





## About UnErase Wizard


UnErase Wizard steps you through the process of recovering deleted files. If the files are protected by [Norton Protection](#), Novell's Salvage (for recovery of files on a network), or if they are still in the Recycle Bin, the recovery will be 100 percent successful.


UnErase Wizard can frequently recover unprotected files as well, even those deleted from the Recycle Bin. If a file is recoverable but cannot be recovered automatically, UnErase Wizard can help you reconstruct it.

UnErase Wizard can find:

-  Most recently deleted recoverable files
  -  All deleted files that are protected by Norton Protection or in the Recycle Bin
  -  Any recoverable files that meet criteria you specify, such as the filename
- you can even have UnErase Wizard search for deleted files that contain particular words
-  Of course, you can still use UnErase Wizard to recover files even if you don't first protect them with Norton Protection. But to help ensure a successful recovery, you should always use Norton Protection.

### To open UnErase Wizard:

 [Click here](#)

 to open UnErase Wizard.

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[Click here](#)

{button ,AL("UE32\_I0020;UE32\_I0030;UE32\_I0040;UE32\_I0050;UE32\_I0090;UE32\_T0010;UE32\_I0010;NPRB\_I0010;NPRB\_I0020;NPRB\_I0030")} for related information.

## Why you should use UnErase Wizard

UnErase Wizard is your one-stop recovery assistant. It helps you find all recoverable files, regardless of whether they are under the standard protection of the Recycle Bin, or under the enhanced protection of [Norton Protection](#) (or Novell Salvage if they are stored out on a network). In fact, in many cases, UnErase Wizard can even help you [recover unprotected files](#).

UnErase Wizard makes it easy to recover recently deleted files and files for which you only remember part of the filename. You can even use UnErase Wizard to recover a file deleted long ago — assuming it hasn't yet been purged — whose name you've completely forgotten, as long as you have an inkling of its content.

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Click here

{button ,AL("UE32\_I0010;UE32\_I0030;UE32\_I0040;UE32\_I0050;UE32\_T0010;UE32\_I0010;NPRB\_I0010;NPRB\_I0020;NPRB\_I0030")}

## When you should use UnErase Wizard

Use UnErase Wizard any time you need to recover a deleted file. For example, if you delete a file and then regret doing so, use UnErase Wizard to get the file back.



Use the Quick View button to quickly look at the file contents if you cannot tell by the filename whether you have the right file. Quick View is also available from the [context menu](#).

The sooner you try to retrieve a deleted, unprotected file, the better the chances of a successful recovery. Of course, you can achieve a 100 percent recovery rate by protecting deleted files with [Norton Protection](#).

In many, but not all, cases, Norton Protection saves files that are overwritten with newer versions. This lets you retrieve earlier versions of the overwritten files. For the best chance of retrieving old versions of changed files, however, use [Norton Registry Tracker](#).



Don't use UnErase Wizard to recover and overwrite files that have existing copies in use by the system or running applications. Examples include SYSTEM.DAT, USER.DAT, applications' Registry (.DAT) files, and any applications or [DLLs](#) in the Windows System folder.

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Click here

{button ,AL("UE32\_I0010;UE32\_I0020;UE32\_I0040;UE32\_I0050;UE32\_T0010;UE32\_I0010;NPRB\_I0010;NPRB\_I0020;NPRB\_I0030")}

## About UnErase Wizard context menus

- The UnErase Wizard results list box has two [context menus](#):
- Right-click the Name column to view, recover to the original folder, recover to a different folder, delete, or see the properties of one or more selected files
- Right-click on any other column to add unrecoverable files to the list or select the columns to be included in the list box.

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Click here

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{button ,AL("UE32_I0010;UE32_I0020;UE32_I0030;UE32_I0040;UE32_I0050;UE32_I0060;UE32_I0080;UE32_T0010")  
}
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 for related information.

## About UnErase Wizard search-and-recover options

UnErase Wizard offers you three methods for locating files you want to recover:

- **Find recently deleted files**
  - First searches for and displays the names of the most recently deleted files, up to a maximum of 25 deleted files. Then, if you choose to continue searching, it prompts you for search criteria.
- **Find all protected files on local drives**
  - First searches for and displays the names of all local deleted files that are protected by [Norton Protection](#) or the Recycle Bin. Then, if you choose to continue searching, it prompts you for search criteria.
- **Find any recoverable files matching your criteria**
  - Prompts you for search criteria.
    - The search criteria you can specify are the filename (with or without wildcards), the file type or types, words contained in the file or files, and one or more file locations. UnErase Wizard displays information about all files that meet this criteria.
    - If you find yourself consistently using one of these three options, you can jump directly to that wizard page by double-clicking the Norton Protected Recycle Bin icon on your desktop. To specify which page to jump to first, right-click the desktop icon and click Properties on the context menu.

