Welcome

PerfectFileRecovery

Advanced File Undelete and Recovery for Windows

Version 4.2

PerfectFileRecovery is a comprehensive file and folder data recovery and drive imaging solution for Windows**.** PerfectFileRecovery will recover:

- Deleted files and folders that have been removed from the Recycle Bin.
- Files from drives that have been re-formatted, including instances where a new operating system has been installed.
- Files and folders from deleted partitions.
- All file types including digital photos, spreadsheets, Word documents, music files, video files, databases, presentations, etc.
- Files and folders that have been deleted and have bypassed the Windows recycle bin, e.g. via the command line or shared network files.
- Corrupted drives. PerfectFileRecovery will recover all files from a corrupt drive including active files, lost files, and their folder structures.

PerfectFileRecovery is the solution for recovering deleted or lost files, and their folder structures, from any digital storage media. PerfectFileRecovery supports FAT12, FAT16, FAT32 (floppy disks, digital cameras, music players, memory sticks, etc.), NTFS file systems (hard disk drives) and non-Windows file systems e.g. HFS, HFS+.

PerfectFileRecovery will recover data from:

- Any Windows, PC or Server.
- USB devices including memory sticks, pen drives, etc.
- Personal music and video players, including iPods, PSPs, Zune, etc.
- Digital cameras, camera cards, etc.
- Virtual drives e.g. VMware desktop and server virtualization drives.
- PerfectFileRecovery image (.bin) files.
- Any type of storage media, including non-Windows file system drives that are recognisable to Windows as a drive.

PerfectFileRecovery has been designed as an advanced data recovery solution, while providing an ease of use that makes it available to all. PerfectFileRecovery includes a number of features that together provide for an exclusive, comprehensive, recovery and imaging solution.

No installation is required! PerfectFileRecovery may be run from a memory stick/pen drive or a floppy disk, eliminating the possibility of overwriting deleted data with a new product installation. PerfectFileRecovery file recovery is read only! As the drive is NOT written to during file recovery, there is no potential for further data loss by overwriting the lost data.

PerfectFileRecovery includes File Discovery™ scanning technology. File Discovery™ will automatically scan a drive for traces of a file (file signatures), and recover the file even in instances where the file name no longer exists.

PerfectFileRecovery also includes exclusive AutoScan™ technology. If a scan type is selected,

and the drive is corrupt, or no files are detected, then the most appropriate scan type, to detect the files, will automatically commence after the manually selected scan has completed.

A File Preview is available for most file types enabling the user to actually view the deleted data prior to recovery. Files can be previewed and selected for recovery while the drive scanning operation is still in progress. PerfectFileRecovery will also display audio visual previews of deleted music files, video files, etc., prior to recovery.

Scanned data is viewable as both a file type view, thumbnail view and as a Windows Explorer type folder/tree view.

PerfectFileRecovery includes drive imaging. Drive Image provides the ability to create an image file, an identical copy of a drive. The image file can be scanned for all data without further potential risk to the original drive's data, or the image file can be written to an alternative drive, thereby creating an identical physical copy of the original drive and its data.

Company Profile

For over 30 years Raxco Software has been a leader in performance, storage and virtualization solutions that improve system performance, simplify system administration and help our customers work more efficiently at home and at the office. Raxco serves a broad range of customers around the world through a network of international resellers and distributors in the United States, Canada, Europe, Asia, Latin America, South Africa, and the Pacific Rim. Over 25,000 companies worldwide, including Fortune 500 companies and leading government agencies, rely on Raxco Software to optimize their computer systems and networks, and manage enterprise-wide defragmentation with our systems administration tools.

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PerfectFileRecovery

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Why Use PerfectFileRecovery?

File and Folder Recovery

When a file is deleted (either by accident or intentionally), the Windows operating system neither moves nor erases the file. Rather, Windows will designate the area on the drive in which the deleted file (or files) is located as available for immediate use. The file and folder information is no longer listed in Windows, but the file and folder data is still on the drive (PC, USB device, iPod, etc.) AND is exactly where it was before it was deleted. Scanning a drive with PerfectFileRecovery will enable a user to locate their deleted data.

Important

It is VERY IMPORTANT once it is realized that data has been deleted that the drive activity is kept to a minimum, i.e. that a user stops using the drive, otherwise Windows, or another program, will start writing new data to the newly allocated "free" area of the drive.

Stopping the use of the device (the drive) will minimize the chances of Windows overwriting the deleted data. Once a deleted file is overwritten the deleted data will no longer be recoverable.

DO NOT turn off your computer or disk drive device!
Shutting down and then rebooting a device may create new files, and potentially overwrite deleted or lost files.

PerfectFileRecovery has been created with an option to run directly from the PerfectFileRecovery.exe file. PerfectFileRecovery can be saved to, for example, a small memory stick, pen drive, floppy disk, etc. The pen drive can then be connected to the computer (in the instance where files have been deleted from the computer) and the computer scanned. The recovered files can then be saved to another drive/partition or to the pen drive depending on the total size of the files. NEVER save the recovered files to the same drive from where they were originally deleted. Saving recovered files to the same drive will potentially overwrite the very same files that you are attempting to recover.

PerfectFileRecovery provides the best opportunity of recovering deleted file and folder data. PerfectFileRecovery is recommended as part of a user's everyday system tool set.

Drive Imaging

A drive image is a single file that contains a copy of the entire contents of a physical drive, logical drive (partition) or removable device drive.
A drive image is an exact copy of a drive and therefore, unlike backing up a hard drive's data, it also saves the boot data and all other important file system data.

PerfectFileRecovery enables the user to create drive images, scan the image files for both the file and folder structures, and also provides the ability to write the image file to a drive.

Securing a drive
If a drive is at risk of failing, has bad sectors, or there is a possibility that lost data may become overwritten, then it is recommended that an image (a copy) of the drive be created. The image can be opened, scanned and the data recovered.

Creating an identical drive
Imaging provides the ability to write the contents of a previously created image file e.g. the disk structure, file and folder structure, to a drive. The newly written drive is an identical copy of the original drive and its data.

Backing up your drives

Creating drive images on a regular basis is recommended as part of your routine system maintenance. A drive image is a powerful alternative to backup and will enable a full restore of your data in the event of data loss.

Drive images are identical clones of your actual drives. Routine drive imaging ensures that all data is available for recovery in situations where, for example, you experience a hard drive crash, and/or your data becomes lost/deleted.

A PerfectFileRecovery drive image scan will ensure a full and complete recovery of your drive's data.

System Requirements

Pentium or equivalent processor.

64 MB RAM.

Operating Systems

PerfectFileRecovery will run on the following operating systems:

Windows 2000
Windows XP
Windows 2003
Windows 2008
Windows Vista
Windows 7

Supports: 32-bit and 64-bit operating systems.

800 KB of free space required for the No Install edition.

1.1 MB of free space required for the Full Installation edition.

Administrator privileges are required to run PerfectFileRecovery.

Supports drives with: FAT12, FAT16, FAT32, NTFS and non-Windows file systems.

Installing PerfectFileRecovery

PerfectFileRecovery has two installation options, Full Install and No Install. Full Install is recommended for all data loss scenarios, excluding those where the data has been lost or deleted from a computer's boot drive (typically C:). The No Install version is recommended for all data loss scenarios.

1. Full Install

The Full Install version is recommended when recovering data from a data drive (non-boot drive), USB device, e.g. digital camera, iPod, etc.

PerfectFileRecovery may be saved to, installed, and run directly from, the PC.

Recovering deleted or lost data from a PC

It is recommended that, if possible, PerfectFileRecovery be installed on a different drive to the one where the original deleted data resides. Saving PerfectFileRecovery (and therefore writing data) to the same drive has the potential to overwrite and permanently erase the very data that you are attempting to recover.

If the lost or deleted data resides on a PC boot drive (typically C:), then the No Install version is recommended. See 2 below. If the deleted data resides on a data drive (non-boot drive), then both the Full Install and No Install versions are recommended.

Recovering data from a USB device, e.g. digital camera, iPod, etc.

Simply connect the USB device to the PC and the attached USB drive will appear in the PerfectFileRecovery drive dropdown list (under the sub heading of "Removable Drives"). If the drive does not appear in the list, check that Windows is recognizing the drive as being correctly attached. PerfectFileRecovery will recognize the drive when Windows recognizes the USB device.

2. No Install

If files have been deleted or lost from a computer's boot drive (typically C:), the "No Install" version is recommended.

PerfectFileRecovery (No Install) will run directly from the PerfectFileRecovery.exe file. PerfectFileRecovery (No Install) will therefore run from ANY Windows device location to which it is saved.

Select the location to save PerfectFileRecovery to and launch PerfectFileRecovery by double clicking the PerfectFileRecovery.exe file.

N.B. If you would also like PerfectFileRecovery (No Install) to appear in the Windows programs list, this is possible by "dragging and dropping" the PerfectFileRecovery.exe file to the Windows program list. PerfectFileRecovery will then appear as an icon in the Windows program list.

PerfectFileRecovery (No Install) may be saved to, and run from, ANY of the following Windows based drives:

USB Device or floppy disk
If you have deleted files from a PC (and it only has one hard drive) then a floppy disk (if a floppy drive is available) or a USB device, such as a memory stick or a pen drive, is the recommended media to which to save and run PerfectFileRecovery. If you are downloading PerfectFileRecovery it may be saved directly to the memory stick (USB device) or floppy disk. PerfectFileRecovery can then be run by attaching it directly to the PC where the deleted files

reside.

Secondary hard drive
If the PC has a second hard drive PerfectFileRecovery may be saved to, and run from, the second hard drive.

Another computer
Data recovery is possible by attaching the drive (where the deleted data resides) to a secondary computer. PerfectFileRecovery is installed on the secondary computer's hard drive and the affected drive then scanned for the deleted data.

A Local Area Network (LAN)
To run PerfectFileRecovery from another computer on your network, copy PerfectFileRecovery to a shared folder on the network computer and map a network drive to the shared folder from your local computer.

A CD/DVD
PerfectFileRecovery may be saved to, and run directly from, a CD/DVD. Copy PerfectFileRecovery to a writable CD/DVD and then insert it in to the CD/DVD bay on the PC. The PerfectFileRecovery.exe may then be double clicked and the scan/recovery enabled directly from the CD/DVD.

I have deleted files on my PC and only have the one computer. Can I save PerfectFileRecovery to, and run it from, the same computer?

Yes, but it is strongly recommended that an alternative drive or partition be used to save PerfectFileRecovery to, and run from. If you have deleted or lost data from your computer's C: drive, PerfectFileRecovery (No Install) is recommended. It should be saved to, and run from, a different drive or partition on the PC, or an external USB drive. If only a single drive is available and none of the alternative drive options are present, PerfectFileRecovery may be saved to, and run from, the same drive on the computer. PerfectFileRecovery is a very small file (No Install, 800 KB). However, saving PerfectFileRecovery to the same drive will increase the probability of the deleted data being overwritten. This probability will depend on the amount of available free disk space on the drive, the size of the drive AND the amount of data that you are looking to recover and save.

PerfectFileRecovery should only be saved to, and run from, the same drive if NO alternative is available.

PerfectFileRecovery will provide a visible pop-up warning each time a user attempts to save recovered data to the same drive. PerfectFileRecovery will NOT however, prevent this from occurring. If saving data to the same drive is the ONLY option available, the user retains the option whether to proceed or not.

Important:
A licence is required for all PCs that a removable drive is connected to. Activation keys are not transferable. Read **Activating PerfectFileRecovery** for more information.

Activating PerfectFileRecovery

PerfectFileRecovery product activation is required to enable recovered files to be saved, and image files over 10 MB in size, to be written to disk. There is no requirement to download a further product file as the evaluation and fully enabled versions are the same installation file.

License keys may be purchased directly from Raxco Software online at www.raxco.com.

PerfectFileRecovery licenses are NOT transferable. Unauthorized copying or distribution of product keys is strictly forbidden.

How do I activate PerfectFileRecovery?

PerfectFileRecovery must be activated before you can save recovered files and folders. The product must also be activated before image files, over 10 MB in size, can be written to disk.

Launch the product and click the "Enter License" button. Clicking "Enter License" will open the product activation screen. The product activation screen can also be opened when "Activate Product" is selected on the Help sub-menu and also when a scan has completed and "Recover" is selected. The product activation screen will also become available if an image file, over 10 MB in size, is selected to write to a disk.

