Welcome to iolo Search and Recover

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Updating Search and Recover with WebUpdate

To keep your software in good working order, install product updates when they become available. Software updates address compatibility issues, add features, expand existing functions and help to guarantee system security. Unfortunately, obtaining software updates can be inconvenient and time-consuming.

To help you keep your *iolo* products up-to-date, we provide an extremely convenient and easy-to-use tool called *iolo* **WebUpdate**™. WebUpdate connects with our update server automatically over the Internet to ensure that your *iolo* software products are kept up to date. WebUpdate lists any available updates and provides descriptions. It also reminds you to check for updates, and can even download and install updates automatically for you. With WebUpdate, the process of staying up to date becomes as simple as clicking a few buttons.

Using WebUpdate
To use WebUpdate, select the button labeled **Options and Documentation**, and then select the button labeled **Check for Updates** in Search and Recover's main screen. Once the main WebUpdate screen appears, select the button labeled Next to connect to our update server and check for any available updates.

Note: If you have not yet registered Search and Recover with us, you will be prompted to do so before connecting to the update server. You do not need to register, but it is highly recommended.

Configuring WebUpdate options
If you would like to change how WebUpdate operates, select the button labeled **Options** when executing the WebUpdate wizard. A dialog appears, showing WebUpdate's preferences. For more information about preferences, see WebUpdate: Options.

Downloading Updates
If updates are available, select the button labeled Next in the WebUpdate wizard to begin downloading them. You are presented with a status gauge as well as an estimate of the time it will take to complete the download.

Installing updates
Once all of the updates are downloaded, select the button labeled **Install Updates** to install the newly downloaded updates.

Completing the update
Once Search and Recover has been successfully updated, select the button labeled **Exit and Restart** to close down Search and Recover and restart it with the new updates.

Note: The Exit and Restart process may take up to a minute, and your computer may stop responding during this time. Please be patient and do not interrupt this process.

Automatic updates
By default, WebUpdate automatically checks for updates every three days and notifies you if updates are available. This takes place if you are connected to the Internet when Search and Recover starts up.

To change the frequency at which WebUpdate automatically checks for updates, select the button labeled Options in the first WebUpdate wizard screen.

WebUpdate Options

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Uninstalling Search and Recover

Removing Search and Recover from your system:

1. Select the Windows **Start** button, then select **Settings**, and then select **Control Panel**. (On Windows XP systems, the Control Panel is available in the Start menu.)
2. In the folder or menu that appears, select and open **Add/Remove Programs**.
3. Select the entry labeled **Search and Recover**, and then select the button labeled **Change/Remove**.
4. Follow the prompts and dialogs that appear.

Return to Search and Recover Help Topics

Introducing the File Rescue Wizard

Search and Recover's File Rescue Wizard makes data recovery fast and easy. The Rescue Wizard lets you perform data recovery in three easy steps. Use the Rescue Wizard to selectively search your system for deleted items such as:

- **Documents**
- **Pictures and images**
- **Music, sounds, and video**
- **Programs and applications**
- **Web pages and related items**

The Rescue Wizard also lets you perform a custom search using customized file patterns and [wildcard characters](#).

To view each of the steps you perform to use the File Rescue Wizard, click on the links below:

1. [Things to Search For](#)
2. [Places to Look](#)
3. [Recovering Files with File Rescue Wizard](#)

[Recovering Lost Files](#)

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Recovering lost files

[Introduction to data recovery](#)

[File Rescue Wizard](#)

[Advanced Deleted File Search](#)

Introducing the Advanced Deleted File Search

Search and Recover's Advanced Deleted File Search screen gives you extra tools that help you locate and recover lost files, allowing greater control over the search for lost files and the management of recovered files.

Use Advanced Deleted File Search if you:

q   Want to specify your search criteria in great detail

q   Need to recover the contents of a deleted folder

q   Need to use different sets of search criteria

q   Want to view or retrieve contents of a deleted file

q   Need a flexible, powerful recovery tool

To start using Advanced Deleted File Search, select the button labeled **Advanced Deleted File Search** in Search and Recover's main screen.   Once the Advanced Deleted File Search screen appears, you can start your search.

See Setting up search criteria.

Also see Advanced Deleted File Search menus.

❗ **IMPORTANT**:   To maximize the chances of successful recovery:

q   Always use Search and Recover as soon as you know you need to recover a file.

q   Always recover files to a different drive or partition, if one is available.

Click here for more information about safe recovery concepts

Return to Advanced Deleted File Search

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Using the Advanced Deleted File Search: Locations to Search

To select the drives, partitions and devices that you want to include in your search for deleted files, use the tab labeled **Locations** in the Search Options dialog that appears when you execute a new search in the Advanced Deleted File Search screen.

At the top of this tab, you see a list of drives, partitions and devices that can be searched for recoverable data, including floppy drives, hard drives, removable drives, USB storage devices, and any other devices that have a corresponding drive letter in Windows (see setting up a removable device for scanning).

To include a drive or device in your search, select its corresponding button in the list of devices that appears in the Locations tab.

Refreshing the list of devices and drives

If a device (for example, a removable drive, CD-RW, MP3 player, or digital camera) does not appear in the window, make sure it is connected to your computer with the appropriate cable (for example, a serial, parallel, or USB cable), and ensure that it appears as a device in **My Computer** in Windows. Once the device is installed and available in **My Computer**, select the button labeled **Rescan Drive List** in the Location tab to display the new device in the list of available drives and devices.

Narrowing your search scope by searching specific folder locations

To include a specific folder in your search, select the button labeled **Add Location**.

Scanning subfolders

To scan subfolders in a selected location, select the button labeled **Edit Selected**.

Removing locations

To delete a selected location from the list of locations to scan, select the button labeled **Remove Selected**. You can also exclude the selected location from the current scan by deselecting its corresponding button.

Return to Advanced Deleted File Search

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Using the Advanced Deleted File Search: Condition

When Search and Recover scans a [drive](#), [partition](#) or folder for deleted files, it assesses the probability of recovering the entire file.

A **Good** probability means that there is a very good chance that the original file's data is still intact and that it has not been overwritten by another application.

A **Moderate** probability means that although much of the original data within the deleted file is intact, it is likely that at least a small portion of the file has been overwritten by another application.

A **Poor** probability means that most, if not all, of the file has been overwritten, the [cluster](#) itself may be corrupt, or the partition table did not properly record the chains linking files to clusters.

By default, all files appear in the search results screen, regardless of the probability of recovery. Deselect the selection buttons beside undesired files and folders in order to show only the files you that want.

Note: The probability of file recovery, and the amount of damage to a file, affects different types of files in different ways. For example, a Windows executable file (**.exe**) usually requires that the entire file be 100% intact in order to execute. A document or picture can be partially recovered and may still be useful even though much of its original data is lost or corrupted. (For example, a specific telephone number or password may still be intact even within a heavily damaged, deleted file.)

Note: Although Search and Recover uses advanced techniques to determine the state of a deleted file, there is no completely accurate method of determining file integrity. The condition indicator provided in Search and Recover shows a probable state, and is not a guarantee. You must attempt a full recovery before you can be certain of the condition and recoverability of a deleted file.

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Using the Advanced Deleted File Search: Size

Select the button labeled **Only find items with certain sizes** in tab labeled **Size** in the Search Options dialog if you would like to narrow your search to files that fall into a specific size range. By default, the Advanced Deleted File Search screen displays all the deleted files it can identify, regardless of size.

To set a minimum size, select the button labeled **Greater than** and either type in a size or use the arrow buttons to limit any displayed items to those whose size is greater than that indicated in this field. To change the scale, select the button to the right of the numeric value and then choose either kilobytes, megabytes, or gigabytes.

For example, to limit the search to items **greater than 5 megabytes**, enter 5 in the field labeled **Greater than** and then select the button labeled **KB** and change the value to **MB**.

To set a maximum size, select the button labeled **Less than** and either type in a size or use the arrow buttons to limit any displayed items to those whose size is less than that indicated in this field. To change the scale, select the button to the right of the numeric value and then choose either kilobytes, megabytes, or gigabytes.

For example, to limit the search to items **less than 10 megabytes**, enter 10 in the field labeled **Less than** and then select the button labeled **KB** and change the value to **MB**.

To limit your search to files within a range of sizes, select both buttons and specify both a minimum and a maximum size.

Return to Advanced Deleted File Search

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Using the Advanced Deleted File Search: Attributes

Every file and folder has attributes assigned to it. By default, Advanced Deleted File Search ignores a file's attributes during a search. If you know that the files you are looking for have – or do not have – a particular attribute, you can limit the search using that attribute.

To limit your search to files that have or do not have specific attributes, select the button labeled **Only find items with the following attributes** in the tab labeled **Attributes** in the Search Options dialog.

Any vs. All

To limit your search to files that have **any** of the specified attributes, select the button labeled **Any of the following**. This will include all files that have any of the specified attributes. A file will match if it has any one of the specified attributes.

To limit your search to files that have **all** of the specified attributes, select the button labeled **All of the following**. This will include only those files that have all of the specified attributes. For example, if the **Read Only** and **System** attribute buttons are selected, a file that has the **Read Only**, **System**, and **Archive** attributes will appear, but a file that has only the **System** attribute will not appear.

File attributes are:

Read Only
Files marked with this attribute can be read and viewed, but cannot be changed.

Hidden
Files marked with this attribute do not appear in Windows Explorer. They are usually not intended to be modified by a user, and may be critical to the operating system.

System
Files marked with this attribute are usually very critical to the operating system, and in most cases are required in order for Windows to start up.

Archive
Files are marked with this attribute when they are created or modified. Some backup programs use this attribute to keep track of when a file has been backed up.

Hiding or showing folders that do not contain any deleted data

Search and Recover can display your entire folder structure in the **Folder Pane** when a search is complete. This lets you easily see where a deleted file or folder is located on a drive or partition. Most of the time however it is helpful to hide all folders from your search results unless the folders either contain deleted data within them or their subfolders, or are themselves deleted folders.

To hide other folders, select the button labeled **Hide folders that are not deleted and do not hold any deleted items**.

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Using the Advanced Deleted File Search: Dates

Options on the tab labeled **Dates** in the Search Options dialog let you narrow your search based on the dates on which files or folders are created, changed (modified) or accessed. By default, Search and Recover does not restrict search results based on date. If you would like to find files and folders based on a specific date range, select the button labeled **Only find files between certain dates**.

Selecting the type of qualifier to apply to the date criteria

When searching for files that fall within a certain date range, decide whether you are interested in files that were modified, created or accessed in that date range:

Modified
The date when the file was last changed.

Created
The date when the file was created. This may be the installation date, the download date, or the date when you originally created a file or document with this name.

Last Accessed
The date when the file was last opened. This may correspond to the last time it was opened for editing, the time when an application (such as an antivirus program) scanned or accessed it, or the time when a utility such as Windows ScanDisk last checked to see if the file could be opened.

Selecting the date range to apply to the search

In the last ___ month/day
Select the button labeled **In the last __ month/day** in order to include any files that were modified, created or last accessed within the specified amount of time. To change the timescale, select the buttons labeled **month(s)** or **day(s)**. To increase or decrease the number of months or days specified, enter the number in the corresponding field, or use the up and down arrows.

Between a certain date range
If the files or folders you are searching for were modified, created or last accessed during a certain known period of time, select the button labeled **Between** and enter start and end dates in the associated date fields in order to find those files or folders more easily. The search results will contain only files that were created, modified, or last accessed within the specified date range.

By default, today's date appears in each field. If left unchanged, this limits the search to find only those files and folders that were created, modified or last accessed today. Type in the beginning and end of the date range in each field, or select the drop-down menu to display a calendar.

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Using the Advanced Deleted File Search: Files

Use the tab labeled **Files** in the Search Options dialog to narrow your search based on file type or file name. By default, the button labeled **Find all file types** is selected, and the search will identify all deleted files regardless of file type.

Select the button labeled **Find certain file types** in order to narrow the search.

q   You can define an inclusive search (**Only find the following**), or an exclusive search (**Exclude any of the following**).

q   Search based on file names or text in the files.

q   Make the search case sensitive (so that *MyFile.txt* is treated differently from *myfile.txt*) by selecting the button labeled **Case Sensitive**.

q   Select the button labeled **Search for specific registered Windows file types**. Select the appropriate button for the kind of files you want to find. If the file type you are looking for is not listed in **Common Groups**, select the button labeled **Individual types** to locate the type that you want.

TIP: Use wildcards when doing a file name search. When a file is deleted on Windows 95, 98 and ME systems, the first letter of the file name disappears when a file is deleted. Wildcarding the first character of the filename ensures that you will find matching files regardless of a missing first character.

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Using the Advanced Deleted File Search: Exclusions

A search through a large hard drive may generate irrelevant hits from the contents of cache folders, including your Internet Explorer cache. Use the tab labeled **Exclusions** in the Search Options dialog to skip these cache folders (and any other folders that you want to specify).

1. Select the button labeled **Exclude the following locations from a search** to exclude a drive or folder.
2. Select any of the **Windows browser folders** buttons to skip those folders.

   q   The browser cache (also known as the **Temporary Internet Files** folder) is where Internet Explorer stores the contents of web pages you visit so that the page loads faster when you return to it. Each type of web browser places its cache folder in a different location on your hard drive. Select the button labeled **Windows browser cache folders** to exclude the Internet Explorer cache folder from your search.

