Ontrack® EasyRecovery™ User's Guide

Notice to Users

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Manual Conventions

This manual uses a number of conventions that make it easier to read and understand.

- ■ **This font denotes button and field names**

- ■ **This font denotes menus and menu paths**

You will see this 123 graphic any time there are numbered steps or instructions.

Notes contain additional information that may not directly relate to the current text, but is important to know.

Warnings contain important information that you must be aware of to avoid possible system problems.

The term "click," as in "Click **Next** to continue" means that you move the mouse pointer over the specified area on your screen, and click with the primary mouse button.

The term "right-click," as in "Right-click on the tray icon" means that you move the mouse pointer over the specified location and click the secondary mouse button (the right button if you're right-handed).

Getting Help

THIS MANUAL

This manual will get you started installing and using EasyRecovery. It provides an introduction and explanation of the tools in EasyRecovery, and describes how to use each one.

ONLINE HELP

The EasyRecovery online help system is available by several access methods:

- Select the **Help Topics** item from the **Help** menu.
- All tool pages have help, click the **Help** button.

TECHNICAL/CUSTOMER SUPPORT

Free technical support is available for one year from the date you purchase EasyRecovery. Please contact us if you have any EasyRecovery questions or problems. We would also be pleased to hear from you if you have suggestions or special requests regarding any of our products.

Technical support and data recovery questions can be submitted electronically via e-mail or by visiting the technical support section of the ONTRACK website:

United States	www.ontrack.com/support/support.asp	support@ontrack.com
United Kingdom	www.ontrack.co.uk/support	techsupport@ontrack.co.uk
Germany	www.ontrack.de/technischersupport	support@krollontrack.de
France	www.ontrack.fr/techsupport	support@ontrack.fr
Spain	www.ontrack.es/ayuda	soporte@ontrack.es
Italy	www.ontrackrecuperodati.it/supportotechnico	support@krollontrack.de
Switzerland	www.datenrettung.ch/technischersupport	support@krollontrack.de
Poland	www.ontrack.pl	dane@mbm.com.pl
Austria	www.ontrack.at/technischersupport	support@krollontrack.de
Japan	www.ontrack-japan.com/support	

You can get technical support by telephone for EasyRecovery software by calling:

United States:	(952) 937-2121	Poland	(32) 20 19 008
United Kingdom:	+44 (0) 1372 744 422	Austria	+49 (0) 7031/644-244
France:	0820 09 87 72	Japan	+81-(0)42-932-6365
Germany:	+49 (0) 7031 644 244		
Spain:	900 112 212		
Italy:	+49 (0) 7031 644 244		
Switzerland	+49(0) 7031 644 244		

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Chapter 1: Welcome to EasyRecovery™

WELCOME TO EASYRECOVERY SOFTWARE!

Ontrack® EasyRecovery™ software is a comprehensive collection of essential tool components designed to help you quickly and easily diagnose your system, recover inaccessible data, and repair corrupt files. The software can help manage your data in the following ways:

DIAGNOSE YOUR SYSTEM

- Test for potential hardware problems
- Analyze file system structures
- Create Data Advisor® diagnostic software self-booting diskette

RECOVER LOST DATA

- Accidentally deleted files
- Formatted or fdisked partitions
- Virus outbreaks
- Application damage or corruption
- Make Emergency Boot Media of Data Recovery tools

REPAIR FILES

- Virus Damage

- Unreadable sectors due to hard disk or removable media failure
- Inadvertent application, operating system, or computer shutdown
- Random data corruption to critical areas
- Other events that cause damage to data within a file

SYSTEM REQUIREMENTS

EasyRecovery has the following minimum system requirements:

- Microsoft Windows 98 SE, Me, 2000, or XP

Though EasyRecovery requires the above operating systems for installation purposes, EasyRecovery is capable of recovering files from DOS and other Windows-based operating systems such as 3.x, 95, 98, and NT.

- Microsoft Internet Explorer 4.0 or later
- Software program applicable to the type of files repaired or recovered
- Minimum of 64 MB of RAM (in most cases)
- Pentium-class processor
- 150 MB of free space (Windows version only)

Some EasyRecovery tools may have additional system requirements. See tool specific help files for more details.