On the product activation screen there is one field. The key field must be completed to activate PerfectFileRecovery.

Key:
This is the product activation key. This is a string of characters, which should (if possible) be copy and pasted in to the Key field.

Click "Activate" and the product will now be fully enabled.

If you have scanned for files prior to activating PerfectFileRecovery

If you have scanned your drive and located your file(s), you may then purchase and input your product activation key. This is available by contacting Raxco Software, or by purchasing online, e.g. by clicking "Buy Now" on the PerfectFileRecovery product screen. The purchase will only take a few seconds and is fully automated. The product activation key will be displayed online at the end of the purchase transaction. In addition, the key is also emailed to your designated email address as soon as the transaction is completed. Once the activation key is applied, PerfectFileRecovery will be fully enabled, allowing the selected recovered files to be saved.

Retaining the scan results

A user may opt to retain the drive scan results when closing the product. When PerfectFileRecovery is re-launched the retained scan results will be auto-loaded. The files and folders may then be selected for recovery.

Important:

Retaining scan results (when closing PerfectFileRecovery), is ONLY advisable if no alternative is available, e.g. saving recovered files prior to closing the product. If the product is closed and the scan results retained, then while PerfectFileRecovery is closed, the deleted or lost files may be overwritten by newly created files. If a file is overwritten it will NOT be possible to recover and save the previously scanned file(s).

Purchasing product activation keys

Product keys may be purchased from Raxco software directly at www.raxco.com. The fastest means of purchasing, and therefore receiving the product key(s) is by purchasing online via the Raxco web site. Product keys are available for purchase (via secure server) at www.raxco.com

Key processing and delivery is automated, with the keys being displayed on the Raxco web site (once the credit/debit card transaction is approved). This should only take a few seconds. The product key is also emailed to the designated email address.

Keys may also be purchased via secure bank/wire transfer, check payment, company purchase order, etc. Further information is available on the Raxco web site.

Quick Start Guide

File Recovery is as simple as 1,2,3.

The Wizard will guide you through the File Recovery Process. Launch PerfectFileRecovery and select File Recovery from the PerfectFileRecovery Wizard.

Step 1:
Select a drive to scan

Select the drive to scan by selecting from the drive selection window. Drives are listed as "Logical Drives", "Removable Drives", "Physical Drives" or "Drive Images".

A logical drive is a partitioned area of a physical drive.
A removable drive is an external drive, for example, a memory stick, digital camera, iPod, etc.
A physical drive is a physical device drive.
A Drive Image is a file copy of a drive.

Click Next. This will open the scan type selection window.

Step 2:
Select the scan type

PerfectFileRecovery provides three scan type options. Each scan type uses different recovery methodologies appropriate to the data loss scenarios. See the Scan Type Quick Reference Table for recommended scan types.
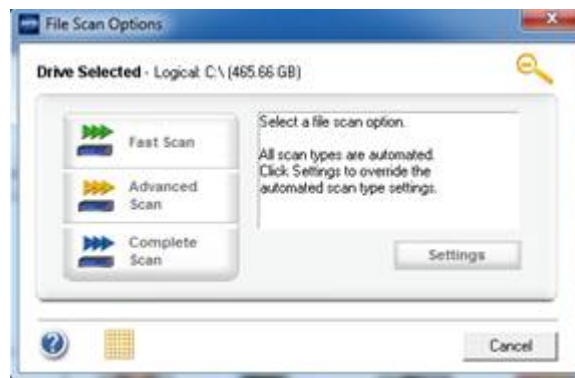
Once a scan commences it may be stopped at ANY stage, e.g. once the specific deleted or lost files have been located.

Fast Scan
This is the fastest scan mode. Fast Scan will recover recently deleted files and recently deleted folders.

Advanced Scan
Advanced Scan will potentially recover more files and folders, but will take longer than the Fast Scan mode. Advanced Scan will recover deleted files and deleted folders. Advanced Scan will run a full cluster level search for lost files. If limited file system information is available then an Advanced Scan will automatically enable File Discovery™. The File Discovery™ technology, by scanning for specific file signatures, will discover additional deleted and lost files, even in instances where the file name is no longer available.

Advanced Scan will also search for active files and active folders.

Advanced Scan will also recover files and folders from partitions that have been deleted and will also recover data from reformatted drives.

Complete Scan

Complete Scan is the most extensive, and therefore the longest, scan type. A Complete Scan may take several hours to complete (depending on the size of the drive and/or the amount of data). Complete Scan includes exclusive File Discovery™ scanning technology. A Complete Scan will discover all deleted and lost files, even in instances where the file name is no longer available.

A Complete Scan runs a full cluster level search for deleted files. Complete Scan is designed primarily for drives that have been reformatted, or where partitions have been deleted.

Complete Scan will even recover files from a drive where a previous operating system has been un-installed and has now been updated with a new operating system. N.B. If you have lost files from a deleted or overwritten partition, i.e. where the drive letter is not known, then the recommended option is to select the physical drive in the drive dropdown list and select "Settings". Selecting the Settings option will provide a more granular search (see **Partition and Reformatted Drive Recovery**).

File Discovery™

PerfectFileRecovery includes exclusive File Discovery™ scanning technology. File Discovery™ will automatically scan a drive for traces of a file (file signatures), even in instances where the file name no longer exists. File traces may be scattered over the entire surface of the drive and are unlikely to be located using traditional data recovery methods. PerfectFileRecovery "Discovered files" are renamed "Discovered" (as the file name no longer exists), and saved to a newly created folder called "Discovered".

Settings

Selecting the manual settings will enable a user to override the automated routines available within the individual scan types.
A user may scan for a specific file system type, the number of sectors per cluster, the start and end sectors (area of the drive to scan), individual partitions, free space or the entire drive.
If a partition has been deleted there will be no Windows drive letter available. Utilizing manual settings will enable a user to scan a drive in its entirety, a smaller sector range or an area of free space. The ability to select free space to scan is a very powerful feature of PerfectFileRecovery, e.g. if a partition has been deleted, (and is no longer visible to Windows), this will now be classified as an area of "Free Space".
Selecting the physical drive and "Settings" will enable a user to quickly identify a drive sector range (for scanning), and therefore to locate their lost data more quickly.

Step 3:
Previewing and saving the recovered files

File Preview

PerfectFileRecovery provides three file preview modes and utilizes exclusive LiveView™ technology to enable a user to view a deleted file prior to its recovery. LiveView™ even enables files to be previewed and selected for recovery while the drive scanning operation is still in progress.

The preview modes available are Image, Text and Hex. LiveView™ will preview most file types. These include Microsoft Office files, text files, image files (including digital photos), PDF files and zipped files (contents summary). PerfectFileRecovery will also display audio visual previews of deleted music files, video files, etc., prior to recovery. LiveView™ will automatically default to the most appropriate preview type for the file, e.g. Image will show jpeg photo files, Text will show Word docs, etc. The Hex preview is available on file types where no other preview type is available. The Text preview can also provide invaluable data on those non-text file types where no preview is available.

The preview function is particularly useful in determining the correct file to recover, or in

determining the potential success of PerfectFileRecovery recovering the file. If no preview is available, then the file condition (poor, overwritten, moderate, excellent) will also provide a reliable indication of the potential for a successful recovery of the file.

A user may select the files for saving by ticking the corresponding file check boxes. You may select (by clicking "Browse") the location where you wish your recovered files to be saved.

Overlapping Files
PerfectFileRecovery will display the number of files (if any) that are overlapping the deleted file. The name of the largest overlapping file will also be displayed. This is particularly useful, if a file preview is not available, when determining whether a file can be recovered in a healthy state.

Important

It is VERY important that the recovered files be saved to a different drive (partition letter), or physical disk. Saving recovered files to the original drive may potentially overwrite the deleted data. A file cannot be recovered if it has been overwritten by another file.

Read **Previewing and Saving Files** for more detailed "Save" information.

Viewing Files, thumbnails and Folder Structures

PerfectFileRecovery includes the option to view files in a File Type view, Thumbnail view, and in a Windows Explorer type view (Folder View). The viewing options are available both during a scan and also when reviewing the scan results. Simply select the corresponding tab on the main product screen. All Files may be viewed as a list by selecting File View and clicking the arrow on the left pane header. Clicking the arrow repeatedly will hide and unhide the left pane.

The thumb tab provides a thumbnail view of the detected files. This is particularly useful when looking, for example, for specific image/photo file types.
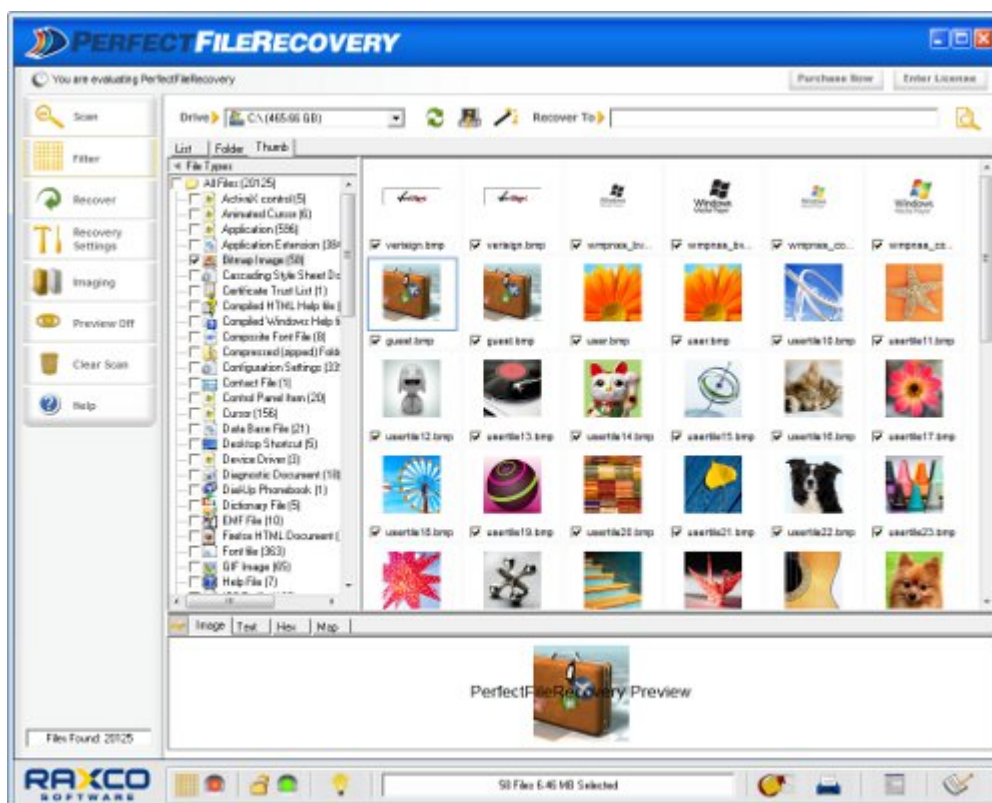
Filter

The filter options may be selected either pre or post-scan. Filtering will enable a user to specify a file selection by date range (created, accessed, modified), by size, by status (active or deleted), by name (partial or complete), by condition, and by file type.

Filter settings enable PerfectFileRecovery to quickly identify files matching the selected criteria. Limiting a file selection (pre-scan) to specific filtered file types will also improve the scan performance, and therefore reduce the time it takes to complete the drive scan.

Changing the filter settings post-scan will change the files displayed in the scan list without having to re-scan the drive.

Scan Performance

The scan performance can be improved if an image of the drive is created initially. The drive image file can then be scanned for the lost data.

N.B Creating a drive image will also secure the integrity of the data and also secure the data if there is a risk of the drive failing.

It is also recommended (e.g. when scanning a large drive) to set Filters pre-scan to one or two known file types. Limiting a scan to specific file types (using Filters) will reduce the time it takes to complete a scan. When the scan completes, the filters can be removed and ALL the scanned file types (including non-filtered) will be displayed on the scanned file lists.

Scan Type Quick Reference Table

The data loss scenario will determine the scan type recovery selection. Fast Scan is the quickest scan type and Complete Scan the longest.
If there are multiple suggested scan types available (depending on the recovery requirement), the fastest scan type is recommended in the first instance. To gain a full understanding of the options available please review the specific user guide information. N.B. If the recommended scan type does not provide the required results, then select an alternative scan type as this may provide an improved chance of locating the deleted or lost data.

