

# O&O UnErase V2.0



## **O&O UnErase V2.0 – User's Guide (Rev. 2004-11-45)**

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# O&O UnErase V2.0

## Simple Restoration of Deleted Files

These days the mistaken deletion of files is by far the most common cause for data loss. Making mistakes is human and often quite unavoidable. In the event that the unthinkable occurs, advice can be very expensive. Windows tries to avoid this problem with the Recycle Bin function – a sort of "Clipboard" for deleted files. When the Recycle Bin is emptied these files disappear leaving the user with the assumption that these files are now forever lost. But what happens when the Recycle Bin is emptied and with it a few precious files were deleted? Is there still hope to recover those deleted files and/or folders?

With the release of the new version 2, we are presenting an entirely new user interface, bringing with it an entirely new way to look at the restoration of deleted files. With its Explorer-like file structure you can navigate through your deleted files just as if they had never been deleted. With one click of the mouse you can restore single files or entire folders. Never before was the restoration of deleted files so easy and intuitive to operate. Whether it be those accidentally deleted text documents or those great photos from you last vacation, O&O UnErase V2 can restore all data stored on drives recognized and monitored by Windows. With the detailed search function you are able to tailor your search to a specific set of parameters that can increase the speed and precision of your results. And with the completely overhauled algorithm for the restoration of data, now even more deleted files on your system can be found.

In order to increase the chances of success in restoring deleted files, just a tip: When you realize data has been deleted, stop all activity on the computer and immediately start O&O UnErase to restore the missing data. Sometimes, when too much time has elapsed since deletion, deleted file can be overwritten when other data are saved to the disk. This can hinder any chance at a successful restoration. This is why is it advised that O&O UnErase be installed long before any data loss occurs to allow for the quick and easy response to an apparent problem.

We hope you enjoy using our product and hope that it will save you time and energy both at work and at home.

**Your O&O Software**

<http://www.oo-software.com/>

## New in Version 2.0

- Support of FAT, FAT32, NTFS and NTFS5 file systems
- Support of most hard disk drives, floppy drives, USB-Sticks, digital cameras, and all other data storage devices supported by Windows\*
- Simple and intuitive user interface similar to that of the Windows Explorer
- New and improved search algorithm designed to maximize the success of file restoration
- Restoration of files and folders
- Advances search feature for more precise searches for deleted files
- Exact customization of search parameters (file size, date created/last date modified, file attributes, etc.)
- Restoration of deleted files and folders with Drag-and-Drop functionality onto any drive on the system (including network drives)
- Display and highlighting of deleted files alongside existing files
- Display and highlighting of deleted folders alongside existing folders

\* All data storage devices must be installed in Windows in order to be recognized by O&O UnErase.

## Note on Licensing

You can try out O&O UnErase V2.0 free of charge and obligation. The test version of the software allows you search for deleted files but does not allow their restoration. Only in the full version is the restoration of deleted files possible

O&O UnErase is licensed per computer. This means that a single license is required for every computer on which O&O UnErase is installed. One license cannot be transferred to an additional computer.

If you would like to use O&O UnErase in your company or as a technician for your customers, please contact either one of our authorized dealers or our sales department for special licensing options.

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# Important Information Regarding the Restoration of Data

## Technical Limitations of Data Restoration Software

O&O UnErase is software designed to restore deleted data. Please note, however, that it may not be possible to restore all deleted data. If the areas where the deleted data is stored (including the directory table) has already overwritten by new data. When this occurs, the restoration of data with O&O UnErase is not possible.

Please do not delete any data for fun or for test purposes without first making a back up copy. We strongly recommend that you regularly make back up copies of your important data and store them in a safe place.

## What should I do when data accidentally gets deleted?

When data are mistakenly deleted on you computer it is very important to do the following to maximize you chances of a successful data restoration. Should you have further questions, you can always contact our technical support department. Please note that we can only provide this support for registered users of the software according to their individual license agreements. However, in conjunction with our subsidiary [O&O Services GmbH](#), our support staff would be more than happy to offer you fee-based assistance in rescuing your lost data.

The correct behavior when faced with the loss of important data can contribute greatly to your chances of a successful data restoration. It is important to understand that when data are deleted, they are simply reclassified on the hard disk or memory card as "free". This allows the computer to overwrite and therefore destroy those deleted data. Once a piece of data has been overwritten, it is no longer restorable through basic data rescue methods.

## How to Increase the Chances of a Successful Restoration of Data?

- If possible, do not save anymore data onto the system after the data in question have been deleted.
- Close all applications without saving any data to the disk or other data storage media (if possible).
- Shut down the computer.
- Think calmly about how the data were deleted. Try not to panic and quickly restore the data in question. Reckless behavior can lead to even more data loss.
- If the data was deleted "normally", they can be found in the Recycle Bin. Open the Recycle Bin and restore the files.
- If the data were really deleted then it is advised to use O&O UnErase to restore them. Load and install the software onto another partition of the hard disk (e.g. "D:\\" instead of "C:\"). In other words, on a section of the hard drive where the data in question are NOT stored.
- If you only have one partition (such as "C:\") it is advised that you download and install the software onto another computer. Then create a emergency disk with "O&O InstantUnErase" on it. More details regarding this function can be found in the section entitled "Starting O&O UnErase Without Installing It".

