete (depending on the size of the drive, the number of files that it contains and the speed of the computer / drive). Learn about <u>steps</u> within phase 1 - partition recovery.

If partitions are located and can be recovered, all of the missing folders and files structure will be displayed under "Folder" view at the end of Search Phase 1 (in order to find and display the full file and folder structure, it is necessary that the search be allowed to fully complete this phase).

A recovered partition is shown in "Folder" view of the results screen as:



Whilst the search is in progress, expand the recovered partition (using the '+') to determine if your missing files have been located. If they partition was found and you can click on your missing files and preview their content, STOP the search and save your files.

Learn more about the Drive Recovery search results screen here.

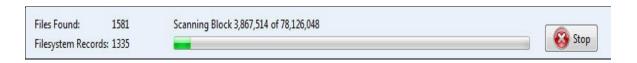
Phase 1 of this search is likely only to locate the new installation of Windows (as it is the only existing file system on the current drive). In this situation, it is most likely that you will need to proceed through Phase 2 of the search to recovery the underlying user data.

## <u>Search Phase 2 - Searching for File System records (FAT/XFAT/MFT)</u> <u>using selected file types</u>

Once Phase 1 of the search is complete, Phase 2 of the search will

automatically commence. Phase 2 uses the selected file types to help locate <u>file system records</u> on the drive.

The number of file system records found is displayed in the progress bar. Each Filesystem Record represents a file with its full file and folder name:



If you are in a *hurry* to recovery your data:

When the number of "Filesystem Records:" found reaches a high number (an average home computer has between 50,000 and 150,000 Filesystem records), stops increasing, and remains constant, it means the file system records located have been read. On your average home PC you should reach this point within 2 hours of searching. You can press the STOP button (note down the 'block' number that the search is up to in case you wish to recommence the search at a later time);

or, if time is not a concern to you, let the search run to the end.

Once you have stopped the search, or the search finishes, the search results will build and display in "Folder" view of the results screen as a "Virtual Partition". A virtual partition is displayed in the results screen as:

🗓 🔲 🦭 Virtual Partition(FAT) @ 19513856 (180)
---

Expand the search results (using the '+') to determine if your missing files have been located.

Learn more about the Drive Recover search results screen here.

## **Drive Recovery**

A drive recovery will attempt to recover, if possible, all files on the drive with their complete file and folder structure.

- + Before you Begin Read Quick Start Tips here
- + When to use the 'Recover Drive' option

### A Windows System Recovery/Repair/Restore lost my files

User who have attempted to solve a computer problem using;

- a Windows recovery CD to repair / restore;
- the Windows recovery console;
- using a Windows restore point,

may find that the Recovery/Repair/Restore process has removed access to user created files on the disk.

This situation can be complex. We recommend first following these Drive Recovery instructions below. If files are not found, next run a "Recover Files" in manual mode searching for the specific lost file types.

## How to recover files from a Windows Recovery/Repair/Restore

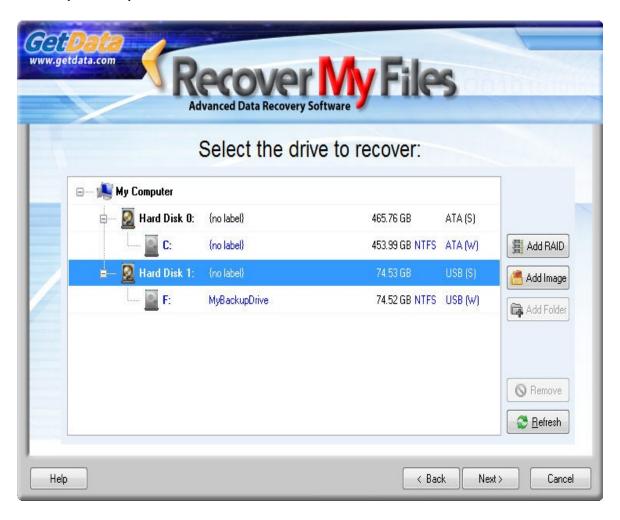
Run Recover My Files and select "Recover a Drive" and click "Next".



## **Selecting the Drive to Search**

When running a "Recover Drive" it is usually best to select and search the entire "Hard Disk" (<u>learn when to select the drive letter</u>).

Select "Hard Disk #" by clicking it with your mouse (as shown in blue below), then press "Next".



**Drive selection problems:** 

- <u>+</u> Drive Selection: Learn more about the information displayed in the drive selection window.
- Drive Selection: The drive I wish to search is not listed.

## **Recover Options, Automatic or Selected File Types**

The following screen presents two drive recovery options:



## "Automatic drive recovery. (Recommended)"

During an automatic drive recovery, certain pre-selected file types are used to assist in locating the missing file system. Recover My Files searches for these file types by locating the header / structure and footer and then uses the information found to help pinpoint the missing file system. These files are

#### called "Lost Files"

In Automatic mode, the pre-selected Lost Files types are Avi, EXE, iTunses, Jpeg, Microsoft Excel and Word and Zip files (during an "Automated drive recovery", click on OPTIONS > FILE TYPES to view the pre-selected file type).

#### Learn more about Lost Files here.

### "Drive recovery using selected file types"

This option allows the user to manually select the file types to assist in locating the missing Filesystem.

It is suggested that you only use this option to change the preselected file types if you do not have any of the pre-selected file types on the problem disk. For example, if the problem drive had only HTML files on it, it would be necessary to select the HTML file type.

In most cases the common pre-selected file types will be adequate and additional file type selections will **NOT** be required to locate the entire file and folder structure containing all files.

You may consider adding it to the list if you have a specific file type that is essential to recover. The benefit of adding a file types is that in addition to helping locate the file system, you are simultaneously searching for the Lost File type by looking for its header, structure and footer. If the file system has been destroyed and cannot be recovered, you may still find the important file as a Lost File. However, be aware that adding file types will slow down the search. We suggest that you do not select more than 10 file types at any time.

I am running a Drive Recovery and the <u>file type I wish to add is not in the list.</u>

## Search Phase 1 - Partition Recovery

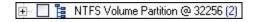
Phase 1 of the search attempts to locate and rebuild then entire lost partitions:



Partition recovery should take between 1 - 45 minutes to complete (depending on the size of the drive, the number of files that it contains and the speed of the computer / drive). Learn about <u>steps</u> within phase 1 - partition recovery.

If partitions are located and can be recovered, all of the missing folders and files structure will be displayed under "Folder" view at the end of Search Phase 1 (in order to find and display the full file and folder structure, it is necessary that the search be allowed to fully complete this phase).

A recovered partition is shown in "Folder" view of the results screen as:



Whilst the search is in progress, expand the recovered partition (using the '+') to determine if your missing files have been located. If they partition was found and you can click on your missing files and preview their content, STOP the search and save your files.

Learn more about the Drive Recovery search results screen here.

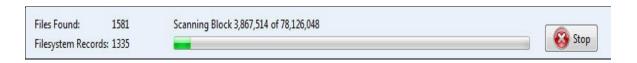
Phase 1 of this search is likely only to locate the new installation of Windows (as it is the only existing file system on the current drive). In this situation, it is most likely that you will need to proceed through Phase 2 of the search to recovery the underlying user data.

## <u>Search Phase 2 - Searching for File System records (FAT/XFAT/MFT)</u> <u>using selected file types</u>

Once Phase 1 of the search is complete, Phase 2 of the search will

automatically commence. Phase 2 uses the selected file types to help locate <u>file system records</u> on the drive.