Scan Type (Performance)	Fast (Fast)	Advanced (Medium)	Complete (Long)
I need to recover a recently deleted file(s)	Y	Y	Y
I need to recover a file(s) previously deleted from a USB attached device and it isn't present in the Recycle Bin	Y	Y	Y
I cannot locate a particular active file on the disk		Y	
I want to list all files (current and/or deleted) by a particular criteria – file type, age, size, etc		Y	
I cannot see any files on the disk		Y	Y
My disk drive crashed and/or is corrupted and I cannot access any files		Y	Y
I have reformatted my disk drive and need to recover the files		Y	Y
I want to recover deleted photo files from my camera memory card	Y		Y

I have lost all the photo files on a camera memory card		Y	Y
I have deleted a partition and the drive letter is no longer visible.		Y*	Y*
I want to recover deleted files from my iPod	Y		Y
I have auto-synched my iPod with iTunes and I have lost all my files.	Y	Y	Y
I have restored my iPod and lost all of my files	Y	Y	Y

Y* Select the physical drive. Manual Settings – Free space (or sector range) where the deleted partition data was located.
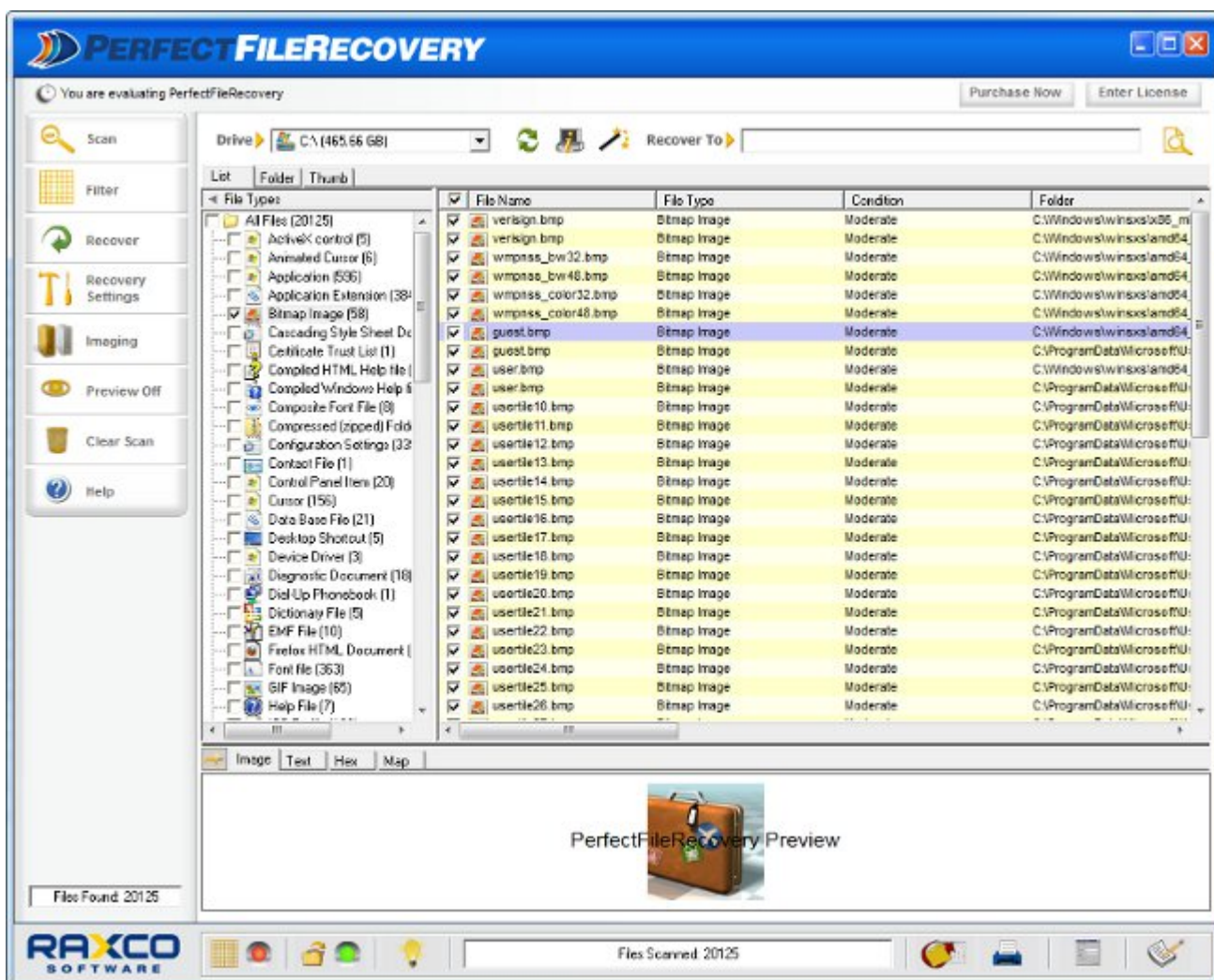
Previewing and Saving Files

File Preview

PerfectFileRecovery provides multiple file preview modes and utilizes exclusive LiveView™ technology to enable an administrator to view a deleted file prior to its recovery. LiveView™ even enables files to be previewed and selected for recovery while the drive scanning operation is still in progress.

The preview modes available are Image, Text and Hex. LiveView™ will preview most file types. These include Microsoft Office files, text files, image files (including digital photos), PDF files and zipped files (contents summary). LiveView™ will automatically default to the most appropriate preview type for the file, e.g. Image will display jpeg photo files, Text will show Word docs, etc. The Hex preview is available on file types where no other preview type is available. The Text preview can also provide invaluable data on those non-text file types where no preview is available. PerfectFileRecovery also includes the option to default to a specific preview type, by clicking the "Pin" icon next to the preview type tabs.

All files may be reviewed by selecting the scanned file list, folder view, or the thumb tab view. Photo/image file previews may be quickly reviewed when selecting the scan results thumb tab display. When the thumb tab view is selected all healthy photo files will be displayed as thumbnail previews. To view a larger preview, highlight the file, and the file will be displayed in the main preview window. The size of the preview may be increased/decreased by dragging the top of the preview pane window up and down.

N.B. When in an evaluation (non activated) state, a watermark will appear over a photo/image file preview. This watermark is NOT visible on the activated software preview or the actual recovered file.

PerfectFileRecovery will also display audio visual previews of deleted music files, video files, etc., prior to recovery. If the audio or video file codec is not pre-installed, PerfectFileRecovery will display an "Audio & Video Previews Available" graphic. The media file codec is required to display previews of some audio and video file types. To play the preview, click the graphic to directly download the codec installer. Install the codec pack and all available audio and video file previews will now be played.

The preview function is particularly useful in determining the correct file to recover, or in determining the potential success of PerfectFileRecovery recovering the file. If no preview is available, then the file condition (poor, overwritten, moderate, excellent) will also provide a reliable indication of the potential for a successful recovery of the file.

An administrator may select the files for saving by ticking the corresponding file check boxes. You may select (by clicking "Browse") the location where you wish your recovered files to be saved.

Overlapping Files
PerfectFileRecovery will display the number of files (if any) that are overlapping the deleted file. The name of the largest overlapping file will also be displayed. This is particularly useful, if a file preview is not available, when determining whether a file can be recovered in a healthy state.

Important

It is VERY important that the recovered files be saved to a different drive (partition letter), or physical disk. Saving recovered files to the original drive may potentially overwrite the deleted

data. A file cannot be recovered if it has been overwritten by another file.

Previewing files with incorrect file type extensions

There are instances where a deleted file may be listed with an incorrect file type extension. This can occur in scenarios where a file has become partially overwritten. Liveview™ will display the correct deleted file type preview, e.g. a file may be listed as a deleted Excel file, but the preview will correctly display a jpeg preview.

When a file with an incorrect file type extension is saved, PerfectFileRecovery will automatically append the correct file type extension to the file name. The newly appended file extension enables the file to be opened without any further user intervention. There is an option (if required) to remove this default within the PerfectFileRecovery Recovery Settings.

Preview Tips

If a deleted or lost file is not visible within the file type listing, this may be because the file is listed with an incorrect file type extension. PerfectFileRecovery will correctly preview these files, they will however be listed with the overwritten file type extension.

Tip 1
Scroll through the scan list (preview on) and view ALL file previews. If the approximate file deletion date (Accessed Date) is known then the scan list can be shortened by previewing files only of a particular date range.

Tip 2
When PerfectFileRecovery is activated and all the files are saved, the files with incorrect file extensions will, by default, automatically be appended (renamed) with the correct file type extension. Saving ALL files and then sorting on the file extensions will quickly display all files with the correct file type extensions.

When files that had an incorrect extension are saved, the file status changes to "Renamed". The "Renamed" file types can now be sorted on by clicking the status column header.

PerfectFileRecovery multiple save options.

During the scanning operation, and/or once the scan has completed, the files may be reviewed for saving by scrolling up and down the file scan list; or by sorting, post scan, using the column headings. Using the Filter function and/or Recovery Settings will provide more granular file selection options (see Filter and Recovery Settings). Files and folders may be selected for recovery by clicking the check box, double clicking the file, highlighting and pressing the space bar, or by using the mouse (right click) to provide a file and folder selection list.

PerfectFileRecovery will automatically determine the amount of available free disk space on the designated drive where the selected files are to be saved. If there is insufficient free disk space available, a warning popup will alert the administrator.

Recovery Settings

Recovery Settings are available post-scan. Recovery Settings also enable a user to select and save files by date range (created, accessed, modified), by size, by status (active or deleted), by name (partial or complete) and by condition (poor, moderate, excellent).

In addition, the following "Recovery Settings" are enabled by default. N.B. These are recommended but may be unselected if they are not required:

Postfix duplicate files with FRP-1, FRP-2, etc.
Post-fixing duplicate files enables PerfectFileRecovery to recover duplicate files without pausing the recovery process. If this option is unselected, the file saving process will pause

with a confirmation request pop-up. The pop-up asks if you wish to overwrite the file, as it is the same file name.

Post-fixing duplicate file names will enable an administrator to recover files with the same name. Post-fixing duplicate files is a valuable feature as the content may differ although the file name is the same.

Replace incorrect file type extensions
When a file with an incorrect file type extension is located, PerfectFileRecovery will automatically append the correct file type extension to the file name during the file save. If this option is unselected then the file will be saved with the overwritten file type extension.

Create folder structure
This is a very powerful feature. This function enables an administrator to save a complete file and folder structure. The folder structure is viewable by clicking Folder View on the main product screen.

Replace missing file name characters
If a file name has become partially corrupted, a scan will locate the file and replace the missing first character of the file name with "?"
When the file is saved, the first character of the file name will be replaced with "_" by default. The recovery (save) will complete with no interruptions.

An administrator may opt to remove this function. If this function is removed, the recovery will halt when PerfectFileRecovery attempts to save a file where the file name is missing the first character. The administrator will be prompted at this stage to select an alternative first character. This may then be selected as the default character for all files with names where the first character has been lost.

Skip files that cannot be recovered
If a file is deemed highly corrupted, it is likely that the file is not recoverable in either a full or partial state. PerfectFileRecovery will always attempt to create and save a file. However, if a file is not recoverable the file will be skipped during the save process. If this option is unselected, the file saving process will pause with a pop-up notification each time a file is unable to be created. Files that cannot be saved are highlighted red (during the save) and the status marked as "Save Failed".

Hard Drive Recovery

PerfectFileRecovery will recover data from crashed or corrupted PCs/servers where the system loss has been caused by missing or corrupted operating systems, virus damaged file systems, disk boot failure, etc.

Step 1:
Connect the corrupted drive to a healthy PC

Select a drive letter (if visible) or the physical drive number from the drive dropdown list.

Note. If the drive is NOT visible in the dropdown list then the drive is not recognized by Windows. If it is not visible to Windows, it is possible that the drive is not connected correctly. If the drive is still not visible after checking the connections, it is likely that the drive has experienced mechanical failure. PerfectFileRecovery will ONLY recover drives that are visible to Windows.