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Click here

{button ,AL("UE32\_I0010;UE32\_I0020;UE32\_I0030;UE32\_I0040;UE32\_I0060;UE32\_I0070;UE32\_I0090;UE32\_T0010;NPRB\_I0010;NPRB\_I0020;NPRB\_I0030")}

## **About recovery destinations**

To recover a file, you can, of course, select the file and click the Recover button. You can also specify a destination for your recovered file by clicking Recover To on the context menu. Right-click the name of the file you want to recover (in any results list).

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Click here [{button ,AL\("UE32\\_I0010;UE32\\_I0020;UE32\\_I0030;UE32\\_I0040;UE32\\_T0010"\)}](#) for related information.

## About recovering unprotected files

UnErase Wizard lists all unprotected files, often showing their filenames with a question mark as the initial character (DOS overwrites the first letter in the filename, but UnErase Wizard can reconstruct the name based on the long filename if there is one). To recover the file, you must provide an initial first character. This can be any valid character; it need not be the character from the original filename.

For recovery of unprotected files, UnErase Wizard uses the information maintained by [Image](#) as well as the [file allocation table](#).

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Click here {button ,AL("UE32\_I0010;UE32\_I0020;UE32\_I0030;UE32\_I0050;UE32\_I0080;UE32\_I0090;UE32\_T0010")} for related information.

## About the prognosis of deleted files

By default, UnErase Wizard lists only the recoverable files when it displays search results. A file is deemed unrecoverable if its former disk storage location is now in use by other files. With the help of UnErase Wizard, you may still be able to [recover large portions of the data](#) formerly contained by unrecoverable files.

If you are searching for deleted files meeting certain criteria, you may wish to see unrecoverable files in the search results. To include unrecoverable files in the listings, right-click the file list box, then choose Show Unrecoverable Files from the context menu. Unrecoverable files are preceded by dimmed icons. To further delineate these files from the recoverable ones, you can choose Status from the context menu to add a new column to the display, that shows whether a file is recoverable or not.

— You can add many other columns of information to the display by right-clicking the file list box and choosing items from the context menu.

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Click here [{button ,AL\("UE32\\_I0010;UE32\\_I0020;UE32\\_I0030;UE32\\_I0050;UE32\\_I0070;UE32\\_I0090;UE32\\_T0010"\)}](#) for related information.



## About "unrecoverable" files

UnErase Wizard lets you search the space marked as "unused" on a local disk. It may take a few moments to scan this area, but the process can be quite helpful for recovering large portions of deleted files deemed "unrecoverable." When you get to the Deleted Files Matching Your Criteria page (or any other search results page), click Next to get to the Scan Unused Disk Space page.

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Click here [{button ,AL\("UE32\\_I0010;UE32\\_I0020;UE32\\_I0030;UE32\\_I0080;UE32\\_T0010"\)}](#) for related information.

**To open UnErase Wizard:**

- [Click here](#)
- to open UnErase Wizard.

Use UnErase Wizard to recover lost files.

**To recover a lost file:**

- [Click here](#)
- to open UnErase Wizard.

Shows the name of the file. If multiple files are selected, describes the selected files.

Shows the type of the file. The type is determined by the file extension (the characters following the last period in the filename).

Shows the number of bytes in the file. If multiple files are selected, shows the total bytes in the selected files.

Shows the location of the file before it was deleted.

Shows the MS-DOS name of the file, which may be different from the Windows 95 filename. MS-DOS imposes more restrictions on filenames than Windows 95. For example, MS-DOS filenames are limited to a maximum size of eight characters followed by a period and three final characters.



Shows what attributes are set for this file. Up to four attributes can be set:

- **Archive**
- File has not been backed up since it was last modified.
- **Read-only**
- File can be read but not modified.
- **Hidden**
- File is normally hidden from view.
- **System**
- File is a Windows, DOS, or other system-related file. System files are normally hidden from view.

