

Ontrack®
EasyRecovery™
User's Guide

Notice to Users

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Manual Conventions

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

- **This font denotes button and field names**
- **This font denotes menus and menu paths**



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



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



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

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

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

Getting Help

THIS MANUAL

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

ONLINE HELP

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

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

TECHNICAL/CUSTOMER SUPPORT

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

Technical support and data recovery questions can be submitted electronically via e-mail or by visiting the Kroll Ontrack website:

United States	www.ontrackdatarecovery.com	techsupport@ontrackdatarecovery.com
United Kingdom	www.ontrackdatarecovery.co.uk	techsupport@ontrackdatarecovery.co.uk
Canada	www.ontrackdatarecovery.ca	techsupport@ontrackdatarecovery.com
Australia	www.ontrackdatarecovery.com.au	techsupport@ontrackdatarecovery.com
Austria	www.ontrack.at	support@krollontrack.de
Belgium	www.ontrackdatarecovery.be	support@ontrack.be
France	www.ontrack.fr	logiciel@ontrack.fr
Germany	www.ontrack.de	support@krollontrack.de
Hong Kong	www.ontrackdatarecovery.com.hk	techsupport@ontrackdatarecovery.com.hk
Ireland	www.ontrackdatarecovery.co.uk	techsupport@ontrackdatarecovery.ie
Italy	www.ontrackdatarecovery.it	techsupport@krollontrack.it
Japan	www.ontrack-japan.com	support@ontrack-japan.com
Lithuania	www.abakas.lt/index.php	techsupport@ontrackdatarecovery.com
Netherlands	www.ontrackdatarecovery.nl	techsupport@ontrackdatarecovery.com
Norway	www.ibas.no	support@ibas.no
Poland	www.krollontrack.pl	techsupport@ontrackdatarecovery.com
Russia	www.ontrack.ru	service@ontrack.ru
Singapore	www.ontrackdatarecovery.com.sg	techsupport@ontrackdatarecovery.com
Spain	www.ontrackdatarecovery.es	ESsoftware@krollontrack.com
Sweden	www.ibas.se	techsupport@ontrackdatarecovery.com
Switzerland	www.datenrettung.ch	support@krollontrack.de

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

United States	952 937 2121
United Kingdom	+44 (0)1372 741 999
Canada	952 937 2121
Australia	1800 872 259
Austria	+49 (0)7031 644-244
Belgium	+32 (0)2 709 20 41
France	0820 098 772
Germany	+49 (0) 7031 644-244
Hong Kong	Hong Kong: +800 930 324 Taiwan: +00 801 611 466 China: Northern Region: +108 006 100 424 China: Southern Region: +108 002 611 305 Macau: +800 079
Ireland	+353 (0)1 6048250
Italy	+39 031 3525611
Japan	+81 (0)4 2932 6365
Lithuania	370 699 13000
Netherlands	+31 (0)23-5673030
Norway	+47 62 81 01 00
Poland	Katowice: +48 (32) 77 999 99 Warszawa: +48 22 843 23 27
Russia	+7 495 229 44 38
Singapore	1800 872 2599
Spain	900 112 012
Sweden	+46 (0)18 10 44 40
Switzerland	+49 (0)7031 644244

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Chapter 1: Welcome to Ontrack EasyRecovery

WELCOME TO ONTRACK EASYRECOVERY SOFTWARE!

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

DIAGNOSE YOUR SYSTEM

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

RECOVER LOST DATA

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

REPAIR FILES

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

SYSTEM REQUIREMENTS

Ontrack EasyRecovery has the following minimum system requirements:

- Microsoft® Windows® 2003 Server, Windows® XP Home, Windows XP Professional, Windows Vista® Basic, Windows Vista Business, Windows Vista Ultimate, or Windows Vista Enterprise



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

- Microsoft Internet Explorer® 6.0 or later
- Software program applicable to the type of files repaired or recovered
- Minimum of 64 MB of RAM (in most cases)
- Intel® Pentium®-class processor
- 200 MB of free space (Windows version only)
- Available destination space to copy recovered or repaired data
- Monitor with a resolution of at least 1024 x 768
- Anti-virus software should be disabled