   Internet Explorer clears its cache periodically. There are times when it may be useful to search the cache for deleted files. In most cases, however, searching the cache is not helpful.

   q   Browser cookies are small text files that identify you to web sites that you visit. They rarely contain information valuable to a user, and many cookies are deleted each time you close your browser or shut down Windows. Excluding cookie folders may help provide a faster search. Select the button labeled **Windows browser cookie folders** to exclude the Internet Explorer cookie folder from your search. As with the cache files, if you use a browser other than Internet Explorer, you need to add the location of that browser's cookie folder in order to exclude it.

   q   Browser history folders contain the addresses of web sites you have visited recently. This folder is cleaned out periodically. If you want to find a web address that may have been cleaned out of your History folder, try including History in your search. Otherwise, select the button labeled **Windows browser history folders** to exclude the Internet Explorer history folder from your search.

3. Select the button labeled **Add Location** to specify any other folders (for example, **C:\Program Files\Netscape\Users\username\Cache**). Type in the complete path to the folder yourself, or select the folder icon to the right of the field to browse to the folder. Add a description for the folder (for example, *Netscape cache*) in the second field. Select the button labeled **OK** to add the location to your excluded list.

Using the Advanced Deleted File Search: Saving search profiles

Use the tab labeled **Search Profiles** in the Search Options dialog to save your search criteria for later use.

To save a search

1. Type a name for the search in the top field. Name the search so that it will be easy to find and use later. (For example, if you have set your criteria to search only for documents larger than 100 KB, you could call the search "Docs 100KB plus".)
2. Select the button labeled **Save**. The profile name appears in the bottom field.

To load a saved search file

1. Use the drop-down menu to select from a list of all your search profiles.
2. Select the button labeled **Load** to retrieve the selected search criteria.

To delete a search profile

1. Use the drop-down menu to select from a list of all your search profiles.
2. Select the button labeled **Delete** to remove the selected profile from the list.

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Using the Advanced Deleted File Search: Working with deleted files and folders

Two areas in the Advanced Deleted File Search screen display lists of files and folders that match your search criteria.

Folder Pane

The **Folder Pane** in the left portion of the Advanced Deleted File Search screen displays a hierarchy of folders on the devices, drives or partitions that you have searched. The folder icons indicate the status of each folder.

File Pane

The **File Pane** in the top right portion of the Advanced Deleted File Search screen displays a list of matching files with their characteristics.

Previewing a file in the Viewer Pane

To view the contents of a file, select it in the File Pane. The file's contents appear in the **Viewer Pane**.

Four tabs at the bottom of the Viewer Pane let you select the type of view appropriate to your data:

q　　**Raw Contents**
q　　**Image**
q　　**HTML**
q　　**Text**

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Using the Advanced Deleted File Search: Printing recovered files

You can print a deleted image, the raw contents of a deleted file, or selected text from deleted files.

To print

1. Once you have performed a search and found the desired file, select the file in the **File Pane**.

2. Select the **File** menu, and then select the content you wish to print:

   Print raw contents: Select this option to print the hexadecimal or ASCII contents of the file. You can choose to print the current cluster, a range of consecutive clusters (that is, you can print Clusters 1-10 with this option, but not 1, 4, 9 and 10), or the entire file. One cluster will appear on each page. Select the button labeled **Print Preview** to see how the data will look.

   Print selected image: If the file is a picture, print it by selecting this option. Print the image as is, or scaled to fit the width of your paper. Select the button labeled **Print Preview** to see how the image will appear.

   Print text in selected item: Select this option to print all the text in the file.

3. When you select the button labeled **Print**, the selected item prints.

Advanced Deleted File Search

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Using the Advanced Deleted File Search: Copying recovered data to the clipboard

To paste recovered data into other applications:

1. Select the desired file in the **File Pane**..

2. Select the text or other content you want to copy.

3. Select the **Edit** menu (either at the top of the Advanced Deleted File Search screen, or in the Preview Pane), and then select a copying option:

   q **Copy selected raw text to clipboard**: This option appears in **Raw Contents View** and puts the text from the right column on the clipboard. This is useful if a file contains corrupt or overwritten data, but also contains some intact information.

   q **Copy selected hex values to clipboard**: This option appears in Raw Contents View and puts the selected hexadecimal or ASCII information on the clipboard. This is useful if a file contains corrupt or overwritten data, but some valuable information remains intact.

   q **Copy selected preview data to clipboard**: This option appears in **HTML View** and **Text View**, and puts your data selection onto the clipboard.

   q **Copy picture contents to clipboard**: This option appears in **Image View** and puts the selected image onto the clipboard.

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Using the Advanced Deleted File Search: Refining a deleted files search

Once you have completed a system search, you can use the **Search menu** to focus your search and reduce the number of files that appear in your search results.

Modifying the search filter

If you have too many items in your search results (or if you are not seeing all the files you expect), you can modify your search filter to include or exclude additional files. Select the **Search** menu and then select the item labeled **Modify Search Filter For Currently Selected Items** to open the **Search Options** dialog.   Use the panes in the Search Options dialog to narrow the search criteria.

When you have made the required changes, select the button labeled **Search** to apply your new criteria to the current results.

Execute the search again

If you did not find the files that you expected to find, select the Search menu and then select the item labeled **Re-scan Currently Displayed Locations**. This executes the search again, and may identify files that have changed since you first ran the search.

Searching your results for folder and file names

To search for file or folder names in your search results, select the Search menu and then select the item labeled **Search For File And Folder Names**. A **Find Text Pane** opens in the upper right portion of the Advanced Deleted File Search screen, letting you search for file or folder names within your search results.

In the **Find Text Pane**:

1. Type all or part of the file or folder name in the field labeled **Text to find**.
2. Specify whether you want to search for files, folders or both by selecting the appropriate button.
3. Select the button labeled **Search**. Advanced Deleted File Search searches through the drives and folders in the current search results in order to locate matching files, or the first matching folder. The files matching the search, or the files contained in the folder matching the search, appear in the **File Pane**.
4. If you are searching for folders, select the button labeled Next to proceed to the next matching folder.   Repeat until you find the item for which you are looking.

Searching your results for text within files

To find text within the deleted files found by the Advanced Deleted File Search, select the Search menu and then select the item labeled **Find Text In Contents Of Found Files**.

Use this function with Advanced Deleted File Search's Save, Copy, and Print functions in order to recover specific sentences, phrases and paragraphs from a deleted file without having to recover the entire file. For more information, see Finding Text in Files.

Starting a new search

To start over with a new search, select the Search menu and then select the item labeled **Start A New System Search** to open the Locations pane of the **Search Options** dialog. Once you enter your new search criteria in the Search Options dialog, select the button labeled **Search**.

Return to Advanced Deleted File Search

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Using the Advanced Deleted File Search: Restoring deleted files

There are three ways to recover files from the Advanced Deleted File Search screen and to save the data to a new file:

1. Use the [Recover menu](#).
2. Use the context menu.
3. Drag and drop the file.

❗ **IMPORTANT**:   To maximize the chances of successful recovery:

q   Always use Search and Recover as soon as you know you need to recover a file.

q   Always recover files to a different [drive](#) or [partition](#), if one is available.

[More information here](#)

Using the Recover menu to save data to a new file

1. Select the files you want to restore. Highlight a file name to select that file for recovery. To select multiple files, hold down the **Ctrl** key while you highlight each file. To select all files in the list, select one file in the list and then press **Ctrl-A**.
2. Select the **Recover** menu (or select the button labeled **Recover** in the toolbar) and then select the item labeled **Selected Item**.
3. Browse to the folder into which you want to place the recovered files. To create a new folder, select the parent folder, and then select the button labeled **New Folder**. Type the name of the folder in the field. When you have selected the folder, select the button labeled **OK**.
4. If there are other files that you want to recover to a different folder, repeat the above steps.

Recovering files using drag and drop

1. Open Windows Explorer.
2. In the Advanced Deleted File Search screen, select the files you want to restore. (Highlight a file name to select that file.) To select multiple files, hold down the **Ctrl** key while you select each file. To select all files in the list, select one file in the list and then press the **Ctrl-A** key.
3. Drag and drop your selection into a folder on another drive or device in Windows Explorer.

Using a context menu to recover files

1. In the Advanced Deleted File Search screen, select the files you want to restore. (Highlight a file name to select that file.) To select multiple files, hold down the **Ctrl** key while you select each file. To select all files in the list, select one file in the list and then press the **Ctrl-A** key.
2. Right-click on any selected file name. A context menu appears. Select the item labeled **Recover Selected** to choose the folder to which you want to recover the files.
3. Browse to the folder in which you want to put the recovered files. To create a new folder, select the parent folder, and select the button labeled **New Folder**. Type the name of the folder in the field. When you have selected the folder, select the button labeled **OK**.

See [Restoring folders to another location](#).

[Return to Advanced Deleted File Search](#)

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Using Security Functions: Terminating deleted files

To make already-deleted files unrecoverable using the Advanced Deleted File Search screen:

1. Select the files that you want to permanently remove from your system.
2. Select the **Security** menu, and then select **Clean and Sanitize Selected Entries**.

   File Terminator overwrites the deleted files repeatedly. You can set the number of overwrites in the **File Terminator** screen or in the **Options** dialog available from the Advanced Deleted File Search screen.

See File Terminator.

_____

Return to Advanced Deleted File Search

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Using the Advanced Deleted File Search: Raw Contents view

The Raw Contents view is a literal representation of the data exactly as it is found on the disk, in hexadecimal or ASCII text format. This view is useful if the file is incomplete or otherwise corrupted.

The **Viewer Pane** provides several ways to navigate through the file contents and restore data.

Navigating through raw contents

The following navigational aids are activated if the selected or previewed file is larger than one formatted cluster:

- q   **First**: Select the button labeled **First** to display the first cluster containing the selected file.
- q   **Previous**: When you are deeper into the file, select the button labeled **Previous** to display the previous cluster containing the selected file.
- q   **Next**: Select the button labeled Next to proceed to the next cluster containing the selected file.
- q   **Last**: Select the button labeled **Last** to proceed to the last cluster containing the selected file.
- q   **Go to Cluster**: Select the button labeled **Go to Cluster** to jump to a specific cluster containing the selected file. A dialog opens. Type in the number of the cluster you would like to see. For example, if you would like to see the third cluster containing the file, type **3**.

Finding text

Select the button labeled **Find** to locate text in the file.

Recovering files

Select the **Edit** menu in order to

- q   save this information (or a selection) to another location
- q   copy to the clipboard
- q   print file contents

Options menu

To control the contents of the **Viewer Pane**, select the Options menu.

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Return to Understanding the Advanced Deleted File Search Panes

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Using the Advanced Deleted File Search: Image view

When you select an image to recover, the Image view displays image files.

Select the button labeled **Stretch Image** to expand (or compress) the image so that it fills the entire pane.

Select the **Edit** menu in order to

- q   save the picture to another location
- q   convert the image from one format to another (select the item labeled **Save Picture As**).
- q   copy to the clipboard
- q   print file contents

Options menu

To control the contents of the **Viewer Pane**, select the Options menu.

Return to Advanced Deleted File Search

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Using the Advanced Deleted File Search: HTML view

The HTML view displays text and HTML as it would appear in a browser.

Select the button labeled **Find** to locate text in the selected file.

Select the **Edit** menu in order to

q   <u>save</u> this information (or a selection) to another location

q   <u>copy</u> to the clipboard

q   <u>print</u> file contents

Options menu

To control the contents of the **<u>Viewer Pane</u>**, select the <u>Options menu</u>.

<u>Return to Advanced Deleted File Search</u>

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Using the Advanced Deleted File Search: Text view

This view displays text only.

Select the button labeled **Find** to locate text in the selected file.

Select the **Edit** menu in order to

q   save this information (or a selection) to another location

q   copy to the clipboard

q   print file contents

Options menu

To control the contents of the **Viewer Pane**, select the Options menu.

Return to Advanced Deleted File Search

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Return to Search and Recover Help Topics

Using the Advanced Deleted File Search: Options

To control the display of information and the methods used to recover files, set the Advanced Deleted File Search options. Select the **Options** menu, and then select the item labeled **Edit General Options**.   Select one of the following tabs in the **General Options** dialog:

q   **Contents Preview**

q   **Security Functions**

q   **Batch Recovery**

q   **Drag and Drop**

q   **Recovery**

q   **Logging**

Return to Advanced Deleted File Search

Return to Search and Recover Help Topics

Using the Advanced Deleted File Search: Contents Preview options

Use the tab labeled **Contents Preview** in the General Options dialog to control the display of files in the Viewer Pane. To open the General Options dialog, select the button labeled Options in the Advanced Deleted File Search screen.

Select one of the following buttons:

q **Automatically display supported file types in their native format**: Select this button in order to display most files in their native format within the Image, HTML and Text views. Deselect this button in order to speed up the display of data by disabling native format display.

q **Maximum size for HTML preview***:* Select this button in order to speed up your system by limiting the preview of HTML data.   Previews will appear only for files that are smaller than the size specified in the associated Maximum Size field. By default, the maximum is set at 200 KBytes.

q **Maximum size for text preview**: Select this button in order to speed up your system by limiting the preview of text data. Previews will appear only for files that are smaller than the size specified in the associated Maximum Size field.   By default, the maximum is set at 500 KBytes.

Return to Advanced Deleted File Search

Return to Search and Recover Help Topics

Using the Advanced Deleted File Search: Drag and Drop options

You can drag and drop files from Advanced Deleted File Search into Windows Explorer, but you cannot drag and drop entire folders.

To determine how Advanced Deleted File Search handles folders that you try to drag and drop, use the tab labeled **Drag and Drop** in the General Options dialog. To open the dialog, select the button labeled Options in the Advanced Deleted File Search screen.

Select one of the following buttons:

q   **Display a warning and abort the drag operation**: Select this button if you want to be reminded not to select folders when dragging. You cannot complete a file recovery if folders are selected.

q   **Deselect any selected folders and continue**: Select this button to remove any selected folders before you drop your files. Select this button if you would like a visual clue that folders cannot be transferred.

q   **Leave folders selected and process any other items**: This is the default, and offers the most flexibility. Select this button if you do not wish to receive any indication that selected folders will not transfer to the new drive.