The number of file system records found is displayed in the progress bar. Each Filesystem Record represents a file with its full file and folder name:



If you are in a *hurry* to recovery your data:

When the number of "Filesystem Records:" found reaches a high number (an average home computer has between 50,000 and 150,000 Filesystem records), stops increasing, and remains constant, it means the file system records located have been read. On your average home PC you should reach this point within 2 hours of searching. You can press the STOP button (note down the 'block' number that the search is up to in case you wish to recommence the search at a later time);

or, if time is not a concern to you, let the search run to the end.

Once you have stopped the search, or the search finishes, the search results will build and display in "Folder" view of the results screen as a "Virtual Partition". A virtual partition is displayed in the results screen as:



Expand the search results (using the '+') to determine if your missing files have been located.

Learn more about the Drive Recover search results screen here.

Recovery in this situation can be complex. If files are not found in the Drive Recovery search, next run a "Files Recovery" in manual mode

searching for the specific lost file types.	
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Data Recovery Soi	ftware   www.recovermyfiles.com

#### **Recover Drive**

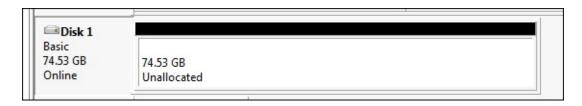
A drive recovery will attempt to recover, if possible, all files on the drive with their complete file and folder structure.

- + Before you Begin Read Quick Start Tips here
- + When to use the 'Recover Drive' option

#### What is a RAW hard disk

A RAW or Unallocated hard drive is one which does not contain a recognized partition and therefore will not show up as a drive letter on your computer. This is usually because your existing partition has become corrupt and is no longer recognized by the operating system. Common causes are malicious virus infection, or a system crash.

The term RAW means "not having undergone processes of preparing, dressing, finishing, refining, or manufacture", which describes how hard disk were once sent from the factory, without a partition. RAW and Unallocated are the terms used in Windows Disk Management (right click on My Computer > Manage > Disk Management) to describe the state of the drive:



RAW and Unallocated hard drives are relatively simple to recover as it is usually only the partition information that has become corrupt and the remaining data is intact. Recovery of full file and folder structure is possible.

How to Recover a RAW, Unallocated or missing disk

Run Recover My Files and select "Recover a Drive" and click "Next".



## **Selecting the Drive to Search**

When running a "Recover Drive" it is usually best to select and search the entire "Hard Disk" (<u>learn when to select the drive letter</u>).

Select "Hard Disk #" by clicking it with your mouse (as shown in blue below), then press "Next".



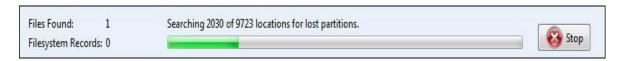
### **Drive selection problems:**

- <u>+</u> Drive Selection: Learn more about the information displayed in the drive selection window.
- Drive Selection: The drive I wish to search is not listed.

I am running a Drive Recovery and the <u>file type I wish to add is not in</u> the list.

### **Search Phase 1 - Partition Recovery**

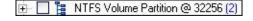
Phase 1 of the search attempts to locate and rebuild then entire lost partitions:



Partition recovery should take between 1 - 45 minutes to complete (depending on the size of the drive, the number of files that it contains and the speed of the computer / drive). Learn about <u>steps</u> within phase 1 - partition recovery.

If partitions are located and can be recovered, all of the missing folders and files structure will be displayed under "Folder" view at the end of Search Phase 1 (in order to find and display the full file and folder structure, it is necessary that the search be allowed to fully complete this phase).

A recovered partition is shown in "Folder" view of the results screen as:



Whilst the search is in progress, expand the recovered partition (using the '+') to determine if your missing files have been located. If they partition was found and you can click on your missing files and preview their content, STOP the search and save your files.

### Learn more about the Drive Recovery search results screen here.

## <u>Search Phase 2 - Searching for File System records (FAT/XFAT/MFT)</u> <u>using selected file types</u>

Once Phase 1 of the search is complete, Phase 2 of the search will automatically commence. Phase 2 uses the selected file types to help locate <u>file system records</u> on the drive.

The number of file system records found is displayed in the progress bar. Each Filesystem Record represents a file with its full file and folder name:





If you are in a *hurry* to recovery your data:

When the number of "Filesystem Records:" found reaches a high number (an average home computer has between 50,000 and 150,000 Filesystem records), stops increasing, and remains constant, it means the file system records located have been read. On your average home PC you should reach this point within 2 hours of searching. You can press the STOP button (note down the 'block' number that the search is up to in case you wish to recommence the search at a later time);

or, if time is not a concern to you, let the search run to the end.

Once you have stopped the search, or the search finishes, the search results will build and display in "Folder" view of the results screen as a "Virtual Partition". A virtual partition is displayed in the results screen as:



Expand the search results (using the '+') to determine if your missing files have been located.

Learn more about the Drive Recover search results screen here.	
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#### **Recover Drive**

A drive recovery will attempt to recover, if possible, all files on the drive with their complete file and folder structure.

- + Before you Begin Read Quick Start Tips here
- + When to use the 'Drive Recovery' option

### What is a Corrupt Drive?

A corrupt drive generally means that there is an error with your <u>Filesystem</u>.

This can mean that some of the files and folders on your drive display correctly, whilst others appear corrupt or missing altogether. You may also experience Windows CHKDSK attempting to fix your corrupt drive (and possibly making things worse).

A corrupt drive can be a more complex situation to recover from, as it may only partially effect your files. If you do not known the reason for the corruption, make sure you backup any remaining data of value onto another storage media, as the stability of the problem drive cannot be assured.

## **How to Recover a Corrupt Drive**

Attempting to recover files from a corrupt drive needs a well rounded approach. Successfully recovering missing data can usually be achieved by a combined search strategy. We suggest:

- 1. Follow the instructions to <u>recover a Formatted Drive</u>; if you do not find your files;
- 2. Follow the instructions to <u>recover Deleted and Lost</u>

Files.

3. if the above two options do not work, it can be useful to ignore the existing file system and perform a sequential scan over the entire drive for specific file types To do this:

click Options > Advanced > select 'Start with a Lost File scan' and 'Scan for lost files across the whole device (and not only in the free space)'.

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## **Understanding Search Results**

#### **Recover Drive**

A Recover Drive search is targeted at the recovery of partitions from a formatted, corrupt, raw or unallocated hard drive. A successful recovery should locate and display the full file and folder structure in the search results screen.

In a "Recover Drive", it usually the "Folder" view which has most relevance, as it displays the file and folder structure of the recovered files (shown as area 4 in this <u>screen-shot</u>). Drive recovery results fall into three categories:

#### **Recovered Partitions**

When a valid existing partition is located on a drive it is represented in Folder view as follows:

```
🕒 🔲 🥫 NTFS Volume Partition @ 32256 (2)
```

The description of this partition is:

- "@ 32256" represents the sector on the drive where the partition was located
- "[NAME]" (if present) represents the volume name of the partition
- "(2)" represents the number of sub folders that it contains.

Click on the + sign to expand the partition to view the sub folders that it contains. Click on individual files to display the properties for the selected file and a preview of the file.