Important:
If the drive is faulty (experiencing mechanical failure, e.g. it is noisy) but the logical or physical drive is still visible to Windows, it is important that an image of the drive is created as soon as possible. The Drive Image created is an exact clone of the faulty drive's data, boot sector, file system, etc. The drive image may be scanned for all file and folder structure data, reducing the potential for further data loss.

Windows error messages
If Windows generates error messages when attempting to scan the drive for lost files, then it is very likely that the drive has physical damage. In this scenario it is recommended that an image file is created and the image file is scanned for the lost data. Image file creation utilises a different scanning methodology that will for example ignore bad physical disk sectors. An image file, when scanned, will therefore yield a greater possibility of recovering the lost data.

Read **Creating a Drive Image** for more detailed "drive imaging" information.

Step 2:
Select the scan type

Click Scan. This will open the scan type selection window.

An Advanced or Complete Scan type is the recommended option for hard drive recovery.

Note. If the drive letter does not appear in Windows and the physical drive has been selected, scan type "Settings" will provide additional scanning override options. Settings will enable scanning by file system type, cluster size, sector range or partition (if visible in the Auto Settings dropdown).

Step 3:
Saving files

Once the scan has completed you can specify (by clicking "Browse") the location where you wish your recovered files and their folder structures to be saved to.
Files may be selected for saving by scrolling up and down the file scan list, folder view, or thumbnail view, and either clicking the check box, double clicking the file, highlighting and pressing the space bar, or by using the mouse (right click) to provide a file and folder selection list. You can choose to save the entire drives, file and folder structure, or specific files and their folder structures.

Read **Previewing and Saving Files** for more detailed "Save" information.

Music Player Recovery

PerfectFileRecovery is the easiest, fastest, method of recovering your digital music player files. PerfectFileRecovery will recover files from players that have had their files deleted, been reformatted or restored to their original factory settings. PerfectFileRecovery will recover all files types including: m4a, m4p, mp3 music files, avi, mpg video files, jpeg, tif photos, etc. PerfectFileRecovery will also display audio visual previews of deleted music files, video files, etc., prior to recovery.

Step 1:
Select the music player from the drive list

Select the music player, e.g. iPod, by selecting from the drive dropdown list. Music Players are listed under "Removable Drives". If the drive letter is not available, review the "Physical Drives" and select the appropriate drive number.

Note. When recovering an iPod on a PC where iTunes is enabled, it is recommended that iTunes is turned off. If iTunes is enabled then it may attempt to auto synchronize with your iPod i.e. the iTunes auto sync function may write new files to your iPod and potentially overwrite the lost or deleted files.

Step 2:
Select the scan type

Click Scan. This will open the scan type selection window.

Fast Scan
This is the fastest scan mode and is the recommended method for recently deleted files.

Advanced Scan
If the Fast Scan does not locate the files, then the Advanced Scan will potentially recover more data. Advanced Scan will for example, recover files from a music player that has been reformatted and/or has been restored back to its original factory settings. Advanced Scan will display both deleted and all non-deleted (Active) files.

Complete Scan
Complete Scan is the most extensive, and therefore the longest, file scan. A Complete Scan may, however, locate files that the other scan methods cannot. Complete scan is designed primarily for music players that have been reformatted, where the Advanced Scan, format recovery, has had limited success.

Step 3:
Saving files

Once the scan has completed you can specify (by clicking "Browse") the location where you wish your recovered files to be saved.

PerfectFileRecovery will display audio visual previews of deleted music files, video files, etc., prior to recovery. If the audio or video file codec is not pre-installed, PerfectFileRecovery will display an "Audio & Video Previews Available" graphic. The media file codec is required to display previews of some audio and video file types. To play the preview, click the graphic to directly download the codec installer. Install the codec pack and all available audio and video file previews will now be played.

Files may be selected for saving by scrolling up and down the file scan list or thumbnail view, and either clicking the check box, double clicking the file, highlighting and pressing the space bar, or by using the mouse (right click) to provide a file selection list.

Read **Previewing and Saving Files** for more detailed "Save" information.

Digital Photo Recovery

PerfectFileRecovery is the easiest, fastest, method of recovering your digital photographs. PerfectFileRecovery will recover deleted or lost photos from digital cameras, PC drives, USB drives and ALL types of memory cards including CompactFlash (CF), xD, SmartMedia, Sony Memory Stick, MicroDrive, MMC, Secure Digital Card (SD), Mini SD, etc.

PerfectFileRecovery will recover all photo files types including: jpeg, tif, bmp, etc., and RAW photo file types. PerfectFileRecovery will display previews of deleted or lost photo files prior to their recovery. PerfectFileRecovery will also preview most RAW photo file types prior to recovery.
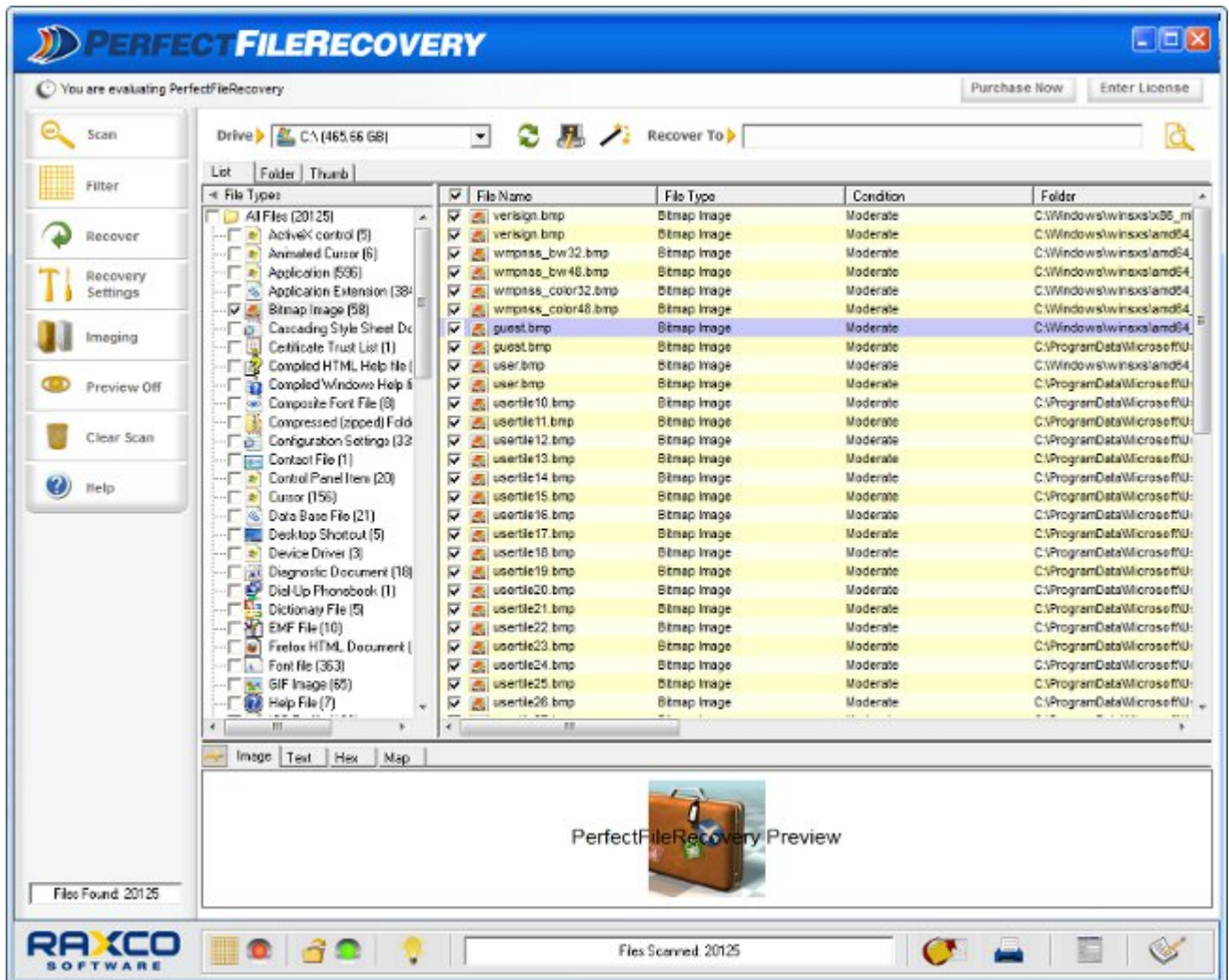
Attach the digital camera, or card reader, to the PC and refresh the drive list to display the digital camera or memory card in the drive list.

Step 1:
Select the digital camera, memory card or PC drive from the drive list

Select the digital camera, memory card or PC drive from the drive list. Digital cameras and memory cards are listed under "Removable Drives". If the drive letter is not available, review the "Physical Drives" and select the appropriate drive number.

Note. Some digital cameras use a proprietary system to connect the camera to the PC. PerfectFileRecovery will not display these cameras as drives in the drive selection list. To view this type of camera, a card reader is also required. Remove the digital camera memory card

and insert it into the card reader. Connect the card reader to the PC, refresh the drive list and the camera drive should now be displayed in the drive list.

Step 2:
Select the scan type

Click Scan. This will open the scan type selection window.

Fast Scan
This is the fastest scan mode and is the recommended method for recently deleted photographs.

Advanced Scan
If the Fast Scan does not locate the photographs, then the Advanced Scan will potentially recover more photographs. Advanced scan will also display all non-deleted (Active) photos and will also recover photographs from digital camera cards that have been reformatted. If limited file system information is available then an Advanced Scan will automatically enable Photo Discovery™. The Photo Discovery™ technology will discover all deleted and lost photo files, even in instances where the file name is no longer available.

Complete Scan
Complete Scan is the most extensive, and therefore the longest, file scan. A Complete Scan may, however, locate photos that the other scan methods cannot. Complete Scan includes exclusive Photo Discovery™ scanning technology. A Complete Scan will discover all deleted and lost photos.

Photo Discovery™
PerfectFileRecovery includes exclusive Photo Discovery™ scanning technology. Photo Discovery™ will automatically scan a digital camera, PC drive or memory card for traces of a photo (photo file signatures), even in instances where the photo name no longer exists. Photo traces may be scattered throughout the camera card etc., and are unlikely to be located using traditional photo recovery methods. PerfectFileRecovery "Discovered photos" are renamed "Discovered" (as the file name no longer exists), and saved to a newly created folder called "Discovered".

Step 3:
Saving the recovered photographs

Recovered photograph image files may be previewed in the PerfectFileRecovery preview pane and the scan results thumb tab view. PerfectFileRecovery utilizes exclusive LiveView™ technology to enable a user to view deleted or lost photos prior to their recovery. LiveView™ even enables photos to be previewed, and selected for recovery while the drive scanning operation is still in progress.

Photo file previews may be quickly reviewed by selecting the scan results thumb tab. When the thumb tab is selected all healthy photo files will be displayed as thumbnail previews. To view a larger preview, highlight the file, and the file will be displayed in the main preview window. The size of the preview may be increased/decreased by dragging the top of the preview pane window up and down.

N.B. When in an evaluation (non activated) state, a watermark will appear over the preview. This watermark is NOT visible on the activated software preview or the actual recovered file.

Once the scan has completed you can specify (by clicking "Browse") the location where you wish your recovered photos to be saved.
Photographs may be selected for saving by scrolling up and down the file scan list or thumbnail view, and either clicking the check box, double clicking the file, highlighting and pressing the space bar, or by using the mouse (right click) to provide a photo file selection list.

Read **Previewing and Saving Files** for more detailed "Save" information.

Partition Recovery

If a partition has been accidentally (or intentionally) deleted or lost, PerfectFileRecovery will recover the deleted or lost partition files and folders.

Step 1:
Select a drive to scan

If a partition has recently been deleted and no new partition created, select the Physical Drive from the drive dropdown list, i.e. the physical drive where the deleted or lost partition data is located.

If a partition has been overwritten by a newly created partition, select the newly created logical drive from the drive dropdown list.

If a partition has recently been deleted and no new partition has been created.

A Physical Drive should be selected.

Click Scan, "Settings" and Auto Settings. The sector area where the partition was located on the drive will be classified as Unallocated - Free Space.

Note. If there are several areas of Unallocated - Free Space, you can review the layout of the physical drive by selecting Drive Properties. Drive Properties will enable you to more easily locate the correct Unallocated – Free Space area to scan.