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# Quick Introduction

## **If the data has been already deleted...**

1. Install O&O UnErase onto a different computer than the one on which you would like to restore the data in question.
2. Create an emergency disk complete with the O&O InstantUnErase Assistant.
3. Start O&O InstantUnErase on the computer on which the data in question were deleted.
4. Follow the directions as described in the section entitled "Using O&O UnErase in Case of Emergency".

Further information regarding these issues can be found in the following chapters:

- Installation
- Starting O&O UnErase Without Installing It
- Using O&O UnErase in Case of Emergency

## **Preparing O&O UnErase in Case of Emergency**

1. Install O&O UnErase onto the computer on which you would like to restore data should an emergency arise.
2. Register O&O UnErase with the purchased license code. Without a valid license code it will not be possible to restore data with the software.
3. All necessary preparations are now complete. If an emergency does indeed occur, you now have a better chance of restoring lost data. To do so, please follow the instructions described in the section entitled "Using O&O UnErase in Case of Emergency".

Further information regarding these issues can be found in the following chapters:

- Installation
- Using O&O UnErase in Case of Emergency

## Using O&O UnErase in Case of Emergency

1. Start O&O UnErase from the Start Menu. By default a shortcut to the software will be installed in its own folder **O&O UnErase** in the program group **O&O Software**. Click on **O&O UnErase** to open the program.
2. After O&O UnErase has been started, select the drive on which you would like to rescue your data. In the main view, click on the drive to select it.
3. From the File menu select the command **Search for deleted files**.
4. If the deleted file could be found, it will appear in the file list to the right and be marked with a red "x".
5. Select the file and select the option **Restore** from the File menu.
6. Select a target directory that is **not** on the same drive.
7. As soon as the restoration of the file is completed, the file can be found in the target directory and opened.

Further information regarding these issues can be found in the following chapters:

- Installation
- Using O&O UnErase

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# Installation and System Requirements

## System Requirements

O&O UnErase V2.0 is compatible with the following:

- Windows XP (all versions)
- Windows 2003 Server (all versions)
- Windows 2000 (all versions)
- Windows NT 4 (all versions with at least Service Pack 6 and Microsoft Internet Explorer Version 5.01 and above installed)

## Required Permissions

In order to install and register O&O UnErase, you must be a member of the local group administrators or possess equivalent permissions. If you are a domain administrator, you should have the permissions required as well.

## Installation of O&O UnErase V2.0

The installation of O&O UnErase is very simple. Please follow the steps below:

1. Start the computer on which you wish to install O&O UnErase.
2. Sign-in as a local administrator.
3. Open O&O UnErase's installation file (SETUP.EXE) that you either downloaded from our web server or have stored on the software's CD-ROM.
4. After the setup program has been successfully initialized, please follow the on-screen dialog to complete the installation process.
5. During the installation process you will be able to select who is granted access to O&O UnErase; only the current user or all users.

## Installing the Update from O&O UnErase V1.0 to V2.0

Updating from the old version of O&O UnErase to the newest V2.0 is simple and fast.

### Microsoft Software Installer 2.0 or higher

1. Start the setup program for the update.
2. A dialog box will appear in which you will be given the choice to **Change**, **Repair**, or **Remove** the program.
3. Select **Repair** and click on **Next**.
4. The new version of O&O UnErase will then be installed. All previous settings will be carried over into the new version.

### Microsoft Software Installer 1.0

1. Open the **Control Panel** by going to the Start Menu heading **Settings**.
2. Click on **Add/Remove Programs**.
3. Select O&O UnErase from the list of installed software.
4. Click on **Add/Remove**.
5. The deinstallation of O&O UnErase will be initialized.
6. A dialog box will appear in which you will be given the choice to **Change**, **Repair**, or **Remove** the program..
7. Select **Remove** and click on **Next** (the option to **Repair** a program is not available in the older version of MSI).
8. The older version will be removed. It is, however, possible to keep the old settings from the previous version and use them for the new version.
9. After the deinstallation is complete it will now be possible to install the new release. To do so, just follow the directions that are described above regarding the normal installation of O&O UnErase V2.0.

## Entering License Code

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**Note:** In order to unlock the full version of O&O UnErase after installation or at a later time, it is necessary that you have a valid license code. If no license code has been entered, O&O UnErase will operate only as a test version. If you have questions, please contact our support department.

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After installation has been completed, the O&O Registration will be started, making the registration of O&O UnErase simple and efficient. To register O&O UnErase you will need to use the registration code you received when you purchased your product.

This registration code is also referred to as the license key, license code, serial number, or product ID. It may consist of either just a serial number or a combination of the names and serial numbers. Please note the directions that accompanied your license code.

The registration code can be entered during installation or later at your convenience. To do so, simply open the unregistered version of O&O UnErase and the Registration Assistant will appear.

## Unregistered Test Version

The Registration Assistant will appear every time the unregistered version of O&O UnErase is opened. It will also appear when the registration code has been incorrectly entered. Should this occur, please double-check you registration code and try again.

The first step is to select whether you would like to enter your purchased registration code, continue to use the unregistered test version of O&O UnErase, or purchase your own license. When you have made your decision, please press the **Next** button to continue.