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

INSTALLING ONTRACK EASYRECOVERY

Follow these steps to install Ontrack EasyRecovery:



1. Insert the Ontrack EasyRecovery CD into your CD-ROM drive.
2. The CD will automatically start. If it does not, click **Run** on the **Start** menu, and type **D:\setup.exe**, where *D* is the drive letter of your CD-ROM drive. Click **OK**.
3. Select the appropriate language.
4. Click **Install Ontrack EasyRecovery**.
5. Follow the on-screen instructions.



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

STARTING ONTRACK EASYRECOVERY

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

To start Ontrack EasyRecovery, do one of the following:

- Click the **Start** button, and then point to **Programs**. Point to **Ontrack EasyRecovery**, and then click **Ontrack EasyRecovery**.
- Double-click the **Ontrack EasyRecovery** icon on the desktop.

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

UPDATING YOUR SOFTWARE

Kroll Ontrack periodically provide updates to Ontrack EasyRecovery software products. Programming updates (also known as patches) are available to you through the Internet, and are free for a limited time. Software Updates will download and install program patches in minutes.

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

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

To run Software Updates:



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

3. Click the **Software Updates** button from the main Ontrack EasyRecovery window.
4. In the **Software Updates** window, click **Next**.

This connects you to the Kroll Ontrack update server. Software Updates will determine which Ontrack EasyRecovery tools you have installed. The list will include updates and product patches. Checked items will be downloaded to your computer.
5. Select the items you want to update, and click **Next**.
6. Follow the on-screen instructions.
7. At the last screen, click **Done**. Depending on what you updated, you may be prompted to restart Windows. The changes will appear in Ontrack EasyRecovery the next time you run it.

REMOVING ONTRACK EASYRECOVERY

To remove Ontrack EasyRecovery:

1. Click Control Panel, and then double-click the **Add or Remove Programs** icon.
2. Click **Ontrack EasyRecovery** and then click **Remove**.
3. Click **Yes** when the confirmation dialog box appears.
4. Follow the on-screen instructions.

Chapter 2: Categories & Tool Components

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

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





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

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

FILE REPAIR FOR OFFICE (EXAMPLE)

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





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

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

Chapter 3: Ontrack EasyRecovery Categories

Currently, the following categories can be included with Ontrack EasyRecovery:



- Disk Diagnostics
- Data Recovery
- File Repair
- Email Repair
- Software Updates



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

DISK DIAGNOSTICS

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





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

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

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

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



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

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

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

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

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

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

DATA RECOVERY

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



- 1. Evaluate:** The tool identifies all devices and/or partitions on the system and displays a graphical representation of what was found
- 2. Recover:** The tool examines the file structures that remain on the corrupted partition and constructs a virtual file system in memory.

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

The data recovery tools available are listed below.



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



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

Mistakenly deleting files is one of the most common data recovery scenarios. The **DeletedRecovery** tool will give you quick access to deleted files, and has different options for scanning a partition. You can perform a quick scan, or a thorough complete scan for deleted files. You also have the option to enter a File Filter string, either with or without using 'wildcards', to quickly recover files of a specific name.

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

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



The number of file signatures available for scanning will depend on which Ontrack EasyRecovery edition you have installed.

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

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

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

FILE REPAIR

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



- Access Repair
- Excel Repair
- PowerPoint Repair
- Word Repair
- Zip Repair



Kroll Ontrack is continually developing file recovery tools for other file formats. For a listing of the latest file formats supported and detailed tool information, check www.ontrackdatarecovery.com.

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

- 1. File Selection:** The file selection window allows you to select files for repair by browsing the folder on your computer. Within the selection window, you have the ability to specify the destination folder for the repaired file(s). You have the choice of repairing the select files(s) in their current folder or making a repaired copy of the selected file(s) in a different folder.
- 2. Recovery Properties:** Properties, sometimes called settings, define how a tool runs. Most properties are initially set to standard or default values. By changing the properties, you can customize the file repair tools for your own needs. See Chapter 5 for a detailed explanation of how to change tool properties.
- 3. Progress and Report:** This window displays information on the repair process for all selected files. The information can be saved to a report file.