Select Unallocated - Free Space and Click OK to apply the settings.
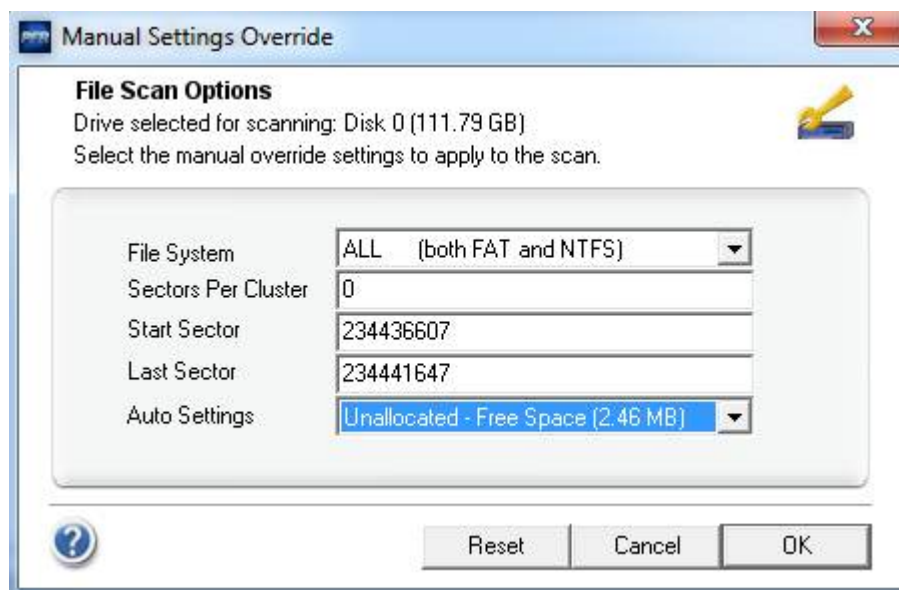
If a partition has been overwritten by a newly created partition.

If the newly created partition spans the entire deleted partition, select a Logical Drive. The scan type can now be selected with no requirement for detailing a scan sector range (see step 2).

If the deleted partition was larger than the newly created partition, a sector range can be selected. The sector range should span the area where the deleted partition was located. The scan sector range can be determined as follows:

Select the physical drive from the drive dropdown list. Select "Settings", Auto Settings and

the partition that has overwritten the lost partition data. The partition can be identified by size and the location on the drive. You may now modify the sector values, i.e. to a value greater than the previously deleted partition size.

Review the layout of the physical drive by selecting Drive Properties. Drive Properties may enable you to more easily identify the sector range values.

Click OK to apply the settings.

Important:
If deleted partition files have been overwritten by a newly created partition's files, the overwritten files will not be recoverable. However, all files that have NOT been overwritten by newly created files will be recoverable.

Step 2:
Select the scan type.

Once the logical drive or the sector range of the physical drive has been selected using Settings, select the Scan Type.

An Advanced or Complete Scan type can be selected for partition recovery. If an Advanced Scan does not locate the lost partition data, then a Complete Scan may provide a greater chance of recovering the deleted partition data. A Complete Scan will, however, take longer than an Advanced Scan.

A Complete Scan type will take longer, but may provide a greater chance of detecting the reformatted drive's data.

An Advanced Scan will use pieces of information to determine what the file system was, where it was, its parameters, etc. On certain file systems "pieces" of information should be located in specific areas of the disk and not others. Therefore, instead of searching the whole disk, an Advanced Scan searches where the information "should" be located. If an Advanced Scan cannot find the information it requires, it cannot locate the partition data. A Complete Scan method works differently in determining what is there. A Complete Scan goes through the disk "sector by sector" and pieces together the information about the file system based on "everything" that is remaining on the disk. The Complete Scan method provides more chance of finding the data it requires to "piece together", the file system settings, etc., and therefore provides a greater chance of locating the lost partition data.

File Discovery™
PerfectFileRecovery includes exclusive File Discovery™ scanning technology. File Discovery™ will automatically scan a drive for traces of a file (file signatures), even in instances where the file name no longer exists. File traces may be scattered over the entire surface of the drive and are unlikely to be located using traditional data recovery methods. PerfectFileRecovery "Discovered files" are renamed "Discovered" (as the file name no longer exists), and saved to a newly created folder called "Discovered".

Step 3:
Saving files

Once the selected scan has completed, you can specify (by clicking "Browse") the location where your recovered partition files are to be saved.
Files may be selected for saving by scrolling up and down the file scan list or thumbnail view,, and either clicking the check box, double clicking the file, highlighting and pressing the space bar, or by using the mouse (right click) to provide a file selection list.

Read **Previewing and Saving Files** for more detailed "Save" information.

Reformatted Drive Recovery

If a drive has been reformatted, or a new operating system installed, PerfectFileRecovery will recover data from the reformatted drive.

Step 1:
Select a drive to scan

Select the reformatted "Logical Drive" from the drive dropdown list.

Step 2:
Select the scan type

Click Scan. This will open the scan type selection window.

An Advanced or Complete Scan type may be selected for reformatted drive recovery. An Advanced Scan is recommended as the initial scan type.

If an Advanced Scan does not locate the reformatted drive data then a Complete Scan type may provide an improved chance of recovering the reformatted drive's data. A Complete Scan will, however, take longer than an Advanced Scan.

A Complete Scan type will take longer, but may provide a greater chance of detecting the reformatted drive's data.

The Complete Scan method provides more chance of finding the data it requires to "piece together" the file system settings, etc., and therefore provides a greater chance of locating the reformatted drive's data.

An Advanced Scan will use pieces of information to determine what the file system was, where it was, its parameters, etc. On certain file systems "pieces" of information should be located in specific areas of the disk and not others. Therefore, instead of searching the whole disk, an Advanced Scan searches where the information "should" be located. If an Advanced Scan cannot find the information it requires, it cannot then locate the lost data. A Complete Scan method works differently in determining what is there. A Complete Scan goes through the disk "sector by sector" and pieces together the information about the file system based on "everything" that is remaining on the disk. The Complete Scan method provides more chance of finding the data it requires to "piece together", the file system settings, etc., and therefore provides a greater chance of locating the reformatted drive's data.

File Discovery™
PerfectFileRecovery includes exclusive File Discovery™ scanning technology. File Discovery™ will automatically scan a drive for traces of a file (file signatures), even in instances where the file name no longer exists. File traces may be scattered over the entire surface of the drive and are unlikely to be located using traditional data recovery methods. PerfectFileRecovery "Discovered files" are renamed "Discovered" (as the file name no longer exists), and saved to a newly created folder called "Discovered".

Step 3:
Saving files

Once the scan has completed you can specify (by clicking "Browse") the location where your recovered files are to be saved.
Files may be selected for saving by scrolling up and down the file scan list or thumbnail view, and either clicking the check box, double clicking the file, highlighting and pressing the space bar, or by using the mouse (right click) to provide a file selection list.

Read **Previewing and Saving Files** for more detailed "Save" information.

Creating a Drive Image

If the drive with the lost data is at risk of failing, or there is a possibility that the lost data may become overwritten, then it is recommended that an image (a copy) of the drive be created. The drive image can be opened, scanned (as with a standard drive), and the data recovered.

A drive image is a single file that contains a copy of the entire contents of a physical drive, logical drive (partition) or removable device drive. A drive image is an exact copy of a drive and therefore, unlike backing up a hard drive's data, it also saves the boot data and all other important file system data.

Important:
Creating drive images on a regular basis is recommended as part of your routine system maintenance. A drive image is a powerful alternative to backup and will enable a full restore of your data in the event of data loss.

Drive images are identical "clones" of your actual drives. Routine drive imaging ensures that all data is available for recovery in situations where, for example, you experience a hard drive crash, and/or your data becomes lost/deleted.

A PerfectFileRecovery drive image will ensure a complete and full recovery of your drive's data.

Creating a drive image

The Wizard will guide you through the Drive Imaging Process. Launch PerfectFileRecovery and select Drive Image from the PerfectFileRecovery Wizard. This will open the Drive Image Screen.

Click "Create Image". Select either the complete drive or a sector range (area) of the drive that you wish to image. Click "OK" and select the location where you wish to save the image and click "Save". PerfectFileRecovery will automatically determine the amount of available free disk space on the target drive where the drive image is to be saved. If there is insufficient free disk space available, a warning popup (prior to imaging) will alert the user.
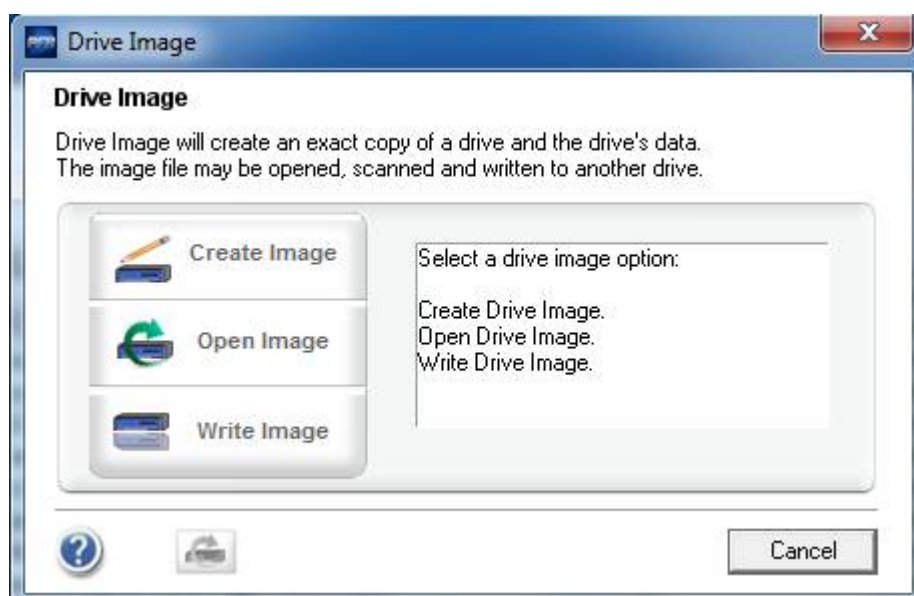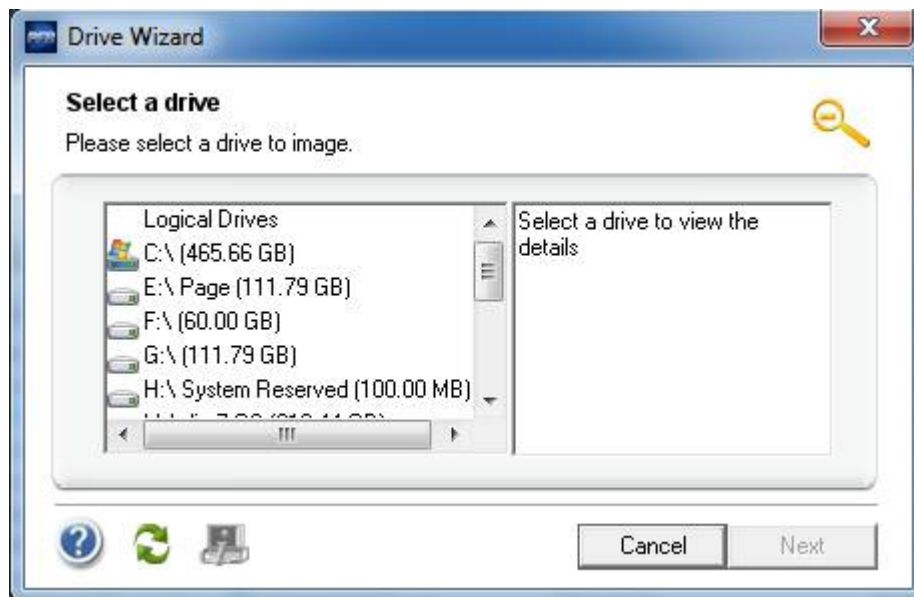
If a specific sector range is selected to image, the corresponding image size is shown on the "Creating Drive Image" screen. As with image file compression (see below), this is particularly useful if there is limited free drive space available to save the image file to. A smaller image file will also take less time to create and will also take less time to scan subsequently.

Once imaging commences, a status bar will detail the progress of the image being created. A small drive will only take a few seconds to image. A large drive may take some time.