Select **Enter registrations code** to proceed to step 2 of the registration assistant.

If you decide to continue testing the product, the program will start. If you click on **Buy now**, you will be forwarded to our homepage where you can find information about the purchase of our products.

The registration of O&O UnErase may be aborted at any time. To do so, simply click on the **Cancel** button and confirm your decision.

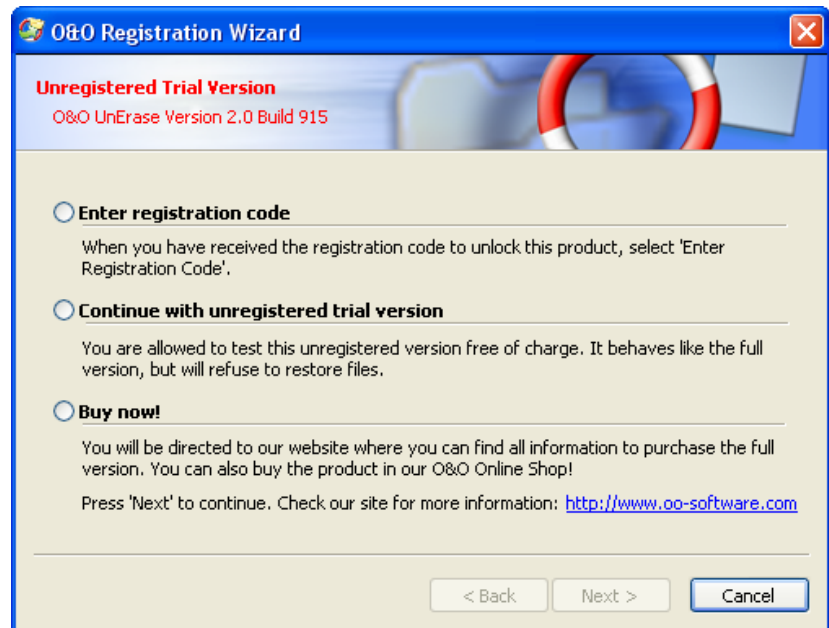


Figure 1 Registration Assistant

## Registration Dialog

In the registration dialog you can enter your registration code that you received when you purchased O&O UnErase.

Please enter your name, your company's name, and then your serial number. Please note that this number must match the number you received through the purchase of the product. In addition, make sure that you do not confuse the letter "O " with zeros or enter in any empty spaces.

Then click on **Next** to save the registration data or **Cancel** to close the dialog box without saving any registration information.

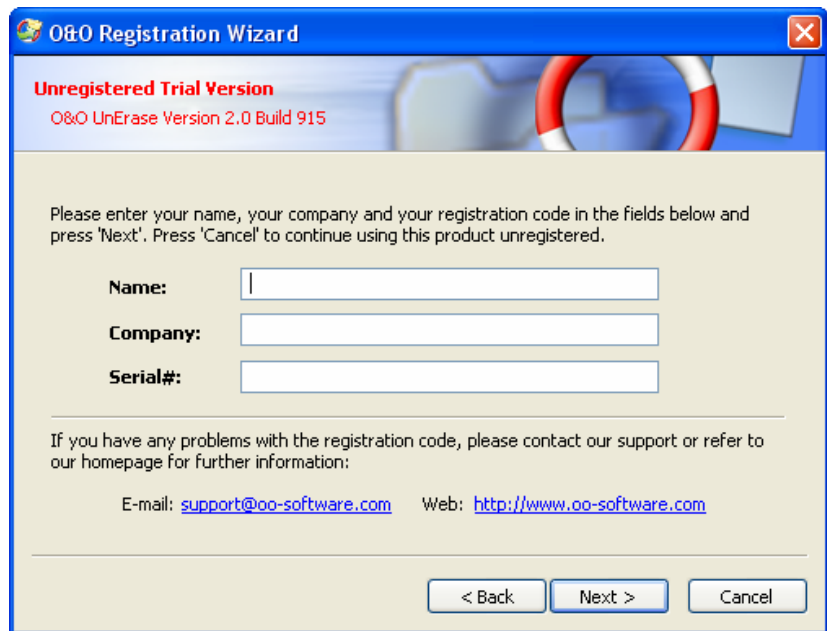


Figure 2 Registration Dialog

If you run into any problems during registration, please contact our support department.

### Completing Registration

If the license code was correctly entered, a dialog box will appear confirming this. It will now be possible to immediately register online and take advantage of the services O&O has to offer. This includes technical support and discounted software updates.

To do so, click on **Register product online**, to close the Registration Assistant, click on **Close**.

### Removing O&O UnErase

To remove O&O UnErase from your System, open the **Control Panel** under the heading **Settings** in the Start Menu and click on **Software**.

Please select **O&O UnErase V2.0** from the list of installed software and click on the **Add/Remove...** button.

Confirm the deinstallation of O&O UnErase V2.0. After this process is completed, a dialog box will appear confirming this. O&O UnErase is now removed from your system.

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# Using O&O UnErase

## Starting O&O UnErase

As part of the installation process, a program group will be created in the Start Menu for O&O UnErase. This program group may be visible to all users or only the current user, depending on which option was selected during O&O UnErase's installation. When it is visible, it may be found under the heading **O&O Software**.