Return to Advanced Deleted File Search

Return to Search and Recover Help Topics

Using the Advanced Deleted File Search: Recovery options

Use the tab labeled **Recovery** to manage potential problems with the names of recovered files. To open the dialog, select the button labeled Options in the Advanced Deleted File Search screen.

1. When you copy a file to a different drive, you may encounter another file with the same name. The first section of the Recovery tab determines how Search and Recover handles duplicate files.

   q **Append a number to the new file:** Select this button to keep the existing file in the folder, and to rename the recovered file to *filename1.abc*. This is the default.

   q **Overwrite the existing file:** Select this button to delete the existing file and replace it with the recovered file.

   q **Prompt for a new file name:** Select this button in order to be prompted to name the recovered file.

2. In Windows 95, 98 and ME, the first letter of a deleted file's name disappears when it is deleted, and is replaced by a question mark (*?*). The following options determine how files with a missing first letter are handled.

   q **Automatically substitute the following text:** Select this button to choose another character to represent the missing one. By default, a hyphen (-) is used if this button is selected. (For example, the recovered file *?aleschart.xls* will become *–aleschart.xls*.)

   q **Omit the first character:** Select this button to drop the first character and start the file name with the second character. (For example, the recovered file *?aleschart.xls* becomes *aleschart.xls*.)

   q **Prompt for a character:** This is the default option. Select this button if you want to be prompted to enter the missing character. (For example, the recovered file *?aleschart.xls* becomes *saleschart.xls*, when you enter the character *s*.)

3. For very long file names (exceeding 255 characters), you can specify a string of up to 12 characters to indicate that the file name is truncated. By default, this string is **[TRUNCATED]**.

4. **Warn if undeleting a file to its source drive:** We highly recommend recovering a file to a different drive than the drive where it was originally stored. Leave this button selected to remind you when you try to restore to the original drive.

Return to Advanced Deleted File Search

Return to Search and Recover Help Topics

Using the Advanced Deleted File Search: Batch Recovery options

Use the tab labeled **Batch Recovery** to manage potential problems with the names of recovered files when recovering multiple files (or the contents of a folder). To open the dialog, select the button labeled <u>Options</u> in the Advanced Deleted File Search screen.

1. When you copy a file to a different folder or drive, you may encounter problems when a file with the same name already exists there, or has been copied there. The following options control the handling of duplicate file names:

   q **Append a number to the new file:** Select this button to keep the existing file in the folder, and to rename the recovered file to *filename1.abc*. This is the default.

   q **Overwrite the existing file:** Select this button to delete the existing file and replace it with the recovered file.

   q **Prompt for a new file name:** Select this button in order to be prompted to name the recovered file.

   q **Abort undeletion of individual file:** Select this button to stop the recovery of the file.

5. In Windows 95, 98 and ME, the first letter of a deleted file's name disappears when it is deleted, and is replaced by a question mark (*?*). The following options determine how files with a missing first letter are handled.

   q **Automatically substitute the following text:** Select this button to choose another character to represent the missing one. By default, a hyphen (-) is used if this option is selected. (For example, the recovered file *?aleschart.xls* will become *–aleschart.xls*.)

   q **Omit the first character:** Select this button to drop the first character and start the file name with the second character. (For example, the recovered file *?aleschart.xls* becomes *aleschart.xls*.)

   q **Prompt for a character:** This is the default option. Select this button if you want to be prompted to enter the missing character. (For example, the recovered file *?aleschart.xls* becomes *saleschart.xls*, when you enter the character *s*.)

6. For very long file names (exceeding 255 characters), you can specify a string of up to 12 characters to indicate that the file name is truncated. By default, this string is **[TRUNCATED]**.

7. **Warn if undeleting a file to its source drive:** We <u>highly recommend</u> recovering a file to a different drive than the drive where it was originally stored. Leave this button selected to remind you when you try to restore to the original drive.

<u>Return to Advanced Deleted File Search</u>

<u>Return to Search and Recover Help Topics</u>

Using the Advanced Deleted File Search: Logging options

When recovering multiple files and folders at the same time, consider logging the recovery information in a text file.

Use the tab labeled **Logging** in the General Options dialog to manage recovery logging. To open the dialog, select the button labeled Options in the Advanced Deleted File Search screen.

q   **Name**: The names of recovered files are logged.   In addition to the full file name (or the file name minus the first character), the file type is also logged if it can be identified.

q   **File Size**: Select this button to log the sizes of recovered files.

q   **Last Modified date**: Select this button to log the date on which the file was last changed or saved.

q   **Last Accessed date**: Select this button to log the date on which recovered files were last opened. This could be when you opened a file for editing, when your antivirus program scanned the file, or when ScanDisk checked to see if the file could be opened.

q   **File Attributes**: Select this button to log the file attributes associated with recovered files.

The log is stored in the Search and Recover install folder (*C:\Program Files\iolo\Search & Recover* is the default).

❗ **IMPORTANT**:   If you are recovering data from the same partition that Search and Recover is installed on, the log file may overwrite the data you want to recover.

More information here

Return to Advanced Deleted File Search

Return to Search and Recover Help Topics

Switching between Search and Recover tools

To switch between the Advanced Deleted File Search screen and the four Email Recovery tools, select the **Recovery Tool Windows** menu, and then select the tool you want. (You do not have to return to the main Search and Recover screen.)

[Return to Advanced Deleted File Search](#)

[Return to Email Recovery](#)

[Return to Search and Recover Help Topics](#)

Introduction to Email Recovery

Email messages are not erased from your hard drive when you delete them. When you delete messages within your email application, deleted messages usually remain stored in your mailbox until you compress the mailbox itself. If you have lost important email messages, Search and Recover provides tools to help you recover those messages. Search and Recover supports the four most popular email applications.

Note: If you have deleted an entire mailbox file, first use File Rescue Wizard or Advanced Deleted File Search to recover the mailbox file. When the mailbox file is restored, you can then use the Email Recovery tools to recover individual messages that you deleted within you email application, if necessary.

Email Recovery Help Topics

q   **Recovering Outlook Express email**

q   **Recovering Microsoft Outlook items**

q   **Recovering Qualcomm Eudora email**

q   **Recovering Netscape/Mozilla mail**

See Tips for successful email recovery.
Also see Changing the Netscape Mail profile.

Return to Search and Recover Help Topics

Using Email Recovery: Outlook Express recovery

Outlook Express Help Topics

q   **Recovering Outlook Express messages**
  Opening a mail folder
  Opening a recovered message in Outlook Express
  Saving a message to a file

q   **Locating an Outlook Express message**
  Sorting message headers
  Searching for text in Subject lines

q   **Copying a message to the clipboard**
  Selecting and copying message text
  Pasting text in another document

q   **Restoring a saved message to your Outlook Express inbox**
  Opening a saved message in Outlook Express
  Using the **Move to Folder** command

Tips for successful email recovery

Return to Search and Recover Help Topics

Using Email Recovery: Recovering Outlook Express messages

To recover a deleted message from Outlook Express:

1. Select the button labeled **Recover Lost Email** in the Search and Recover main screen.

2. Select the button labeled **Microsoft Outlook Express** in the **Email Recovery Options** screen.

3. Search and Recover locates your Outlook Express root message folder and displays its contents in the Folder Pane on the left side of the Recover Deleted Email screen. If this folder does not display the right mailbox, select the button labeled **Open Mail Folder**. A browse dialog appears.

   In nearly all cases, your mailbox will be located under **C:\Windows\Application Data** (or **C:\WinNT\Application Data** in Windows NT/2000). When you have located the correct mailbox, select the button labeled **OK** to display its folders.

4. Select the **+** sign next to Local Folders (or select **Local Folders** and press the **Enter** key) to expand the folder list, then select **Inbox**. Messages deleted from this folder appear in the right pane.

5. Select a message that you wish to recover. Its contents appear in the **Viewer Pane** in the lower right of the screen.

   TIP: You may select multiple messages, but the contents will not be previewed.

6. Select the button labeled **Recover**. Use the Browse dialog that appears to select a location for the recovered message files. Select the button labeled **OK** to recover your messages. Each message is saved as *<MessageSubject>.eml*. You can open recovered messages by opening the message file. Message files open in the email application set as the default on your system (although they will not appear in the Outlook Express inbox, if opened in Outlook Express).

7. If you want to move the message back into an Outlook Express message folder, use one of the following two methods:

   q Select the button labeled **Open** in the Outlook Express toolbar and navigate to the message file. Once you have opened the message file in Outlook Express, select the **File** menu, and select the item labeled **Move to Folder**. Select **Inbox** (or any other folder in which you want to place the message), and then select the button labeled **OK**.

   q Drag the message file from Windows Explorer into the open Outlook Express message box, and drop it there.

NOTE: When you delete a message with a file attachment in Outlook Express, the attachment may be unrecoverable.

Using Email Recovery: Searching for specific deleted messages in Outlook Express

If you have a large number of messages in the Message Pane, there are two ways you can find the message you are seeking:

Searching the Subject line

1. Select the first message in the Message Pane.
2. Select the button labeled **Search** in the toolbar (or press **Ctrl-F**) to search the Subject line.
3. Type a word or phrase in the field labeled **Find what**. Select the button labeled **Find Next** to locate the first message matching your word or phrase.
4. Press the **F3** key to locate the next message matching your word or phrase. Repeat **F3** until you find the right message.

Sorting the message headers

Select any column heading in the Message Pane to sort the message list by that column. For example, if you need to find a message from *iolo technologies*:

1. Select the button labeled **From** at the top of the From column. A small triangle appears in that column. If the triangle points up, messages appear in alphabetical order. Select the column heading again to reverse the order.
2. Scroll down the list to find the message from *iolo technologies*. Select the message that you wish to recover.

[Return to Outlook Express Recovery](#)

[Return to Email Recovery](#)

[Return to Search and Recover Help Topics](#)

Using Email Recovery: Restoring a saved message to your Outlook Express inbox

When you save an Outlook Express message as a file, the message file opens in Outlook Express, but does not appear in your Inbox's list of messages. To restore the message to the Inbox list, perform the steps below:

1. After you have recovered a message using Search and Recover, locate your message in Windows Explorer.
2. Double-click the message to open it.
3. Select the **File** menu, and then select the item labeled **Move to Folder**.
4. Select **Inbox** (or any other folder you want this message moved into), and then select the button labeled **OK**.
5. The next time you open Outlook Express, your message appears in the folder that you selected.

See [Copying Message Text to the Clipboard](#).

Also see [Switching between Search and Recover Tools](#).

[Return to Outlook Express Recovery](#)

[Return to Email Recovery](#)

[Return to Search and Recover Help Topics](#)

Using Email Recovery: Recovering Microsoft Outlook items

Microsoft Outlook handles mail very differently than other email client applications. All your email messages, tasks, calendar items, contacts and notes are stored in a single file, usually called **Outlook.pst**. Search and Recover restores all deleted items to your Outlook mailbox at once.

To recover deleted items in Outlook:

1. Make sure Outlook is closed, then launch Search and Recover.
2. Select the button labeled **Recover Lost Email** in the Search and Recover main screen.
3. Select the button labeled **Microsoft Outlook** in the Email Recovery Options screen.
4. Search and Recover tries to identify the location of your **Outlook.pst** file. If this does not appear in the upper field, select the folder icon to the right of the field to locate the file yourself. Browse to the Windows folder (**C:\Windows** or **C:\WinNT**) and look in **Local Settings\Application Data\Microsoft** for the PST file.
5. By default, Search and Recover makes a backup of your PST file for safekeeping. We strongly recommend that you do not change this default setting. In the unlikely event of an abrupt interruption in the recovery process (due to a power surge or some other problem), you can revert to your original mail file by replacing it with this backup. To change the location of the backup, either type in a path or select the button labeled **Browse** to store the backup elsewhere.
6. Select the button labeled **Start** to recover all items. Search and Recover displays a progress bar as it locates and restores all deleted items from your **Outlook.pst** file. It then reports on its success. When you re-open Outlook, the items are restored to their original locations.

See [Switching between Search and Recover Tools](#).

[Return to Email Recovery](#)

[Return to Search and Recover Help Topics](#)

Using Email Recovery: Qualcomm Eudora recovery

Qualcomm Eudora Recovery Help Topics

q   **Recovering Qualcomm Eudora messages**

        Opening a mail folder

        Selecting a mailbox

        Resurrecting a message

        Saving a message as a file

q   **Locating a Eudora message**

        Sorting message headers

        Searching Subject lines

q   **Copying message text to the clipboard**

        Selecting and copying message text

        Pasting text in another document

Tips for successful email recovery

Return to Email Recovery

Return to Search and Recover Help Topics

Using Email Recovery: Recovering Qualcomm Eudora messages

To recover a deleted message from Eudora:

1. Make sure Eudora is closed, then launch Search and Recover.

2. Select the button labeled **Recover Lost Email** in the Search and Recover main screen.

3. Select the button labeled **Qualcomm Eudora** in the Email Recovery Options screen.

4. Search and Recover locates your root mail folder and displays its contents in the Folder Pane on the left side of the **Recovered Deleted Email** screen. If this folder does not display the right mailbox, select the button labeled **Open Mail Folder**. A browse dialog appears. By default, Eudora stores message data in the Eudora install folder (**C: \Program Files\Qualcomm\Eudora**), but you can reset that location in Eudora's settings. When you have located the correct mailbox folder, select the button labeled **OK** to display its folders.

5. Select the mailbox in which you want to search. (**In** is a good place to start.) Search and Recover identifies deleted messages in the selected folder. A progress bar appears as the search continues, and messages appear in the upper right Message Pane. You can stop a search at any time by selecting the button labeled **Cancel**.

