

TuxeraRecovery Help

Contents

1. Introduction.....	2
1.1 Overview.....	2
1.2 System Requirements.....	3
1.3 Main features	4
1.4 Cases that can be recovered	5
1.5 Recovery methods.....	6
1.6 Scan modes	7
1.7 Main Windows.....	8
1.8 Installation instructions.....	10
2. How to.....	11
2.1 How to recover files.....	11
2.2 How to change interface language	15
2.3 How to select or mark several files.....	16
2.4 How to view disk information	17
3. License	18
3.1 License Agreement	18
3.2 Registration	19
4. Contact Information	20

1. Introduction

1.1 Overview

Have you deleted a file by mistake?

Have you unintentionally formatted your disk?

Have you lost files by improperly disconnecting your drive?

If you have answered Yes to even one of these questions, you need **Tuxera Recovery!**

Tuxera Recovery is a data recovery software to recover files from both **hard disks** and **removable media** (SD, CF, MS, MMC, Flash Card, USB drive and other).

It supports the following file systems: NTFS, NTFS5, FAT12, FAT16, FAT32 (Windows), EXT2, EXT3, EXT4 (Linux), HFS, HFS+ (Macintosh), UFS1, UFS2 (Solaris, FreeBSD, OpenBSD, NetBSD).

Tuxera Recovery Features:

- Recovers files deleted without Recycle Bin, or when Recycle Bin has been emptied
- Recovers files removed by virus attack or power failure
- Utilizes a non-destructive, read-only file recovery approach
- Batch file recovery (recovers multiple files in one action)
- Recognizes localized names
- Standard "Windows Explorer" - style interface
- Scans all files and directories on selected hard drives
- Multilingual interface: English, Chinese, German, Spanish, Italian, French, Japanese, Korean, Portuguese, Russian

1.2 System Requirements

In order to use Tuxera Recovery you have to meet the following requirements:

- Windows 7 64bit 32bit / Vista 64bit 32bit / 2008 64bit 32bit / 2003 64bit 32bit / XP 32bit
- Intel or compatible CPU 300 MHz
- 800x600 screen resolution with 256 colors (recommended: 1024x768 screen resolution with 16.7 million colors)
- 64 MB RAM (recommended: 128 MB RAM)
- Additional free space on disk, depending on the number of files to recover

1.3 Main features

Types of media

- Hard disks
- All removable media:
 - Secure Digital Card (SD cards)
 - CompactFlash (CF cards)
 - Sony Memory Stick (MS cards)
 - Multimedia Card (MMC cards)
 - Flash Card/drive
 - USB drive/store device
 - xD Picture Card
 - Smart Media Card
- Digital cameras
- Mobile phones
- iPod

Type of files

- Tuxera Recovery can easily recover any file created by Windows 2000/XP/2003/2008/Vista/Windows 7, Linux, Macintosh, Solaris, FreeBSD, OpenBSD, NetBSD.

File systems supported

- NTFS, NTFS5, FAT12, FAT16, FAT32 (Windows), EXT2, EXT3, EXT4 (Linux), HFS, HFS+ (Macintosh), UFS1, UFS2 (Solaris, FreeBSD, OpenBSD, NetBSD).

Interface

- Multilingual interface: English, Chinese, German, Spanish, Italian, French, Japanese, Korean, Portuguese, and Russian.
- Standard "Windows Explorer" - style interface

Other features

- Tuxera Recovery can be run from a USB storage device

1.4 Cases that can be recovered

Tuxera Recovery recover files ...

- Deleted without Recycle Bin (Shift+Del), or when Recycle Bin has been emptied
- Removed by virus attack or power failure
- Deleted by formatting drive
- Deleted by partitioning drive
- Deleted by fdisk
- Lost due to improper unplug of USB stick or hard drive
- Lost due to improper removal of SD card from camera

1.5 Recovery methods

- Tuxera Recovery uses a non-destructive, read-only file recovery approach
- It scans all files and directories on selected hard drives
- Batch file recovery (recovers multiple files in one action)
- It recognizes localized names
- You can search for deleted files on a disk by filename or mask
- RAW recovery scans based on 200 signatures