INSTALLING EASYRECOVERY

We recommend that you run EasyUpdate to check for new releases as soon as you have installed EasyRecovery. We often put new releases, bug fixes, and

software improvements on the Web site. Updates obtained via EasyUpdate are free of charge.

Follow these steps to install EasyRecovery:

1. Insert the EasyRecovery CD into your CD-ROM drive.

2. The CD will automatically start. If it does not, click **Run** on the **Start** menu, and type *D***:\setup.exe**, where *D* is the drive letter of your CD-ROM drive. Click **OK**.

3. Select the appropriate language.

4. Click **Install EasyRecovery**.

5. Follow the on-screen instructions.

If you downloaded EasyRecovery from the Internet, open Windows Explorer (or My Computer), locate and double-click the downloaded file. The installation process will automatically start.

STARTING EASYRECOVERY

The installation process created an EasyRecovery icon in the Program files menu. You can start EasyRecovery in one of two ways.

To start EasyRecovery, do one of the following:

- Click the **Start** button, and then point to **Programs**. Point to **EasyRecovery**, and then click **EasyRecovery**.

- Double-click the **EasyRecovery** icon on the desktop.

When EasyRecovery starts up, you see the main Home window. From the main EasyRecovery window, you can click any of the program buttons on the left side to access the tools. You can also access the Ontrack Web site.

UPDATING YOUR SOFTWARE (EASYUPDATE™)

Ontrack periodically provide updates to EasyRecovery software products. Programming updates (also known as patches) are available to you through the Internet, and are free for a limited time. EasyUpdate downloads and installs program patches in minutes.

If there are multiple components for updating, EasyUpdate provides you with a list of options—you can update everything, or select a subset of options.

We recommend running EasyUpdate as soon as you purchase and install EasyRecovery, just in case there is a program patch that was not included with your version.

To run EasyUpdate:

1. Make sure you are connected to the Internet. If you access the Internet using a modem, you should already be dialed in, or your browser should be set up to automatically dial in.

2. Start EasyRecovery.

3. Click the **EasyUpdate** button from the main EasyRecovery window (or click **Software Updates**, and then click **EasyUpdate**).

4. In the **EasyUpdate** window, click **Next**.

This connects you to the Ontrack update server. EasyUpdate will determine which EasyRecovery tools you have installed. The list will include updates and product patches. Checked items will be downloaded to your computer.

5. Select the items you want to update, and click **Next**.

6. Follow the on-screen instructions.

7. At the last screen, click **Done**. Depending on what you updated, you may be prompted to restart Windows. The changes will appear in EasyRecovery the next time you run it.

REMOVING EASYRECOVERY

To remove EasyRecovery:

1. Click Control Panel, and then double-click the **Add or Remove Programs** icon.

2. Click **EasyRecovery** and then click **Remove**.

3. Click **Yes** when the confirmation dialog box appears.

4. Follow the on-screen instructions.

Chapter 2: Categories & Tool Components

EasyRecovery is designed to contain many add-on tool capabilities. Each new tool will be installed and grouped into related categories.   The categories are listed along the left column of the main EasyRecovery window.

The Software Updates and Crisis Center categories are standard and always included with EasyRecovery. Any custom categories that are purchased will appear above the Software Updates and Crisis Center categories.

NOTE   *This is an example; the category and tools you have installed may be different from the example.*

Just click on a category button to see the installed tool components for that category. Each tool provides you with the specified capabilities relevant to that category. You will notice that when you move the cursor over a utility button, the button becomes available for selection. Click on the button to select the tool.

FILEREPAIR FOR OFFICE (EXAMPLE)

In this example, the FileRepair category has five tool components currently installed. Additional tools will be made available from time to time for purchase.

This is an example; the category and tools you have installed may be different from the example.

All tools that appear within a custom category will have their own help file. Once you click on the tool, and click on the wizard bar Help button within that tool, you will be provided with Help specific to that tool component. If you click the **Help** button from other areas within the software, you will receive specific help on the use of the EasyRecovery software product.

Chapter 3: EasyRecovery Categories

Currently, the following categories can be included with EasyRecovery:

- ■ Disk Diagnostics
- ■ Data Recovery
- ■ FileRepair
- ■ EmailRepair
- ■ Software Updates
- ■ Crisis Center

This is an example; the category and tools you have installed may be different from the example.