   TIP: If you use filters to sort your mail into different folders, select appropriate folder button when searching for that mail.

6. Search and Recover displays messages deleted from the selected folder in the right pane.

7. If you want to manage the Read status of recovered messages, select the button labeled **Options**, and then in the drop-down menu that appears, select the item labeled **Mark Recovered Items as Read** to mark the recovered messages as read, or select the item labeled **Mark Recovered Items as Unread** to mark the recovered messages as unread.

8. Use **one** of the following two methods to recover your messages:

   q   Select the button labeled **Resurrect** at the top of the **Recover Deleted Eudora Messages** screen to recover the selected messages to the Eudora folder in which they were found.

   q   Select the button labeled **Save** at the top of the **Recover Deleted Eudora Messages** screen to recover the selected messages and store them as files outside of Eudora. Use the Browse dialog that appears to identify the folder in which you want to place the message files. Message files open in the email application set as the default on your system.

See [Copying Message Text to the Clipboard](#).

Also see [Switching between Search and Recover Tools](#).

[Return to Qualcomm Eudora Recovery](#)

[Return to Email Recovery](#)

[Return to Search and Recover Help Topics](#)

Using Email Recovery: Searching for specific deleted messages in Eudora

If you have a large number of messages in the Message Pane, there are two ways to find the message you are looking for:

Searching the Subject line

1. Select the first message in the Message Pane.
2. Select the button labeled **Search** in the toolbar (or press **Ctrl-F**) to search the Subject line.
3. Type a word or phrase in the field labeled **Find what**. Select the button labeled **Find Next** to locate the first subject matching your terms.
4. Press the **F3** key again to locate the next subject matching your terms. Repeat **F3** until you find the right message.

Sorting the message headers

Select any column heading in the Message Pane to sort the message list by that column. For example, if you need to find a message from *iolo technologies*:

1. Select the button labeled **From** at the top of that column. A small triangle appears in that column header. If the triangle points up, messages appear in alphabetical order. Select the column heading again to reverse the sort order.
2. Scroll down the list to find the message from *iolo technologies*. Select the message to recover.

See [Copying Message Text to the Clipboard](#).

Also see [Switching between Search and Recover Tools](#).

[Return to Qualcomm Eudora Recovery](#)

[Return to Email Recovery](#)

[Return to Search and Recover Help Topics](#)

Using Email Recovery: Netscape/Mozilla recovery

Netscape/Mozilla Recovery Help Topics

q   **Recovering Netscape/Mozilla mail**

   Selecting a mailbox

   Resurrecting a message

   Saving a message as a file

q   **Changing Netscape mail profiles**

   Defining mail profiles

   Locating mail profiles

q   **Locating a Netscape/Mozilla message**

   Sorting Subject headers

   Searching Subject lines

q   **Copying message text to the clipboard**

   Selecting and copying message text

   Pasting text in another document

Tips for successful email recovery

Using Email Recovery: Recovering Netscape/Mozilla mail

Search and Recover can recover deleted email in Netscape or Mozilla 4.0, and supports multiple user profiles.

To recover Netscape or Mozilla mail:

1. Select the button labeled **Recover Lost Email** in the Search and Recover main screen.

2. Select the button labeled **Netscape Email** in the Email Recovery Options screen.

3. Search and Recover locates the root mail folder of the default profile and displays its contents in the Folder Pane on the left side of the Recover Deleted Mail screen. If the message you are looking for is stored in another profile, select the button labeled **Change Mail Profile** in the toolbar to locate and open other profiles.

4. Select the mailbox you want to search (**Inbox** is a good place to start). Search and Recover shows messages deleted from this folder in the right pane.

5. If you want to manage the Read status of recovered messages, select the button labeled **Options**, and then in the drop-down menu that appears, select the item labeled **Mark Recovered Items as Read** to mark the recovered messages as read, select the item labeled **Mark Recovered Items as Unread** to mark the recovered messages as unread, or select the item labeled **Keep Original Read State** to restore the Read status of the messages.

6. Use **one** of the following two methods to recover your messages:

   q   Select the button labeled **Resurrect** at the top of the **Recover Deleted Netscape Messages** screen to recover the selected messages to the Netscape folder in which they were found.

   q   Select the button labeled **Save** at the top of the **Recover Deleted Eudora Messages** screen to recover the selected messages and store them as files outside of Eudora. Use the Browse dialog that appears to identify the folder in which you want to place the message files. Message files open in the email application set as the default on your system.

See Copying Message Text to the Clipboard.

Also see Switching between Search and Recover Tools.

Using Email Recovery: Searching for specific deleted messages in Netscape or Mozilla

If you have a large number of messages in the Message Pane, there are two ways to find the message you are looking for:

Searching the Subject line

1. Select the first message in the Message Pane.
2. Select the button labeled **Search** in the toolbar (or press **Ctrl-F**) to search the Subject line.
3. Type a word or phrase in the field labeled **Find what**. Select the button labeled **Down**. Select the button labeled **Find Next** to locate the first subject matching your terms.
4. If necessary, press the **F3** key to locate the next subject matching your terms. Repeat **F3** until you find the right message.

Sorting the message headers

Select any column heading in the Message Pane to sort the message list by that column. For example, if you need to find a message from iolo technologies:

1. Select the button labeled **From** at the top of that column. A small triangle appears in that column header. If the triangle points up, messages appear in alphabetical order. Select the column heading again to reverse the order.
2. Scroll down the list to find the message from *iolo technologies*. Select the message to recover.

See [Copying Message Text to the Clipboard](#).

Also see [Switching between Search and Recover Tools](#).

[Return to Netscape/Mozilla Recovery](#)

[Return to Email Recovery](#)

[Return to Search and Recover Help Topics](#)

Security tools

Security Tools Help Topics

q   **[Delete files securely with File Terminator](#)**

       Enabling File Terminator

       Terminating a file

q   **[Clean and sanitize deleted files](#)**

[Return to Search and Recover Help Topics](#)

Using File Terminator: Deleting files securely

Files that are deleted in Windows, either by a user or by an application or system process, are not removed from the hard drive. Instead, the operating system simply 'forgets' that the data is there. Although deleted data may eventually be overwritten as the system re-uses that portion of the hard drive for new data, you cannot be sure at any time that your deleted data has actually been overwritten or physically removed from your drive.

If you have sensitive data that you need to erase permanently, use Search and Recover's **File Terminator** tool. File Terminator lets you repeatedly overwrite deleted data so that no data recovery tool can retrieve it.

You can also use the **Clean and Sanitize** option in the Advanced Deleted File Search screen to permanently delete files.

Enabling File Terminator

1. Select the button labeled **Security Tools** in the Search and Recover main screen.
2. Make sure the button labeled **Enable File Terminator** is selected.
3. Specify the number of times you want File Terminator to overwrite deleted data. Type in the number, or use the arrow buttons to make your selection. (The maximum number of overwrites is 100.) In most situations, five overwrites is sufficient.
4. Select the button labeled **Back to main options** to enable File Terminator and to return to the main screen.

Terminating a file

1. In Windows Explorer (or any other file-management tool), right-click on the files or folders you want to terminate (permanently erase).
2. Select the item labeled **Terminate** from the context menu that appears.

   The files or folders are permanently deleted.

[Return to Clean and Sanitize](#)

[Return to Search and Recover Help Topics](#)

Specific types of files

Both the File Rescue Wizard and Advanced Deleted File Search let you find files based on their file extension. (file type). When you select the relevant button, Search and Recover finds the associated file types.

Common groups

q **Documents**: Microsoft Word (DOC, DOT, DOCHTML, DOTHTML), WordPerfect (WP, WPD), and Write (WRI)

q **Pictures**: GIF, BMP, JPG, JPEG, TIF, TIFF, PhotoShop PSD, WMF, EMF, AI, Encapsulated PostScript (EPS), and Icon (ICO)

q **Programs**: EXE, BAT, COM and PIF

q **Web pages and related items**: HTM, HTML, JavaScript (JS), ASF, ColdFusion (CFM), PHP and CGI

q **Multimedia**: Movies (MOV, AVI, MPEG, MPG, MP2), Music files (MP3, WAV), Windows Media (ASF, WMA, WMV, WM), and RealAudio (RAM)

q **Word**: DOC, DOT, DOCHTML, and DOTHTML

q **Excel**: WBK, WIZ, XLS, and XLT

q **PowerPoint**: PPA, PPS, PPT, PPTHTML, PPV, and PWZ

Individual Types

Select the button labeled **Individual Types** to generate a list of all registered file types. A short description of each extension is included. Select any button to include that file type in your search.

Advanced Deleted File Search

Setting up Search Criteria

Return to Search and Recover Help Topics

Connected devices

Search and Recover works with nearly every type of storage device that you can connect to your computer (as long as the device is assigned a drive letter in Windows). These devices include:

- q   Iomega Zip drives (either IDE or USB) and other removable hard drives (for example, SCSI, FireWire, IDE, or USB)
- q   Digital Camera storage: SmartMedia, Memory Sticks, USB Flash drives
- q   Portable MP3 players

If the File Rescue Wizard or Advanced Deleted File Search screen does not display your removable device, follow these steps:

1.   Make sure your device cable is securely connected to the correct port (for example, USB, parallel or serial) in the back of your computer.

2.   Select the button labeled **Rescan Drive List** in the File Rescue Wizard screen or the Search Options dialog available from the Advanced Deleted File Search.

     If your device has been assigned a drive letter on your computer, it will now appear in the drive list.

See Recovering Lost Files.

Return to Advanced Deleted File Search

Return to File Rescue Wizard

Return to Search and Recover Help Topics

Using the Advanced Deleted File Search: Security Functions

Use the tab labeled **Security Functions** in the General Options dialog to turn File Terminator on (or off) and to set the number of passes used to permanently erase files, and to determine how the Clean and Sanitize function operates.

Select the button labeled **Show File Terminator Context Menu** to allow File Terminator to appear in Windows context menus. When you select File Terminator, the highlighted files are permanently removed from the hard drive.

Enter the desired number of overwrites for terminated files in the field labeled **Overwrites**.

See Advanced Deleted File Search Options.

Return to Advanced Deleted File Search

Return to Search and Recover Help Topics

Using Email Recovery: Changing the Netscape Mail profile

Netscape mail profiles allow different users to share Netscape Mail on a computer, while maintaining their own mailboxes.

Use the Change Netscape Mail Profile dialog to select from multiple Netscape/Mozilla profiles (that is, mailboxes) in order to recover the desired email messages.

1. The top pane of this screen names profiles that were found on your computer. Highlight the profile that contains the mailbox that you want to search for deleted messages, and then select the button labeled **Open Selected**.
2. If Search and Recover did not locate the mailbox from which you want to recover messages, you can locate additional profiles in the bottom pane of this screen. Select the button labeled **Browse** to navigate to the folder containing the profile.
3. Once you have selected the needed profile, select the button labeled **OK** to add that profile to the bottom pane.
4. Select the button labeled **Open Selected** to begin your search.

Return to Netscape/Mozilla Recovery

Return to Email Recovery

Return to Search and Recover Help Topics

Obtaining technical support

Search and Recover provides several ways to get help and solve problems. Select the button labeled **Options and Documentation** from the Search and Recover main screen to get more help.

q   **Read Online Documentation**: Select this button to open this help file.

q   **Web Based Support Options**: Select this button to visit the iolo Technical Support Web site to get answers to your questions.

q   **Check for Updates**: Select this button to download the latest version of Search and Recover over the Internet using WebUpdate.

q   **About Search and Recover**: Select this button to identify your current version of Search and Recover.

You can also contact us directly:

Web based support: http://www.iolo.com/support

Web based sales: http://www.iolo.com/order

Toll-Free Sales Phone: 877-239-4656

Customer Service Phone: 626-793-3993

Return to Updating Search and Recover with WebUpdate

Return to Search and Recover Help Topics

WebUpdate options

Automatically Check for Updates Every X Days

Use this button to manage two functions of the [WebUpdate](#) tool:

q   To toggle WebUpdate's automatic checking and reminder system, deselect the button labeled **Automatically check for updates every...**.   When this button is deselected, WebUpdate no longer checks automatically for product updates at startup.

q   To adjust the number of days WebUpdate waits before checking for new updates, enter a new value in the field labeled **Automatically check for updates every...**.   The minimum number of days that WebUpdate will wait is one day, and the maximum it will wait is 360 days.

Connect using a proxy server

If you or your company uses a proxy server to access the Internet you will need to specify this before using WebUpdate.   Use the following steps to set up WebUpdate for use via a proxy server:

1. Select the button labeled **Options** from the WebUpdate wizard.
2. Select the button labeled **Connect using a Proxy Server**.
3. In the field labeled **Proxy Server**, specify the server name or address.
4. In the field labeled **Proxy username**, specify your username for use with the proxy server.
5. In the field labeled **Password**, specify your password for the proxy server.
6. Select the button labeled **OK**.

[Return to Updating Search and Recover with WebUpdate](#)

[Return to Search and Recover Help Topics](#)

Registering Search and Recover

To get technical support and other privileges, you must register Search and Recover. To register, execute [WebUpdate](#):

1. When you select the button labeled [Next](#) in the first WebUpdate screen, the **Register with iolo** screen appears. Select the button labeled **Register Now** to start the process.

2. Your web browser opens. Use the drop-down menu to select **Search and Recover**.

3. Select the button labeled [Next](#).

4. You are asked for your serial number, the version of Windows that you are using, and some personal information. Only the items marked with asterisks are required.