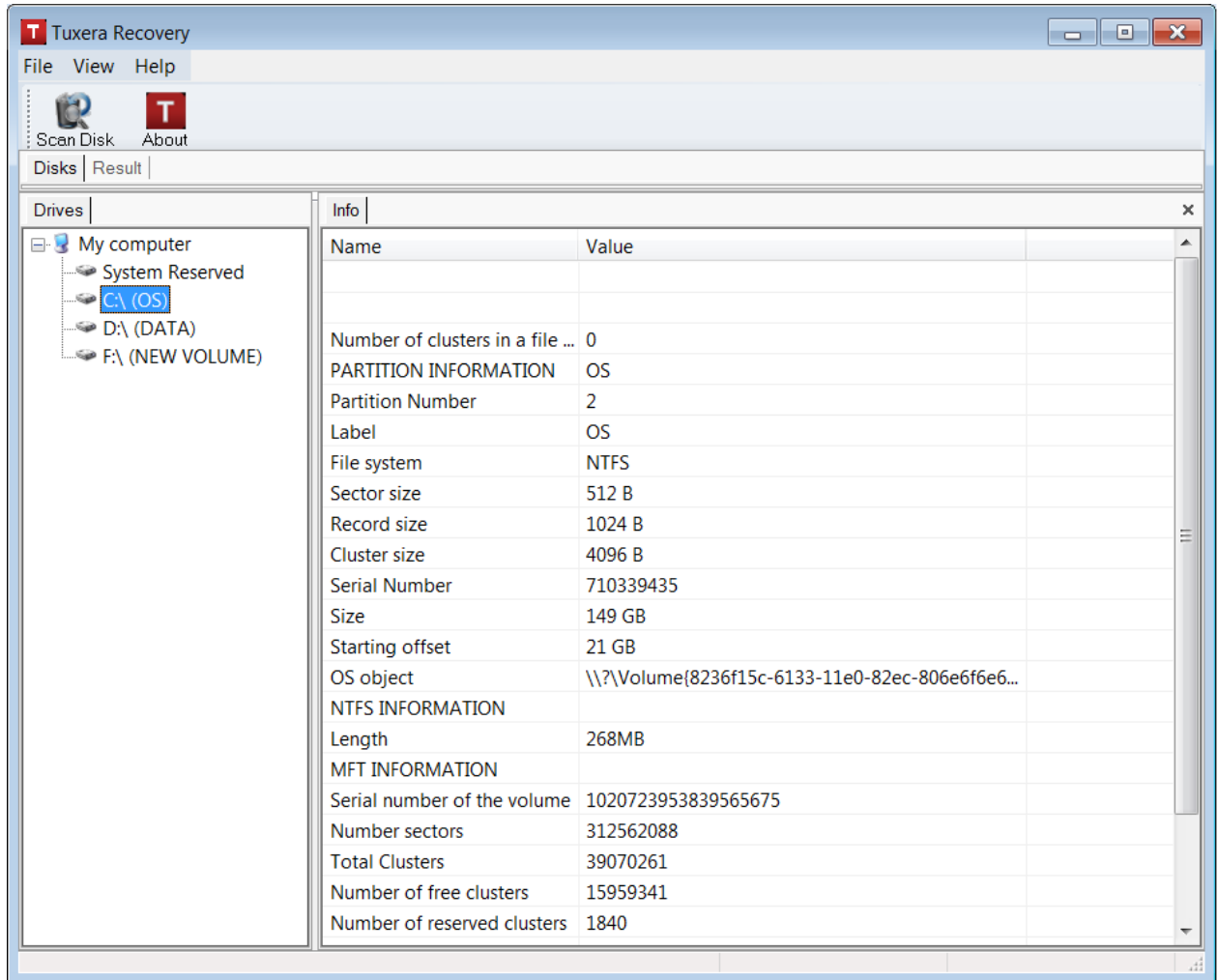
1.6 Scan modes

Tuxera Recovery has three scan modes:

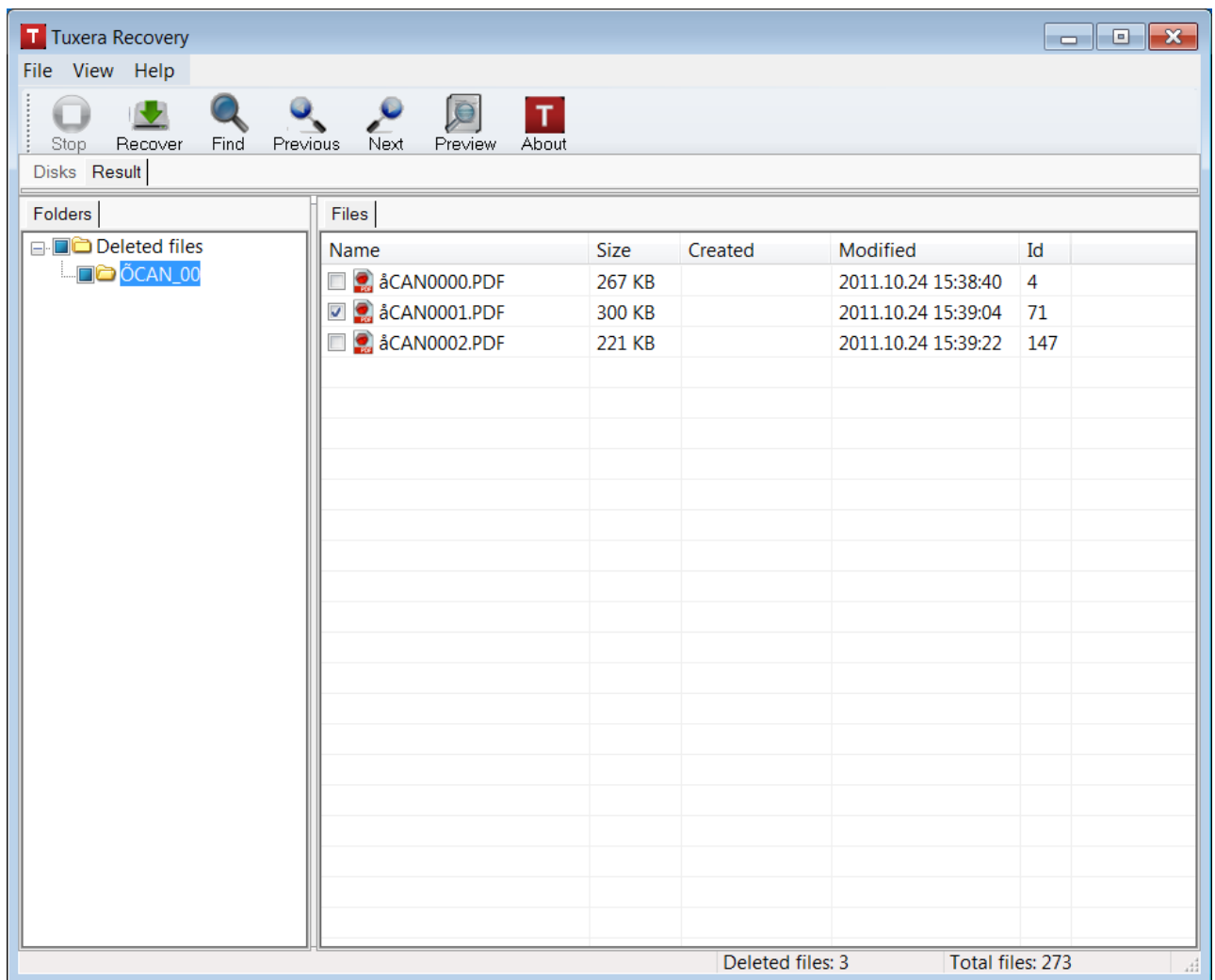
- **Fast Scan**
Gives you quick access to deleted files. When scanning is analyzed only the region of MFT. Typically, if you have deleted one or two files and not copied any data to the partition the data resided on, you have a great chance of recovering the deleted files.
- **Full Scan**
Recover files from a formatted volume. In this case, a complete scan of the disc.
- **RAW Scan**
Allows you to scan severely corrupted partitions with damaged directory structures using a file signature search algorithm. RAW Scan will read all sectors on the disk sequentially looking for specific file header signatures.

1.7 Main Windows

When you start Tuxera Recovery, you will see the following window:



Once you perform a scan, the results will be shown in the following window:



1.8 Installation instructions

If you are reading this text, Tuxera Recovery is already installed. But if you need to re-install Tuxera Recovery for any reason, this will help you.

Tuxera Recovery is distributed as an installation package (for example: **tuxerarecovery.msi**).

1. Close all applications.
2. Double-click the file tuxerarecovery.msi.
3. The setup program will ask you to select options and where to install Tuxera Recovery. If you are not sure about a step, just accept the default option.
4. Once installed, you can start Tuxera Recovery from the **Start Menu** .



