

Digital ObjectRescue Professional

User's Guide

v. 4.0

Data recovery software covered in this document:

PhotoRescue Pro



digital photo recovery

MediaRescue Pro



multimedia recovery

DocumentsRescue Pro



office documents recovery

ObjectRescue Pro



all-in-one file recovery

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I. Overview

ObjectRescue is a family of powerful and cost-effective undelete and data recovery software. The programs recover lost data from a whole host of multimedia devices - from **digital cameras, audio recorders, MP3 & WMA players** to **PCs, PDAs and mobile phones***. The program supports **Hard Drives, CompactFlash** cards (type I/II), **IBM Microdrives, SmartMedia** cards, **MultiMedia** cards (MMCs), **Secure Digital (SD)** cards, **Memory Sticks** and any other storage devices, and offers the convenience of a wide-range file format support: **DOC, XLS, ZIP, RAR, JPEG, AVI, MOV, MP3, WMA, WAV**, etc.

The software features innovative recovery algorithms and boasts advanced data recovery capabilities that allow you to search and detect various file types including music files, images, videos, documents, mail or just about anything. As you know, modern digital devices allow files to be erased and the space on the media reused. So sometimes your data gets erased or crippled, either by physical damage to the media (e.g. a flash card crash), or because someone clicked the wrong button. Through momentary carelessness, valuable files can be lost in an instant. The media can also be bulk-erased or formatted, removing everything from the storage media. Sure enough, you'd hate to forever lose your priceless digital possessions. And there it is -- our software is here to easily, quickly and absolutely reliably reconstruct the missing files.

Features:

- Recovers **corrupt** or **deleted** files
- Recovers data from **formatted** or **corrupt** media
- Supports all Windows file systems for hard drives, floppy drives and flash memory including **FAT12/16/32** and **NTFS/NTFS 5**.
- Supports all formats of multimedia, archive and document files
- Supports all formats of media used by digital cameras
- Works with all Digital Still Cameras and card readers*
- **Easy to use**, intuitive **wizard-driven interface**
- Supports all modern Windows versions, including Windows® NT/2000/XP/2003
- and many more!

Recover files:

- That have been removed bypassing the Recycle Bin or by emptying the Recycle Bin;
- Killed by a virus attack or a power failure;
- Lost after the partition with the files was reformatted, even for a different file system;
- From disks with bad sectors -- *ObjectRescue* can copy the entire disk or its part into an image file and then process the image.

* Devices must be recognized by system like drive letter.

Supported file types

| | PhotoRescue Pro | MediaRescue Pro | DocumentsRescue Pro | ObjectRescue Pro |
|---------------------------------------|---|---|---|---|
| |  |  |  |  |
| Multimedia | | | | |
| AIFF Audio (.aif) | | * | | * |
| MP3 (.mp3) | | * | | * |
| MIDI (.mid, .midi, .rma) | | * | | * |
| Real Media (.rm, .ra) | | * | | * |
| Wave (.wav) | | * | | * |
| Creative Voice File (.voc) | | * | | * |
| Audio Visual Research (.avr) | | * | | * |
| AU Audio (.au) | | * | | * |
| AVI (.avi) | | * | | * |
| Windows Media (.asf, .wmv, .wma, .wm) | | * | | * |
| MPEG (.mpg, .mpe, .mpeg) | | * | | * |
| QuickTime Movie (.mov) | | * | | * |
| | | | | |
| Graphics | | | | |
| GIF (.gif) | * | * | | * |
| Bitmap (.bmp) | * | * | | * |
| JPEG (.jpg, .jpeg) | * | * | | * |
| PNG (.png) | * | * | | * |
| Corel Draw (.cdr) | * | * | | * |
| Windows Metafile (.wmf) | * | * | | * |
| True Type Font (.ttf) | * | * | | * |
| PaintShop Pro (.psp) | * | * | | * |
| Photoshop (.psd) | * | * | | * |
| Postscript (.eps) | * | * | | * |
| Tagged (.tiff) | * | * | | * |
| Icon File (.ico) | * | * | | * |
| | | | | |
| Documents | | | | |
| 3d Studio Max (.max) | | | * | * |
| 3d Studio Max (.3ds) | | | * | * |
| Microsoft Reader (.lit) | | | * | * |
| Adobe PDF (.pdf) | | | * | * |
| HTML Help files (.chm) | | | * | * |
| Help files (.hlp) | | | * | * |
| HTML Web Pages (.html) | | | * | * |
| MS Excel (.xls) | | | * | * |
| MS PowerPoint (.ppt) | | | * | * |
| MS Publisher (.pub) | | | * | * |
| MS Project (.mpp) | | | * | * |
| MS Word (.doc) | | | * | * |
| MS Visio (.vsd) | | | * | * |