5. Select the button labeled **Register** to finish.

[Return to Updating Search and Recover with WebUpdate](#)

[Return to Search and Recover Help Topics](#)

Using Emergency Disk Images: Making a new disk image

Disk Image Wizard Help Topics

q   **Telling Emergency Disk Image what type of image to make**

   Cloning a drive or partition

   Making an empty image

q   **Defining where and how to store your image**

   Naming and describing the image

   Telling Emergency Disk Image where to store the image

   Mounting the image

   Creating a sparse image (NTFS only)

q   **Creating your image**

Return to Emergency Disk Images

Return to Search and Recover Help Topics

Using Emergency Disk Images: Disk image type

Select the button labeled **New Image** in the **Working With Disk Images** screen to launch the Disk Image Wizard. The first screen of the Wizard lets you specify the type of image you want to create.

q **Create a clone of an existing drive on your system**

Select this button if you want a byte-for-byte clone of an existing drive or partition. Select the drive you want to copy from the list. You can make an image of only one drive or partition at a time. If a device you want to image does not appear, make sure it is connected properly and then select the button labeled **Rescan drive list**.

q **Create a new empty disk image of a fixed size**

Select this button to create an empty virtual drive that you can format, mount, and use to store files. By default, you create a 10 MByte volume. Type your preferred size in the field, or use the Up and Down arrows. If the button labeled **Megabytes** is selected, you can create an image up to 10,000 MBytes (assuming there is that much space available on the target drive). If the button labeled **Gigabytes** is selected, the maximum size is 1,000 GBytes (assuming your target drive can hold an image file of that size).

When you have made your selection, select the button labeled Next.

Return to Making a New Disk Image

Return to Emergency Disk Images

Return to Search and Recover Help Topics

Using Emergency Disk Images: Disk image options

The second Disk Image Wizard screen lets you name and describe your image, specify where it is created, and assign a drive letter.

q   **Image Name**: Emergency Disk Image creates a single file with an [extension](). of IMG. Select a name for the image file. Use the default, or choose a name of your own.

q   **Description**: Type a description of the image, if one is required. For example, if you are creating an empty image that will hold a copy of your Windows folder, you may decide to add a description such as, "Storage Space for C:\WinNT and its subfolders as of <date>."

q   **Save as**: Select the location for the new disk image. By default, Disk Image stores the image in a Disk Images subfolder in the My Documents folder. You can change this by typing in a different path, or by selecting the folder icon to browse to a location. You can select the button labeled **New Folder** to create a new folder.

   You can store an image on a removable drive or CD-R/CD-RW. The image size must not be greater than the capacity of the target medium.

   If you are cloning data from a volume formatted in [NTFS](), and the target medium is formatted using FAT16 or FAT32, the creation process is slower. This is especially true if the image is larger than one gigabyte, as Emergency Disk Image must create the image in multiple gigabyte-sized chunks.

q   **Mount as drive**: By default, Emergency Disk Image will mount this image and assign it the first available drive letter. Use the drop-down menu to select a different drive letter for the mounted image. Deselect this button if you do not want to mount the image immediately upon creation. You can mount the image later using the main Working With Disk Images screen.

q   **Create as a sparse image file**: When you create an empty image on an [NTFS]() partition, select this button to give the image file the ability to maximize usage of the available space. This [sparse image]() will take up less actual space on the drive than the space you allocate to it.

Select the button labeled **Create** once you have set your options.

[Return to Making a New Disk Image]()

[Return to Emergency Disk Images]()

[Return to Search and Recover Help Topics]()

Using Emergency Disk Images: Creating an image

When you select the button labeled **Finish** in the **Disk Image Options** screen, the Disk Image Wizard creates the new image file. You see a progress bar as the image creation takes place. When the image is created, the Disk Image Wizard reports information about the disk image.

Return to Making a New Disk Image

Return to Emergency Disk Images

Return to Search and Recover Help Topics

Purchasing Search and Recover

We hope that Search and Recover proves itself to be a valuable addition to your set of system tools. We have put together some information to make it easy for you to purchase a licensed copy of our software.

{button Click here to purchase over the Internet using a credit card,EF(`http://www.iolo.com/purchase.cfm',`',5,`')}

What do I get if I purchase?

q   Free, unlimited access to telephone, email, web and fax-based technical support.

q   Free WebUpdates including minor releases (to v1.1, 1.2, etc) and all service releases and fixes.

q   Notifications about, and generous discounts on, all new major version upgrades (to v2.0, 3.0, etc.)

q   Great software created by people dedicated to providing quality products to people like you!

How much does it cost?

q   Single computer: $39.95

q   Site licenses and multiple computers: Please contact *iolo technologies* at 1-626-793-3993 or http://www.iolo.com/contactus.cfm.

How do I order?

Instant and secure web-based ordering using a credit card

{button Click here to order online now,EF(`http://www.iolo.com/order',`',5,`')}

Toll-free by telephone

From the US: 1-877-239-IOLO (7:00 AM - 6:00 PM, Mon-Fri, Pacific Time)

Non-US orders: 1-626-793-3993

By mail or fax

You may fax or mail your order to us. Your product is delivered when payment is received.

Fax: 1-626-793-1554

Mailing address:

iolo technologies, LLC
145 North Sierra Madre Blvd., Suite 1
Pasadena, CA   91107

Can I use a purchase order?

Yes, we accept corporate purchase orders. We may request credit references prior to final approval and delivery. Our terms are net payment within 30 days of delivery. Purchase orders are encouraged for larger quantity orders.

For amounts under $100.00 there will be an additional $20.00 processing fee added to the total amount due. For amounts less than $100.00, credit card payments are preferred (eliminating the processing fee). For more information, please contact the *iolo technologies* sales department at 1-626-793-3993, or visit our website at http://www.iolo.com/contactus.cfm .

Can I pay by bank transfer?

Yes, bank transfers are accepted for amounts over $100. Please contact iolo technologies at 1-626-793-3993 or http://www.iolo.com/contactus.cfm for our incoming payment bank details.

I'd like to resell this product

We are always looking for interested resellers for our products. If you are interested in reselling Search and Recover or any other *iolo technologies* product, please contact us at 1-626-793-3993 or http://www.iolo.com/contactus.cfm.

Return to Search and Recover Help Topics

Using the Advanced Deleted File Search: Print Preview

Use Print Preview to see how your raw content or image will look when you print it. You can use the Print Preview screen to resize your file or change your printer options. You can also print directly from the Print Preview screen.

NOTE: All of these options are also available in the main Advanced Deleted File Search screen.

File menu

q   **Print**: Print the contents or image. When printing an image, you have two choices:

1.   Print the image as is (**Keeping original size**)

2.   Scale the image to fit the width of your paper

q   **Print Setup**: Open the Windows Print Setup dialog in order to change the default print settings. Select the printer you want to use, or change any print-related properties.

q   **Exit**: Return to the Advanced Deleted File Search screen.

Scale menu

By default, Advanced Deleted File Search prints file contents or images at full size. Select the Scale menu to make the print smaller (less than 100%) or larger (more than 100%).

When viewing images, you can also select the button labeled **Stretch image to fit window**. This makes the image as wide as the Print Preview window. If you resize the window, the image also resizes.

_____

[Return to Printing Recovered Files](#)

[Return to Advanced Deleted File Search](#)

[Return to Search and Recover Help Topics](#)

Using the Advanced Deleted File Search: Finding Text in Files

Finding Text in Files is a powerful search option that lets you search through deleted files to find specific strings of text. Once you have found the desired text, you can then choose to recover the text.

1. Once you have completed a standard search, select the **Search** menu and then select the item labeled **Find Text in Contents of Found Files** (or just press **Ctrl-F**) to open the Text Search Pane on the right side of the Advanced Deleted File Search screen.

2. Type the text you want to locate into the field labeled **Text to find**. Select the button labeled **Case Sensitive** at the bottom of the pane if you want Advanced Deleted File Search to consider capitalization when searching.

3. Select the files you wish to search for the text:

    q   Select the button labeled **Search contents of all files** to locate text in all of the files that match your original search. This is the default.

    q   Select the button labeled **Search contents of selected file** if you have already found the file containing the text.

4. Choose where to begin your search:

    q   Select the button labeled **Start from beginning** to search the entire file for the desired text.

    q   Select the button labeled **Start from current position** if you have started looking through the Text View, and know that the desired text is below your current location.

    q   Select the button labeled **Start from cluster** if the file you are searching takes up more than one cluster on the drive, and you wish to start your search in a different cluster.

5. Select the button labeled **Search** to begin the text search. Advanced Deleted File Search locates the first instance of the text string and highlights it. Select the button labeled **Find Next** to locate the next instance. Repeat until you find the desired text.

You can also use the Find Text function with Advanced Deleted File Search's Copy function, recovers specific words, sentences, phrases and paragraphs from a deleted file without having to recover the entire file. To do this, continue with the following steps:

6. When you find the text you want to copy, select the **Edit** menu and then select the item labeled **Copy Selected Raw Text to Clipboard** to put the selection on the clipboard.

7. Open a word processor or text editor and paste the text into a document.

Return to Advanced Deleted File Search

Return to Search and Recover Help Topics

Using the Advanced Deleted File Search: Setting up search criteria

To begin using Advanced Deleted File Search to search for deleted files and folders:

1. Open Search and Recover.
2. Select the button labeled **Advanced Deleted File Search** in the Search and Recover main screen.
3. Select the button labeled **Search** in the toolbar, or select the Search menu and then select the item labeled **New search**.
4. The **Search Options** screen appears. Use each of the following tabs to specify your criteria:

    - q   Locations
    - q   Condition
    - q   Size
    - q   Attributes
    - q   Dates
    - q   Files
    - q   Exclusions

5. If you wish to save this set of search criteria for future use, select the tab labeled **Search Profile**.

    Now you are ready to execute the search.

Return to Advanced Deleted File Search

Return to Search and Recover Help Topics

Using the Advanced Deleted File Search: Executing the search

When you have finished [setting your search criteria](#), select the button labeled **Search** at the bottom of the Search Options dialog to locate the deleted files that match your specifications. A progress bar dialog shows you how the search is proceeding.

Stopping a search

You can stop a search at any time by selecting the button labeled **Cancel** in the progress bar dialog. Advanced Deleted File Search stops searching the drive. Matching files identified to this point are not displayed.

When the search is complete, files and folders matching your criteria appear in the Advanced Deleted File Search screen.

[Return to Advanced Deleted File Search](#)

[Return to Search and Recover Help Topics](#)

Using the Advanced Deleted File Search: Restoring folders to another location

Select the **Recover** menu in the Advanced Deleted File Search screen in order to restore the contents of deleted folders.

1. Select a folder in the **Folder Pane** on the left side of the Advanced Deleted File Search screen.

2. Select the **Recover** menu, and then select the item labeled **All Items in Selected Folder**. If the option is not available, go up one level in the folder tree and then try again.

3. The **Folder Restore** dialog appears. This dialog determines how Advanced Deleted File Search handles restored folders. Options include:

   q **Destination folder:** Type in the destination folder's path, or select the button labeled **Browse** in order to identify the location for the restored folder. We highly recommend restoring the folder to a drive or partition different from the one containing the original file which is being recovered. Otherwise, you risk overwriting some of the data you are trying to restore.

   q **Undelete all items located in subfolders:** Select this button if you want to recover files in subfolders. If you want the folder structure to remain intact, select the button labeled **Reconstruct folder structures**. To recover files to the main destination folder without restoring subdirectory structures, select the button labeled **Place all deleted files in destination folder**.

   q **Create Log:** Select this button in order to generate a log of the events and actions taken during the recovery. If the recovery is not completely successful, the log will provide useful information about the recovery.

❗ IMPORTANT:

> If you are recovering data from the partition on which Search and Recover is installed, the log file may overwrite the data you want to recover.
>
> More information here

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   q **Options:** Select this button to open the tab labeled Batch Recovery tab. This tab lets you specify how duplicate files are handled in the destination folder.

4. Select the button labeled **OK** to confirm your selections and recover the items. Select the button labeled **Exit** to cancel the request to recover the folder.

Return to Advanced Deleted File Search

Return to Search and Recover Help Topics

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Search and Recover

It happens to all of us. An important document gets swept away in a frenzy of file cleaning. An email message from an important client disappears. But there Is no need to panic.

iolo Search and Recover is an arsenal of powerful tools designed to let you quickly and easily find and recover deleted, destroyed, and damaged data on your PC. You can use it to find items such as folders, songs, pictures, videos, applications, critical system components, web pages, and email messages in Microsoft Outlook and Outlook Express, Netscape, and Eudora.

Search and Recover works with any hard disk drive or floppy disk drive, and with any drive format or size of disk. Search and Recover even allows recovery of lost or deleted pictures, songs, and other files from digital cameras, MP3 players, USB flash drives, and other devices with various types of removable media.

Search and Recover includes two other data protection tools:

q **File Terminator** securely deletes sensitive material so it cannot be recovered.

q **Emergency Disk Image** creates virtual, portable partitions to create cloned images of your hard drive, to help you manage your backups, to store secure extra copies of sensitive files, and much more.

[Tell me more about Search and Recover](#)

[System Requirements](#)

[Return to Search and Recover Help Topics](#)

Tips for successful data recovery

There are two tips to remember when using any data recovery product.

1. **Recover deleted data as soon as you can**. Deleted data is more likely to be recovered intact if you try to recover it as soon as you find out that it is gone. When you delete a file, the space on the disk is marked as available for new data. The more new data is written to the disk (for example, when documents are created or added, web pages visited and stored in the cache, programs installed or started, or files and folders moved around), the harder it becomes to recover fully intact, deleted data. Even restarting your computer can overwrite data.