2. How to...

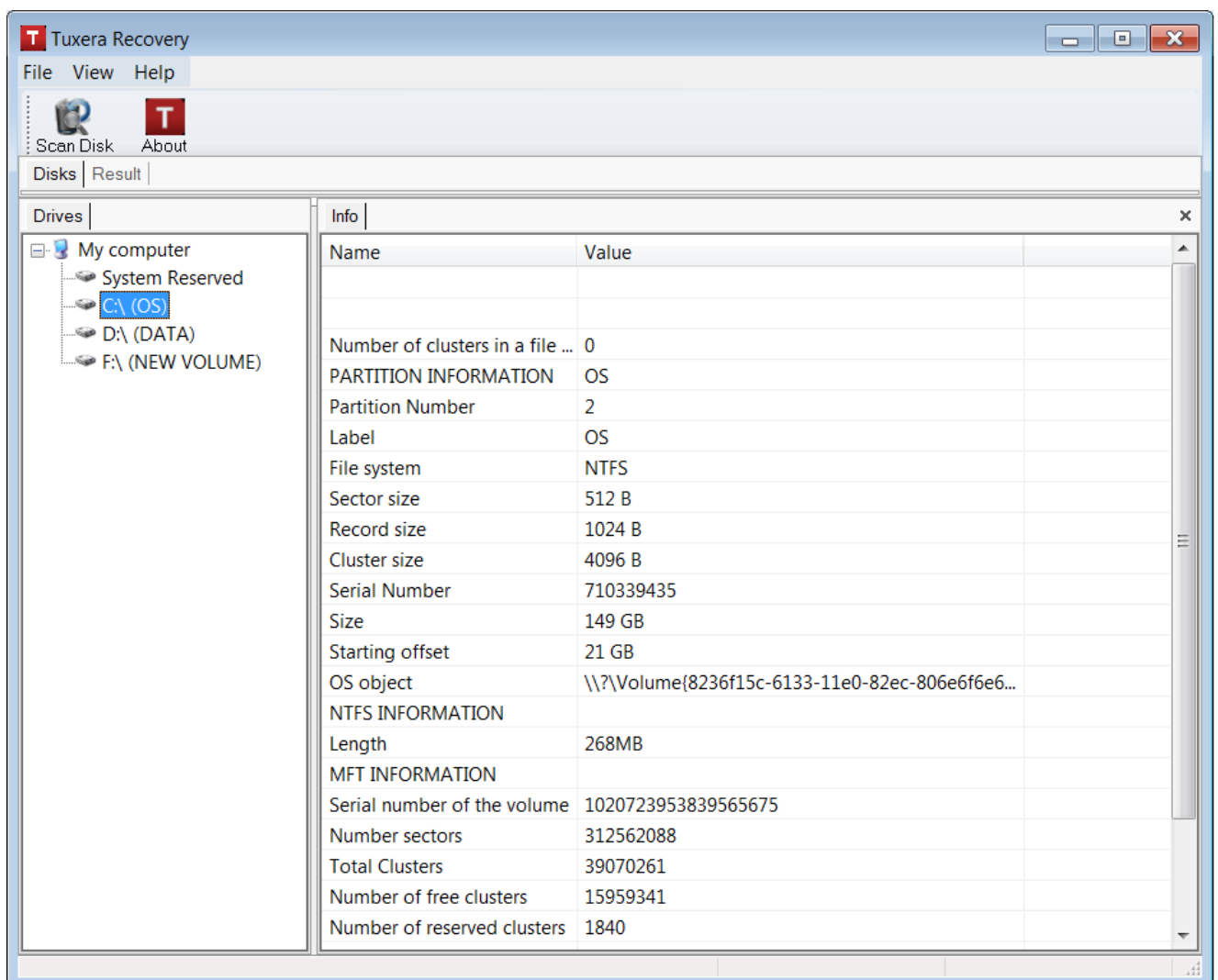
2.1 How to recover files

Recovering a file implies: scan, select, and save. **Scan** implies searching for files in the disk, and the result will be a list of found files. Then you must **Select** the file you want to recover. Finally, **Save** completes the recovery process by saving a copy of the file in a safe location.

Please follow these steps:

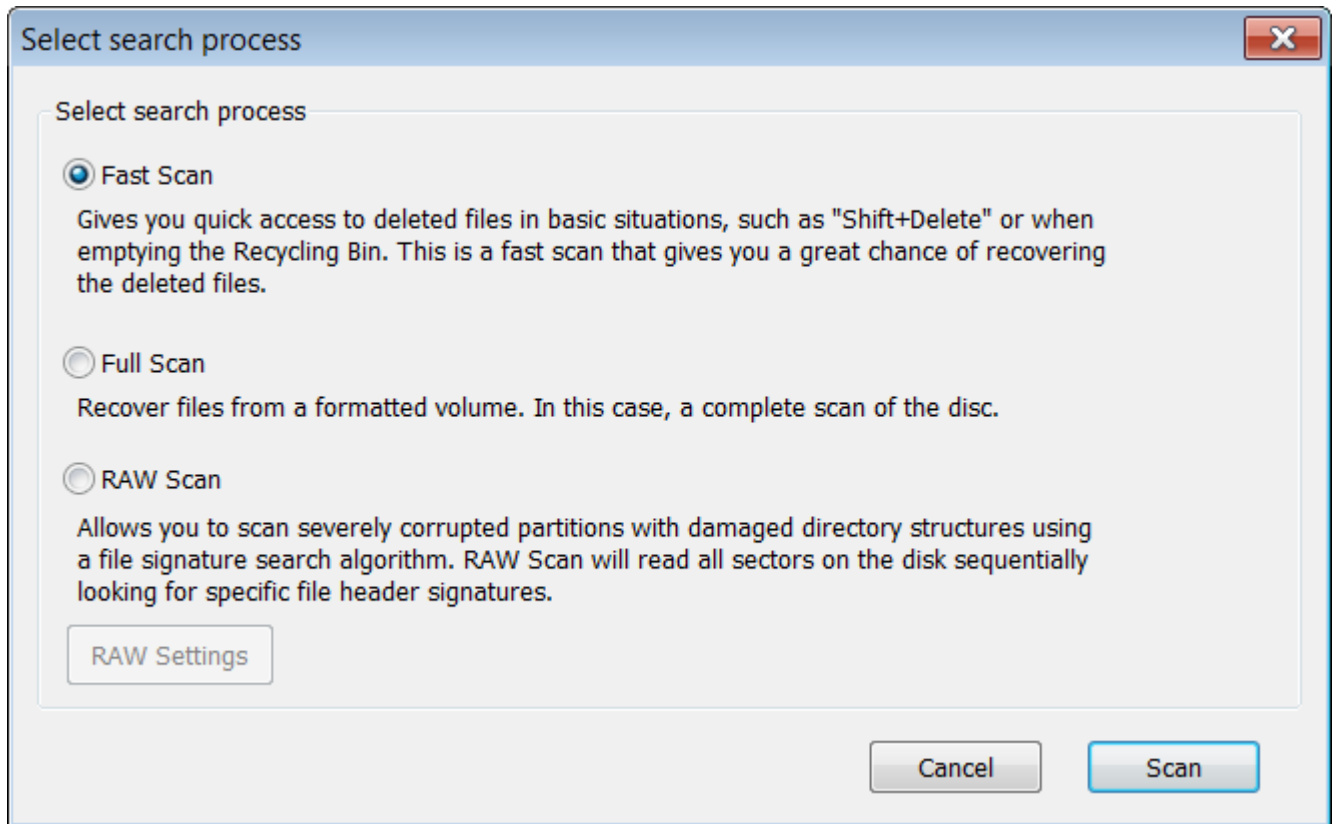
1. Double-click a logical disk to enumerate files on the disk