Once the image is created, the image file can be opened and selected from the drive dropdown list. The image can be scanned as if it were an actual drive.

Compressing a drive image

PerfectFileRecovery provides the option to compress the image file during the imaging process. This is particularly valuable when there is limited free disk space available to the save the newly created drive image file to. Select "Create Image" and tick the "Compress Disk Image" checkbox. The image file will now be compressed during the imaging process.

To scan the compressed image, select the image file, and you will be prompted to uncompress it, select this option and the file will be automatically uncompressed. The image can now be scanned.

When writing a compressed image to another drive, there is no requirement to decompress the image, as the image will be automatically written to the target drive in an uncompressed state.

Opening and scanning an image file

Click Drive Image and "Open Drive Image". Select the image file from the browse window and click "Open". This will open the image file and the "drive imaging" window will automatically close. The image file is now auto selected in the drive dropdown list. The image file can now be scanned as if it were an actual drive.

N.B. If a sector range has been selected that omits the initial area of the drive, it is likely that the boot sector has not been included on the image. To scan an image where the boot sector is not available, select an Advanced or Complete Scan type.

Removing a Drive Image

An image file will be removed from the drive dropdown list when either a new image file is opened (it replaces it) or PerfectFileRecovery is closed without retaining the scan list. If the drive image scanned file list is retained (when closing PerfectFileRecovery), it will be auto loaded (if the drive image file path has not changed) when PerfectFileRecovery is re opened.

An image file can also be removed by clicking the "Remove Drive Image" button on the Drive Image screen.

Writing a Drive Image

Imaging provides the ability to write the contents of a previously created image file e.g. the disk structure, file and folder structure, to a drive. The newly written drive is an identical copy of the original drive and its data.

The Wizard will guide you through the Image Writing Process. Launch PerfectFileRecovery and select Drive Image from the PerfectFileRecovery Wizard. This will open the Drive Image Screen.

Click "Write Image" and you will be prompted to select a drive to write the image file to. Once the target drive has been selected click Next and you will be prompted to select a previously created image file to write to the selected target drive.

Warning – Writing an image file to a target drive will erase all the data on the target drive.

Once the target drive and image file have been selected, a prompt will appear asking you to confirm that you wish to proceed with the writing of the selected image file to the selected target drive. Writing of an image file may take a few seconds to a few hours depending on the size of the drive and the amount of data that is being written.

Once the writing of the image completes, it is recommended that the computer is re-started, so that the newly written drive will inherit all of the properties of the previously imaged drive.

Toolbar Buttons

PerfectFileRecovery includes the following additional features:

	Filter Enabled/Disabled	The Filter status is indicated by the "Filter status" icon. Green, Filter enabled. Red, Filter disabled. The filter status may be changed via the main screen Filter button.
	Folder Recovery On/Off	The Folder Recovery status is indicated by the "Folder status" icon. Green - both files AND folders will be recovered where possible. Red - files ONLY will be recovered where possible. The folder recovery status may be changed via the main screen Recovery Settings button. Recovery Settings are available post scan and detail the file and folder save options.
	Tool Tips	Tool Tips are available when the light bulb is illuminated. Tool Tips provide a quick user reference guide.
	Export	Export the file list to a comma separated variables (.csv) file for further manipulation of the data.
	Print	Print the entire list of scanned files (as displayed).
	Options	Options provides the ability to disable/enable Wizards, always hide the progress window, restore product defaults, check for product updates, etc.
	Event Log	Event Log, when enabled, will provide a log of all PerfectFileRecovery events, drives analyzed, files recovered, etc. This is invaluable for security, compliance and auditing.
	Drive Properties	Drive Properties provides an immediate "snapshot" overview of a drive's specifications, e.g. sector range, file system, etc. This is particularly useful when reviewing a physical drive for the location of partitions, free space, etc.
	Refresh	Drive Refresh will refresh the list of attached drives. If PerfectFileRecovery is launched and a new drive, e.g. an iPod, is subsequently attached, Drive Refresh will update the list of drives and display the newly attached drive in the dropdown list.

	Browse	Browse for folders. This displays the drive and folder location to be used, to save the recovered files and folders to. It also provides the folder location for saving the newly created drive image, and the location of previously created drive image files.
	Remove Drive Image	Remove Drive Image is available when a Drive Image is opened. The image file may be removed from the drive selection list by clicking, Remove Drive Image.
	Help	Clicking Help will open the PerfectFileRecovery user guide.
	Wizard	Clicking Wizard will start the PerfectFileRecovery Wizard.

Technical Support

Contacting Technical Support

Frequently Asked Questions, Downloadable User/How-to Guides, and a searchable Knowledge Base can be found online at www.raxco.com

Technical Support can also be contacted online at www.raxco.com

When contacting support, please provide the following information:

- Your Name and email address

- PerfectFileRecovery version number

- Hardware and software configuration, operating system version, service pack number, etc.

- A detailed problem description, error code, log file, etc.

Tool Tips

Tool Tips are available when the light bulb icon (located on the PerfectFileRecovery tool bar) is illuminated. Tool Tips provide a quick user reference to individual PerfectFileRecovery features. Tool Tips automatically appear the first time that a feature is selected. A user can scroll through and review the information by clicking the Tip arrow keys. If Tool Tips are no longer required, then they can be disabled. Tool Tips can be enabled again at any time by selecting "Show Tool Tips" in the help menu or under Options.
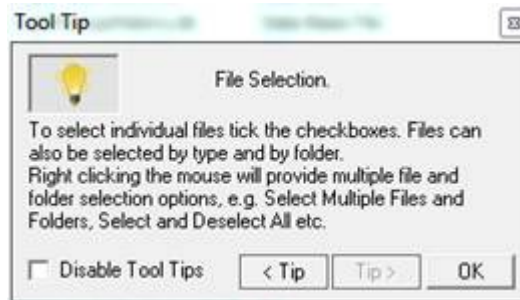
General FAQs

Why is there a Full Install and a No Install version of PerfectFileRecovery?
The Full Install version provides users with a familiar step-by-step installation and uninstallation procedure. If files have become deleted or lost from a data drive (non-boot drive), removable drive, iPod, photo flash card, floppy drive, etc., either the "Full Install" or "No Install" versions are recommended.

If files have been deleted or lost from a PC boot drive (typically C:), the "No Install" version is recommended. The No Install version enables the user to download and save the .exe file straight to disk (or other media) and begin using it with just a mouse click. This method involves minimal disk activity and reduces the chances of overwriting the deleted file data.

Both versions provide the same functionality.

How does PerfectFileRecovery work?
PerfectFileRecovery scans for deleted, lost or active files and their associated folder structures. PerfectFileRecovery includes three scan types. Each scan type employs a different scanning algorithm (recovery methodology), to locate the deleted, lost or active data. PerfectFileRecovery scans the drive for unique file information to locate all the files present on the drive. This includes current (Active) files, deleted files and files that may have been lost due to reformatting etc. PerfectFileRecovery allows scan results to be filtered by name, file type, date, folder location, size etc.

Individual files, groups of files or complete folders can be selected for recovery.

I emptied the Windows Recycle Bin. Can I recover these files?
Yes. When files are deleted or emptied from the Recycle bin, the deleted file data remains on the drive (unless it is overwritten). IMPORTANT: Drive use should be kept to an absolute minimum. The more the drive is used, the greater the chance of new data being written to that same area of the drive, and losing (overwriting) the previous data. If deleted data is overwritten then it will not be recoverable.

How do I know PerfectFileRecovery will recover my files?
PerfectFileRecovery provides two means of determining the potential for a successful recovery. PerfectFileRecovery displays the condition of each file it finds as Excellent, moderate and Poor. It also provides, in many instances, a file preview image. The preview will display (where appropriate) the contents of the file.

PerfectFileRecovery indicates my file is in poor condition. Can I still recover it?
Many files that are indicated as being of poor condition are still recoverable. A file that is either partly or completely overwritten will be indicated by either a poor condition status, and/or the file preview will show the "File Data may be Corrupted" alert. PerfectFileRecovery will recover as much of the file as is possible. If a file is not recoverable during the save process, this will be indicated by a "Save failed" Status.

Will PerfectFileRecovery recover files on a reformatted drive?
Yes. An Advanced Scan will recover files from a reformatted drive. If an Advanced Scan does not provide the desired results, a Complete Scan may recover more data.

My drive has disappeared from My Computer in Windows. How do I recover my files?
PerfectFileRecovery allows you to scan both logical drives, e.g. the C: Drive, and also physical drives. If your drive does not appear as a logical device, then your drive (if it is visible to Windows) will appear as a physical drive. Select the physical drive from the drive dropdown list and select an Advanced Scan type. If an Advanced Scan does not provide the desired results, a Complete Scan may recover more data. Manual Settings are also available to provide additional granular search options.

Can PerfectFileRecovery recover files from a CD or DVD?
No, PerfectFileRecovery does not recover files from CDs and DVDs as they typically have different file formats.

Can I run PerfectFileRecovery from a CD, a floppy disk or from a USB memory device?
Yes you can. In fact, if your computer only has one drive, e.g. the C: Drive and it contains your lost files, we would recommend downloading the product using another computer, saving the file to a floppy disk or another portable storage device, connecting that device to your computer and using it from there. This will provide the best safeguard for preserving your lost file data.

Will PerfectFileRecovery work on a RAID system?
Yes. If the system is NTFS and the files are smaller than the array's chunk size (64Kb on most arrays), then the files (as with logical drives) should be recoverable. If you are using Stripe sets and the RAID drive is not fully functional then you may not be able to use PerfectFileRecovery as the files are "split" across different physical drives.

Can I recover files from another computer in the network?
Yes, you can recover files from a remote system by copying PerfectFileRecovery to a shared folder on the network computer and mapping a network drive to the shared folder from your local computer.

Can I recover files from a virtual drive, e.g. a VMware virtual drive?
Yes, if the virtual drive is visible to Windows then the virtual drive can be scanned in exactly the same manner as a physical drive. The recovered files can then be saved to an alternative drive.

Does PerfectFileRecovery support NTFS and FAT file systems?
Yes, PerfectFileRecovery can be used to recover files from NTFS drives and FAT devices such as floppy drives, USB devices, iPods, camera cards etc including FAT12, FAT16 and FAT32 formats.

Can I recover my deleted iPod files?
Yes. Just connect the iPod to the Windows PC using the USB port. You can then scan the iPod for files in the same way as a standard disk drive.

Can I recover lost photo images from a camera memory card?
Yes. Connect the camera to the computer using the USB port or insert the memory card using a card reader then scan and recover files in the same way as for a standard disk drive. The Preview facility is especially useful for viewing photo thumbnails.

Can I recover my deleted emails?
PerfectFileRecovery will not recover recently deleted individual emails. However, certain email applications retain emails and their attachments, e.g. Outlook stores email and the attachments as PST files and Outlook Express as DBX files. PerfectFileRecovery will recover both these and ALL other types of stored email file type.

PerfectFileRecovery WILL potentially recover emails that have been deleted from web based email applications, e.g. Hotmail.
As web based email is viewable through a browser, the computer will retain the information regarding web sites visited within temporary folders. These folders contain individual html files that will potentially display the content of the deleted emails. Both deleted and active html files are recoverable with PerfectFileRecovery.

For compliance and security purposes can I record what I've done with PerfectFileRecovery?
Yes, PerfectFileRecovery provides an event log function that will provide an audit of what you have done. This may be easily viewed, saved and printed as required.

Is the log written to disk and won't that increase the chances of overwriting my deleted data?
The log is saved within the computer's memory so it has no impact on the disk or the integrity of your data.

I am concerned about using the disk at all. Do I have to use PerfectFileRecovery on the disk drive itself?
PerfectFileRecovery includes "drive imaging" capabilities, which provide the option to clone an exact copy of a drive prior to recovery. The cloned drive can then be scanned for all data without any further risk to the original drive's data. If the drive containing the lost data is at risk of failing, or there is a possibility that the lost data may become overwritten, then it is recommended that you create an image copy of the drive. The drive image can then be scanned and the data recovered.

Activating PerfectFileRecovery

How do I activate PerfectFileRecovery?
PerfectFileRecovery must be activated before you can save recovered files and folders.

Launch the product and click the "Enter License" button. Clicking "Enter License" will open the product activation screen. The product activation screen can also be opened when "Activate Product" is selected on the Help sub menu, and also when a scan has completed and "Recover" is clicked.