DISK DIAGNOSTICS

The Disk Diagnostics category provides you with valuable system diagnostic tools. Tools included in this category are designed to quickly determine whether your system is experiencing hardware or on-disk structure problems. All tools in this category generate a detailed report on the condition of your system.

This is an example; the category and tools you have installed may be different from the example.

The DriveTests tool allows you to test the physical health of your disk drive. The tool will perform the following hardware tests.

- SMART Status Check
- Short SMART Test
- Extended SMART Test
- Quick Diagnostic Test
- Full Diagnostic Test

SMART stands for Self-Monitoring, Analysis and Reporting Technology. SMART tests will prevent data loss by predicting possible drive failures using special algorithms built into the firmware of your hard drive. The SMART Status Check will perform a quick status check of your hard disk, which takes a few seconds. The Short SMART Test will issue a short (around 90 seconds) self-test command where as the Extended SMART Test will issue a comprehensive (several minutes) self-test command to your hard disk.

Any drives reporting a SMART failure could likely to fail at any time and should be backed up immediately.

The Quick Diagnostic Tests and Full Diagnostic Tests are read-only tests designed to check the physical stability of your hard drive. The Quick Diagnostic Test will determine, with 90 percent certainty, in 90 seconds, whether your hard disk has a physical problem. The Full Diagnostic test will check/read the entire hard drive looking for physical problems on the drive such as unreadable sectors.

In some cases, your drive may not have any physical problems but on-disk structure problems. The Partition Tests tool is designed to analyze on-disk file system structures for FAT and NTFS partitions. The tool will do an extensive scan of file systems structures generating a detailed report of the condition of your file data.

This categories also includes diagnostic software to be used in the case where your system will not boot. Data Advisor® is a self-booting diagnostic tool for assessing the condition of your computer system. Data Advisor quickly assesses the health of your hard disk drive, file structures, and computer memory by identifying problems that could cause data loss.

SizeManager™ is a utility that displays disk usage on your computer system. SizeManager presents an instant graphic view of where space is being consumed on your computer, making it easy to locate oversized folders and files. SizeManager helps you determine which files are cluttering up space on your system.

A typical end user will many times have difficulty in adding a hard drive to their system because they don't have direct access to jumper settings for hard

drives. JumperViewer is a graphical, interactive Java applet for quickly finding jumper placements for IDE/ATA hard drives. This viewer is similar to the one found in Ontrack's popular Disk Manager® family of hard drive installation utilities. This Internet-based version will allow you to have access to our most current database of hard drives.

DATA RECOVERY

The Data Recovery category includes a collection of recovery tools, which target recovery of file data. The Data Recovery tools will recover files from corrupted FAT and NTFS partitions. All tools are NON-DESTRUCTIVE and READ-ONLY. The tools are designed to recover and copy your data to another destination such as a removable drive, another hard drive, a floppy diskette, or a network volume. Each tool is a fully automated wizard, which walks the user through three simple steps:

1. **Evaluate**: The tool identifies all devices and/or partitions on the system and displays a graphical representation of what was found

2. **Recover**: The tool examines the file structures that remain on the corrupted partition and constructs a virtual file system in memory.

3. **Tag and Copy**: A list of files is graphically presented to you with a "Windows Explorer like" look and feel. You then have the ability to filter select files and folders for copy to a safe location.

The data recovery tools available are listed below.

- DeletedRecovery
- FormatRecovery
- RawRecovery
- ResumeRecovery
- StandardRecovery
- AdvancedRecovery
- Emergency Media

NOTE

This is an example; the category and tools you have installed may be different from the example.

Mistakenly deleting files is one of the most common data recovery scenarios. The **DeletedRecovery** tool will give you quick access to deleted files, and has different options for scanning a partition. You can perform a quick scan, or a thorough complete scan for deleted files. You also have the option to enter a

File Filter string, either with or without using 'wildcards', to quickly recover files of a specific name.

Another common data recovery situation is accidental reformatting of a partition. The **FormatRecovery** tool will allow you to recover files from an accidentally formatted or reinstalled partition. This type of recovery will ignore the existing file system structures and try to search for structures associated with the previous file system.