#### **Recovered Virtual Partitions**

A virtual partition is essentially the old underlying partition on a drive. For example, when a hard disk is formatted and Windows is reinstalled, the existing new installation of Windows will be recovered as the active partition (described above) with the old underlying partition recovered as the virtual partition. A virtual partition is represented in Folder view as follows:

### 🛨 🔲 🦭 Virtual Partition(FAT) @ 19513856 (180)

- Virtual Partition(FAT) represents the type of partition located
- "@ 19513856" represents the sector on the drive where the partition was located
- "[NAME]" (if a name exists) represents the volume name of the partition
- "(180)" represents the number of sub folders that it contains.

Click on the + sign to expand the partition to view the sub folders that it contains.

Sometimes incomplete or 'ghost' partitions can be located.

Each partition shown in "Folder" view should be checked to see if it contains valid data. The primary test is whether individual files contained in the recovered partition is whether individual files can be displayed in the preview window.

#### Lost File Results

In Drive Recover mode, 'Lost Files' are the file types that were selected (either pre-selected in automatic mode, or manually selected) to aid in the identification of the file system. They are represented in Folder view as:



• "(92)" represents the number of files that it contains.

Click on the + sign to expand the partition to view the files that it contains.

If the recovery of partitions was NOT successful (or only partially successful), Lost Files can be important as they will still give access to your lost data (but without original file names or folder structure). Learn more about Lost Files here.

If partition recovery was not successful, it is suggest that you run a second drive recovery, using selected file types, to find your important files.

#### General Information about the Search Results Screen

The Recover My Files search results screen is broken down into 8 areas, as shown in this screen-shot.

#### 1. Text Menu

The text menu is where basic functions are performed, including:

- Saving or printing a list of search results
- Saving search results
- Activating the software
- <u>Displaying the software version information</u>

### 2. Toolbar buttons



The text menu is where basic functions are performed, including:

- "Start Recovery" starts the search process
- "Save Files" is used to save the search results
- "Options" enables the setting of program options
- "Update" checks for available updates (internet access required)
- "Help" opens this help file.

## 3. Search Progress

The search progress area (shown in the <u>screen-shot</u> as area 3) contains important information about the search.

#### Files Found

In a File recovery, the 'Files Found' number represents each Deleted File and each Lost File found.

In Drive recover mode, the 'Files Found' number represents each Lost File found and each file found in a recovered partition.

## Filesystem records

Filesystem records indicate where a missing Filesystem has been found. Each Filesystem record represents a file with its full file and folder name.

The Filesystem records number can be used as a guide to identify when a Drive Recovery can be stopped (without the need to let the search run to the end). <u>Learn more about Filesystem records here</u>.

#### 4. View Search Results

Recover My Files makes search results available under four different views, access by clicking on the following tabs (as shown in area 2 of this screen-shot):

#### **Folder** view

The "Folder Tab" is used to display the file and folder structure of the search results and is similar to how Windows displays the files and folders in Windows Explorer. Learn more about the Folder tab here.

### File Type view

File Type view lists files according to their extension. This can be used as a fast way to locate a file when the type is know but the original folder location is not. The "Other Extensions" folder contains all other file extensions not specifically selected in the search.

#### **Date** view

The "Date" view sorts files by date. <u>Learn more about the Date tab</u> here

#### Find

The Find tab is used to search through the existing search results for relevant files based on your selected search criteria. Learn more about the Find tab Learn more about the Find Tab here.

## 5. Preview (and Event Log)

The file preview are is in three windows: 5a, select the individual file; 5b, view the file properties; and 5c, preview the file (see <u>screen-shot</u>). The preview windows may display the following messages:

"A preview is not available for this file type": Recover My Files has examined the file header and determined that the file types does not support a preview;

"Corrupt file, preview not available": Recover My Files has examined the file header and determined that it is a file type that can be previewed, however the data inside the file is damaged and a preview of the file cannot be displayed. It is unlikely that when a file that displays this message is saved that it will open properly.

#### 6. Information Bar

### Type of search

The bottom left hand corner of the search results screen identifies if "Files Recovery" or "Drive Recovery" mode was selected.

## Type of logging

Displays the logging mode that is currently being used. Logging is displayed in the Event Log tab in section 5a (as shown in this screen-shot).

Normal Logging: Normal logging provides information about the recovery process.

Debug Logging: Debug logging gives additional information about the recovery process. Debug logging is resource intensive and will slow down a search. It is recommended that you only use debug logging mode when instructed to do so by GetData support staff. Right click on the log screen to copy the information to the windows clipboard.

#### Selected items to be saved

This shows the number of files selected to be saved and the total size of the files selected, e.g. "Selected items 25 (22.3mb)". In this example, a minimum of 23 megabytes is required on an external drive to save the files. Learn about saving files here.

#### Search duration

The duration of the search is displayed in the bottom right hand corner of the main program screen.

## **Troubleshooting**

<u>+</u> Search Progress:	The search is very slow - how do I speed it up?	
<u>+</u> Search Results:	Lost Files are all the same size (e.g. 1024kb)	
<u>+</u> Search Results:	The recovered file does not contain valid data	
See the full troubleshooting guide here		
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## **RAID 1 Recovery**

RAID 1 is a mirrored set with parity. Typically, it consists of two physical drives, one being an exact copy of the other. The RAID Array continues to operate so long as at least one drive is functioning. Using RAID 1 with a separate controller for each disk is sometimes called *duplexing*.

Data recovery can be performed on either drive. Follow the instructions for a <u>Drive Recovery</u>.

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# JBOD RAID Recovery

JBOD (Just a Bunch Of Disks) is a term to describe the grouping of odd-sized drives into one larger useful drive. Fore example, a JBOD could combine 3 GB, 15 GB, 5.5 GB, and 12 GB drives into a logical drive at 35.5 GB, which is often more useful than the individual drives separately.

If the JBOD drive is running normally it can be seen and search with Recover My Files like any other drive. If the JBOD drive has an error or is no longer seen as a drive, the proceed with the RAID recovery.

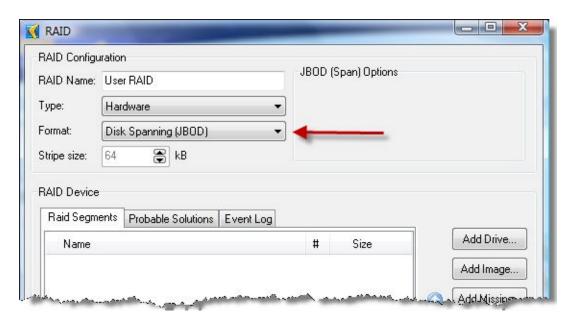
#### To Recover the RAID:

- 1. Ensure the problem RAID drives are properly connected to your computer. Ensure that you can hear the drives spinning and that there are no signs (or sounds) of a physically failed drive;
- 2. Run Recover My Files v4, select the "Recover Drive" path and click Next;



- 3. In the Drive Selection window, click on the button. This opens the RAID configuration window. Click here for a summary of functions in this window.;
- 4. In the Add Raid window, select the type of RAID you are trying to recover and click the Add Drive... button to

add the RAID drives (Note: if you have taken image copies of the drive [DD, RAW, EnCase etc] use the "Add Image..." button);



#### Is the RAID a Hardware RAID or Software RAID?

- I do not know
- I have a software RAID (where computer software alone is responsible for managing the RAID disks).
- I have a hardware RAID (where a physical device, e.g. a RAID card plugged into my computer) is responsible for managing the RAID disks.

