

Device/Volume Select Sheet

This shows you the devices and volumes that Data Rescue has found, and allows you to choose the one you want Data Rescue to scan for files, etc. You must choose exactly one entry here in order to enable the Data Rescue functions (File Scan, Clone, etc.).

Preliminaries

You must have the device to be scanned, etc. connected to the computer in order for it to appear in the list. It can sometimes help to know the approximate size of your device and the manufacturer's name can be helpful in cases where the volume name has been overwritten.

Devices, Volumes, and Partitions

A device usually refers to a whole physical device, such as a disk drive. A device is often divided into several small partitions and one or more large partitions or volumes. The small partitions contain system data such as device driver code, etc. which is not of interest for recovery. The large partitions each usually contain a volume, and it is the volumes that contain the files of interest for recovery. These days, it is relatively uncommon but not rare for a disk to have more than one volume per device.

List Format

When the Device/Volume selection sheet opens, it shows a list of devices, one per line. If a device has some recognizable volumes, then the device line will have a disclosure triangle button. If that is clicked, the volumes will be revealed below the device that they are on. If Data Rescue can't see any volume name on the device, due for example to some damage, then there won't be any disclosure button on that device. That doesn't mean that the files aren't still there, but you'll have to scan the device rather than the volume to find them.

Which to choose: Device or Volume?

If your volume name is visible, and appears to be approximately the correct size, choose it. Otherwise, choose the device name instead. If you can't find your volume, the next step is to see if your device is present in the list. Figuring out which device name is the one you want can be a bit of a puzzle, so here are some hints:

The names of devices may not be familiar to you; they are set at the factory by the disk drive manufacturer. Often you can determine which is the correct device name by looking at the other information, such as whether it is an Internal or External device, and if External, by which bus it plugs into (USB or Firewire). The device's size should be approximately equal to the size you expect your device to be (i.e. how many gigabytes, etc.). (The agreement won't be exact because of differences in the way manufacturers specify their sizes.)

If you're still not sure if you got the right device selected, and the device has some sort of access light on it, go ahead and click OK then start some sort of File Scan on it, then watch the access light. If you selected the right one, the light should be on or flickering

at a steady pace. If you selected the wrong one, you can cancel the scan and go back to select another device.

If you've been through all this and still can't see your device, you might try detaching / reattaching the drive (if it's external), or rebooting your system. Sometimes bad drives are flaky, and may show up when they are connected and sometimes not.

Sometimes drives have electrical problems that prevent them from talking to the operating system at all, even at the device level. If this is the case, about your only option would be to send the drive in to a drive recovery house.