In this program group you can find the program O&O UnErase as well as a link to the online product documentation.

The online product documentation is your central source of information for all matters regarding the operation of O&O UnErase. As described above, this can be accessed through the O&O UnErase program group. Alternatively, this documentation can be accessed through the **Help** menu or by pressing **F1** on your keyboard whenever the product is running.

## Main View

The Main View in O&O UnErase behaves very similar to Windows Explorer, enabling you to easily use the program with only little or no previous knowledge.

The Main View is divided into three vertically tiled panes:

- **Frequently used commands and settings** are accessible through the pane on the left. These commands are also accessible through the Toolbar or the Context Menu.
- The **List of drives and directories** in the middle pane enables an easy navigation through existing and already-deleted files very similar to Windows Explorer.
- The **List of Folders and Files** on the right-hand side gives you all pertinent file information regarding the selected existing and deleted files.

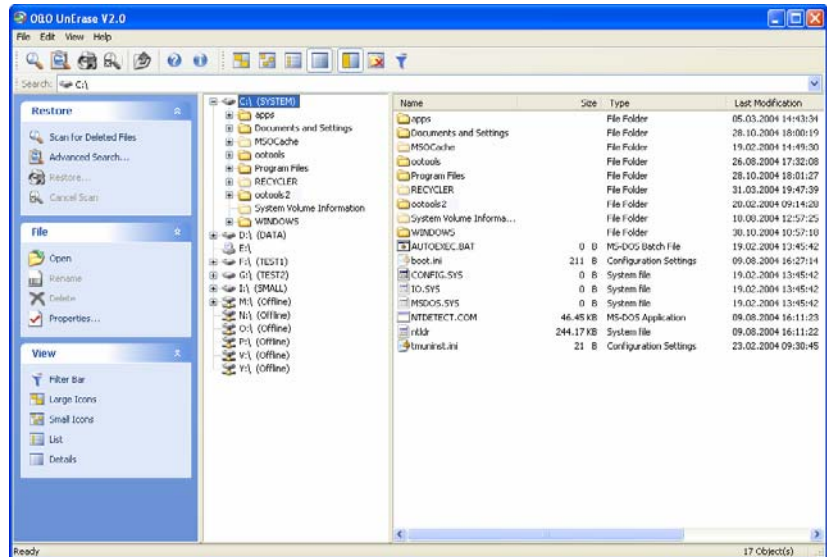


Figure 3 Main View of O&O UnErase V2.0

### Status Bar

At the very bottom of the Main View the Status Bar can be found in which the progress of all running searches and other status reports are displayed.

### Toolbar

The Toolbar is the fastest way to access the most important functions of O&O UnErase. All commands, however, can be accessed through the pull-down menus at the top of the Main View. Through the **View** menu you can customize the composition of the Toolbar to meet your needs.



Figure 4 All Toolbars Including the Quick Search Bar

Displayed from left to right:

- Search for a drive on the system.
- Open the Advanced Search dialog.
- Restore deleted files.
- Cancel current search.
- Go up one level.
- View Help.
- View program information.
- Switch views.
- Tiles
- Icons
- List

- Details
- Toggle task list.
- Displays only deleted files and folders.
- Toggle Filter function.

### Quick Search

The Quick Search Bar below the Toolbar enables the simple and immediate search of folders on a particular drive by allowing you to enter a specific directory path. It is also possible here to use place holders such as '\*'.

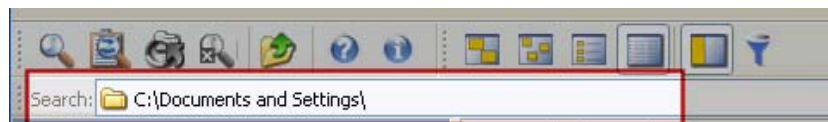


Figure 5 Quick Search Bar

### Filter

If you would like to limit the files displayed in the file list on the right-hand side, it is possible to use the Filter function. This feature may be activated through the **View** menu or by pressing the Filter icon in the Toolbar. When activated, a series of fields will appear in which specific text may be entered to narrow down the number of files displayed. As before, it is possible here to use place holders.

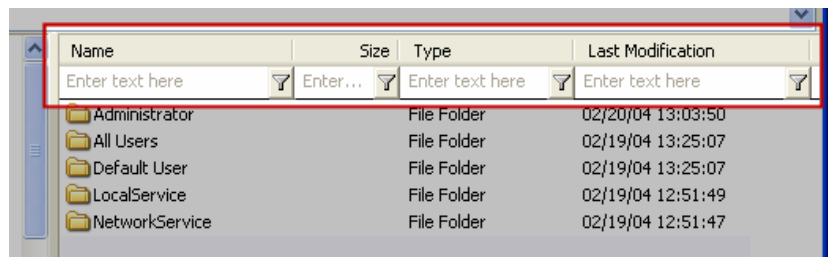


Figure 6 File List with Activated Filter Function

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**Tip:** In general, it is easier and faster to just use the Advanced Search function to find and display a specific set of files.

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## Searching for Deleted Files and Folders

To find deleted files and folders on a drive, please follow the directions below:

1. Select from the list of drives on the system the drive which you would like to search.
2. From the **File** menu at the top of the screen select the command **Search for deleted files**.