On the product activation screen there is one field. The key field must be completed to activate PerfectFileRecovery.

The key is the product activation key. This is a string of characters that should (if possible) be cut and pasted in to the Key field.

Click "Activate" and the product will now be fully enabled.

I am having difficulty registering the product. Why is it not recognizing my details
Please check very carefully that you are entering your Activation Key exactly as provided to you. We recommend using copy and paste to enter the details, being especially careful to avoid including any trailing white spaces.

Are there two versions of PerfectFileRecovery, the demo and the full version?
There is only one version of the software. However, when it is run as a demo (not activated), it is not possible to save the recovered files and folders. Once the demo version is activated (with a licence key) then the software becomes fully functional, allowing recovered files and folders to be saved.

I have run a scan and have located my deleted data. Do I have to close the software and lose the scan results to activate PerfectFileRecovery?
No. You can click help and select "Activate Product" from the help menu, or you can click Recover, and you will be prompted to activate PerfectFileRecovery. Once activated, you will then be able to save the files in the scanned file list.

Alternatively, you can close PerfectFileRecovery and retain your scan results. When closing PerfectFileRecovery you will be prompted to save your scan results. If you confirm that you wish to save the results, they will be automatically reloaded when the product is next launched.

Important:
Retaining scan results (when closing PerfectFileRecovery), is ONLY advisable if no alternative is available, e.g. saving recovered files prior to closing the product. If the product is closed and the scan results retained, then while PerfectFileRecovery is closed, the deleted or lost files may be overwritten by newly created files. If a file is overwritten it will NOT be possible to recover and save the previously scanned file(s).

Where can I get the activation keys?
Activation keys are available for purchase from the Raxco software web site www.raxco.com

Which drive should I run PerfectFileRecovery from?
Run PerfectFileRecovery on an alternative drive (if possible), and scan the original drive, which contained your file(s) prior to losing them. If your files were on the C: drive then you scan the C: drive etc. IMPORTANT: You should save your recovered files to a different drive to avoid the potential of overwriting the original data.

Using PerfectFileRecovery

What is the difference between the three scan options in PerfectFileRecovery?
PerfectFileRecovery provides 3 scan options, each addressing different requirements.

Fast Scan is the fastest scan option. Fast Scan will locate a drive's deleted files and deleted folders.

Advanced Scan will locate additional deleted file and folder data (where available) and will also list the active (current) file and folder data.
Advanced scan will scan for deleted partition data and also, for data from reformatted drives. The full cluster level search provides comprehensive information, on all available file and folder structures.
The Advanced Scan option may take longer than a Fast Scan.

If an Advanced Scan does not provide the desired results, a Complete Scan may recover more data.

Complete Scan is valuable where your drive does not appear as a logical device, i.e. it does not appear as a drive letter in the drive dropdown list. In this instance, your drive (as long as it is visible to Windows) will appear as a physical drive. Select the physical drive from the drive dropdown list and select the Complete Scan mode (if an Advanced Scan does not provide the desired results). Manual Settings are also available to provide additional granular search options. Complete Scan will also locate file data from reformatted drives.

I cannot see the drive letter or device in the "Drive" drop down list?
First, ensure the disk drive or device is correctly connected to the computer. Then click the "Drive Refresh" icon on the right hand side of the Drive selection box. If your drive still isn't visible, then it may be that your drive is no longer seen as a Windows Logical Drive. You can still select the appropriate physical drive (if visible), from those shown at the bottom of the drive selection list.

What is the difference between a Logical Drive and a Physical Drive?
A logical drive is a partitioned area of a physical hard drive.
A physical drive is an actual hard drive.

Why does PerfectFileRecovery indicate my disk drive is smaller than I believe is the case?
Several companies describe the disk capacity of their products using 1000 bytes per kilobyte (Kb) instead of the traditional, and correct, 1024 bytes (and therefore also use 1,000,000 bytes per Megabyte instead of 1,048,576 bytes etc). PerfectFileRecovery shows disk size based upon the correct 1024 bytes per Kb.

Why does the Drive Properties information indicate that the partitions on the drive do not add up to exactly 100%?
Percentage drive sizes are rounded to two decimal places. This will account for why, on occasions, the drive percentages do not add up to 100%.
If the sum is significantly less than 100% it may be that the drive has an extended partition, which has only been partly allocated to logical drives, i.e. it may have room for another logical drive, which would make up the "missing" difference. In some instances, it could also mean that there has been some information lost or the partition was deleted using FDISK.

Why does Drive Properties display different sector ranges for the partitions on a Physical Drive, than for the corresponding Logical Drives?
When PerfectFileRecovery opens a drive, e.g. D: Drive, Windows will allow access to parts of the disk that contain the related partition, but does not give any information about where that partition is located on the disk. It is not possible to correlate drive letters with areas of

the disk. Windows only allows access to relative sectors 0 to the end of the disk and translates the information itself to map to the physical disk.

Can I scan a particular area of the drive?
Yes, you can select Manual Settings on the Scan type selection screen. Manual Settings enables you to scan the drive for particular file system types and specific sectors of the drive etc. You can then select which of the three scan types you wish to perform.

Why are there are no drives listed in the Drive Selection drop-down box?
PerfectFileRecovery requires that the product be run from an account with full administrator rights. When used from an account with "less" privileges you may only be able to see some external devices and/or floppy drives.

Why do I get a "Data Error (Cyclic Redundancy Check)" Windows error message when running PerfectFileRecovery?
This message may appear when there is a physical disk error. PerfectFileRecovery will normally ignore physical disk errors and continue scanning in order to find and recover as many files as possible for you. This message pop-up may appear, however, on older versions of Windows with built in drivers and/or with some non-Windows certified disk drivers.

Scanning for Files and Folders

Why does the preview window show "No Preview available for this file type"?
PerfectFileRecovery uses LiveView™ image display handlers that enable it to provide preview thumbnails for many of the most common file types. In other instances it may display this preview message instead. There is also a specific version of this message, which may be displayed in cases where Excel (or Word) files have been written using older versions of Excel (or Word), or may be password protected. In all such cases, while it is not possible to show a preview of the file, it may still be possible to recover it.

Why does the preview window show "File Data may be Corrupted - Preview not available"?
This means that the file is unlikely to be able to be recovered as too much of its content has been destroyed. However the file condition should also be reviewed, i.e. Poor, Good or Excellent. In some instances a file may show the "File Data may be Corrupted" preview, but also show as having an excellent condition. In this instance, the file may still be available for partial or even, in some circumstances, full recovery.

Why does the Scan Progress bar sometimes include sector information and not at other times?
This depends on the file system and type of scan. For example, during a Complete Scan type, PerfectFileRecovery reads the whole disk from end to end and so can display the sector information. During an Advanced Scan type on an NTFS drive though, it does not read the disk in this manner and therefore may not be able to display this information.

Why does the list of files show lots of files that I have never seen before?
It is likely that PerfectFileRecovery will locate temporary files that are often created when a new file is created. You may also find image files that have been automatically saved to your computer whilst surfing the internet. If you are searching for particular image files you may find it helpful to switch to the Folder View display and examine the folders most likely to have contained your files originally. Most temporary and internet files (as mentioned) will be located in temporary folders with names you are unlikely to have chosen yourself.

I can't see my lost filename but I can see other files with names such as Dc54. What are these files?
These are files that have been deleted or emptied from the Recycle bin.
Each hard disk contains a hidden folder named Recycled. This folder contains files deleted in Windows Explorer or My Computer, or in Windows based programs.

When you delete a file the complete path and file name is stored in a hidden file called Info or Info2 (Windows 98) in the Recycled folder. The deleted file is renamed using the following syntax:

D<original drive letter of file><#>.<original extension>

For example:

New file name: Dc1.txt = (C drive, second file deleted, a .txt file)
INFO file path: C:\Windows\Desktop\Books.txt

New file name: De7.doc = (E drive, eighth file deleted, a .doc file)
INFO file path: E:\Winword\Letter to Rosemary.doc

Each drive has a Recycled folder. Files deleted from programs are moved to the Recycled folder on the drive from which they are deleted.
Clicking a file and choosing "Restore" causes the original path to be read from the INFO file, and the file to be renamed and restored to its original path.

There is a folder named Lost. What is this folder?

Files and directory details are stored separately on a disk. On some file systems the file entry has a directory entry number associated with it, and on other file systems the directory entry holds a list of files it contains. In some instances, the two entries do not match up or the directory details may be incomplete or missing. In this case the files are located in the LOST directory.

There is a folder named Discovered. What is this folder?
A PerfectFileRecovery Complete Scan includes exclusive File Discovery™ scanning technology. File Discovery™ will automatically scan a drive for traces of a file (file signatures), even in instances where the file name no longer exists. File traces may be scattered over the entire surface of the drive and are unlikely to be located using traditional data recovery methods. PerfectFileRecovery "Discovered files" are renamed "Discovered" (as the file name no longer exists), and saved to a newly created folder called "Discovered".

Why can't I find files deleted or emptied from the Recycle bin?
These particular files may have been "renamed" by Windows when they became deleted. See FAQ 'I can't see my lost filename but I can see other files with names such as Dc54. What are these files?'

Why do some files have a 0 byte file length?
There are many scenarios where a file can display a 0 byte file length. The more common examples are: When Windows downloads a file from the Internet, it typically creates a temporary file to download the data to. Once completed it will copy the data to a new file in the correct download directory. When this is completed, it will truncate the temporary file and leave it as 0 bytes, and then delete it. This is done so that if the information that is in the temporary file is cached and hasn't been written to disk, no disk space is used when the cache is emptied.
Another scenario where this may occur is when a file entry is moved from one directory to another. An empty "shell" of the file record will then remain in the source location until it's overwritten.

How long should a scan take?
That depends on the type of scan, the device being scanned, its size, the number of files on the drive etc. The Fast Scan is the quickest and the Complete Scan is typically the longest. USB devices and memory cards can be much slower to scan than built in drives, as their read speeds tend to be slower. The scan progress bar provides a constant update, of the time remaining to complete a scan.

Why does the Excel file preview show some unexpected data such as numbers instead of dates?
The Excel file preview will only display text and numerical data. The Excel preview does not show colors, borders, etc., or other formatted information such as dates, which are numbers formatted to represent a date. If a preview is available, it is a good indicator that your file can be recovered. The recovered file will include all correctly formatted data.

Why are several files on Advanced Scan shown as active, when I know they should be shown as deleted?
This can occur on FAT drives e.g. removable drives, where each file on the drive has a record. If a file is deleted, it is marked as deleted and PerfectFileRecovery will show this accordingly. However, if its parent directory was deleted, the files aren't marked as deleted, only the directory they belong to.

Why do some of my scanned file names start with a question mark?
The "?" is used on short file names on FAT file systems, e.g. portable devices, to show that the first character of the file name has been lost. If the file only has a short 8.3 uppercase name then it will show the first character as a "?"
The "?" is replaced by default with _ when the files are recovered. You may choose to select an alternative replacement letter by removing the default (un checking the checkbox) from

the Recovery Settings screen. Recovery Settings are available post scan. When you attempt to recover a file with the "?" (and the default is removed) you will be prompted to select an alternative first letter if required.

When an Advanced Scan is running on a FAT drive the files are shown to have a folder name of \Lost instead of its original folder name. Why?
To increase the speed of the scan, PerfectFileRecovery may reconstruct folder names once the file scan has completed and the folder structure has been verified.
In some instances, the directory names are located after the file names on the disk. The folder names are then only "discovered" after the file has been located.

I have selected a folder for recovery. After changing from Folder View to File View mode, why is it no longer selected?
You may have selected an empty folder, i.e. a folder that has no files. Accordingly, when you swap to the File View there are no files selected from that folder. When you then swap back to Folder View, because no files from that folder were shown as selected in File View, the folder will no longer be ticked for recovery.

Where does PerfectFileRecovery store the scan results? Might this overwrite my lost or deleted data?span>
PerfectFileRecovery stores the results in the Windows temporary folder. This area was selected, as there is always a large turnover of files in this particular folder. For this reason, it will have the least impact on the integrity and safety of any other file and folder data, i.e. the data that you may be attempting to recover.