## Once added, select and search the RAID drive

Once the RAID has been added to the list of available drives, select the RAID as the drive to search and click Next:



The RAID drive can now be search like any other drive on your system. In most cases, because of the initial problem with the RAID, it will be best to run the <u>Recover Drive</u> mode. However, it is also possible to search the drive in <u>Recover Files</u> mode.

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## **RAID 0 Recovery**

A RAID 0 (also known as a stripe set or striped volume) splits data evenly across two or more disks (striped) with no parity information for redundancy. It is important to note that RAID 0 was not one of the original RAID levels and provides no data redundancy. RAID 0 is normally used to increase performance, although it can also be used as a way to create a small number of large virtual disks out of a large number of small physical ones.

A RAID 0 can be created with disks of differing sizes, but the storage space added to the array by each disk is limited to the size of the smallest disk. For example, if a 120 GB disk is striped together with a 100 GB disk, the size of the array will be 200 GB.

#### To Recover the RAID:

- 1. Ensure the problem RAID drives are properly connected to your computer. Ensure that you can hear the drives spinning and that there are no signs (or sounds) of a physically failed drive;
- 2. Run Recover My Files v4, select the "Recover Drive" path and click Next;



3. In the Drive Selection window, click on the button. This opens the RAID configuration window.

## Click here for a summary of functions in this window.;

4. In the Add Raid window, select the type of RAID you are trying to recover and click the Add Drive... button to add the RAID drives (Note: if you have taken image copies of the drive [DD, RAW, EnCase etc] use the "Add Image..." button);

#### Is the RAID a Hardware RAID or Software RAID?

- I do not know
- I have a software RAID (where computer software alone is responsible for managing the RAID disks).
- I have a hardware RAID (where a physical device, e.g. a RAID card plugged into my computer) is responsible for managing the RAID disks.

### Once added, select and search the RAID drive

Once the RAID has been added to the list of available drives, select the RAID as the drive to search and click Next:



The RAID drive can now be search like any other drive on your system. In most cases, because of the initial problem with the RAID, it will be best to run the <u>Recover Drive</u> mode. However, it is also possible to search the drive in <u>Recover Files</u> mode.

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## **RAID 5 Recovery**

A RAID 5 uses block - level striping with parity data distributed across all member disks. Distributed parity means that if a single drive fails the array is not destroyed. Upon a drive failure, any subsequent drive reads can be calculated from the distributed parity of the functioning drives. A single drive failure in the set will result in reduced performance of the entire set until the failed drive has been replaced and rebuilt.

#### To Recover the RAID:

- 1. Ensure the problem RAID drives are properly connected to your computer. Ensure that you can hear the drives spinning and that there are no signs (or sounds) of a physically failed drive;
- 2. Run Recover My Files v4, select the "Recover Drive" path and click Next:



- 3. In the Drive Selection window, click on the button. This opens the RAID configuration window. Click here for a summary of functions in this window.;
- 4. In the Add Raid window, select the type of RAID you are trying to recover and click the Add Drive... button to add the RAID drives (Note: if you have taken image copies of the drive [DD, RAW, EnCase etc] use the

"Add Image..." button);

#### Is the RAID a Hardware RAID or Software RAID?

- I do not know
- I have a software RAID (where computer software alone is responsible for managing the RAID disks).
- I have a hardware RAID (where a physical device, e.g. a RAID card plugged into my computer) is responsible for managing the RAID disks.

### Once added, select and search the RAID drive

Once the RAID has been added to the list of available drives, select the RAID as the drive to search and click Next:



The RAID drive can now be search like any other drive on your system. In most cases, because of the initial problem with the RAID, it will be best to run the <u>Recover Drive</u> mode. However, it is also possible to search the drive in <u>Recover Files</u> mode.

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## iPod Recovery

Loss of music files from an iPod is a common occurrence. In most situations, the music files can be recovered from the iPod and saved back to a PC. Select your situation below:

- **±** I Pressed the iTunes Restore Button / My iPod was Restored to Factory Settings
- **±** I Synced my iPod with an Empty iTunes Library
- **±** I Synced another iTunes Library to My iPod
- **±** My iPod has a Sad Face icon
- ± I want to copy the music off my iPod and put it on my computer

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# **MAC Recovery**

It is possible to recover a Macintosh drive using Recover My Files.

NOTE: Recover My Files will NOT run on a Macintosh. It is necessary to connect the problem MAC drive to a Windows PC and then use Recover My Files installed on the Windows PC to search for and recover files from the MAC drive.

The easiest option is usually to connect the MAC drive to the Windows PC using a USB drive enclosure.

Once the drive is connected, follow the <u>"Recover Drive" instructions</u>.

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# **Saving**

## Save and re-load search results

Recover My Files v4 has the ability to save search results so that they can be reloaded and used at a later time. Results are saved into a .rsv file.

Important: A saved-search.rsv file is a record of search results at the point in time when the file was created.

If data is subsequently written to the problem media, it may overwrite and destroy files listed in the saved-search.rsv file and consequently reduce the accuracy by which it can be used at a later time.

When conducting data recovery it is important to minimize the use of the problem media until such time as the data recovery attempts have been completed.

#### To Save Search Results

- 1. In the text menu at the top of the main program screen select "Recover > Save Search..."
- 2. Select the location and file name where you would like to save the search results.



## **To Load Search Results**

- 1. Ensure the original media used to create the savedsearch.rsv file is plugged in and has the same drive letter as it did when the file was created;
- 2. Click "Recover > Load Search...";
- 3. Select the .rsv file containing your saved search results and click OK;
- 4. The Recover My Files search results screen should then display the saved search results;
- 5. Once the search has loaded you should see the message "Load Complete".

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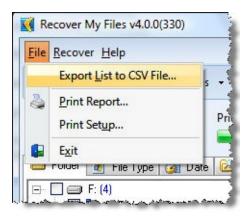
# **Saving**

## Save or print a text listing of search results

In some circumstances it may be necessary to save or print a text listing of search results.

At the top of the main program screen are the menu items <u>"File | Recover | Help"</u>. Click <u>"File"</u> to display the save and printing options.

A printed report it sent directly to the printer. A warning message will be displayed if print exceeds 10 pages.



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# **Saving**

## **Saving Recovered Files**

This section relates to the saving of your recovered files (for information on how to save search results so that they can be reloaded into Recover My Files at a later time, <u>click here</u>).

## **Program Activation**

In order to save files, you must activate the program with a product activation key.

Note: To save files from a RAID recovery, your need to purchase a "Recover My Files Professional" or "Data Recovery Technician" license. For more information, <u>learn about license types and program activation here.</u>

#### How do I select Files to be saved?

- To select a <u>file</u> to be saved; in the search results window place a tick in the box next to the file;
- To select a <u>folder</u> to be saved; in the search results window place a tick in the box next to the folder to be saved. All files in that folder will automatically be ticked (selected).
- To select a group of files and folders to be saved:
   Hold down the SHIFT key (for groups) or CTRL key (for individual selections), use your mouse to select the files that you require and then press the SPACE BAR key to turn the selection tick on or off.

#### What files should I save?

Recover My Files is designed to get back your created photos, documents, music etc. Select and save the files that are most important to you. Remember;

There is no point saving gigabytes of Windows System files that will be worthless to you and it will just slow the saving process down;

Rather than trying to recover and save software programs, it is better to reinstall software programs from the original disks or installation files to be sure the integrity of their registry settings etc.