2. **Always recover data to a different drive, partition or device**. When you delete a file, the space on the disk is marked as available for new data. Restoring a portion of deleted data to the same partition that contains the deleted data creates a serious risk that another part of the same data will be overwritten, defeating the purpose of the recovery effort. Once files has been recovered to another location, and all recovery options are complete, you can safely move restored files back to their original location.

Return to Search and Recover Help Topics

Using the File Rescue Wizard

File Rescue Wizard Help Topics

q   **Introduction to File Rescue Wizard**

q   **Telling File Rescue Wizard what to search for**

      Searching for specific file types

      Setting up a custom search

q   **Specifying places to search for deleted data**

      Drives and partitions located on your system

      Devices located on your system

      Searching for devices not located on your system

q   **Recovering found items**

      Recovery options

      Dragging and dropping

Return to Recovering Lost Files

Return to Search and Recover Help Topics

Using the File Rescue Wizard: Things to Search For

When you open the File Rescue Wizard, you must first choose the types of files you want to find. The first screen of the Wizard, labeled **Things to Search For**, lets you limit the types of files you will include in your search results.

q   Select the button labeled **All Files** in order to see everything the wizard can find.

q   Select the button labeled **Specific types of files** to narrow the search. The Wizard uses the file's extension. to determine the file type. Select the appropriate buttons for the kinds of files you want to find. Select the button labeled **Other** to add a search based on the file name. The options in File Rescue Wizard are:

o   **Documents**: Microsoft Word (DOC, DOT, DOCHTML, DOTHTML), WordPerfect (WP, WPD), and Write (WRI)

o   **Pictures and Images**: GIF, BMP, JPG, JPEG, TIF, TIFF, PhotoShop PSD, WMF, EMF, AI, Encapsulated PostScript (EPS), and Icon (ICO)

o   **Music, Sounds and Video**: Movies (MOV, AVI, MPEG, MPG, MP2), Music files (MP3, WAV), Windows Media (ASF, WMA, WMV, WM), and RealAudio (RAM)

o   **Programs and Applications**: EXE, BAT, COM and PIF

o   **Web pages and related items**: HTM, HTML, JavaScript (JS), ASF, ColdFusion (CFM), PHP and CGI

TIP: Use wildcards when doing a file name search. When a file is deleted on Windows 95, 98 and ME systems, the first letter of the file name disappears when a file is deleted. Wildcarding the first character of the filename ensures that you will find matching files regardless of a missing first character.

q   When you have selected the types of files you want to find, select the button labeled Next to identify where to look for files.

Return to File Rescue Wizard

Return to Recovering Lost Files

Return to Search and Recover Help Topics

Using the File Rescue Wizard: Places to Look

Use the File Rescue Wizard's second screen, labeled **Places to Look**, to identify folders where you wish to search.

1. By default, the File Rescue Wizard searches your hard drives. Deselect any button if you do not want to search the associated drive. Any connected device also appears in this list.
2. If the device you want to search does not appear in this list, select the button labeled **Rescan drive list** to find it. If the device was not connected properly, you may have to restart your computer before File Rescue Wizard can see the device.

❗ **IMPORTANT**:   If you are trying to recover data from your hard drive and a connected device at the same time, restarting your computer may result in some data being overwritten.

3. Select the button labeled **Scan** to begin searching for your specified files. Select the button labeled **Back** to change your **Things to Search For** options.
4. File Rescue Wizard searches the selected drives to locate the files you have specified, and to display the results. If you need to stop the scan at any point, select the button labeled **Cancel**. The scan stops, and you return to the Search and Recover main screen.
5. When the scan is complete, you are ready to recover your lost files.

Return to File Rescue Wizard

Return to Recovering Lost Files

Return to Search and Recover Help Topics

Using the File Rescue Wizard: Recovering files

When the File Rescue Wizard completes its scan, a list of files matching your search criteria appears. You can sort the search results by name, location, size, type or date modified by selecting the column header of the appropriate column.

There are three ways to recover files using the File Rescue Wizard's Recovery screen.

Recovering files with the button labeled Recover

1. Select the files you want to restore. Highlight a file name to select that file for recovery. To select multiple files, hold down the **Ctrl** key while you select each file name. To select all files in the list, select one file in the list and then press **Ctrl-A**.

2. When you have made your selections, select the button labeled **Recover selected items**.

3. Browse to the folder in which you want to place the recovered file. To create a new folder, select the parent folder, and select the button labeled **New Folder**. Type the name of the folder in the field. When you have selected the folder, select the button labeled **OK**.

4. If there are other files you want to recover to a different location, repeat the above steps.

5. When you have finished recovering files, select the button labeled **Finish** in order to return to the Search and Recover main screen.

Recovering files using drag and drop

1. Open Windows Explorer.

2. Select the files you want to restore. Highlight a file name to select that file for recovery. To select multiple files, hold down the **Ctrl** key while you select each file name. To select all files in the list, select one file in the list and then press **Ctrl-A**.

3. Drag and drop your selection into a folder on another drive or device in Windows Explorer.

4. When you have finished recovering files, select the button labeled **Finish** in order to return to the Search and Recover main screen.

Recovering files through the context menu

1. Select the files you want to restore. Highlight a file name to select that file for recovery. To select multiple files, hold down the **Ctrl** key while you highlight each file name. To select all files in the list, select one file in the list and then press **Ctrl-A**.

2. Right-click on any selected file name. A context menu appears. Select the item labeled **Recover Selected** to choose the folder to which you want to recover the files.

3. Browse to the folder in which you want to put the recovered files. To create a new folder, select the parent folder, and select the button labeled **New Folder**. Type the name of the folder in the field. When you have selected the folder, select the button labeled **OK**.

4. When you have finished recovering files, select the button labeled **Finish** in order to return to the Search and Recover main screen.

Introduction to data recovery

Data is stored on a drive in clusters. When you delete a file, the file is not physically deleted from your hard drive. Instead, your computer 'forgets' that the file exists. Even after you empty the Recycle Bin, sections of data remain until the associated clusters are overwritten with new data. You can read — and recover — much of the data that has been lost or deleted on your hard drive, floppy disk or other medium.

When you format a drive or partition, the formatting tool creates the structure of clusters on the drive or partition, and generates a partition table that stores information about the physical location of each file you place on that drive or partition. When you create, save or download a file, the operating system stores the new information on a cluster and fills in the partition table so that it knows where to look when opening or otherwise acting on the file.

When you delete a file from the Recycle Bin, the clusters that the file occupied are marked as available in the partition table. The next time a file is added to the drive or partition, or a file increases in size (for example, when a new item enters your Web browser cache, or you finish working on a draft document), the data is stored in one of these available clusters, destroying the old data that was left in that cluster.

The size of each individual cluster depends on your operating system and the size of your partitions. Regardless of cluster size, large files will take up a large number of clusters. Smaller files may only occupy one or two clusters. Once part of a file occupies a cluster, no other file can share that cluster.

IMPORTANT: To maximize the chances of successful recovery:

q   Always use Search and Recover as soon as you know you need to recover a file.

q   Always recover files to a different drive or partition, if one is available.

More information here

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Return to Recovering Lost Files

Return to Search and Recover Help Topics

Advanced Deleted File Search

Advanced Deleted File Search Help Topics

q   **Introduction to Advanced Deleted File Search**

Searching for Deleted Files

q   **Setting up your search criteria**

Where to search

What kinds of files to search

Searching on special file characteristics

q   **Saving your search criteria for future use**

Saving a Search Profile

Loading a saved Search Profile

Deleting a saved Search Profile

q   **Executing the search**

Working with Found Files

q   **Understanding the Folder Pane**

Choosing how to display folders in your search results

q   **Understanding the File Pane**

Viewing the list of recoverable files in the File Pane

Viewing the contents of recoverable files in the Viewer Pane.

q   **Refining your search results**

Starting a new system search

Changing your search filter

Searching your results for specific folder and file names

Finding text in the content of found files

Recovering Deleted Files

q   **Restoring deleted files to another location**

Saving data to a new file

Dragging and dropping files to a new location

Using the context menu to recover files

q   **Restoring folders to another location**

Setting a location for the restored folder

Handling duplicate files

Logging the process

Setting options

q   **Finding and copying text to another file**

Searching for text inside recoverable files

Searching in raw content

q   **Permanently Remove Deleted Files**

Cleaning and sanitizing deleted files so they cannot be recovered

See <u>Advanced Deleted File Search menus</u>.

Using the Advanced Deleted File Search: Understanding the Folder Pane

The Advanced Deleted File Search screen contains three panes. The Folder Pane appears in the left portion of the screen.

After you execute a search, a list of folders appears in the Folder Pane. The icon that appears beside each folder name tells you the status of that folder:

	This drive or partition contains deleted files or folders.
	This drive or partition does not contain any deleted files or folders.
	This folder was not deleted but does contain deleted files or folders.
	The folder icon changes when it is opened.
	This folder has no deleted items within it.
	The folder icon changes when it is opened.
	This folder has been deleted, but has no deleted files in it. It only appears if the folder was searched as an added location, or if you chose to display all folders.
	The folder icon changes when it is opened.
	This folder has been deleted, but also contains deleted subfolders.
	The folder icon changes when it is opened.

Select a folder to see any deleted contents appear in the **File Pane** in the upper right portion of the screen.

Select the **+** sign next to a folder (or select the folder and press the **Enter** key) to see any subfolders appear in the Folder Pane.

If you cannot see everything in the Folder Pane, resize the pane by clicking and dragging the borders dividing the Folder Pane from the File and Viewer Panes.

See Understanding the Advanced Deleted File Search Panes.

Also see Advanced Deleted File Search menus.

Return to Advanced Deleted File Search

Return to Recovering Lost Files

Return to Search and Recover Help Topics

Using the Advanced Deleted File Search: Understanding the File Pane

The Advanced Deleted File Search screen contains three panes. The File Pane appears in the upper portion of the screen.

The File Pane shows a list of files contained in the folders you have selected in the [Folder Pane](#).

To sort the contents of the File Pane based on a column's contents, select the column's heading:

Name
The file name. In addition to the full name (or full name minus the first character), the program icon associated with that file appears, as it would in Windows Explorer. (The icon appears only if the [file type](#) can be identified.)

Size
Displayed in bytes, kilobytes, megabytes, or gigabytes, depending on the size of the file.

Type
Windows file type, based on the file [extension](#).

[Condition](#)
The probability of successful recovery of the file.

Modified date
The date when the file was last changed or saved.

Created date
The date when the file first appeared on the system. This corresponds to the time when it was downloaded, installed or otherwise saved for the first time.

Accessed date
The date when the file was last opened or "looked at" by you or by application on your computer. This value may represent the last time the file was opened for editing, scanned by another application (such as an antivirus program), or checked by a utility like Windows ScanDisk.

[Attributes](#)
A file's attributes denote specific properties of the file such as whether it is "read-only" (cannot be changed), or falls into a specific Windows category of files such as "system", "hidden", or "archive". These properties (flags) are part of a file, added by Windows or the application associated with it.

When you select a file in the File Pane, the contents of the file appears in the Viewer Pane in the lower right portion of the screen.

If you cannot see everything in the File Pane, resize the pane by clicking and dragging the borders dividing the File Pane from the Folder and Viewer Panes.

See [Understanding the Advanced Deleted File Search Panes](#).

Also see [Advanced Deleted File Search menus](#).

[Return to Advanced Deleted File Search](#)

[Return to Recovering Lost Files](#)

[Return to Search and Recover Help Topics](#)

Using the Advanced Deleted File Search: Understanding the Viewer Pane

The Advanced Deleted File Search screen contains three panes. The Viewer Pane appears in the bottom portion of the screen.

When you select a file in the File Pane, the contents of the file appears in the Viewer Pane.

Four tabs at the bottom of the Viewer Pane let you select the type of view appropriate to your data:

q   **Raw Contents**
q   **Image**
q   **HTML**
q   **Text**

If you cannot see everything in the Viewer Pane, resize the pane by clicking and dragging the borders dividing the Viewer Pane from the File and Folder Panes.

See Understanding the Advanced Deleted File Search Panes.

Also see Advanced Deleted File Search menus.

Return to Advanced Deleted File Search

Return to Recovering Lost Files

Return to Search and Recover Help Topics

Using Email Recovery: Copying message text to the clipboard

To copy text from any deleted message (except a message in Outlook) to the clipboard in order to paste it into another document:

1. Select the message you want to work with in the Message Pane of the Email Recovery screen.
2. Select the text or other content you want to copy. To select the whole message text, select the Edit menu and then select the item labeled **Select all displayed text**.
3. Select the **Edit** menu and then select the item labeled **Copy selected text to clipboard**.
4. Paste the text into the desired document.

[Return to Email Recovery](#)

[Return to Search and Recover Help Topics](#)

Emergency Disk Images

Emergency Disk Images Help Topics

Return to Search and Recover Help Topics

Introduction to Emergency Disk Images

The Emergency Disk Image tool gives you a powerful way to protect critical files, manage partitions and safely recover deleted files.

Emergency disk images let you:

q   Create a byte-for-byte clone of an existing drive or partition — including all deleted files — for storage elsewhere.

q   Create a virtual drive that can be formatted, mounted, compressed and stored, and can contain folders or files that appear as they would on your hard drive.

You may use the Emergency Disk Image tool for any number of purposes. For example:

q   Store your most sensitive, mission-critical data in an unmounted image, accessible only through Search and Recover.

q   Store the entire contents of a CDROM as an image for easy sharing, archiving or portability (for example, if you wish to mount the CDROM on a laptop without having to use your laptop's CDROM drive).

q   Make speedy and frequent backups to a network volume, removable drive, or to writable CDs or DVDs.

q   Keep snapshot copies of your drives for backup purposes. This lets you restore files from your disk images, including any files that were recoverable at the time.

q   Create blank images for use with files that only need to be accessed periodically, such as collections of pictures, videos, important personal documents, and the like.

q   If you have accidentally deleted a critical file – for example, a Windows registry file – clone the *C:* drive (assuming you have enough space available), mount the clone, then execute an [Advanced Deleted File Search](#) on the cloned drive to restore the registry to *C:*.