Shows when this file was created.

Shows when this file was last modified.

Shows when this file was last opened.

Shows when this file was deleted.

Shows the name of the application used to delete this file, if known. If the file is under Recycle Bin protection, the name of the application is always Explorer.

Indicates whether this file is under Norton Protection, Recycle Bin protection, Novell Salvage protection, or no protection.

Indicates that this file is either recoverable (still intact on the disk) or unrecoverable (partially or completely overwritten on the disk).



Determines whether the Introduction screen is displayed the next time you start UnErase Wizard.

Tells UnErase Wizard to look for the names of the last 25 files that were deleted.

Tells UnErase Wizard to look for the names of all protected files on your local drive—those protected by Norton Protection, Recycle Bin, or Novell Salvage.

Tells UnErase Wizard to look for the names of any files it can recover, matching criteria you specify.

Displays the name of the folder the file was in when that file was deleted.

Displays all files that met the selection criteria: all recently deleted files, all files protected on this computer, all deleted files matching your custom criteria, or all deleted files found in disk space that is marked as "unused."

Displays the content of the selected file, using the Windows Quick View program. This is faster than opening the file with the application that originally created it.

- You can also right-click a filename and choose Quick View from the context menu.

Undeletes the selected file and puts it back in its original location.

— You can specify a place other than the original location by context-clicking (right-clicking) the file and clicking **Recover To** from the context menu.



Lets you specify the filename for which you want to search. If you don't know the full name of the file, use wildcards (\* and ?) to substitute for characters in the filename. If you don't know the filename or any part of it, leave this text box blank.

Lets you specify the type of file to search for.

Lets you specify words (or a character string) to search for. If you don't know the file type or name, but know something of the contents of the file, try this search method.

Specifies that UnErase Wizard must find at least one of the words or character strings you specified in order to consider a deleted file a match for your search criteria.

Specifies that UnErase Wizard must find all of the words or character strings you specified in order to consider a deleted file a match for your search criteria.

If checked, UnErase Wizard will search for deleted files in subfolders (folders that are within the specified folder).

Lets you specify the place (drive or folder) in which the file is located.

- Click the plus sign (+) to expand a drive or folder.

Stops the current search immediately. This may result in a partial listing of files matching your search criteria.



## About Norton Protection

Norton Protection enhances the file recovery capabilities offered by the Windows Recycle Bin. Unlike the Recycle Bin, it protects overwritten files, files deleted from within a Windows application, and files deleted from a DOS window.

When enabled, Norton Protection adds its features to the Recycle Bin item appearing on the desktop. You can use this desktop item to open [UnErase Wizard](#) to locate and recover deleted files. You can also use the Recycle Bin desktop item to control the properties of Norton Protection as well as the appearance and behavior of the Recycle Bin. (Clicking Open on the Recycle Bin's [context menu](#) always opens the Recycle Bin, regardless of the properties of Norton Protection.)

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Click here {button ,AL("NPRB32\_I0020;NPRB32\_I0030;NPRB32\_I0040;UE32\_T0010;UE32\_I0010")} for related information.

## **Why you should use Norton Protection**

When you perform standard delete operations, such as dragging files to the Recycle Bin or deleting them from an Explorer window, Windows copies them to folder named Recycled, rather than actually deleting them. Here the files are stored for a time in case you should change your mind and want to recover them.

But Windows can't always protect files that may be deleted by running applications or those deleted from within a DOS window. Norton Protection steps in where Windows leaves off, moving all deleted files to a hidden folder.

— Norton Protection greatly enhances your chances of recovering deleted files.

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Click here {button ,AL("NPRB32\_I0010;NPRB32\_I0030;NPRB32\_I0040;UE32\_T0010;UE32\_I0010")} for related information.

## **When you should use Norton Protection**

Use Norton Protection all the time to improve your chances of recovering deleted files. Norton Protection enhances the file recovery capabilities of [UnErase Wizard](#).

Norton Protection is enabled by default when you install Norton Utilities. If it has been disabled, you can enable it manually by right-clicking the Recycle Bin and choosing Properties from the context menu. On the Norton Protection tab, check the Enable Protection check box.

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Click here {button ,AL("NPRB32\_I0010;NPRB32\_I0020;NPRB32\_I0040;UE32\_T0010;UE32\_I0010")} for related information.