## How much space will I need to save the files?

In the bottom boarder of the Recover My Files search results window you will see the number of files selected, and the total size of the files selected, e.g. "Selected items 25 (22.3mb)".

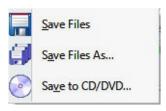
During the saving process, as each file is saved, the selection tick is removed from the file and correspondingly the number of "Selected items" and the total size of selected files is reduced.

If the media that you are saving to runs out of space, simply connect new media and restart the save process.

TIP: It is prudent to save files in manageable volumes. For example, instead of trying to save 2 terra byte of data in one go, Windows may find it less intensive if you were to break it up into 4 x 500 segments.

## The "Save Files" button

The Save Files button has three options:



#### "Save Files"

Press the "Save Files" button and the <u>selected files</u> will be automatically saved to your chosen location. The saved files will have exactly the same file and folder structure that appears in the search results screen.

#### "Save Files As..."

The "Save Files As..." button prompts you to give each file a new name as it is saved. If you have selected many files this can be very time consuming. It is recommended that you only use "Save As" if you are saving a small number of files and wish to change the file names during the save process.

#### "Save to a CD/DVD"

Recover My Files has the capability to save files directly to a CD or DVD. Importantly, the is a secure process which does not write new data to the disk. Learn more about saving files to a CD or DVD here.

## Where do I save files?

Recover My Files is designed specifically so that it does not alter the content of the drive being searched. This avoids new data overwriting and permanently destroying deleted or missing files that could have other wise been recovered. For this reason:

You must save files found with Recover My Files to a drive other than the one from which the files are being recovered.

Your primary options are:

# 1. Save to another drive;

This can be another drive letter on you hard drive (e.g.: Drive "D:\"), another separate hard drive connected inside to your computer or an external

hard drive connected by USB, Fire Wire, or other method.

## 2. Save to a CD or DVD;

Search results can be written directly to a CD or DVD. <u>Learn more about saving files to a CD or DVD</u> here.

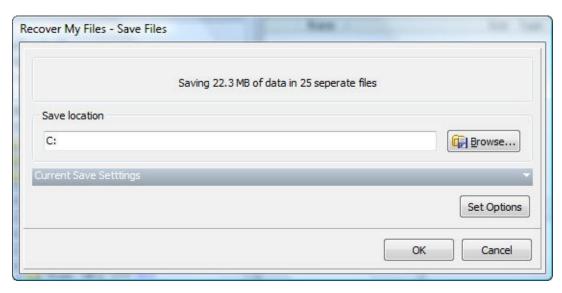
## 3. Save to a Network Drive;

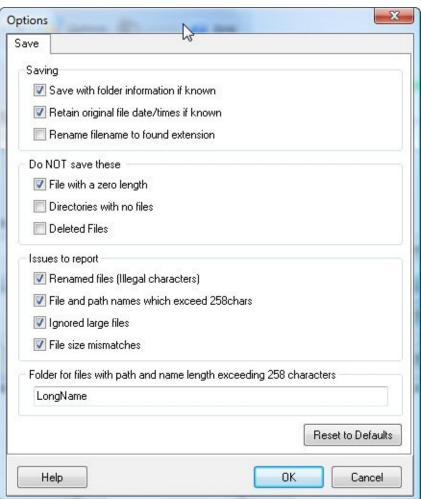
In order to save files to a network drive, the remote location must be shared as a drive letter on the computer which is running Recover My Files. Then, when the "Browse" button is selected in the Recover My Files "Save Files" window (shown below) it is possible to navigate to and select this remote drive letter.

# **File Saving Options**

Select the "Save Location" by either typing the destination path, e.g. "C:\recovery\" or using the "Browse..." button to select the desired destination.

Current "Save Settings" can be view by selecting the drop down arrow and save settings can be changed by selecting "Set Options" button:





## What will the files look like when they are saved?

If you are saving files from "Folder" view of the Recover My Files search results screen, the files that are saved will have same file names and folder structure that you see in this screen.

If you are saving files from "File Type" view, the files that are saved will have same file names and folder structure that you see in the "File Type" view.

## What happens after I save the files?

As a file is saved, the tick is removed from the selection box.

The results stay in the search window. In Recover My Files version 4, the results only disappear if you start a new search or close the program. You can only reload the existing search results if you have previously save them - learn how here.

Always go to the drive where the files were saved and open them to test if they have been saved correctly.

Never write new data to the problem drive until you are sure that you have recovered all data that you need. Writing new data to the drive will change its content and may overwrite and destroy deleted or missing files so that a new search will Recover My Files will no longer find them.

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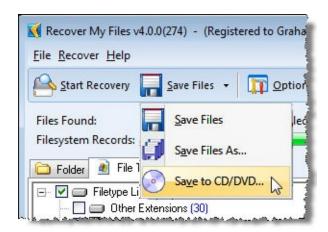
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# **Saving**

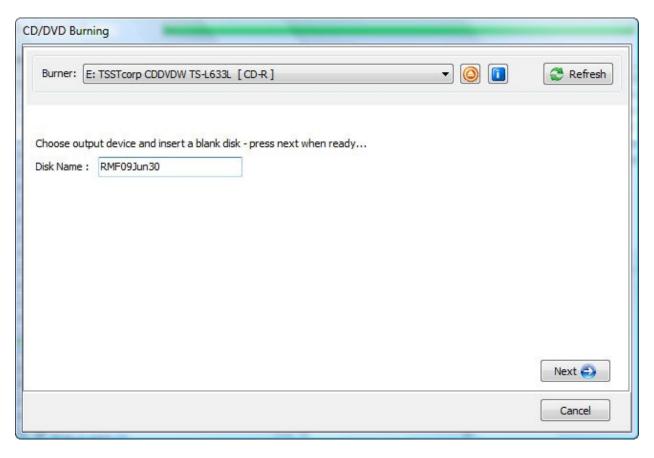
## Saving Files to a CD or DVD

Recover My Files has the capability to save files directly to a CD or DVD. Importantly, the is a secure process which does not write new data to the disk.

To save files to a CD or DVD, select the drop down arrow next to the "Save Files" button in the main program tool bar:

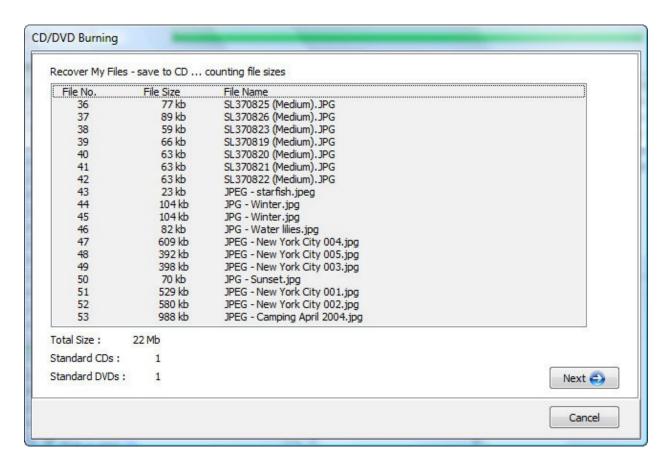


The CD burning window will then open:

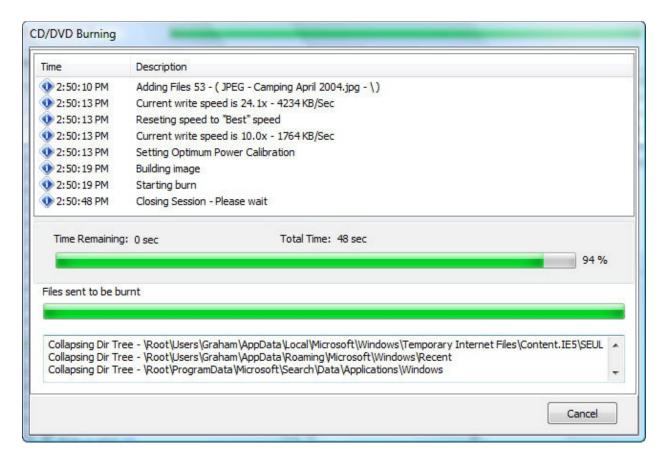


	Displays a list of supported available CD or DVD burners connected to your computer. If a CD or DVD is not inserted, it will say [No Media Inserted]. If a CD or DVD is inserted, it will identify the type of CD or DVD, e.g. CD-R. Click the "Refresh" button to ensure the information in this window is up to date.
	The open/eject button opens the selected CD/DVD drive draw.
	The CD/DVD information button provides information about the currently inserted CD or DVD.
II I	The refresh button re-scans the CD/DVD drive to provide new information about the currently inserted CD/DVD.
Disk Name	This is the name that is given to the CD/DVD. The default is "RMF[date]" but can be edited as required.

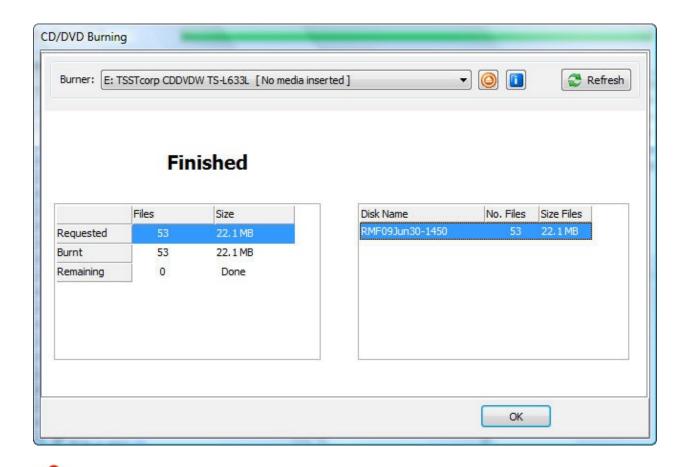
Click Next and the following window will provide a summary of the data to be burnt to CD or DVD. This includes an estimation as to the number of standard CD (approximately 650 mb capacity) and DVD (approximately 4gb capacity) that will be required:



Click Next to start the burn process. Pay close attention to the burning log for any errors:



When the CD or DVD burning session is completed, a the following screen will display a summary of the burning process:



Important: Once you have saved your data to CD or DVD, always check the contents of the CD or DVD manually to ensure that the data have been properly recorded.

## **Trouble Shooting - Saving Files to a CD or DVD**

Problem: My burner or CD/DVD is not recognized.

Solution:

- Re-insert the CD and press the "Refresh" button.
- Press the drop down arrow in the "Burner" field to selection available burners. The burner should display the type of inserted (e.g. CD-R). If not, try a different CD and/or a d of CD (e.g. CD +R).

If the burner is not listed, check all burner connections  $\varepsilon$ 

this process. If the burner is still not listed, it is not comp Recover My Files and you will need to select an alternasave your files such as a USB drive.

Problem: The burning process fails.

Solution:

Examine the event log for any errors that may indicate the source

- Insert a new blank CD or DVD. Click the "Refresh" butter that the CD or DVD is recognized.
- Press the information button. The select the "Device Speed" tab and select the "Calibrate" button. This will d optimum settings for your device. Now re-try the burn p
- If CD/DVD burning problems continue, repeat the procedifferent type/brand of CD/DVD media, or if possible, translated an alternate media such as an external USB hard drive
- If the problem persists, please contact us via the suppo www.recovermyfiles.com and provide:

a brief but accurate description of the problem;

a screen print of the CD/DVD Burning log.

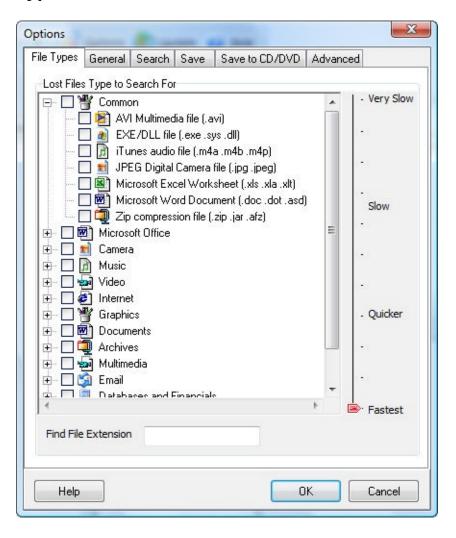
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# **The Options Button**

To access the program options, click on the Options button in the main program tool bar.

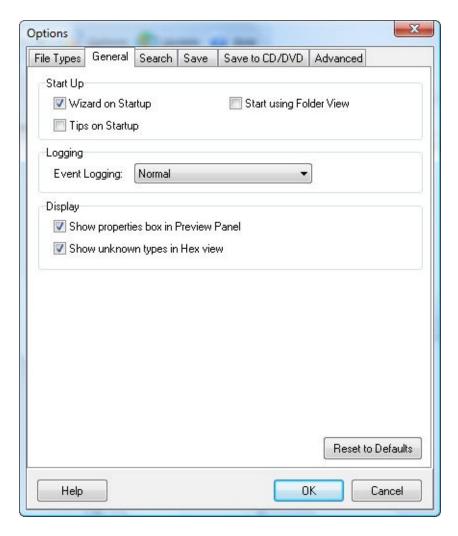
## **File Types Tab**



## **General Tab**

The "General" tab contains options such as whether the Recover My Files "Wizard" or "Tips on Startup" dialogue boxes appear when the

## program is opened.



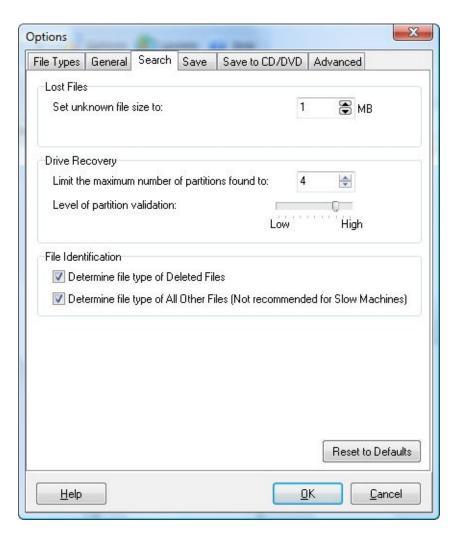
"Event Logging" can be set to 3 levels; None, Normal and Debug. The Event Log is displayed under a tab in the Preview Window. It contains detailed information about the activity of the program and can assist in troubleshooting the File Recovery process.

If the box "Show Properties box in Preview Panel" is checked the Lower Left-side Preview Pane will be visible.