The **RawRecovery** tool allows you to scan severely corrupted partitions for files using a file signature search algorithm. This tool will help you recover files from a partition with damaged directory structures. Over 290 popular file signatures are available for scanning for your file data in this tool.

The number of file signatures available for scanning will depend on which EasyRecovery edition you have installed.
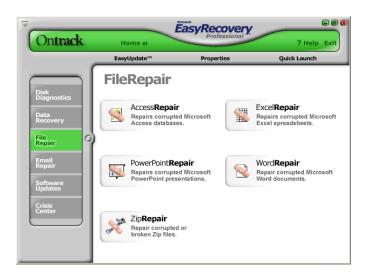
For the most difficult recoveries, the **AdvancedRecovery** and **StandardRecovery** tools provide you with advanced recovery options including recovering from mistakenly deleted partitions, virus attacks, and other major file system corruptions. Both tools give you a detailed graphical representation of the devices connected to your system including partitions associated with each device. Which tool you have installed is dependent on the edition of EasyRecovery purchased.

The Data Recovery category also includes the **EmergencyMedia** tool that can create an emergency boot diskette or an emergency boot CD-ROM. The diskette and CD-ROM allow you to recover data from a partition even if you cannot boot to Windows. They include a DOS version of the Data Recovery engine used in the Windows tools.

All recovery tools in the Data Recovery category allow the option to resume the recovery at a later time. The **ResumeRecovery** tool will load a saved recovery file to resume a previous recovery option.

FILEREPAIR

The FileRepair category contains repair tools for Microsoft Office files and other file formats. Currently, tools are available for the following file formats.

- AccessRepair
- ExcelRepair
- PowerPointRepair
- WordRepair
- ZipRepair

> *Ontrack is continually developing file recovery tools for other file formats. For a listing of the latest file formats supported and detailed tool information, check www.ontrack.com/filerepair .*

Each file repair tool has the same basic characteristics. All tools are NON-DESTRUCTIVE and READ-ONLY. Each tool is a fully automated wizard which use the same basic recovery steps:

1. **File Selection**: The file selection window allows you to select files for repair by browsing the folder on your computer. Within the selection window, you have the ability to specify the destination folder for the repaired file(s). You have the choice of repairing the select files(s) in their current folder or making a repaired copy of the selected file(s) in a different folder.

2. **Recovery Properties**: Properties, sometimes called settings, define how a tool runs. Most properties are initially set to standard or default values. By changing the properties, you can customize the file repair tools for your own needs. See Chapter 6 for a detailed explanation of how to change tool properties.

3. **Progress and Report**: This window displays information on the repair process for all selected files. The information can be saved to a report file.

Below is a brief description of the current FileRepair tools available.

Most FileRepair tools have additional system requirements. See tool-specific help files for more details.

AccessRepair repairs and restores Access files created using Access 2.0, 95, 97, 2000, XP, and 2003. Features include the ability to recover and restore data from an inconsistent database, relationships between tables, password protected databases, and objects such as Queries, Forms, Reports, Pages, and Macros. Plus, the Access tool has support available for recovery of deleted table data (Access 97, 2000) and the ability to continue to repair and restore beyond internal file errors.

ExcelRepair fixes and restores Excel files created using Excel 5.0, 95, 97, 2000, XP, and 2003. Features include ability to recover and restore formulas, text, cell formatting attributes (i.e. font, border), off-sheet references, multi-sheet structures, sheet names, and pasted graphics and images such as .tif, .jpg, and .gif. Plus the Excel tool has the ability to continue to repair and restore beyond internal file errors.

PowerPointRepair fixes and restores PowerPoint files created using PowerPoint 97, 2000, XP, and 2003. Features include ability to recover and restore WordArt and formatting of text within shapes, properties of pictures within shapes, slide show transition settings, tables, action buttons, and all basic types of shapes. Plus the PowerPoint component has the ability to continue to repair and restore beyond internal file errors, recover drawings, pictures, and animation of objects in a slide, recover notes pages for a slide, and recover slide master, handout master, notes master, and regular slides.