Below is a brief description of the current File Repair tools available.



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

Access Repair repairs and restores Microsoft® Office Access® files created using Microsoft Access 2.0, 95, 97, 2000, XP, 2003, and 2007. Features include the ability to recover and restore data from an inconsistent database, relationships between tables, password protected databases, and objects such as Queries, Forms, Reports, Pages, and Macros. Plus, the Microsoft Access tool has support available for recovery of deleted table data (Microsoft Access 97, 2000) and the ability to continue to repair and restore beyond internal file errors.

Excel Repair fixes and restores Microsoft® Office Excel® files created using Microsoft Excel 95, 97, 2000, XP, 2003, and 2007. Features include ability to recover and restore formulas, text, cell formatting attributes (i.e. font, border), off-sheet references, multi-sheet structures, sheet names, and pasted graphics and images such as .tif, .jpg, and .gif. Plus the Microsoft Excel tool has the ability to continue to repair and restore beyond internal file errors.

PowerPoint Repair fixes and restores Microsoft® Office PowerPoint® files created using Microsoft PowerPoint 97, 2000, XP, 2003, and 2007. Features include ability to recover and restore WordArt and formatting of text within shapes, properties of pictures within shapes, slide show transition settings, tables, action buttons, and all basic types of shapes. Plus the Microsoft PowerPoint component has the ability to continue to repair and restore beyond internal file errors, recover drawings, pictures, and animation of objects in a slide, recover notes pages for a slide, and recover slide master, handout master, notes master, and regular slides.

Word Repair fixes and restores .doc files created using Microsoft® Office Word 6.0, 95, 97, 2000, XP, 2003, and 2007. Features include ability to recover tables, bulleted lists, password protected files, and imbedded images such as .tif, .jpg, .gif, and .bmp files. Plus, the Microsoft Word component has the ability to continue to repair and restore beyond internal file errors.

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

EMAIL REPAIR

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

All Email Repair tools follow the same basic characteristics of the File Repair tools. See the File Repair section for more details.



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

Email Repair has two components:

- **Outlook Repair** repairs Microsoft Outlook files.
- **OutlookExpress Repair** repairs Microsoft Outlook Express files.



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

Below is a brief description of the current File Repair tools available:

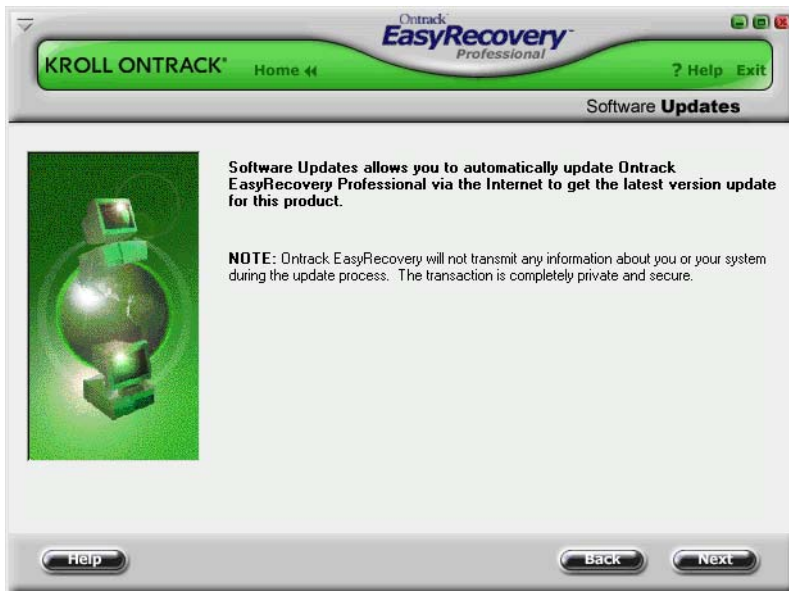
Outlook Repair repairs and restores Microsoft Outlook files that were created using Microsoft Outlook 97, 98, 2000, XP, 2003, and 2007. You can use this tool to recover and restore corrupt Personal Folder Files (PST), corrupt Offline Folder Files (OST), deleted messages, and password protected files. You can also use this tool to recover Messages, Folders, Calendar, Contacts, Tasks, and Notes.