[Return to Emergency Disk Images](#)

[Return to Search and Recover Help Topics](#)

Using Emergency Disk Images: Installing an existing disk image

When you create a new disk image, the Disk Image Wizard adds the image to the list that appears when you open the **Working With Disk Images** screen. You can remove the image from the list without deleting the image file from your hard drive. You can also add a disk image file from your hard drive to the image list.

Restoring an uninstalled image

1. Select the button labeled **Install** on the **Working With Disk Images** screen.
2. In the drop-down menu that appears, select the item labeled **Install image not listed**.
3. Use the dialog that appears to browse to the location of the desired image. The default location for all disk images is **c:\My Documents\Disk Images**. Select the image file, and then select the button labeled **OK** to restore the image to the list.
4. In the dialog that appears, make any required changes to the image name and description. To change the image name, type the new name in the field labeled **Disk Image Name**. To change the image description, type in new information in the field labeled **Image Description**.
5. If you want the image to mount as a CD or DVD, select the button labeled **This Image is a CD or DVD**.
6. Select the button labeled **OK**. The image now appears in the image list.

Removing an Image from the list

1. Select an image from the Installed Disk Images list on the Working With Disk Images screen.
2. Select the button labeled **Install** on the **Working With Disk Images** screen.
3. In the drop-down menu that appears, select the item labeled **Uninstall Selected Image**.

    The image no longer appear on the list. The image file remains on your hard drive.

Return to Emergency Disk Images

Return to Search and Recover Help Topics

Using Emergency Disk Images: Mounting and unmounting a disk image

When a disk image is mounted on your system, it behaves exactly the same as any other [partition](#) on your system. You can copy files to and from the image, install applications, create and delete data files, and perform any other file system task. You can mount up to four images on your system at any one time.

❗ Note: If you are using an image to preserve or back up a drive or partition, store the image file on a different drive from the one you are backing up. This ensures that a drive failure will not compromise your backups. In addition, leave the image unmounted to ensure that it is not compromised if your system is contaminated with a virus, and to ensure that any areas of deleted data on the image are not overwritten by your operating system.

Mounting an image

1. Select an unmounted image from the Installed Disk Images list in the **Working With Disk Images** screen. An unmounted image has no drive letter assigned to it. When you select an unmounted image, the button labeled **Mount** in the toolbar becomes active and the buttons labeled **Unmount** and **Reassign** are disabled.

2. Select on the button labeled **Mount**. A drive letter appears in the right-most column on the list. The button labeled **Unmount** becomes active and the button labeled **Mount** is disabled.

Unmounting an image

1. Select a mounted image from the Installed Disk Images list in the Working With Disk Images screen.

2. Select the button labeled **Unmount**. The drive letter disappears. The button labeled **Mount** becomes active and the button labeled **Unmount** is disabled.

TIP: Double-click on any installed image name to toggle its Mounted status.

    q   Double-click a mounted image to unmount it.

    q   Double-click an unmounted image to mount it.

[Return to Emergency Disk Images](#)

[Return to Search and Recover Help Topics](#)

Emergency Disk Images: Assigning a new drive letter to an image

By default, the Disk Image Wizard assigns the first available drive letter to a new image. You may want to assign a different letter to make it easier to remember, to maintain your shortcuts, or to allow the use of an external drive with a pre-assigned drive letter. You can use the Working With Disk Images screen to assign any available drive letter to an image.

1. Select the mounted image that you want to reassign in the **Installed Disk Images** list in the **Working With Disk Images** screen.
2. Select the button labeled **Reassign** in the toolbar.
3. Choose the drive letter you want to assign from the drop-down menu.

    The new drive letter appears in the **Drive Letter** column in the **Installed Disk Images** list.

[Return to Emergency Disk Images](#)

[Return to Search and Recover Help Topics](#)

Using Emergency Disk Images: Relocating an image

By default, disk images are stored in the **My Documents** folder. You can move an image file (called *<ImageName>.img*) to another location. If you are running out of space on the [partition](#) holding your disk images, you can move any image to any location that has enough space available.

NOTE: Relocating a [sparse image file](#) from an [NTFS](#)-formatted partition to a FAT-formatted partition will decompress the image file. Make sure you have enough room to store all your files.

1. Select the image file you want to move in the **Installed Disk Images** list in the **Working With Disk Images** screen.
2. Select the button labeled **Relocate** in the toolbar.
3. A standard Save dialog appears. Use the drop-down menu to change folders. You can also change the file name using the Save dialog.
4. Select the button labeled **Save** to move the image file to the selected folder.

[Return to Emergency Disk Images](#)

[Return to Search and Recover Help Topics](#)

Using Emergency Disk Images: Deleting an image

If you no longer need the data contained on a disk image, and do not expect to need it in the future, you can delete the image.

1. Before deleting an image, make sure the image does not contain any files that you will need later. It is very difficult to recover individual files from a deleted image. [Mount](#) the image, if necessary. use Windows Explorer. If you find any files that you wish to keep, copy or move the files to another location.
2. Select the disk image in the **Installed Disk Images** list in the **Working With Disk Images** screen.
3. Select the button labeled **Delete**.

[Return to Emergency Disk Images](#)

[Return to Search and Recover Help Topics](#)

Using Emergency Disk Images: Editing image information

To edit the settings for an image, perform the following steps:

1. Select the image you want to edit in the **Installed Disk Images** list in the **Working With Disk Images** screen.
2. Select the button labeled **Edit**.   A dialog appears.
3. To change the image name, type the new name in the field labeled **Disk Image Name**.
4. To change the image description, type in new information in the field labeled **Image Description**.
5. If you want the image to mount as a CD or DVD, select the button labeled **This Image is a CD or DVD**.
6. Select the button labeled **OK**.

[Return to Emergency Disk Images](#)

[Return to Search and Recover Help Topics](#)

Order form

You may use this order form for faxing or mailing orders for Search and Recover.   To print this form, select File>Print Topic.
Fax To: **1-626-793-1554** or call iolo toll-free at **1-877-239-4656 (US)** or **1-626-793-3993** (non US).

ALL relevant information below is required to process your order.

Company Name (if applicable): _____

Your Name: _____

Phone Number: _____   FAX Number: _____

E-Mail Address (please verify!): _____

Street Address: _____

City: _____   State/County: _____   Zip/Postal: _____

Where did you obtain System Shield? _____

I would like to purchase:
 [____]   Copy(s) of Search and Recover at $39.95 per copy or priced according to the multi-computer matrix if more than 4
copies.

Delivery Method (check all the apply):
[__]   E-Mailed Invoice with User ID and Serial number: FREE
[__]   Postal delivery: $10.00 for US orders, $15.00 all others.   Please allow up to 10 days for US and 20 days for all others.

I would like to pay using:
[__]   MasterCard / Eurocard   [__]   Visa   [__]   American Express   [__]   Discover

Name on Card: _____

Credit Card Number: _____   Exp: _____

[__]   I am enclosing a check or money order **paid in US Dollars, drawn on a US Bank, and payable to iolo technologies,
LLC.**

Please FAX to **(626) 793-1554**, or mail to **145 N. Sierra Madre Blvd., Suite 1, Pasadena, CA 91107**

There is a $20.00 processing fee for company purchase orders under $100.00 requesting net payment terms.   Checks or
money orders must be paid in US dollars and drawn on a US Bank.   Orders are processed Monday through Friday, excluding
US holidays.   Please allow 24 hours for order processing.   Prices and availability are subject to change without notice.

Using the Advanced Deleted File Search: Adding a location to a search

Select the button labeled **Add Location** in the tab labeled **Locations** in the Search Options dialog to include a specific folder in your search.

1. Type in the folder path yourself or select the folder-icon button to browse to the folder.

   If you have added this location in the past, use the drop-down menu to select it again.

2. By default, Advanced Deleted File Search includes all subfolders in the search scan.   Deselect this button to search only the specified folder.

3. Select the button labeled **Add**. The location will always appear in the lower pane, with a selected button next to it.

Leaving an Added Location out of a search

If you do not want to include this location in future searches, deselect the button.

Return to Search and Recover Help Topics

More about Search and Recover

Search and Recover offers a range of benefits and capabilities.

Turn back the clock

How many times have you deleted something, only to realize it was the wrong thing – a moment too late? In most cases, your only option is to accept the loss (and try to be more careful next time).

With Search and Recover, you can instantly find and recover anything that has deleted from your system – even days, months, or years after the Recycle Bin has been emptied!

Find it fast

Are you looking for one particular file that was accidentally deleted three weeks ago? Are you searching for a single lost document that had an important client's telephone number in it? Do you want to preview all of the recoverable pictures on a certain drive?

No problem. Search and Recover provides unrivaled data searching flexibility, letting you drill down and quickly find what you are looking for. It even lets you search within the contents of deleted items, and preview those items, so you know exactly what it is you are recovering.

If all you need is a phone number from a certain document, just preview the deleted document's contents, and write down the number – it's that easy.

Do the impossible

Prove the experts wrong when they tell you that practical recovery is hopeless. With Search and Recover, no recovery is impossible. Advanced, unique technology lets you salvage even severely damaged items. Search and Recover finds and recovers a much wider variety of files than competing products, from an unrivaled list of devices and locations. Search and Recover lets you perform recovery tasks that used to require the services of a full-blown forensic science laboratory, and wraps that capability into an easy-to-use interface that anyone can master.

Eliminate backup hassles

Backups are a necessary and integral part of computer ownership. But most people would agree that backups are also a major headache – especially when you've lost something specific that you want to recover. Search and Recover provides a convenient safety net that can let you avoid the complications of traditional backups. Instead of fumbling with awkward backup equipment and restoration software, simply search for and recover the lost items directly from your "live" data.

Unmatched feature list

Search and Recover is unsurpassed in its rich and powerful feature set. A number of capabilities previously believed to be impossible are provided in this powerful toolset. Capabilities such as individual recovery of email from all major mail applications, including Outlook (even tasks, contacts, notes and calendar), Outlook Express, Netscape, and Eudora, are now possible. Recovery of deleted music from MP3 players, pictures from digital cameras, and files from devices with removable media cards is now easy for anyone to do.

Powerful functions in an easy-to-use interface

With all the power provided in Search and Recover, it would be natural to assume that only an expert should use this software. Yet the product has been specially engineered for anyone to use, whether they are a beginner or a PC guru. The product satisfies a natural requirement of computing: getting accidentally deleted data back. In addition to providing a sophisticated and multifaceted search interface for experts, an easy "Rescue Wizard" tool is available for beginners, or for anyone who simply wants a quick three-step recovery solution.

Bonus security tools

The need for extra security is more important now than ever before. With the increase in Internet-based threats, hacker attacks, electronic data incursions and identity thefts, it is crucial that you secure sensitive information properly. Search and Recover provides powerful security features that let you fight cyber-terrorism and information theft. A powerful **File Terminator** utility integrates directly into Windows Explorer and lets you securely delete any existing file or folder on any [drive](#) or [partition](#) on your system. File Terminator can overwrite a file up to 100 times, rendering the file unrecoverable by any means.

In addition to the File Terminator, Search and Recover lets you perform powerful "clean and sanitize" functions on any individual *deleted items* that are found, preventing other file recovery tools from finding them. Using Search and Recover's security tools, you can be certain that deleted files are deleted for good.

[Return to Search and Recover Help Topics](#)

System requirements

In order to run Search and Recover, your computer must meet the following minimum system requirements:

- q   Windows 95, 98, Me, NT4, 2000, or XP
- q   5 Mbytes of free hard disk space
- q   64 Mbytes of RAM

Return to Search and Recover Help Topics

Drive

A drive is a physical data storage device: for example, a hard drive, floppy disk, Zip disk, or digital camera MemoryStick™.

Partition

A partition is a section of a hard drive. Hard drives that hold gigabytes of data often contain multiple partitions to make clusters smaller and to help organize the data. In Windows, every partition has a drive letter.

Inclusive Search

An inclusive search identifies items that match your search criteria and includes them in your search results. For example, "Find all files containing the text 'Bowser eats kitty chow' and display those."

Exclusive Search

An exclusive search identifies items that match your search criteria and excludes them from your search results. For example, "Find all the .doc files with a Read-Only attribute, BUT if any of them contains the text 'Bowser', leave that out of my results."

Next button

Select the button labeled **Next** to proceed to the next screen in a wizard.   Be sure to read any prompts or warnings provided on the wizard screen.

Recover Selected Items button

Select the **Recover Selected Items** button to recover an item that you have selected in a Search and Recover screen.

Help

Select the button labeled **Help**, or select the Help menu and then select the item labeled Contents, in order to view this online help document.

Using Emergency Disk Images: Sparse images

When you create a normal image file, the Disk Image Wizard builds an image file that is large enough to contain the specified full size of the image (even though that image does not yet contain any of your files). For example, if you create an image that is 500 Mbytes in size, the image file is a 500 Mbyte file.   It takes up 500 Mbytes of hard disk space even if you do not move any files to that image.

However, if you create your image using a "sparse file," your sparse image file takes up only the amount of space needed by the actual files contained within the image. Any regions of zeros (empty space) in the sparse image are 'left out' of the sparse image file.

To use sparse image files, you must have an NTFS-formatted drive. NTFS manages sparse files by tracking the starting and ending point of the sparse file, as well as its useful (non-zero) data. The unused (zero data) space in a sparse file is left unallocated, making it available as free space on your hard drive. An application accessing the image sees these unallocated regions as containing bytes with the value zero, but there is actually no disk space used to represent those zeros.