- The search will now be initialized. You can follow the progress of the running search in the Status Bar at the bottom of the screen.
- After the search is completed, the files and folders found during the search will be marked in both the list of drives and files with a red "X" or arrow.

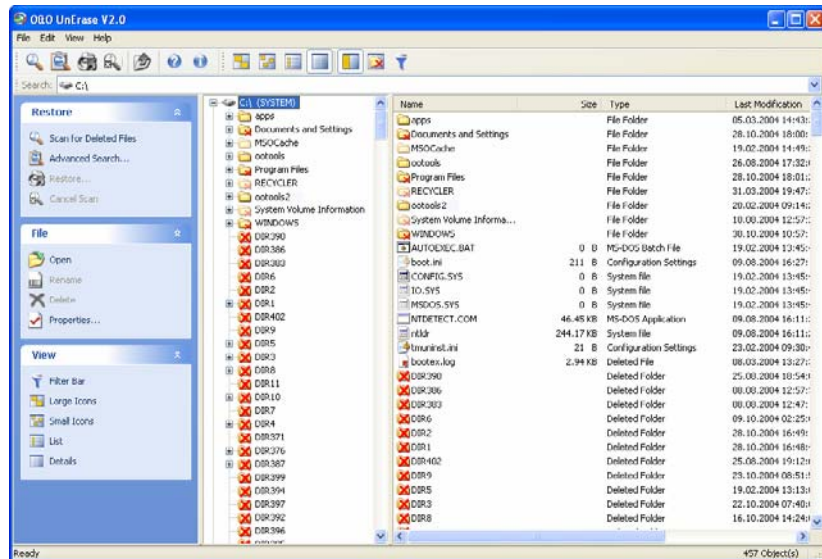


Figure 7 Main View with Deleted Files and Folders

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**Tip:** You can also execute a **Quick Search** by way of the Search field in the Toolbar. Just enter the drive letter and the path of the directory you would like to search and press **Enter** on your keyboard.

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## Canceling a Search

If you would like to cancel a Search, select **Cancel search** from the **File** menu or press the corresponding icon in the Toolbar. The search will then be canceled and the files and folders that have already been found will be displayed.



Figure 8 'Cancel Search' Icon in the Toolbar during a Search

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**Tip:** Alternatively you can use the keyboard shortcut **Ctrl+Esc** to interrupt a running search.

---

## Deleted Files and Folder Designations

The red "X" indicates a file or folder is deleted. A small "X" displayed with a folder indicates that deleted files have been found in this folder, although the folder itself is still intact.

| Icon | Definition |
|------|------------|
|------|------------|

|   |  |
|---|--|
|  | The folder has been completely deleted (large red "X")               |
|  | The folder contains deleted files or folders (small red "X")         |
|  | This file has been deleted and can probably be restored (red arrow). |

Normally the original filenames of the deleted files can be restored. However, if this is not possible, the folders and files will be generically numbered and named by O&O UnErase.

## Restoring Files and Folders

The next step after deleted files or folders have been found is to restore the ones you need (if this is possible).

1. Files and/or folders you wish to restore can be selected in either the middle or right-hand panes of the Main View.

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**Tip:** Please note that in the middle pane of the Main View only one single folder may be selected for restoration. In the right-hand pane it is possible to select more than one file for restoration by pressing the **Ctrl** key on the keyboard while selecting multiple files. To select all files in a specific older, use the keyboard shortcut **Ctrl+A**.

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2. Press the **Restore** icon on the Toolbar or select the corresponding heading in the Context Menu.
3. It is now possible to select where the restored files are to be saved. As your target directory, you may create a new folder or select one that already exists.
4. In order to avoid any possibility of data loss, it is advised that you save the newly restored files onto a different partition than the one where the files were originally stored. Please be aware that it is possible to store the files onto a network drive as well.

---

**Tip:** It is also possible to simply drag-and-drop deleted files and folders you would like to restore into a directory displayed in the Main View. The restoration of the deleted files will automatically follow.

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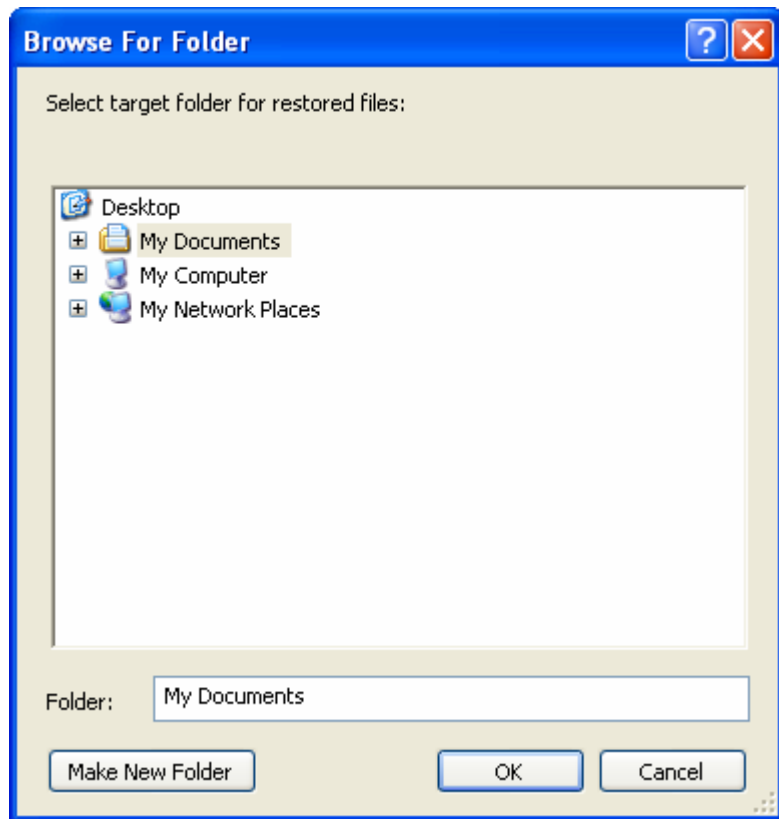