WordRepair fixes and restores .doc files created using Word 6.0, Word 95, Word 97, Word 2000, Word XP, and Word 2003. Features include ability to recover tables, bulleted lists, password protected files, and imbedded images such as .tif, .jpg, .gif, and .bmp files. Plus, the Word component has the ability to continue to repair and restore beyond internal file errors.

ZipRepair fixes and restores files created by WinZip and ZipMagic. Plus, if the tool cannot repair the whole file, it salvages as many files in the archive as it can.

EMAILREPAIR

EasyRecovery EmailRepair is a do-it-yourself software solution that enables you to repair corrupt e-mail files quickly and easily, requires less technical sophistication than many software applications, and saves you time and resources.

All EmailRepair tools follow the same basic characteristics of the FileRepair tools. See the FileRepair section for more details.

Most EmailRepair tools have additional system requirements. See tool-specific Help files for more details.

EmailRepair has two components:

- **OutlookRepair** repairs Microsoft Outlook files.

- **OutlookExpressRepair** repairs Microsoft Outlook Express files.

Ontrack is continually developing e-mail recovery tools for other e-mail formats. For a listing of the latest e-mail file formats supported and detailed tool information, check www.ontrack.com/filerepair.

Below is a brief description of the current FileRepair tools available:

OutlookRepair repairs and restores Outlook files that were created using Outlook 97, 98, 2000, XP, and 2003. You can use this tool to recover and restore corrupt Personal Folder Files (PST), corrupt Offline Folder Files (OST), deleted messages, and password protected files. You can also use this tool to recover Messages, Folders, Calendar, Contacts, Tasks, and Notes.

OutlookExpressRepair repairs and restores Outlook Express files that were created using Outlook Express version 5.0 and later. You can use this tool to recover and restore corrupt Outlook Express DBX files containing message data. In other words, you can use this tool on any folder containing e-mail messages in Outlook Express.

SOFTWARE UPDATES

Ontrack periodically improves EasyRecovery—adding features, enhancements, and making changes based on customer requests.

The Software Updates section of EasyRecovery provides information on obtaining these new offerings:

EASYUPDATE

Programming updates (also known as patches) are also available to you through the Internet, and are free for a limited time. EasyUpdate™ downloads and installs program patches in minutes.

For more information, see "Updating Your Software (EasyUpdate™)" on page 4.

PRODUCT NEWS

Selecting this option will link you to the Ontrack website for information on the latest Category and Tool Components that are available. These new

products are available for purchase and will integrate into your EasyRecovery product.

CRISIS CENTER

The Crisis Center provides information on software and services that can help you recover from a data loss situation. This includes free information and technical support on data loss situations, and additional solutions for recovering from data loss disasters. See Chapter 4 for a detailed explanation.

Chapter 4: Crisis Center™

WHAT IS CRISIS CENTER?

Even if you've had the worst possible disaster happen to your computer, you may still be able to get the data from it. Ontrack has experience recovering data resulting from severe software corruption, hard drive failures, viruses, user error, and natural disasters including floods, fires, and earthquakes. So if you're reading this because your data is in real trouble, the first thing to remember is *Do not panic*! Even in the worst of circumstances, data can often be recovered.

Of course, making regular backups of your critical data is very important. If you back up your data regularly, you may lose only a few hours to a few days' worth of work. However, in some cases this can be devastating. If the worst should happen, Crisis Center provides information on software and services that can help you recover from your data loss situation.

The Crisis Center contains the following information on recovering from data loss disasters:

- Crisis Information (Information and Technical Support for data loss situations)
- Remote Data Recovery™ (Data Recovery via modem or the Internet)
- In-Lab Data Recovery (Recover data from physically damaged disks)
- Exclusive Offers (Special pricing on data recovery solutions)

WHAT IF THERE IS SERIOUS PHYSICAL DAMAGE

If you ever find your computer hard drive making unusual noises, submerged in water, buried under rubble, sitting amongst the wreckage of a fire, or otherwise physically compromised, the first course of action should be to contact a professional data recovery service. Never assume that lost data is unrecoverable, because in most cases it can be retrieved. Ontrack engineers have vast experience recovering lost or corrupted data from damaged storage media.

HELP! MY DISK IS DEAD!!