Tuxera Recovery will show the disk's files. Now you must choose in which disk are the files you want to recover.



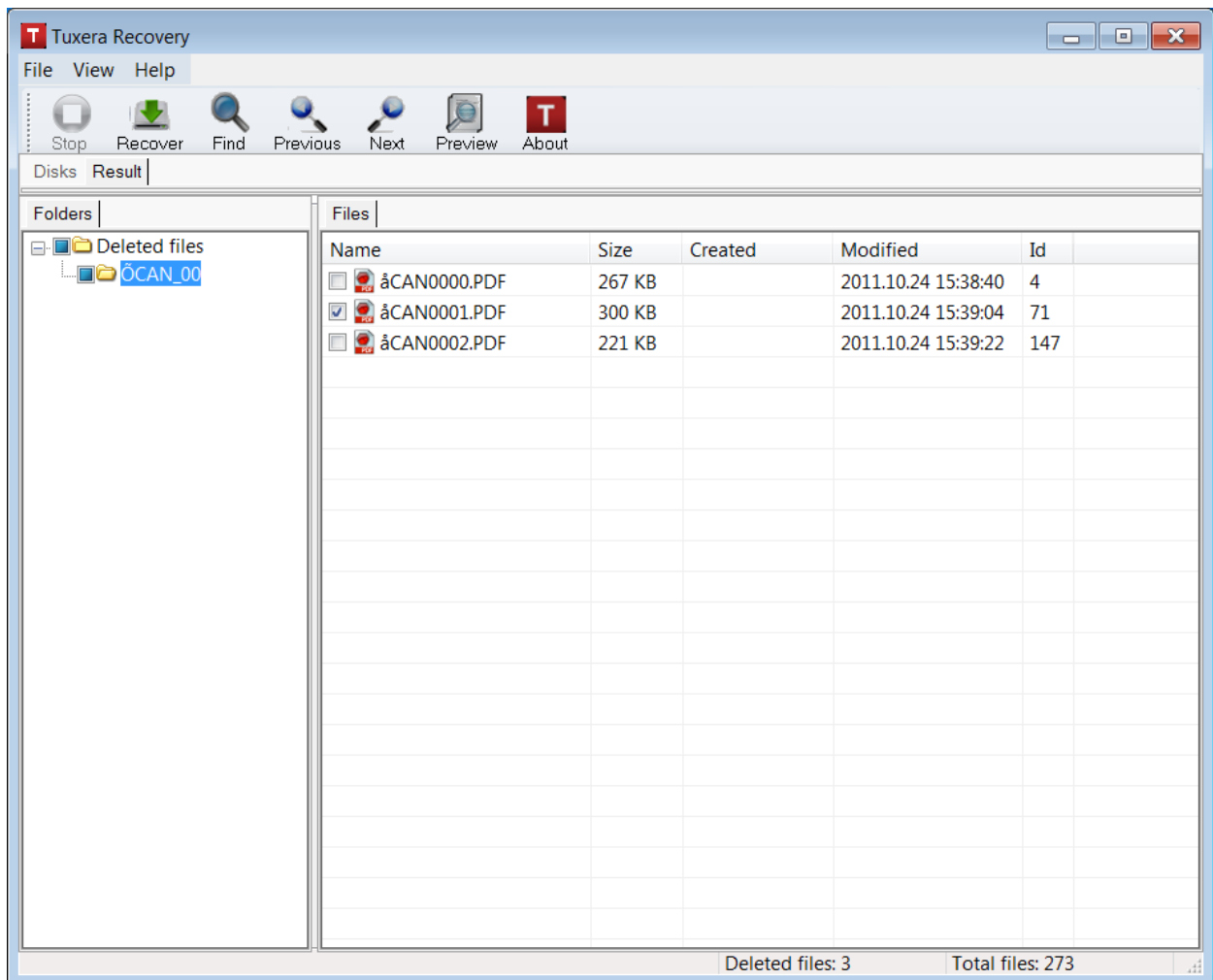
2. Select search process

In this step, you must select how exhaustive the scan will be. If you are not sure, choose **Fast Scan**.