Figure 9 Selection of Target Directory

## Advanced Searches

With the O&O UnErase's Advanced Search function, you possess a powerful tool for quickly and securely finding deleted files. Through a series of user-defined search parameters, it is possible to considerably increase the precision of your search results.

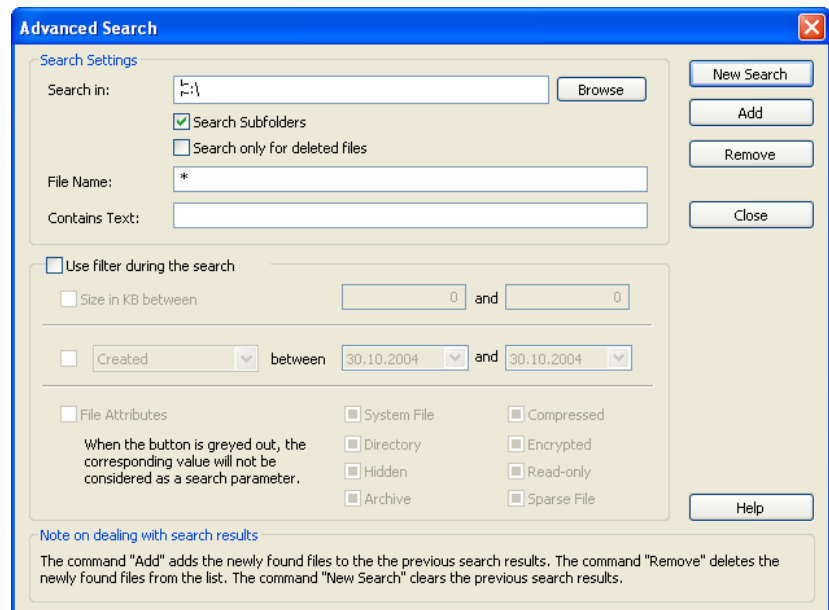


Figure 10 Advanced Search Dialog

## Search Settings

The search settings dialog enables you to define the drive or folder to be searched. If you would like to also search subfolders, select the option with the same name.

It is also a possibility to expand the search to include files that have not been deleted. To do so, please uncheck the option **Only search for deleted files**. If this option remains selected, only deleted files will appear in the search results.

### Filename

In the field called **Filename**, you can either enter an exact filename or a filename containing a placeholder. For example, "\*.BMP" would indicate you only wanted to search for Bitmap images.

Letter capitalizations are not considered in by the search function. You can use the special characters "\*" and "?". "\*", however, can be used for multiple characters, whereas "?" may only stand for a single character.

| Filename | Definition   |
|----------|--|
| *        | All filenames  |
| *.*      | All filenames containing a "."<br>e.g. a.txt, abc.doc, xyz.exe                               |
| A*       | All filenames that begin with "a" or "A"   |
| *a       | All filenames ending with an "a" or "A"  |
| *a*      | All filenames containing an "a"<br>e.g. abc.txt, cba.txt                                     |
| *.txt    | All filenames with ".txt" on the end   |
| ? .txt   | All filenames consisting of a single character and ".txt"<br>e.g. a.txt, 9.txt               |
| A?c.txt  | All filenames that containing an "a", followed by a single character, and ended with "c.txt" |

### Contained Text

An especially powerful option is searching for text contained in the file. If you are looking for a file but only can remember a fragment of its name or contents, then this could be very useful to you.

## Using the Filter When Searching

In order to customize your search further, it is possible to use the Filter function.

### File Size

Here you can limit the size of the files that are to be searched. Just enter a range in Kbytes in which the desired file might fit.

### Date

This option allows you to enter a range of dates pertaining to the file and defining how that date range is to be applied during the search:

- **Created** – Date when the file was first created
- **Modified** – Date when the file was last saved
- **Accessed** – Date when the file was last accessed

### **File Attributes**

The search can also be narrowed down to look for specific attributes of the desired file. You can select from three options regarding each specific attribute:

- **Marked (Checked)** – The file must exhibit this attribute.
- **Unmarked (Empty)** – The file may not exhibit this attribute.
- **Marked Green** – This attribute will not be considered as a search parameter.

### **Running an Advanced Search**

To Run an Advanced Search you have three options:

- **New Search** – A search will be initialized and all previous search results will be lost.
- **Add** – The search will be initialized and the search results will be added to the search results already displayed.
- **Remove** – The search will be initialized and those search results found will be filtered out of the list of search results already displayed.