"Now what do I do? I can't afford to have my computer down, or worse yet, lose all the information on my PC!"

You may be surprised to learn that just because a hard drive is not working or your system won't boot, you still have a good chance of at least recovering your data. This chapter, along with all of the supporting information and web site links provided through the Crisis Center, is a tutorial on data recovery and how to go about it. Your data may still be recoverable, and we'll step you through the various data recovery methods from the easiest all the way to Ontrack's premier data recovery services.

FIRST, EVALUATE THE LEVEL OF DAMAGE

There are varying levels of data recovery situations, from accidentally deleting an important file, to losing critical disk information such as a File Allocation Table (Windows 98/Me) or NTFS Master File Table (Windows NT/2000/XP), all the way to severe physical damage.

If you seem to have lost data or even your operating system, but the disk itself seems to be spinning correctly (no strange noises when the computer is running), the chances of recovering data at a minimum of cost are very good.

On the other hand, if you disk has obvious physical damage, then you must send the disk into a data recovery service that has cleanroom facilities to clean the disk and can recover as much data as possible.

NEXT, GET ALL THE INFORMATION YOU CAN

Ontrack has been recovering data from all kinds of damage situations for years. Their trained technical support staff can help you evaluate the damage and determine the most effective way for you to recover the data. If your system is still bootable to Windows, click on the CrisisInformation button in the Crisis Center window. This is an information center that provides among other things, a telephone number for free technical support, FAQs for those who have specific questions, and links to helpful Web sites. If you can't boot your system, see the Getting Help section of this User Guide for contact information.

RUNNING CRISIS CENTER

When you first open the Crisis Center, you see the buttons corresponding to each option:

CRISIS INFORMATION

If you are having difficulty recovering your critical data, submit technical support questions by contacting Ontrack at one of the following:

United States	www.ontrack.com/support/ support.asp	(952) 937-2121
United Kingdom	www.ontrack.co.uk/support	+44 (0) 1372 744 422
Germany	www.ontrack.de/technischersupport	+49 (0) 7031 644 244
France	www.ontrack.fr/techsupport	0820 09 87 72
Spain	www.ontrack.es/ayuda	900 112 212
Italy	www.ontrackrecuperodati.it/ supportotechnico	+49 (0) 7031 644 244
Switzerland	www.ontrack.de/technischersupport	+49 (0) 7031 644 244
Poland	www.ontrack.pl	(32) 20 19 008
Austria	www.ontrack.at/technischersupport	+49 (0) 7031 644 244
Japan	www.ontrack-japan.com/support	+81-(0)42-932-6365

REMOTE DATA RECOVERY™

Remote Data Recovery is a powerful service used in data loss situations that require the expertise of an engineer. Remote Data Recovery can be the best option for deleted files, an unbootable computer, damage caused by viruses, deleted or missing partitions, user error, software malfunction, and corrupted file structures. This technology enables Ontrack engineers to quickly recover lost data directly from personal computers, laptops and servers remotely via a modem or Internet connection.

For additional information, please contact:

United States	www.ontrack.com/rdr	1-800-872-2599
United Kingdom	www.ontrack.co.uk/rdr	0800 243 996
Germany	www.ontrack.de/ferndatenrettung	00 800 10 12 13 14
France	www.ontrack.fr/rdr	0800 90 72 42
Spain	www.ontrack.es/rdr	900 112 012
Italy	www.ontrackrecuperodati.it/rdr	800 781 228
Switzerland	www.recuperationdedonnees.ch/ recuperationadistance/ www.datenrettung.ch/ ferndatenrettung/	0800 880 100
Poland	www.ontrack.pl/rdr.php	+48 601 462 563
Austria	www.ontrack.at/ferndatenrettung	0800 644 150
Japan	www.ontrack-japan.com/rdr	0120-413-374

IN-LAB DATA RECOVERY

In-Lab Data Recovery is for the most serious of data loss situations where you need to send the hard drive into a data recovery lab. Hard drives that are malfunctioning, physically damaged, or have been exposed to a disaster would require this highest level of service.