| | | | | |
|----------------------------|---|---|---|---|
| MS Works (.wps) | | | * | * |
| Rich Text Format (.rtf) | | | * | * |
| Microsoft Write (.wri) | | | * | * |
| WordPerfect (.wpc) | | | * | * |
| QuattroPro (.wq1) | | | * | * |
| Archive | | | | |
| PkZip, WinZip (.zip) | | | | * |
| RAR (.rar) | | | | * |
| Microsoft Cabinet (.cab) | | | | * |
| TAR (.tar) | | | | * |
| LZH (.lzh) | | | | * |
| GZIP (.gzip) | | | | * |
| ACE (.ace) | | | | * |
| AIN (.ain) | | | | * |
| ARJ (.arj) | | | | * |
| BZIP (.bzip) | | | | * |
| GZip (.gzip) | | | | * |
| HA (.ha) | | | | * |
| HYP (.hyp) | | | | * |
| IMP (.imp) | | | | * |
| JAR (.jar) | | | | * |
| RK (.rk) | | | | * |
| UC2 (.uc2) | | | | * |
| Z(Unix) (.z) | | | | * |
| ZOO (.zoo) | | | | * |
| Executable Files | | | | |
| Executable File (.exe) | | | | * |
| Executable COM File (.com) | | | | * |
| | | | | |
| | PhotoRescue Pro | MediaRescue Pro | DocumentsRescue Pro | ObjectRescue Pro |
| |  |  |  |  |

Trial Restrictions & Licensing

When you are using the software in trial mode, it will not actually recover any files, but will only allow you to preview the files and show the amount of the retrievable information. To use the software without limitations you will need a registration key (or activation code), which can be purchased online.

Once you have obtained a valid license, you can remove all restrictions by entering the registration key in the appropriate program dialog.

The cost to register is:

| Product Title: | <i>Single User License</i> | | |
|-----------------------------------|-----------------------------------|--------------|--------------|
| <i>PhotoRescue Pro</i> | USD \$29.95 | EUR €22.95 * | GBP £15.95 * |
| <i>MediaRescue Pro</i> | USD \$39.95 | EUR €29.95 * | GBP £21.95 * |
| <i>DocumentsRescue Pro</i> | USD \$34.95 | EUR €26.95 * | GBP £18.95 * |
| <i>ObjectRescue Pro</i> | USD \$49.95 | EUR €37.95 * | GBP £25.95 * |

URL for ordering: <http://www.objectrescue.com/order/>

* For EU customers: VAT is included in the price, your card will only be charged the above amount.

Using the Documentation

You can press F1 at any time while the program is running for context-sensitive help.

II. Data Safety and Recovery Concepts

A wide variety of failures can cause physical damage to storage media. CD-ROMs can have their metallic substrate or dye layer scratched off; hard disks can suffer any of several mechanical failures, such as head crashes and failed motors; and tapes can simply break. Physical damage always causes at least some data loss, and in many cases the logical structures of the file system are damaged as well. This causes logical damage that must be dealt with before any files can be recovered.

Far more common than physical damage is logical damage to a file system. Logical damage is primarily caused by power outages that prevent file system structures from being completely written to the storage medium, but problems with hardware (especially RAID controllers) and drivers, as well as system crashes, can have the same effect. The result is that the file system is left in an inconsistent state. This can cause a variety of problems, such as strange behavior (e.g. infinitely recurring directories, drives reporting negative amounts of free space), system crashes, or an actual loss of data.

While most logical damage can be either repaired or worked around, data recovery software can never guarantee that no data loss will occur. For instance, in the FAT file system, when two files claim to share the same allocation unit ("cross-linked"), data loss for one of the files is essentially guaranteed.