You may repeat the search function as many times as you like, adding or removing the results from the displayed list of search results as you go. While the search is running, the search dialog box will remain closed.

When you no longer would like to run a search, you can close the search dialog by pressing the **Close** button.

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# Starting O&O UnErase Without Installing it

## O&O InstantUnErase

If you would like to restore deleted files, it is imperative that you do not write any more data to disk. This is because only those files, whose data have not already been overwritten by other data, can be restored. For this reason it is very important that O&O UnErase be already installed before a crisis occurs. The installation of the software after a data loss occurs could lead to the overwriting of the data you are trying to restore.

However, if a crisis occurs and O&O UnErase is not yet installed, there is another option. With the feature O&O InstantUnErase you have the possibility of running O&O UnErase without installation by creating a O&O InstantUnErase emergency disk on a parallel system.

## License to Use O&O InstantUnErase

In purchasing the license for O&O UnErase, you also purchased a license to for O&O InstantUnErase. O&O InstantUnErase is basically an "Emergency" version of O&O UnErase that can be used on both the computer where O&O UnErase is installed as well as an additional computer where the software is not installed.

Because a single license may only be used on one computer, you will be required to do the following:

1. Install O&O UnErase on any computer. **Do not** enter the license code to unlock the full version of the software. Instead, use the test version.
2. Start the O&O InstantUnErase Assistant from the Start Menu. Follow the on-screen directions to create an emergency disk.
3. Open O&O UnErase from the emergency disk on the computer on which you would like to restore one or more deleted file(s).
4. Enter the license code for O&O UnErase. **This license now exclusively belongs to this computer!**

Once the data restoration has completed, you now can install the full version of O&O UnErase onto this computer. Please note that such a use of this software is not allowed and is against the license agreement. If you would like to use O&O UnErase on multiple computers, it is possible to purchase a multi-user license. Our sales team would be more than happy to assist with this free of charge and obligation.

## Creating an Emergency Disk

To create an O&O InstantUnErase-Diskette, go to corresponding heading in the Start Menu open the **O&O InstantUnErase Assistant**. Then, follow the on-screen directions of the Assistant.

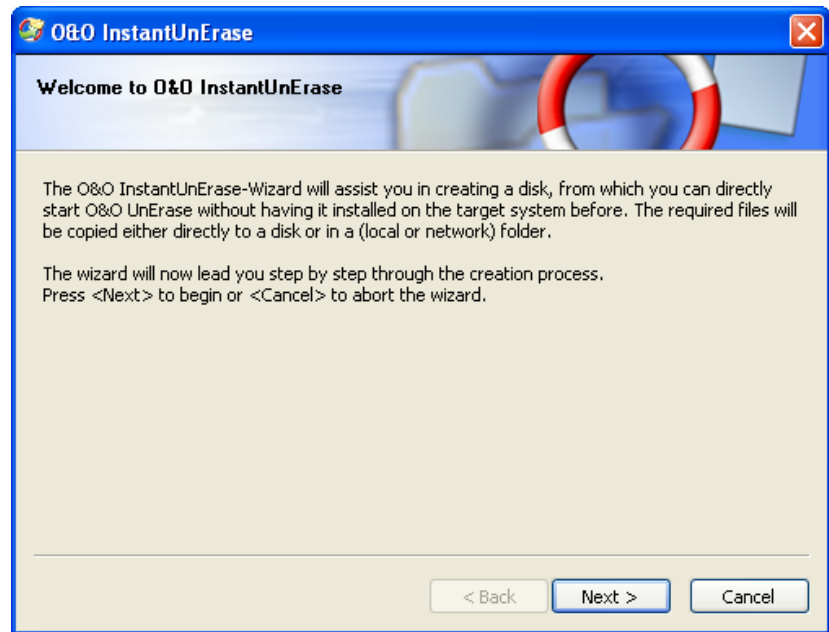


Figure 11 O&O InstantUnErase Assistant

Next, you will be required to select where you would like to save this file. This can be a folder or drive (locally stored on your computer or on the network). Click the button **Browse** to select a location.

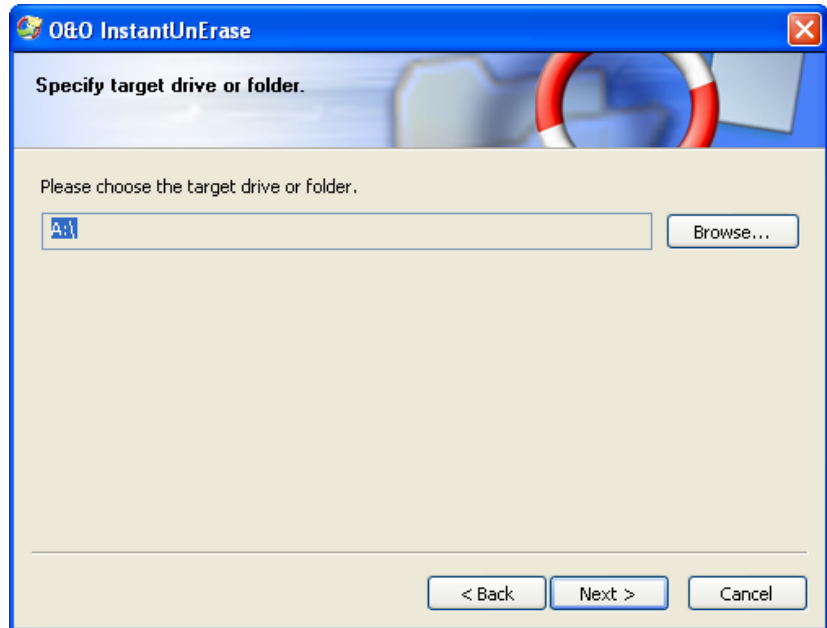


Figure 12 Selection of Target Drive or Folder

Now select the file source. Here you have the possibility of selecting the O&O UnErase's installation folder or the actual installation file itself **O&O Unerase.msi**.