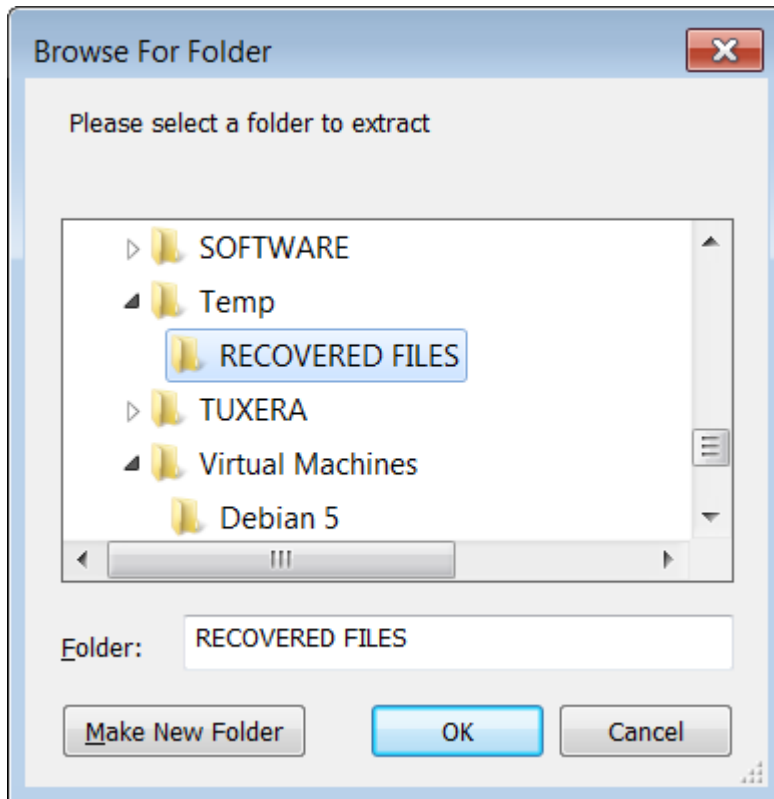
3. Select files to recover

You may select several files by pressing the Shift button and clicking the objects simultaneously. Tuxera Recovery can search for a particular file. Go to the [Searching Files](#) topic for details. Images can be previewed before recovery.



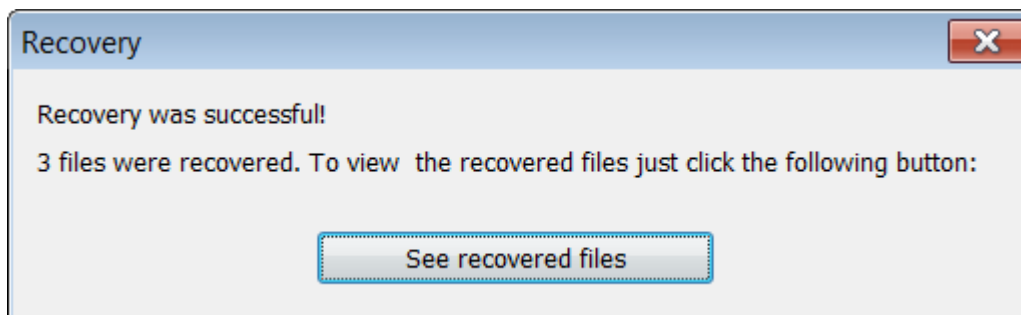
4. Click the Recover button

Tuxera Recovery will recover the selected files to the specified folder. It is extremely recommended that you save the files in a different disk from the original files are located.