The increased use of journaling file systems, such as NTFS 5.0, ext3, and xfs, is likely to reduce the incidence of logical damage. These file systems can always be "rolled back" to a consistent state, which means that the only data likely to be lost is what was in the drive's cache at the time of the system failure. However, regular system maintenance should still include the use of a consistency checker. Finally, the entire system can be equipped with a battery backup (Uninterruptible Power Supply - UPS) that may make it possible to keep the system on in such situations, or at least to give enough time to shut down properly.

Important advice: stop using the storage medium at once, as soon as you realize something is wrong. Any subsequent writing to a memory card, for instance, may ruin what still can be recovered. Even if you've just formatted a card with the photos you need, don't worry yet: the pictures are still there, only the file allocation table has been erased. But if you go on using the card, you are sure to lose at least some of the deleted images as they will be overwritten by new ones. Even if this should happen, though, only the photos that were overwritten would be lost, the others could still be saved.

III. Step-By-Step Recovery Guide

This section explains the procedures you should follow to recover deleted data.

 *If your digital device (Digital Camera, Audio Recorder, etc.) is not recognized as a logical drive under Windows, then you will need a Card Reader. Plug the Card Reader in your computer as described in the manufacturer's manual and install the included drivers, if necessary. Now you can directly access the device and scan the drive for deleted files.*

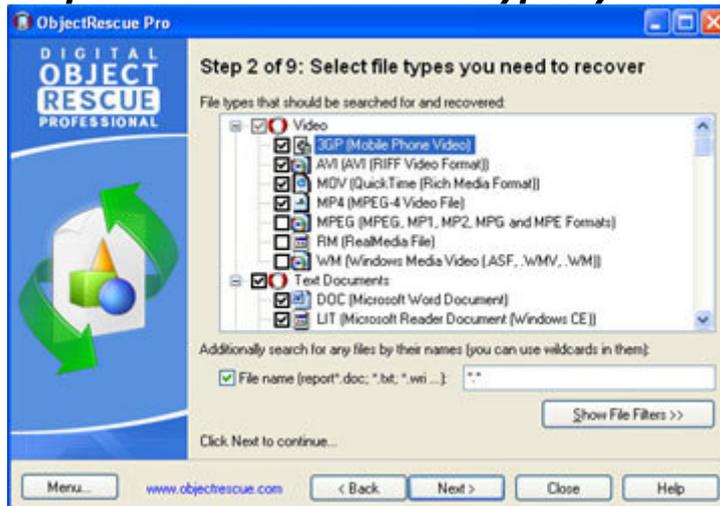
The program will guide you through 9 simple steps:

Step 1 of 9: Select the drive letter.



Select a drive on your PC (Hard Drive, Card Reader or other Digital Device).

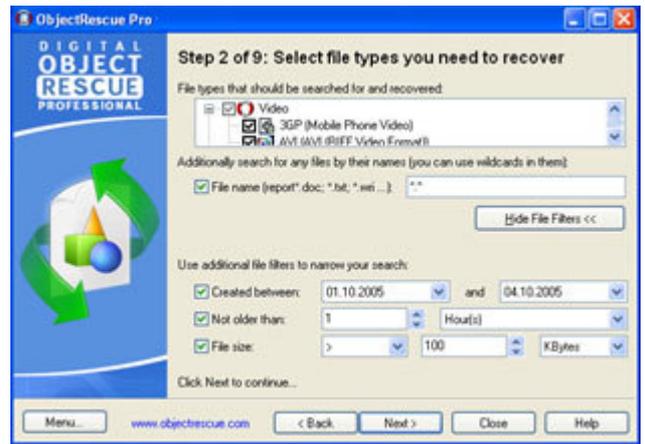
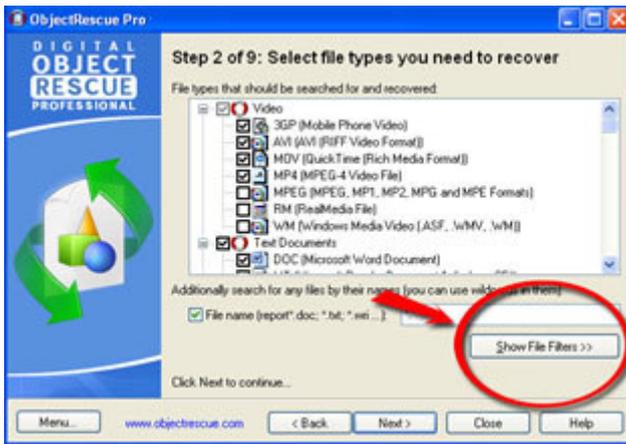
Step 2 of 9: Check the file types you wish to recover.