Why do the sector statistics shown in Drive Properties and Manual Settings for the logical drives, differ from those shown for the physical drive containing the same partitions?
Drive Properties and Manual Settings can be used to provide statistics on each individual logical drive (as selected using the Drive Selection drop-down). The start and end sector values for an individual logical drive will be shown as relative to their physical sector locations on the disk, i.e. the logical start sector will be shown as 0, and the end sector will be calculated relative to this.

Drive Properties and Manual Settings can also provide statistics on these drives as partitions within the physical drive (as selected using the Drive Selection drop-down).

Using Drive Properties on a physical drive will show the start and end physical sector numbers of each partition on that drive. The start sector shown will be the first sector after the reserved area where the partition table is stored. On most operating systems this area takes up sectors 0 to 63 of each logical drive (on Vista this has increased to the first 2048 sectors). Thus the start sector shown for a partition on a physical drive may be 63 but will be shown as 0 for the matching logical drive; likewise the end sector for the physical drive partition may be 100063 but will be 100000 for the matching logical device.

Manual Settings provides the same sector values as Drive Properties, for individual partitions within a physical drive. Manual Settings also provides the ability to scan specific partition sector ranges, free space (on physical drives) etc. If an entire drive is selected, the start sector shown will be the physical start sector of the reserved area for that drive.

If I run an Advanced Scan on "Free Space" (where a partition was previously located), why does it list some of the files that are located as "Active"?
When the partition is deleted, only the 16 byte partition table entry pointing to the data is deleted along with, depending on the operating system, the boot sector. This means the entire file system is virtually complete and can be recovered by PerfectFileRecovery with file status/attributes intact.

In Drive Properties, what are "Reserved Sectors" and why don't they add up to be the same as the entire drive total?
The file system puts some spare sectors aside at the start of the disk for its own use. This reserved area is still part of the partition, but is not used for file storage. As for the entire

drive size not matching the sum of the drive sizes, this is because the partition tables themselves use space, which isn't part of any logical drive etc. For example, on most disks with a single partition, there are 63 sectors set aside at the start of the disk for the first partition, which is not part of that drive.

When scrolling between files while a scan is in progress, why does the product sometimes appear to pause?
This can occur while PerfectFileRecovery is updating a file preview. If you are highlighting several files and the files are large, or if the files are located on a slower device such as a USB attached device, then this may pause the scan while the preview is updated. See "Why would I want to turn the Preview off?"

Why would I want to turn the Preview off?
Because of the overhead in generating the preview, particularly of larger image files, you may find the product is faster when switching between view modes, or scrolling while scanning for example, with the Preview turned off.

Why are previews not available during a scan?
In certain scenarios, during a scan, PerfectFileRecovery may not be able to determine the number of sectors per cluster. PerfectFileRecovery cannot therefore calculate the correct offset values to the file data. To ensure the integrity of the file previews, the previews will be temporarily suspended. Once the scan is complete, or has found enough data during the scan to determine these values, it will then display the file previews.

Why are there three preview types?
In some instances there may be insufficient file data to display the default preview type. There may however be some file data available. The additional preview types enable the user to determine whether there is useable data available. This also provides the user with a greater degree of confidence in the likely recovery of the file.

Why does the "Text Preview", on image files for example, often show a few strange characters?
The text you are seeing is the file information marker at the start of the file. Most files have these at the start. It is normally a 4 byte string on most file types and is called a "magic cookie" or "magic number" which your program checks to ensure the file is of the type you think it is before processing the data. For example GIF89 would be the file type marker at the start of a GIF file - GIF means it's a GIF file and the number is the year of the version of the file. You might see BM in the text displayed for a BMP bitmap file and Exif displayed for other image files (EXIF is a new standard for image file types meaning "extended information format" and contains information such as a digital camera make/model/serial that the picture was taken with).
Similarly, all EXE files start with MZ, PDFs start with %PDFXX where XX is the version and so on.

Previewing Audio and Video Files

I get a media file preview screen telling me to download and install a media file codec. What is this and why do I need it?
A codec is a small "compression-decompression" program which allows you to watch videos or listen to music of a specific format. PerfectFileRecovery will automatically preview most media file types. However, as there are many different multimedia formats there will be instances where a valid codec is not currently installed on your computer. If a valid codec is not installed then you will be prompted to download and install a codec pack. Once the codec pack is installed you will be able to preview the deleted or lost media file.

What file types will the codec pack enable PerfectFileRecovery to preview?
PerfectFileRecovery will automatically preview most audio and video file types. If, however, a valid codec is not currently installed then the codec pack will enable PerfectFileRecovery to play previews for the following multimedia file types: 3GP, AAC, AC3, APE, AVI, DivX, 3ivx, DAT, h.264, x264, AVC, Nero Digital, DTS, FLV, FLAC, HD-MOV, MPEG-1, MPEG-2, M4A, MPC, MP3, MP4, MO3, MOD, MKV/MKA, MTM, OFR, TTA, OGG/OGM, S3M, Vorbis, VOB, WavPack, ATRAC3, XviD, XM, WV, UMX and many more video and audio file types.

How do I install the codec pack?
If the audio or video file codec is not pre-installed, PerfectFileRecovery will display an "Audio & Video Previews Available" graphic. The media file codec is required to display previews of some audio and video file types. Click the "Audio & Video Previews Available" graphic to directly download the codec installer. To commence the download, select either Run, or a destination path to save the codec pack installer file to. Once the download has completed, double click the Preview_Codec_Pack.exe file. This will now install the codec pack. Once the codec pack is installed you will be able to preview the deleted or lost media file.

Where can I find further information regarding the codec pack?
Further information regarding the codecs, installation, etc., is available on the Raxco web site.

I have installed the codec pack but the file preview now says that the file may be corrupted or no valid media codec is available. Is the file still recoverable?
File previews have a maximum file size of 20MB for certain file types. If the file size is greater than this, the file may not preview. If no valid codec is available, or the file is corrupted, the file will not preview. If no preview is available, it is recommended that the text preview is reviewed for recognizable data. The file condition status will also help to determine the potential for a successful recovery.

My audio or video file preview stops before the end. Will PerfectFileRecovery recover the entire file?
Yes. PerfectFileRecovery will only preview the first 20MB of an audio or video media file type. The entire audio or video file will, however, be recoverable.

Why do I get a media file preview telling me that a file is protected by iTunes Digital Rights Management?
If a file has been purchased from the Apple iTunes store then it is protected by Apple's Digital Rights Management. iTunes purchased files can only be played by Apple media players.

Recovering Files and Folders

Where should I save my recovered files?
You should save your recovered files to a different drive than the drive from which the files are being recovered. This will avoid any possibility of the recovered files overwriting the original file data and thereby actually preventing a successful recovery. You can also save your recovered files to external devices such as USB memory devices, floppy disks and network shared drives.

Can I recover my files to a USB device or to a CD?
Recovered files can be saved to a USB device as the files can be written straight to such a device. However, writing to a CD drive usually involves making some use of the boot drive and therefore, to avoid the risk of overwriting any lost data on that drive, this is not permitted by PerfectFileRecovery.

Why do some of the recovered file(s) end with [FRP-1], [FRP-2]?
If there is an existing file in the specified Recovery location, that has the same filename as the file that is about to be recovered, the recovered file will have [FRP-1] appended to it. If another file of the same name is then saved to the same location, it will be appended with [FRP-2] and so on. This allows multiple versions of the same filename to be recovered safely without any risk of overwriting any existing files of the same name.

If you do not wish to have automatic duplicate file name post-fixing enabled, this can be disabled in Recovery Settings. When this is disabled, you will be prompted (with a warning pop-up) to confirm that you wish to overwrite the duplicate files.

There is more than one version of my file listed. Which one do I need?
When a file such as a Word document, Excel spreadsheet, etc is opened, temporary files with the same name may also be created with similar or identical properties. Using the Preview screen can help identify which file contains your data. If you are not sure which one to recover, ensure that the checkbox "Postfix Duplicate files with [FRP-1], [FRP-2], etc" is checked. This way each copy of the file will be saved separately with a different name. You can then open each saved version of the file to verify which is your required file.

What is the "Create Folder Structure" option in Recovery Settings?
This allows you to recreate a copy of the folder structure in the Recovery location i.e. Recovered files will be saved in a copy of the original folder. This is very useful when recovering multiple files, which may originally have been in separate folders. "Create Folder Structure" will save recovered files to copies of the original folders, for easy identification and manipulation after recovery.

Drive Image

What is a Drive Image?
PerfectFileRecovery provides options for creating, opening and writing Drive Images. A drive image is a single file that contains a copy of the entire contents of a physical drive, logical drive (partition) or removable media.

A drive image is an exact copy of a drive and therefore, unlike backing up just a drive's data, it also saves the boot data and other important system file data. Creating regular drive images is highly recommended as part of your routine system maintenance. A drive image is a powerful alternative to backup, and will enable a full restore of your data. Routine drive imaging will ensure that all data is available for recovery in situations, for example, where you experience a hard drive crash, and/or your data becomes lost/deleted. If your drive crashes or fails, then a drive image ensures that you already have an exact copy of your drive.

You can use PerfectFileRecovery to create drive images, as well as to scan and recover files from such images.

Do I have to create an image of the whole drive?
No, you can create an image of any area (sector range) of the drive. Select "Create Drive Image", Manual Settings, and the start and last sector values.

If a specific sector range is selected to image, the corresponding image size is shown on the "Creating Drive Image" screen. This is particularly useful if there is limited free drive space available to save the image file to. A smaller image file will also take less time to create and will also take less time to scan subsequently.

I want to create an image of my drive but there is no drive letter such as C: etc, what can I do?
You can image a drive where the "logical drive letter" is not recognized by Windows. As long as the physical drive is present in the drive dropdown list, then you can image the physical drive (which includes the logical drive data) or select a specific sector range.

Digital Photo Recovery

Will PerfectFileRecovery recover my deleted photographs?
Scan the drive or digital camera where the deleted or lost photographs were located. Recovered photographs can be previewed as thumbnail images. If a thumbnail preview is available, then there is an excellent prospect of recovering your photographs. If the camera has not been used since the photographs were deleted there is a very good chance that PerfectFileRecovery will recover them. The more the camera is used after the photographs have been deleted, the greater the chance of new image data being written to that same area of the storage device and therefore losing the previous data forever.

Will PerfectFileRecovery recover deleted video files that were on my digital camera?
Yes, PerfectFileRecovery will recover all data that is on your digital camera. Files will not be recoverable, if they have been overwritten by new photographs, videos etc. Review the file condition to determine the prospects of a successful recovery.

Will PerfectFileRecovery recover photographs on a reformatted camera?
Yes. An Advanced Scan will recover photographs from a reformatted camera. If an Advanced Scan does not provide the desired results, a Complete Scan may recover more data.

Will PerfectFileRecovery work on ALL digital cameras?
PerfectFileRecovery works with most types of digital camera storage including Flash cards, SmartMedia, CompactFlash, SD, XD, Sony Memory Sticks, IBM Micro Drives etc. Some types of camera store image data using internal memory. In these cases the manufacturer sometimes provides driver software for other applications such as PerfectFileRecovery to view this memory as if it was a drive. If PerfectFileRecovery does not recognize such a device in the first instance (i.e. it is missing from the Drive drop-down list) use of such driver software may assist. In this case, first close PerfectFileRecovery, and then follow the manufacturer's instructions for use of their software and, when complete, restart PerfectFileRecovery.

Why are some recovered photos renamed "Discovered"?
A PerfectFileRecovery Complete Scan includes exclusive Photo Discovery™ scanning technology. Photo Discovery™ will automatically scan a digital camera, PC drive or memory card for traces of a photo (photo file signatures), even in instances where the photo name no longer exists. Photo traces may be scattered throughout the camera card etc., and are unlikely to be located using traditional photo recovery methods. PerfectFileRecovery "Discovered photos" are renamed "Discovered" (as the file name no longer exists), and saved to a newly created folder called "Discovered".

Why has PerfectFileRecovery "Discovered" .nef/.cr2 RAW files as .tif file types?
You may notice that recovered .nef and/or .cr2 files now have a .tif file extension. This is due to a commonality that these file types have. Simply rename your recovered files with the correct extension.

My .cr2 files don't seem to have an image preview?
Some files may not provide an image in the preview screen, but if the text shown is meaningful, such as "Canon EOS" and includes Date and Timestamp information, then this file is likely to be recoverable