Initially, a sparse image file will be very small. For example, if you copy 50 Mbytes of data to an image that is 500 Mbytes in size, the sparse image file will be only slightly larger than 50 Mbytes on your hard drive.

It is much easier for your system to retrieve and open a file within a sparse image. Windows does not have to load the entire image file (including all the empty portions of the image) in order to access only a small portion of the image (for example, a single document file).

Return to Emergency Disk Images

Return to Search and Recover Help Topics

Selecting a folder location

Folder location: Type the full path of the folder you want to add, or select the folder icon to the right of the field to browse through your system.

Scan subfolders: Select this button to include any subfolders in this branch in your search.

Wildcards

Wildcards are stand-ins for letters in file names. Use * to represent multiple letters, or **?** to represent a single letter.

Example 1
The text pattern ***.doc** matches all files with file names ending in **.doc**.   The files plans**.doc**, report**.doc**, and story**.doc** all match this pattern.

Example 2
The text pattern **s??** matches all files with file names that are three letters long and start with an **s**.

Cluster

A cluster is the basic unit of data storage, composed of one or more sectors on a drive.

Troubleshooting

If your File Pane is black

If you are using unusual color settings in Windows, this may affect how the windows and panes appear in Search and Recover. The File Pane may appear black even though other Windows screens do not.

If your File Pane's background is black and you have trouble viewing files and folders, reset your Windows colors to their default. (Open your Display control panel and use the Appearance pane to reset your colors.)

When you cannot recover a deleted file

If you cannot recover a deleted file, find other media (hard drives, floppy disks, or removable cartridges) that may have been used to move or temporarily store the file.   Execute an Advanced Deleted File Search on those media to try to recover an alternate copy of the desired file.

_____

Feature list

q   Easily find and recover deleted, damaged, or destroyed files, folders, email, songs, pictures, videos, applications, critical system components, web pages, and much more!

q   Recover deleted or lost pictures, songs, and files from digital cameras, MP3 players, USB flash drives, and all other similar devices.

q   Works with all Windows operating systems, devices, and formats:

       o   Windows 95, 98, Me, NT4, 2000, and XP

       o   All hard drives (IDE, SCSI, USB, FireWire, etc.)

       o   All Windows formats (FAT12, FAT16, FAT32, and NTFS)

       o   All portable digital media such as SmartMedia cards, memory sticks, USB flash drives, etc.

q   Resurrect deleted email.

       o   Works with:

            §   Outlook Express

            §   MS Outlook

            §   Netscape Email

            §   Eudora Email

       o   Recovers:

            §   Deleted email messages (even after removal from the "trash" folder)

            §   Deleted email attachments

            §   In MS Outlook: Deleted Calendar, Deleted Contacts, Deleted Notes, and Deleted Tasks.

q   Eliminates the need to load backups when data is accidentally lost

q   Bonus security features:

       o   Quickly and securely delete any existing file or folder on your system, keeping private data out of unwanted hands.

       o   Securely delete any deleted information that Search and Recover can find, ensuring that no other recovery tools can find it.

q   Create emergency disk images:

       o   Create an exact copy of all data on a drive or partition, and save it to a single file for later safe processing.

       o   Use disk images as the ultimate backup tool: All data, including lost, deleted and damaged files, is backed up and ready for use at any time.

Return to Search and Recover Help Topics

About this help file

This help file contains information that may be helpful to users of Search and Recover. Additional documentation, FAQs, customer support and a knowledgebase are provided on the *iolo technologies* website: www.iolo.com.

Using the Advanced Deleted File Search: File menu

The File menu in the Advanced Deleted File Search screen provides the following commands:

q   [Print Raw Contents](#)

q   [Print Selected Image](#)

q   [Print Text In Selected Item](#)

q   [Printer Setup](#)

q   [Exit](#)

[Return to Advanced Deleted File Search](#)

[Return to Search and Recover Help Topics](#)

Using the Advanced Deleted File Search: Edit menu

The Edit menu in the Advanced Deleted File Search screen provides the following commands:

q   [Select All Displayed Items](#)

q   [Reverse Current Selection](#)

q   [Copy Selected Raw Text To Clipboard](#)

q   [Copy Selected Hex Values to Clipboard](#)

q   [Copy Selected Preview Data to Clipboard](#)

q   [Copy Picture Contents To Clipboard](#)

q   [Select All Displayed Preview Data](#)

[Return to Advanced Deleted File Search](#)

[Return to Search and Recover Help Topics](#)

Using the Advanced Deleted File Search: Recover menu

The Recover menu in the Advanced Deleted File Search screen provides the following commands:

- q   [Selected Item](#)
- q   [All Items In Selected Folder](#)
- q   [Save Picture As](#)
- q   [Save Raw Contents](#)

[Return to Advanced Deleted File Search](#)

[Return to Search and Recover Help Topics](#)

Using the Advanced Deleted File Search: Options menu

The Options menu in the Advanced Deleted File Search screen lets you view or change the options for Search and Recover. Select the Options menu, and select the item labeled Edit General Options, to open the General Options dialog.

Return to Advanced Deleted File Search

Return to Search and Recover Help Topics

Using the Advanced Deleted File Search: Security menu

The Security menu in the Advanced Deleted File Search screen lets permanently remove deleted files from your hard drive or media.   Select the Security menu, and select the item labeled Clean and Sanitize Selected Entries to remove deleted files.

Return to Advanced Deleted File Search

Return to Search and Recover Help Topics

Recovery Tool Windows menu

The Recovery Tool Windows menu provides the following commands:

q   [Advanced File and Folder Recovery](#)

q   Email Recovery

      o   [Outlook Express](#)

      o   [Netscape](#)

      o   [Eudora](#)

      o   [Outlook](#)

[Return to Advanced Deleted File Search](#)

[Return to Search and Recover Help Topics](#)

Help menu

The Help menu provides the following commands:

q   [Contents](#)

q   [About](#)

[Return to Advanced Deleted File Search](#)

[Return to Search and Recover Help Topics](#)

Print Raw Contents

Select the Print Raw Contents submenu in order to access the following commands:

Current Cluster Select to print the raw data from the currently viewed cluster.

Cluster Range Select to print the raw data from a specified range of clusters.

Entire File Select to print the raw data from the entire file across all clusters.

Print Preview Select to see a preview of how the raw data will appear.

Print Selected Image

Select **Print Selected Image** in order to print the image contained in the currently selected file.

Print Text In Selected Item

Select **Print Text In Selected Item** in order to print any text in the currently selected file or message.

Printer Setup

Select **Printer Setup** to open the Printer Setup dialog in order to view or change your default printer settings.

Select All Displayed Items

Select **Select All Displayed Items** to highlight all the items in the currently active list or pane.

Reverse Current Selection

Select **Reverse Current Selection** to toggle your selections in the list, selecting items that were previously deselected, and deselecting items that were previously selected.

Copy Selected Raw Text To Clipboard

Select **Copy Selected Raw Text to Clipboard** in order to add the raw text shown in the Viewer Pane to the clipboard so you can paste it into another application.

Copy Selected Hex Values to Clipboard

Select **Copy Selected Hex Values to Clipboard** in order to add the hex or ASCII data shown in the Viewer Pane to the clipboard so you can paste it into another application.

Copy Selected Preview Data to Clipboard

Select **Copy Selected Preview Data to Clipboard** in order to add the data shown in the Viewer Pane to the clipboard so you can paste it into another application.

Copy Picture Contents To Clipboard

Select **Copy Picture Contents to Clipboard** in order to add the picture shown in the Viewer Pane to the clipboard so you can paste it into another application.

Select All Displayed Preview Data

Select **Select All Displayed Preview Data** to highlight all the data in the Viewer Pane.

Exit

Select **Exit** in order to close Search and Recover.

Using the Advanced Deleted File Search: Search menu

The Search menu in the Advanced Deleted File Search screen provides the following commands:

- q [Start New System Search](#)
- q [Modify Search Filter For Currently Displayed Items](#)
- q [Rescan Currently Displayed Locations](#)
- q [Search For File And Folder Names](#)
- q [Find Text In Contents Of Found Files](#)
- q [Find Next](#)

[Return to Advanced Deleted File Search](#)

[Return to Search and Recover Help Topics](#)

Start New System Search

Select **Start New System Search** in order to begin a new search, abandoning previous search results and criteria.

Modify Search Filter For Currently Displayed Items

Select **Modify Search Filter For Currently Displayed Items** to make changes to the search criteria used to find the currently displayed items.

Rescan Currently Displayed Locations

Select **Rescan Currently Displayed Locations** to search again through the previously selected locations, re-using the same search criteria. (This may identify additional deleted files, if there has been activity in your file system since your last search.)

Search For File And Folder Names

Select **Search For File And Folder Names** to find the names of files and folders that have been deleted from the selected locations.

Find Text In Contents Of Found Files

Select **Find Text In Contents Of Found Files** to search through the contents of deleted files that have been identified by the Advanced Deleted File Search, in order to locate a specific string of piece of data.

Find Next

Select **Find Next** to find the next matching string or piece of data within the contents of deleted files that have been identified by Advanced Deleted File Search.

Selected Item

Select **Selected Item** to recover only the item you have selected.

All Items In Selected Folder

Select **All Items In Selected Folder** to recover all the items that appear in the selected folder.

Save Picture As

Select **Save Picture As** to save the recovered picture as an image file, and then select a format from the submenu that appears. A Save File dialog appears.

Save Raw Contents

Select the **Save Raw Contents** submenu in order to access the following commands:

Current Selection To File Select to save the currently selected raw data to a file.

Displayed Cluster To File Select to save the currently displayed cluster to a file.

Cluster Range To File Select to save a range of clusters to a single file.

A Save File dialog appears.

Extension

In a file name, the extension is the set of 2-4 letters that follows the last period in the name (for example, .doc, .xls, .txt, or .html). Windows uses a file's extension to determine how to manage the file, and which application to use when the file is opened from within Windows Explorer.

Advanced File and Folder Recovery

Select **Advanced File and Folder Recovery** to open the Advanced Deleted File Search screen.

Outlook Express

Select **Outlook Express** to open the Recover Deleted Outlook Express Mail screen.

Netscape

Select **Netscape** to open the Recover Deleted Netscape Mail screen.

Eudora

Select **Eudora** to open the Recover Deleted Eudora Mail screen.

Outlook

Select **Outlook** to open the Recover Deleted Outlook Mail screen.

Contents

Select **Contents** to open Search and Recover's online help and documentation.

About

Select **About** to view the Search and Recover About pane, which provides information about the version of Search and Recover that you are using.

Filter Condition

Select the **Filter Condition** button on the Advanced Deleted File Search screen to view a submenu of filter options.

Using the Advanced Deleted File Search: Menus

The Advanced Deleted File Search screen provides the following menus:

q　　File menu

q　　Edit menu

q　　Search menu

q　　Options menu

q　　Recover menu

q　　Security menu

q　　Help menu

Return to Advanced Deleted File Search

Return to Search and Recover Help Topics

NTFS

NT File System (NTFS) is a type of formatting used on certain Microsoft Windows systems. NTFS supports a number of features that are not supported by File Allocation Table (FAT) formatting, including file access control. Search and Recover's **sparse image file** feature works only on NTFS-formatted drives.

Using Emergency Disk Images: Disk Manager system tray icon

The Disk Manager icon in the system tray lets you open the Disk Manager screen, close the Disk Manager service (which will unmount all mounted images), or select an image that you wish to mount.

To access Disk Manager commands, right-click on the Disk Manager icon in the system tray. A context menu appears.

To open the **Working With Disk Images** screen in order to manage or open disk image files, select the item labeled **Disk Image Manager**.

To mount an image file that appears in the context menu, select the image name.

To shut down the Disk Image Service (unmounting all mounted images), select the item labeled **Shut Down Disk Image Service**.

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Tips for successful email recovery

To make the recovery of email more likely to succeed, prepare in advance:

q   Do not compact or compress mailbox files unless you need space, and are sure that there are no deleted messages that may require recovery. (For example, in Outlook, do **not** select the **Compact Now** option.)

q   Disable the automatic compression or compaction of mailbox files.

- o   In Outlook Express, select the **Tools** menu, and then select the item labeled **Options**. In the dialog that appears, select the tab labeled Maintenance. Deselect the automatic compaction option.

- o   In Outlook, disable the **Auto Archive** option.

- o   In Netscape (version 7 and later), select the **Edit** menu, then select the **Preferences** submenu and select the item labeled **Offline & Disk Space**. Deselect the button labeled **Compact folder when it will save over XXX KB**.

- o   In Eudora, check the Help file for instructions to disable mailbox compaction.

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Licensing Search and Recover for more than one computer

Search and Recover is licensed on a "per-computer" basis. This means that you must purchase a license for each separate computer that it will be installed or used on, regardless of the number of people using each computer. Licenses are only sold in the blocks designated below. If you require a number of licenses that is not defined specifically in the blocks below, you should combine smaller blocks to arrive at an appropriate number of licenses (for example, 200 licenses would require two 100-license blocks).   Licenses for any less than five PCs are sold at single-user prices. If you require assistance before making a decision on a multi-computer license, please do not hesitate to contact us toll-free at 1-877-239-4656 or at sales@iolo.com.

Search and Recover, single computer license: $39.95

Search and Recover Multi-Computer Pricing Matrix

Number of Users	License Price
Up to 5	$149.95
Up to 10	$269.95
Up to 25	$599.95
Up to 50	$1,039.95
Up to 100	$1,499.95
Up to 250	$3,295.95
Up to 500	$4,499.95
Up to 1000	$6,999.95
1001+	Contact us for special pricing.

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Click here for other payment options

❗ **Note:** Prices and availability are subject to change without notice.

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