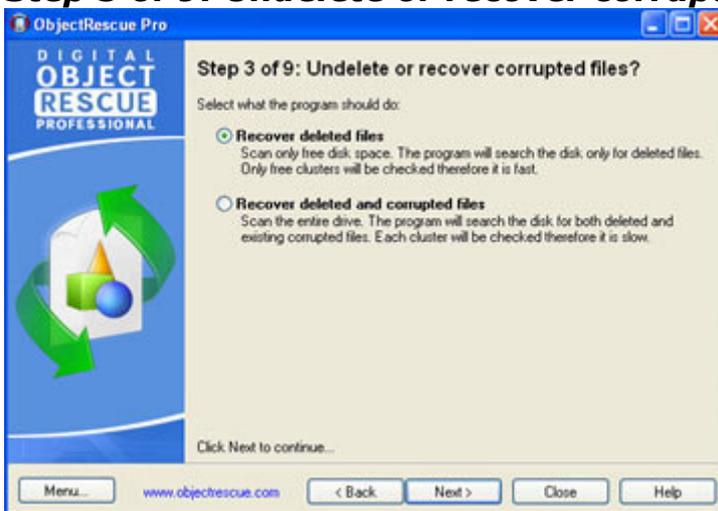
Select the file types you wish to recover.

It is strongly recommended to uncheck all the other file types, those that you don't need! You can also search for any files by their names and you can use wildcards in them.

Press Show File Filters>> to narrow your search using additional filters:

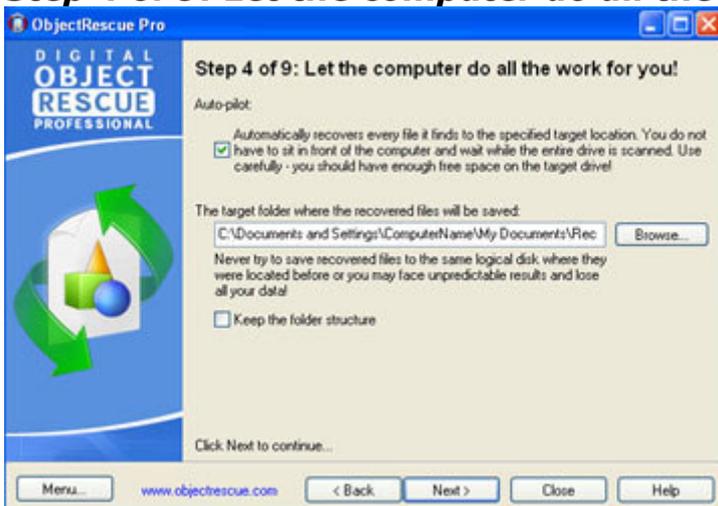


Step 3 of 9: Undelete or recover corrupted files.



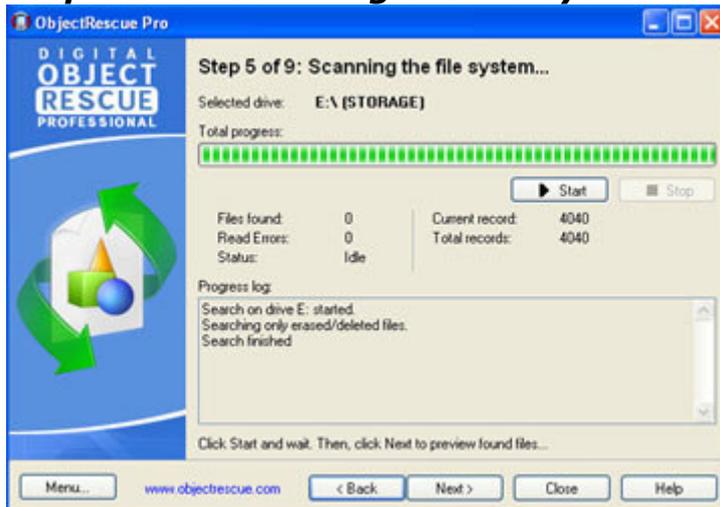
Tell the program what to do. If you select the second option, then the existing corrupted files will also be listed for recovery.