For additional information, please contact the following:

United States	www.ontrack.com/labdr	1-800-872-2599
United Kingdom	www.ontrack.co.uk/labdr	0800 243 996
Germany	www.ontrack.de/datenrettung	00 800 10 12 13 14
France	www.ontrack.fr/laboratoire	0800 90 72 42

Spain	www.ontrack.es/laboratorio	900 112 012
Italy	www.ontrackrecuperodati.it/recuperodati	800 781 228
Switzerland	www.recuperationdedonnees.ch/lab www.datenrettung.ch/datenrettung	0800 880 100
Poland	www.ontrack.pl	+48 601 462 563
Austria	www.ontrack.at/datenrettung	0800 644 150
Japan	www.ontrack-japan.com/inlab	0120-413-374

EXCLUSIVE OFFERS

For information about special pricing, please visit the Exclusive Offers page on our web site. Here you will find special offers and discounts exclusive to Crisis Center customers on Ontrack data recovery solutions.

US:	www.ontrack.com/crisiscenter/offers.asp
UK:	www.ontrack.co.uk/crisiscenter/offers.asp
Germany:	www.ontrack.de/crisiscenter/offers.asp
France:	www.ontrack.fr/crisiscenter/offers.asp
Spain:	www.ontrack.es/crisiscenter/offers.asp
Italy:	www.ontrackrecuperodati.it/crisiscenter/offers.asp
Switzerland:	www.recuperationdedonnees.ch/crisiscenter/offers.asp
	www.datenrettung.ch/crisiscenter/offers.asp
Austria:	www.ontrack.at/crisiscenter/offers.asp
Japan:	www.ontrack-japan.com/crisiscenter/offers.html

Chapter 5: Troubleshooting

Even if you've had the worst possible disaster happen to your computer, you may still be able to get the data from it.

Problem/Symptoms	Possible Causes	What to Do
The file I want to repair cannot be found.	The file was deleted or not recently saved.	Search the complete partition for the file. Optionally, try the DataRecovery category to attempt to recover the lost file.
The file I repaired still does not open	The file is not repairable.	Many of the tools will create more than one type of file as part of the recovery process. Be sure to try all destination files that have been generated. View the help file for the individual tool for more information. Some tools will create more than one destination file in an attempt to retrieve the data.
My computer is exhibiting erratic, unpredictable behavior	Possible Virus. Possible corrupted operating systems structures.	EasyRecovery requires a healthy system. Use a PC maintenance product to diagnose and repair the system problem.

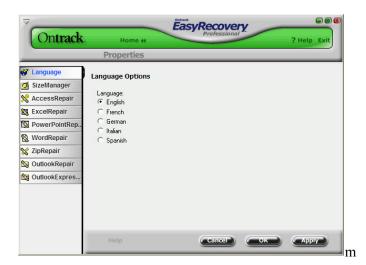| Problem/Symptoms	Possible Causes	What to Do
My hard drive is making unusual grinding or scraping noises and generally sounds in bad shape	The drive may be going bad.	Back up everything important to another destination immediately. Turn off the computer. Get the computer checked out by a good technician. May have to replace the hard drive but before doing so, make sure you've recovered any data that hasn't been backed up using a data recovery software or service solution - See Crisis Center for more information.
There is evidence of bad sectors on my drive.	The drive may be going bad.	EasyRecovery Professional contains a Disk Diagnostic utility that will scan the surface of the drive for bad sectors. Some bad sectors do not preclude a successful recovery, but can affect the quality of the recovery. If the drive is making noise or is reporting an increasing number of bad sectors, our in-house data recovery service is recommended.
My boot drive is corrupt.	The drive has experienced corruption	Install EasyRecovery on a functioning computer. In the DataRecovery category will be a selection to make Emergency Media. This will create a bootable data recovery tools media that can be run on the computer with the corrupt boot drive.

Chapter 6: Setting Properties

GENERAL SETTINGS

When you first install EasyRecovery, there are a number of setup options and properties that are initially given default values.

Once you become familiar with EasyRecovery, or if you are already an advanced computer user, you may want to review and change the default properties.

To open the Properties dialog box, click the **Properties** button at the top of the EasyRecovery window. This opens the Properties window, in which you can change any setup options and other properties for EasyRecovery.

When you first launch Properties, you see the global program settings:

m

Properties for each individual tool can be set by clicking on the appropriate tool button located within the left bar.

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