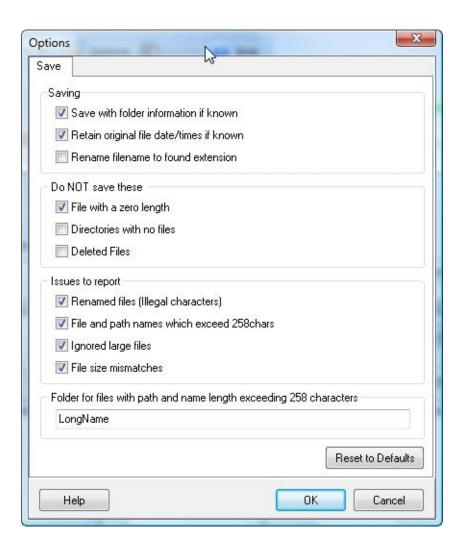
If the box "Show unknown types in Hex view" is checked then file types that have not been selected or not recognized by Recover My Files will be displayed in raw hexadecimal format. Use this option if you wish to view unrecognized files in raw hexadecimal format.

## **Search Tab**

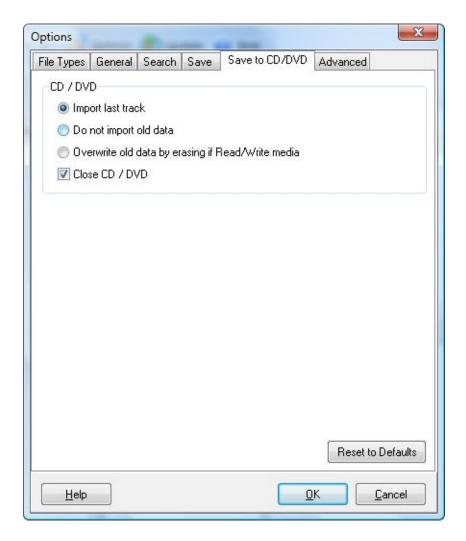
The "Search" tab controls how Recover My Files will search for your Deleted and Lost Files.



## **Save Tab**



Save to CD / DVD



## **Import Last Track:**

If the CD or DVD has previously been used to store data, the "Import Last Track" setting ensures that this existing data will still be available on the disk after the new data has been burnt by Recover My Files.

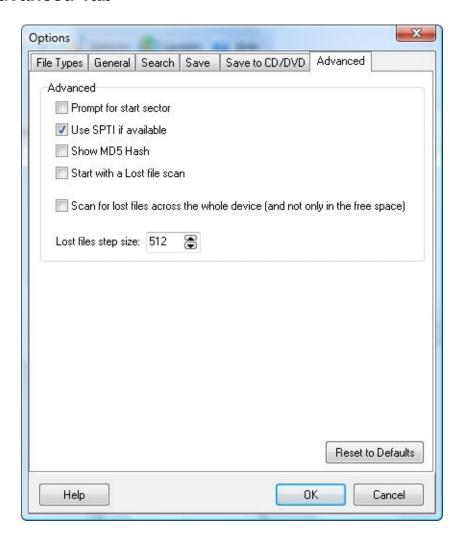
# Do Not Import Old Data:

The opposite of "Import Last Track", if "Do Not Import Old Data" is selected, any existing data on the CD or DVD will not be visible after the new data is burnt with Recover My Files.

## Close CD / DVD

Closing a CD or DVD at the end of a burn means that no further data can be burnt to that disk.

## **Advanced Tab**



# **Prompt for Start Sector**

If you tick this option, Recover My Files will prompt you for the sector location on the disk to start the 'Lost File' search. You can use this option to search a hard disk in sections.

Tip: Before you stop a search, note down the "block" (sector) that the search is up to (as shown near the search progress bar) so that you can use this as the sector number to continue a new search from where you left off.

## Use SPTI if Available

SPTI (SCSI Pass-Through Interface) from Microsoft is a method of accessing storage devices in your PC.

#### Show MD5 Hash

An MD5 hash is a mathematical calculation performed on a file to create a 32-digit number unique to that file. It is most often used to identify a specific file. For example, if the MD5 hash of a file is known, it can be compared to a recovered file to confirm that it is identical.

Turning this feature on, will display the MD5 hash value in the file properties window when you click on a file in the search results screen. Note that because and MD5 hash involves an additional calculation, it requires additional computer resources and will slow down the search.

## Run a Lost File search only

Selecting this option will over-ride the Recover My Files Wizard selection and will cause Recover My Files to perform ONLY a 'Lost File' search of the entire drive from the first sector to the last.

Scan for lost files across the whole device (and not only in the free space)

In its normal operation, Recover My Files reads the existing file system/s and any recovered file system/s and treats this as allocated space. Then, when it moves into the scan for Lost Files, it scans only the unallocated space. The goal is to reduce the volume of data that needs to be searched to make the search faster.

Using the option "Scan for lost files across the whole device" tells Recover My Files that when it gets to the Lost File search, it needs to run over the entire drive, from the fist sector to the last. This means that two copies of a file can be found, the first as a file with its full file and folder name (found as a Filesystem record) and the

second as a Lost File (by locating the header and footer of this file in allocated space).

In most circumstances, this type of search would be of limited value. However, you may get a situation where the file system is corrupt and only parts of the file system point to valid files on the disk whilst the remainder do not. In this situation, the 'allocated' space would be erroneous, so there would be value in also running a lost file scan over the entire drive.

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# **FAQ**

- **±** Will Recover My Files run on an Apple Macintosh?
- **±** What types of Filesystem can Recover My Files recover?
- ± What is best methodology to use to get my files back?

# **Troubleshooting**

<u>+</u> General:	What Filesystems can be recovered? (e.g. Windows, Mac, Linu
± Activation:	Lost Activation Key
± Activation:	Max Activations Reached
± Activation:	Upgrade from Recover My Files version 3 to version 4
+ Installation:	Am I logged in as local Administrator?

<u>+</u> Installation:	Log in as Administrator on Windows XP
<u>+</u> Installation:	What version number do I have installed?
<u>+</u> Drive Selection:	The drive I wish to search is not listed
Drive Selection:	Learn more about the information displayed in the drive selec
window	
L File Coloction	The file type I are ecorobing for is not in the list
± File Selection:	The file type I am searching for is not in the list
L Coarch Drogras	c: The search is very slow, how do I speed it up?
T Search Progres	s: The search is very slow - how do I speed it up?
+ Search Results:	Lost Files are all the same size (e.g. 1024kh)
T Search Results.	Lost Files are all the same size (e.g. 1024kb)
+ Search Results:	The recovered file does not contain valid data
_ Search Results.	The recovered life does not contain valid data
Contact technica	al support
Contact technica	a support.

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# **Technical Support**

Technical support is available by contacting us via the support link at <a href="https://www.recovermyfiles.com">www.recovermyfiles.com</a>. If you need phone support, please be sure to include your contact telephone number where you submit your support ticket. If you are seeking technical advice it will assist if you can provide the following information:

- 1. The **Version of Windows** that you are using;
- The Version of Recover My Files that you are using (please use the latest version available for download from www.recovermyfiles.com);
- 3. A description of the circumstances under which the files were lost or deleted.
- 4. A description of the attempts you have already made to recover files and the result of those attempts. Please attach relevant sample files to your email.