Step 4 of 9: Let the computer do all the work for you!



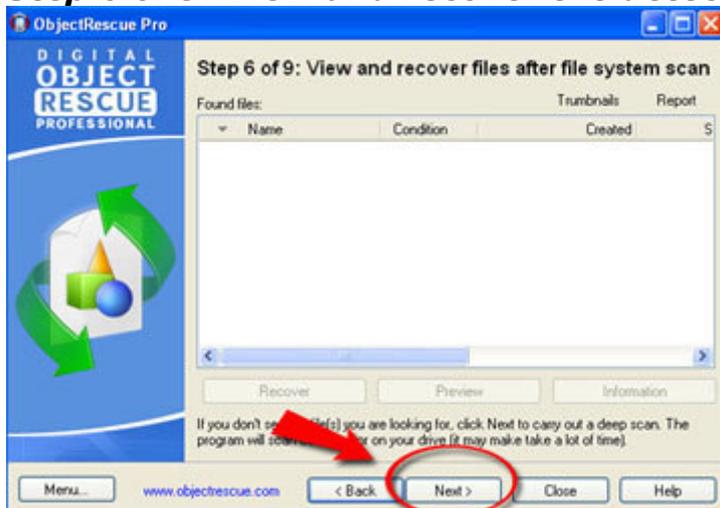
Destination folder is the folder where the recovered files will be placed. You can type in the name or press Browse to select an existing folder.

Step 5 of 9: Scanning the file system...



At this stage the program scans the file system for the files you selected at Step 2.

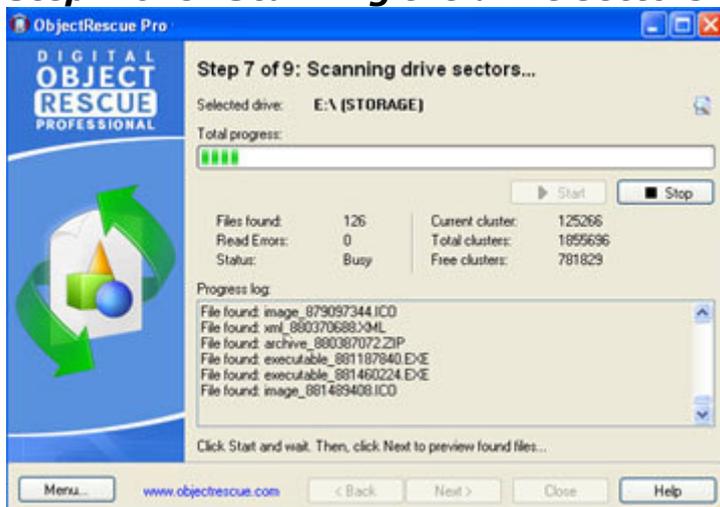
Step 6 of 9: View and recover the detected files.



You can preview and recover the files listed here. *

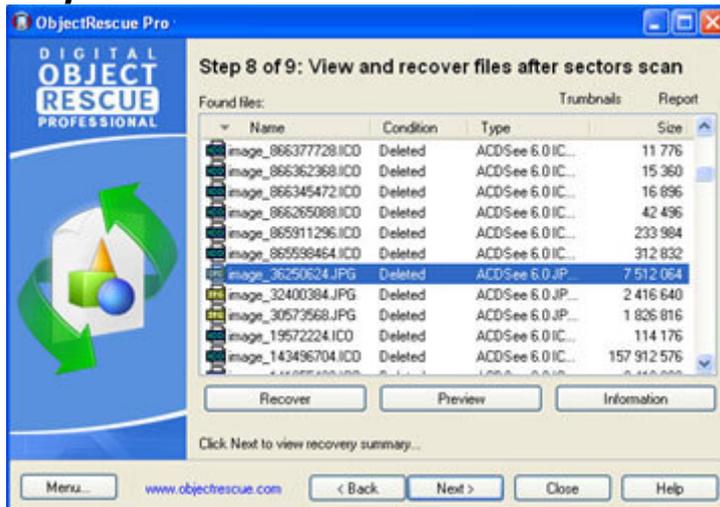
If you can't see the file(s) you were looking for, press **Next** to perform the deep scan. The program will scan every sector on the drive (large drives may take some time to scan).