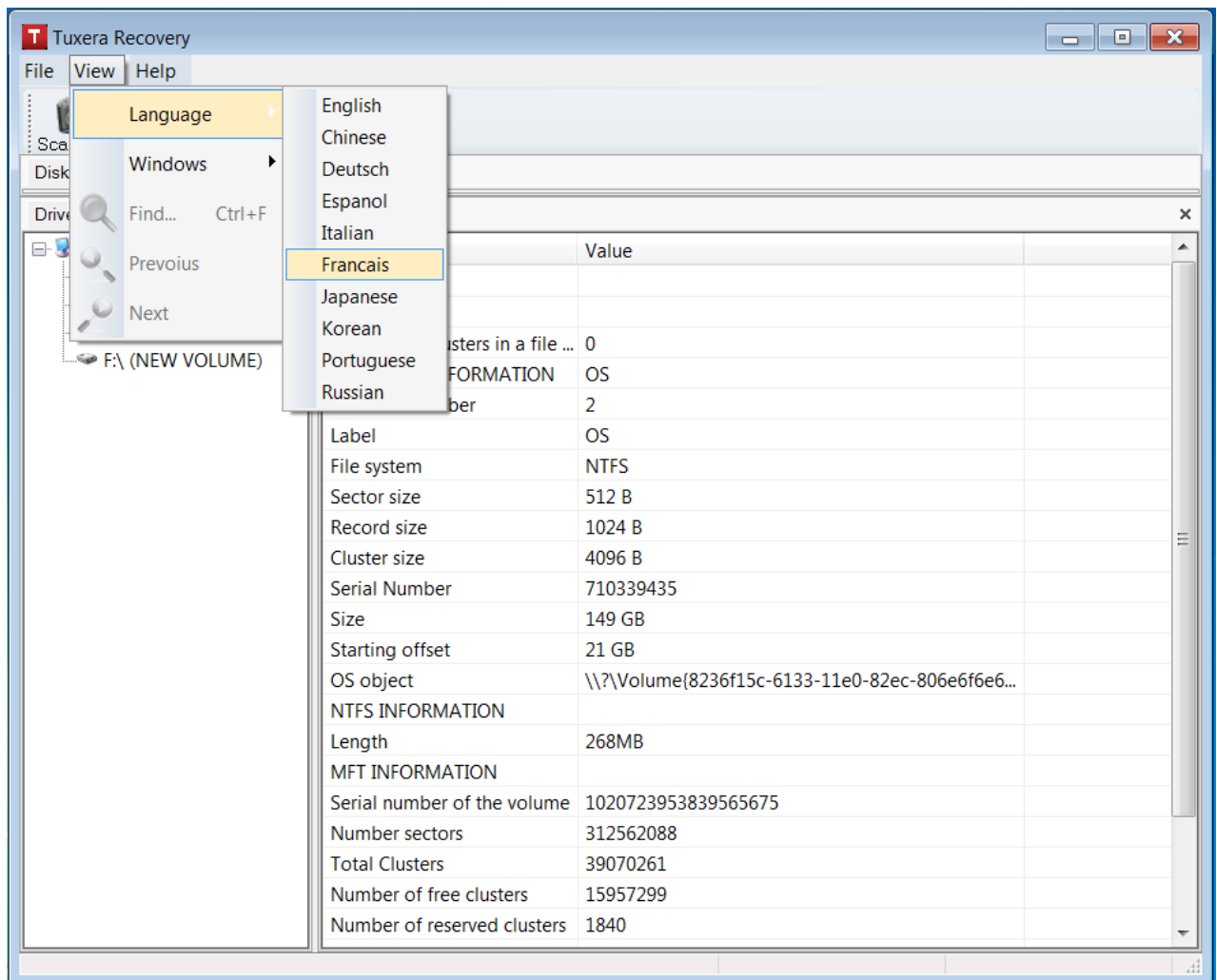
5. See recovered files

Once the selected files have been recovered, a new dialog window will provide you a shortcut to view the files.



2.2 How to change interface language

To change the interface language, select command from menu: View -> Language



2.3 How to select or mark several files

You can search just specific types of files, which will make search take short. To select or mark a group of files you can use the **Find** window:

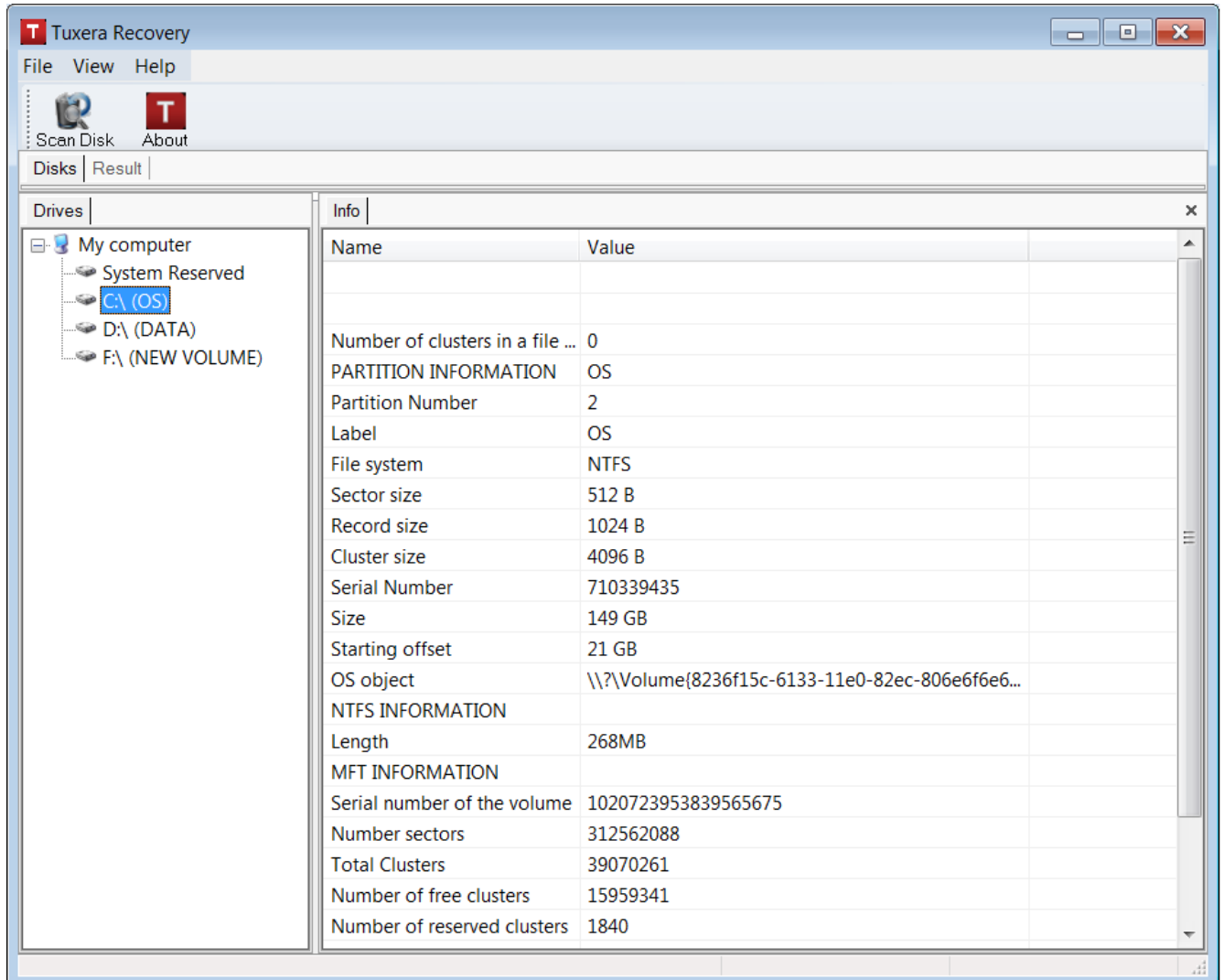
The screenshot shows the 'Find' dialog box with the following settings:

- All Files:** [Dropdown menu]
- Look in:** From current folder [Dropdown menu]
- Mode:** Find first matched file [Dropdown menu]
- Look at:** Files Folders
- Direction:** Up Down
- Match case:**
- Size From:** Bytes [Dropdown menu]
- Up To:** MB [Dropdown menu]
- File Id:**
- Date:** files Created [Dropdown menu]
- in the last:** 1 days [Spinner]
- in the last:** 1 months [Spinner]
- between:** 24.11.2011 [Dropdown menu] and 24.11.2011 [Dropdown menu]

Buttons: Cancel, OK

2.4 How to view disk information

To view information about a drive, select the drive on the left panel. The information will appear on the right panel.



The screenshot shows the Tuxera Recovery application window. The interface is divided into several sections:

- Menu Bar:** File, View, Help
- Toolbar:** Scan Disk, About
- Navigation:** Disks | Result
- Left Panel (Drives):** A tree view showing the computer's drives: My computer, System Reserved, C:\ (OS) (selected), D:\ (DATA), and F:\ (NEW VOLUME).
- Right Panel (Info):** A table displaying detailed information for the selected drive.

Name	Value
Number of clusters in a file ...	0
PARTITION INFORMATION	
Partition Number	2
Label	OS
File system	NTFS
Sector size	512 B
Record size	1024 B
Cluster size	4096 B
Serial Number	710339435
Size	149 GB
Starting offset	21 GB
OS object	\\?\Volume{8236f15c-6133-11e0-82ec-806e6f6e6...}
NTFS INFORMATION	
Length	268MB
MFT INFORMATION	
Serial number of the volume	1020723953839565675
Number sectors	312562088
Total Clusters	39070261
Number of free clusters	15959341
Number of reserved clusters	1840

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3.1 License Agreement

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3.2 Registration

In the unregistered version you can only restore small files (less than 128 Kb).

Only **registered users** get the following benefits:

- All functional limitations are disabled in the program
- Full technical support

To **buy** a license and use the program, visit our official site (<http://www.tuxera.com>) where you can learn about all possible license **purchase methods**.

[Purchase Tuxera Recovery Online Now!](#)

For more questions, you can contact our technical support service at recovery@tuxera.com.

4. Contact Information

Support

The purchase of a license gives you right to dedicated technical support from Tuxera staff. You can contact our technical support directly at this e-mail: recovery@tuxera.com

In order to help us to find a fast and accurate solution, please specify the following information in your message:

- The operating system version, including updates installed (e.g. Windows XP Professional Service Pack 2, or Windows Vista Home Edition)
- Release of Tuxera Recovery (see it in the "About" dialog box).
- Number of hard drives.
- Size and type of logical disks.
- The situation that generated the lost of files (most probably, the error can be reproduced by certain operations).
- Any other information that you consider relevant and might help us (screenshots, links, etc)

Volume pricing

If you are interested in purchasing a long number of licenses, please write us to: webshop@tuxera.com