## What Norton Protection does

Norton Protection protects deleted files by moving them to a special hidden folder. All deleted files are under Norton Protection except for files you exclude, files shared on a network or stored on a network server, files deleted while using your computer after booting into DOS rather than Windows, files deleted when Norton Protection is not enabled, and files that are under Recycle Bin protection. If the Recycle Bin is not enabled, Norton Protection protects all files that would otherwise be under Recycle Bin protection.

Norton Protection lets you exclude files of a particular type (such as TMP and BAK files), files in a particular folder, and files of a particular type in a particular folder. When you exclude a folder, Norton Protection also excludes any subfolders that folder contains.

If you run out of space on a protected drive, Norton Protection automatically purges the least recently deleted files to free up disk space. In addition, Norton Protection lets you specify a maximum age for all files it protects. All disk usage statistics count the space used by the deleted files under Norton Protection as free disk space. (By contrast, space used by the Recycle Bin to protect files appears as used disk space. The Recycle Bin stores protected files in a hidden folder named Recycled.)

— If you boot into DOS rather than into Windows, you may find that DOS reports less free disk space than you expected. This discrepancy is because DOS does not deduct for the space used by deleted file protected by Norton Protection.

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Click here {button ,AL("NPRB32\_I0010;NPRB32\_I0020;NPRB32\_I0030;UE32\_T0010;UE32\_I0010")} for related information.

## **About excluding files**

Norton Protection protects those files that are left unprotected by the Recycle Bin. Sometimes, however, it makes sense to leave certain files unprotected. For example, it makes sense not to protect the many temporary (TMP) files that Windows and Windows applications create and delete on a regular basis.

By default, Norton Protection excludes TMP files and certain other types from protection. You can change these exclusions, or add more of your own.

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Click here {button ,AL("NPRB32\_I0010;NPRB32\_I0020;NPRB32\_I0040;UE32\_T0010;UE32\_I0010;NPRB\_T0050")} for related information.

## **About emptying the recycle bin**

Norton Protection is not a replacement for the Recycle Bin. Rather, it enhances the capabilities of the Recycle Bin by protecting additional files that would not otherwise be protected. It is important to remember that the two are distinct, and protect different types of files.

When you empty the Windows Recycle Bin, you are choosing to "really" delete all the files it contains. The files will be removed from the Recycle Bin, and their subsequent recovery cannot be guaranteed. These files are not protected by Norton Protection.

However, even after you empty the Recycle Bin, those files that were protected by Norton Protection remain protected. To delete the files protected by Norton Protection, right-click the Norton Protected Recycle Bin and choose Empty Norton Protected Files from the context menu.

Emptying the Recycle Bin and the Norton Protected files are two different processes, and one does not affect the files protected by the other.

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Click here {button ,AL("NPRB32\_I0010;NPRB32\_I0020;NPRB32\_I0040;UE32\_T0010;UE32\_I0010")} for related information.

## **About automatic purges**

The Recycle Bin works independently from Norton Protection. So be sure to look at the maximum size of the Recycle Bin—click Properties on the context menu then click the Global tab —to verify that it meets your requirements or preferences. Then click the Norton Protection tab to specify how long you want to keep track of deleted files protected by Norton Protection. By default, a file is purged from Norton Protection after it has been protected for seven days.

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Click here [{button ,AL\("NPRB32\\_I0010;NPRB32\\_I0020;NPRB32\\_I0040;UE32\\_T0010;UE32\\_I0010"\)}](#) for related information.

**To configure Norton Protection:**

- 1** Right-click the Norton Protected Recycle Bin.
- 2** Choose Properties from the context menu.

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Click here {button ,AL("NPRB\_I0010;NPRB\_T0020;NPRB\_T0060")} for related information.



**To change the title of the Norton Protected Recycle Bin:**

- 1** Right-click the Norton Protected Recycle Bin.
- 2** Click Properties.
- 3** Click the Desktop Item tab.
- 4** In the Title text box, enter your new title.

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Click here {button ,AL("NPRB\_I0010;NPRB\_T0020")} for related information.

**To specify a double-click action for the Norton Protected Recycle Bin:**

- 1** Right-click the Norton Protected Recycle Bin.
- 2** Click Properties.
- 3** Click the Desktop Item tab.
- 4** Click one of the options under Double-Clicking Item Opens.