Step 7 of 9: Scanning the drive sectors...



At this step the program scans the "free" space on the drive for known data sequences.

Step 8 of 9: View and recover the files detected by the deep scan.

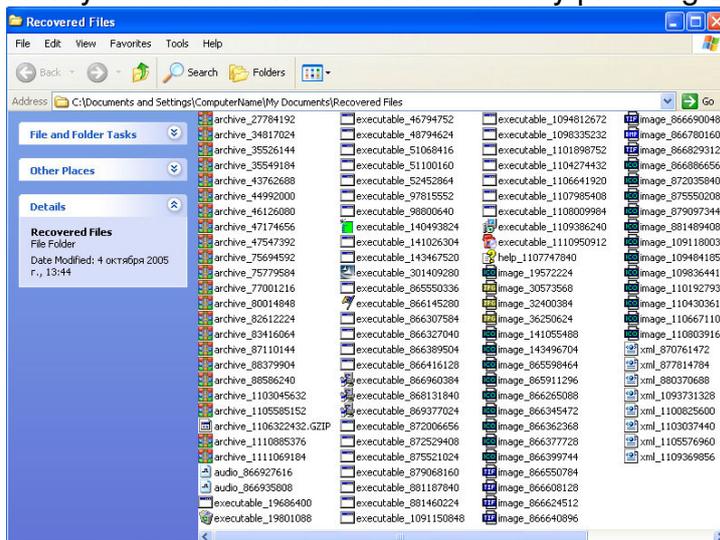


Here you can preview and recover the missing files. *

Step 9 of 9: Finish

The final step.

Now you can see the recovered files by pressing **Explore Recovered Files**.



The recovered files are now shown in Windows Explorer:

Note: The trial copy does not support the recovery function, it only previews the files and shows the amount of retrievable information. To use the program without this limitation, you will [HAVE TO PURCHASE AND REGISTER](#) it.

THAT'S ALL.

Above we have described the most basic features to get you started. Please read the documentation to learn more about the powerful features of the program and discover how you can customize it to suit your preferences!

IV. Troubleshooting

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

| Problem/Symptom | Possible Cause | What to Do |
|--|---|--|
| The file I want to recover cannot be found. | The file was erased or not properly saved. | Search the complete partition for the file using the deep scan. |
| The file I have recovered still does not open. | The file is not recoverable. | <i>ObjectRescue</i> detects more than one type of file as part of the recovery process. Make sure you look through all the files that have been detected. |
| My computer is exhibiting erratic, unpredictable behavior. | Possible Virus. Possible corrupted operating system. | <i>ObjectRescue</i> requires a healthy computer. Use an antivirus or PC maintenance product to diagnose and repair the system. |
| My hard drive is making unusual grinding or scraping noises and generally sounds in bad shape. | The drive may be wearing out or otherwise degenerating. | Back up everything important to another storage device immediately. Turn off the computer. Get the computer checked out by a qualified technician. You may have to replace the hard drive, but before doing so remember to make use of data recovery software to try and rescue the data that was not backed up. |
| There is evidence of bad sectors on my drive. | The drive may be wearing out. | Run a disk diagnostic utility that will scan the surface of the drive for bad sectors. Some bad sectors do not preclude a successful data recovery but can affect its quality. If the drive is making noise or is reporting an increasing number of bad sectors, replace it as soon as possible. |

V. Company Information and Contacts

ObjectRescue.com Data Backup and Recovery Services

Regall LLC dba ObjectRescue.com.

ObjectRescue.com is a small independently owned software development company founded in 1996. At ObjectRescue.com, we develop 'try and buy' software products for Microsoft Windows and the Internet environment. In addition to product development, we provide ongoing technical support for registered users of our products.

The company is engaged in the development of software for restoration and reconstruction of files in various popular formats. Besides that, we conduct development in the field of data restoration from damaged hard disks and other modern data media, including micro devices such as flash cards, USB disks, etc. We give you a complete spectrum of programs for restoration of the missing or damaged files.

Our customer base includes corporate computer professionals, first-time users and everything in between.

Regall LLC.

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