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

SOFTWARE UPDATES

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

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



SOFTWARE UPDATES

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

For more information, see “Updating Your Software” on page 4.

Chapter 4: Troubleshooting

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

Problem/Symptoms	Possible Causes	What to Do
The file I want to repair cannot be found.	The file was deleted or not recently saved.	Search the complete partition for the file. Optionally, try the DataRecovery category to attempt to recover the lost file.
The file I repaired still does not open	The file is not repairable.	Many of the tools will create more than one type of file as part of the recovery process. Be sure to try all destination files that have been generated. View the help file for the individual tool for more information. Some tools will create more than one destination file in an attempt to retrieve the data.
My computer is exhibiting erratic, unpredictable behavior	Possible Virus. Possible corrupted operating systems structures.	Ontrack EasyRecovery requires a healthy system. Use a PC maintenance product to diagnose and repair the system problem.
My hard drive is making unusual grinding or scraping noises and generally sounds in bad shape	The drive may be going bad.	Back up everything important to another destination immediately. Turn off the computer. Get the computer checked out by a good technician. May have to replace the hard drive but before doing so, make sure you've recovered any data that hasn't been backed up using a data recovery software or service solution.

Problem/Symptoms	Possible Causes	What to Do
There is evidence of bad sectors on my drive.	The drive may be going bad.	Ontrack EasyRecovery Professional contains a Disk Diagnostic utility that will scan the surface of the drive for bad sectors. Some bad sectors do not preclude a successful recovery, but can affect the quality of the recovery. If the drive is making noise or is reporting an increasing number of bad sectors, our in-house data recovery service is recommended.
My boot drive is corrupt.	The drive has experienced corruption	Install Ontrack EasyRecovery on a functioning computer. In the DataRecovery category will be a selection to make Emergency Media. This will create a bootable data recovery tools media that can be run on the computer with the corrupt boot drive.

Chapter 5: Setting Properties

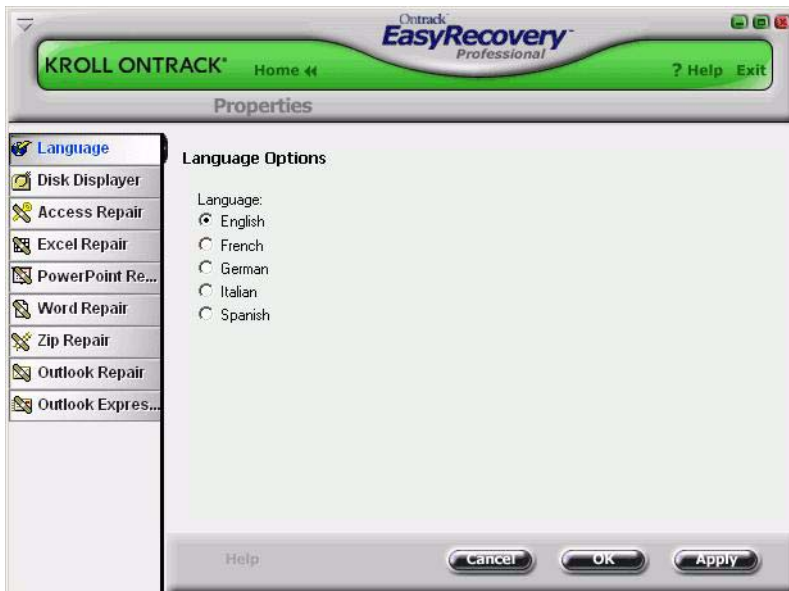
GENERAL SETTINGS

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

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

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

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



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