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Click here {button ,AL("NPRB\_I0010;NPRB\_T0020;UEW32\_INFO\_10010")} for related information.

**To empty (purge) the Norton Protected Recycle Bin:**

**1** Right-click the Norton Protected Recycle Bin.

**2** Click Empty Norton Protected Recycle Bin.

— To reclaim as much disk space as possible, use Space Wizard to get rid of unnecessary temporary and duplicate files, and more.

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Click here {button ,AL("NPRB\_I0010;NPRB\_T0020;NPRB\_T0060")} for related information.

**To add exclusions to the protection list:**

- 1** Right-click the Norton Protected Recycle Bin.
- 2** Click Properties.
- 3** Click the Norton Protection tab.
- 4** Click Exclusions.
- 5** In the text box, enter your exception.

— For a folder, enter the complete path in the field provided: the drive letter followed by a colon, a backslash, the folder name, and the name of each subfolder separated by a backslash (for example, `c:\work\junk`). For a file type, enter the complete path followed by an asterisk (\*) and the file extension (for example, `c:\work\budget\*.old`). Note that any subfolders, contained by folders you specify, will also be excluded from Norton Protection.

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Click here {button ,AL("NPRB\_I0010;NPRB\_T0020")} for related information.

**To Remove Norton Protection from your system:**

**1** Right-click the Norton Protected Recycle Bin.

**2** Click Properties.

**3** Click Remove.

— Subsequently, Norton protection will no longer be automatically enabled at Windows startup. You can re-enable Norton Protection at any time from the Norton Protection tab of the Recycle Bin Properties.

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Click here {button ,AL("NPRB\_T0010")} for related information.

When set, this option causes UnErase Wizard to open when you double-click the Recycle Bin.

When set, this option causes UnErase Wizard to open to a list of recently deleted files when you double-click the Recycle Bin.

When set, this option causes UnErase Wizard to open to a list of all deleted files that are under either Norton Protection or Windows Recycle Bin protection when you double-click the Recycle Bin.



When set, this option causes the contents of the Recycle Bin to be displayed when you double-click the Recycle Bin.

Determines the text that appears below the Recycle Bin.

If checked, the Recycle Bin icon shows whether Norton Protection is enabled, and if so, whether there are currently any protected files in the Recycle Bin.

Lets you select the drive for which you want to configure Norton Protection features.

If checked, enables Norton Protection for the selected drive.

If checked, Norton Protection removes files from protection after the specified number of days has elapsed. The number of days is counted from when the file was deleted. The file is then purged from the Norton Protection, making the file "really" deleted.

To change the duration of file protection enter a number in the box at the right or click the arrows to change the value.

—  Norton Protection does not purge files from the Windows Recycle Bin.

Lets you control how much drive space Norton Protection can use to protect deleted files. As you move the slideer, the Space Reserved number changes.

Displays the total number of bytes of storage space on this drive.



Displays the number of bytes on this drive that Norton Protection can use to protect deleted files. This number changes as you move the slider.

Lets you specify the folders and file types that Norton Protection is not to protect.

Removes all files from Norton Protection, making the files "really" deleted.  
— This does not purge files from the Windows Recycle Bin.

Removes Norton Protection from your system. Subsequently, Norton Protection will not be activated automatically at system startup. To turn on Norton Protection again, use the Norton Protection tab of the Recycle Bin Properties.

Removes protection from the currently protected files when Norton Protection is removed. If you check this option, these files will no longer be under Norton Protection.

- This change does not affect the protected files in the Windows Recycle Bin.

Lets you specify a folder or a file type that you do not want placed under Norton Protection:

- For a folder, enter the complete path in the field below: the drive letter followed by a colon, a backslash, the folder name, and the name of each subfolder separated by a backslash (for example, `c:\work\junk`).
- For a file type, enter the complete path followed by an asterisk (\*) and the file extension (for example, `c:\work\budget\*.old`).

Note that any subfolders, under folders you specify, will also be excluded from Norton Protection.

Lists all file types and folders not under Norton Protection.

Lets you add a file or folder to the list of those not under Norton Protection. This command button is not available until you have entered text in the text box to the left.



Deletes the selected line from the exclusion list for Norton Protection. This command button is not available until you have selected an item from the list box.

Resets the list to show those file types excluded from Norton Protection by default.

- The default exclusions depend on what is installed on your system.