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## **RAID Overview**

Recover My Files v4 can recover the following types of RAID:

#### **JBOD**

JBOD (Just a Bunch Of Disks) is a term to describe the grouping of odd-sized drives into one larger useful drive. Fore example, a JBOD could combine 3 GB, 15 GB, 5.5 GB, and 12 GB drives into a logical drive at 35.5 GB, which is often more useful than the individual drives separately.

#### RAID 0

A RAID 0 (also known as a stripe set or striped volume) splits data evenly across two or more disks (striped) with no parity information for redundancy. It is important to note that RAID 0 was not one of the original RAID levels and provides no data redundancy. RAID 0 is normally used to increase performance, although it can also be used as a way to create a small number of large virtual disks out of a large number of small physical ones.

A RAID 0 can be created with disks of differing sizes, but the storage space added to the array by each disk is limited to the size of the smallest disk. For example, if a 120 GB disk is striped together with a 100 GB disk, the size of the array will be 200 GB.

#### RAID 1

RAID 1 is a mirrored set with parity. Typically, it consists of two physical drives, one being an exact copy of the other. The RAID Array continues to operate so long as at least one drive is functioning. Using RAID 1 with a separate controller for each disk is sometimes called *duplexing*.

#### RAID 5

A RAID 5 uses block - level striping with parity data distributed across all member disks. Distributed parity means that if a single drive fails the array is not destroyed. Upon a drive failure, any subsequent drive reads can be calculated from the distributed parity of the functioning drives. A single drive failure in the set will result in reduced performance of the entire set until the failed drive has been replaced and rebuilt.

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## **Saving Search Results**

**Note:** In Recover My Files version 3.98, if the search results screen is closed or a new search is started, the current search results are lost and a new search must be run.

#### Where can I save Files?

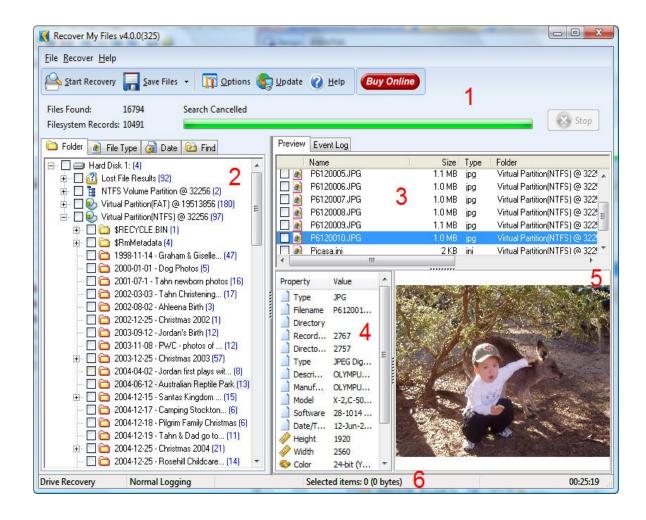
Files must be saved to another drive. This can be another partition on you hard drive (e.g.: Drive "D:\"), another physical hard drive, a floppy disk, USB, ZIP disk, or a network drive writable CD or DVD (this feature is accessed by clicking on the drop down arrow next to the "Save Files" button).

You must activate the program with a product activation key. <u>Learn how to activate Recover My Files here</u>.

## How do I select Files to be Saved?

To select a file to be saved, in the file details window place a tick in the box next to the file, as shown in the screen capture below. You can select multiple files to be saved by doing one of the following:

- To select a file or folder to be saved, place a tick in the box next to that file or folder.
- To select groups of files, hold down the SHIFT key (for groups) or CTRL key (for individual selections), use your mouse to select the files that you require and then press the SPACE BAR key to turn the selection tick on or off.



The default saving option is save the files and folders using the path details in the "Folder" column of the results screen.

# **Using "Save AS"**

Please note that if you click on the drop down arrow next to the "Save Files" button and select "Save As", you will be prompted to assign a name and save location to each file that you have selected to save. If you have selected many files this can be very time consuming. It is recommended that you only use "Save As" if you are saving a small number of files.

When a file is saved, the tick is removed from the list of selected files.

**Troubleshooting: Saving Search Results** 

Problem: I cannot save recovered files to the same drive on which they were located.

Solution: It is not possible to save files to the same drive from which the files are being recovered as this process could overwrite and permanently delete yet to be saved files. You must save files to another drive, floppy disk, external storage media, or network drive.

Problem: I cannot save files to a writable CD or DVD.

Solution: The ability to write files directly to a CD or DVD was implemented in Recover My Files version 2.93. The option is available by clicking the drop down arrow next the "Save Files" button.

If you receive an error message when attempting to write files to a CD or DVD first try and use a different brand/type of CD or DVD media e.g. DVD+R. If the problem persists, please contact us via the support link at www.recovermyfiles.com and provide:

- 1. the exact error message,
- 2. the type/brand of CD/DVD media you are using.

Problem:	The files that I have saved are corrupt. I cannot open them.
Solution:	Check the Recover My Files preview window. If you can preview the files here then they can be successfully saved.  Are you saving a "Deleted File". Deleted files have a Recovery Rating. If the Recovery Rating indicates that the files has been overwritten, then it is likely that the file is corrupt and cannot be displayed.  There are a variety of repair utilities for different types of file types (for example, for Microsoft Outlook PST files, run Scanpst.exe to repair the file). Check the Internet for a specific file type recovery tool.
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## **Definition of a "Deleted File"**

"Deleted Files" are those file for which the Microsoft Windows Operating System file reference information remains intact. This file reference information can be used to find the location of the deleted file and access it. "Deleted Files" retain there original file name and folder structure.

When searching for a "Deleted File", Recover My Files reads the Microsoft Windows File Allocation Table (FAT) or Master File Table (MFT) to determine if the space used by the deleted file prior to its deletion is now being occupied by other active files. As only one file can occupy a storage space at any one time, if this happens the deleted file has been overwritten, or partially overwritten, and that part of the deleted file has been destroyed. Recover My Files displays this in the following rating system:

**Overwritten:** The original file has been completely overwritten and cannot be recovered.

**Poor:** the search indicates that between 1% and 50% of the file can be recovered.

**Medium:** the search indicates that between 51% and 90% of the file can be recovered.

**Good:** the search indicates that between 91% and 99% of the file can be recovered.

**Very Good:** the complete file can be recovered.

Whilst this rating system is a good indication of the chance of recovery, a preview of your file, if available, is the definitive way to determine if your file can be recovered.

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## "Deleted File" Recovery Rating

When searching for a "Deleted File", Recover My Files reads the File Allocation Table (FAT) or Master File Table (MFT) to determine if the space used by the deleted file is being occupied by other active files. As only one file can occupy a storage space at any one time, if this happens the deleted file has been overwritten, or partially overwritten, and that part of the deleted file has been destroyed.

The rating system is as follows:

**Unknown:** It is not possible to determine the recovery rating of the file. Click on the file to see if it will preview.

**Overwritten:** The original file has been completely overwritten and cannot be recovered.

**Poor:** the search indicates that between 1% and 50% of the file can be recovered.

**Medium:** the search indicates that between 51% and 90% of the file can be recovered.

**Good:** the search indicates that between 91% and 99% of the file can be recovered.

**Very Good:** the complete file can be recovered.

Whilst this rating system is a good indication of the chance of recovery, a preview of your file, if available, is the definitive way to determine if your file can be recovered.

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