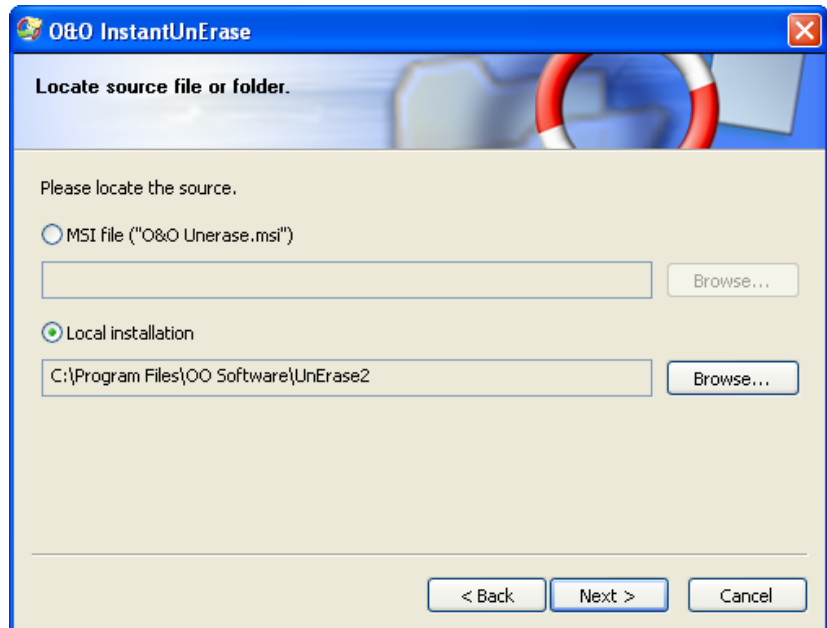


Figure 13 Selection of File Source

Double-check your selections; insert blank media into the corresponding drive; and initialize the copying process. As soon as all files have been copied, you can start using O&O InstantUnErase.

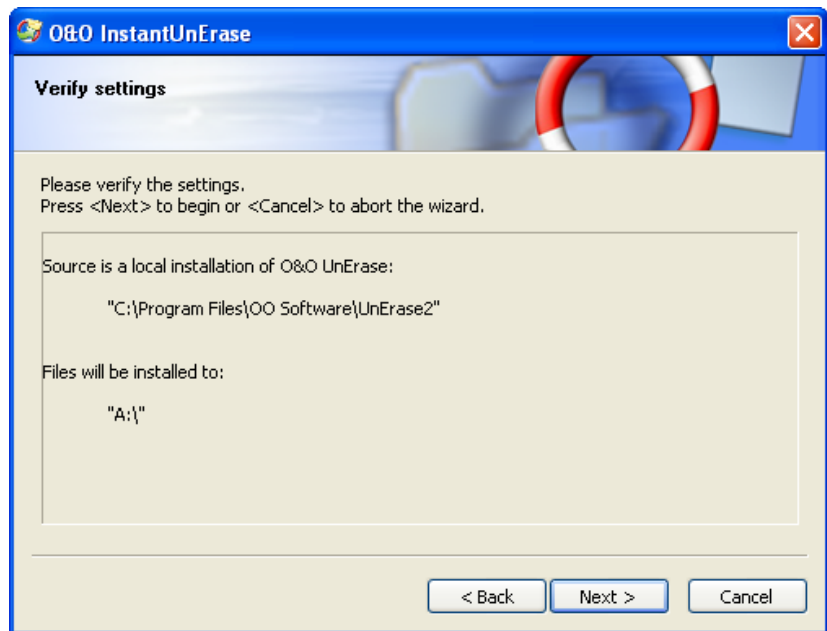


Figure 14 Copying Files to Removable Media

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**Tip:** The target folder can be a network drive or a USB stick as long as the computer on which you would like to use O&O InstantUnErase can access that data.

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## Starting and Using O&O InstantUnErase

Insert the created removable media into the drive of the computer on which you would like to run O&O InstantUnErase (or open the folder where the Assistant stored the O&O InstantUnErase data). Inside you will find the file **OOUE.EXE**. Double-click this application to run it. An O&O UnErase registration dialog will appear. Enter your registration information and continue.

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**Please note** that the license will not be saved onto this computer. This could overwrite important data, potentially preventing their restoration. Because of this, the license will have to be reentered with every new start of the program.

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After a successful registration the Main View of O&O UnErase will appear. It will now be possible to use all of the features O&O UnErase has to offer. More information regarding this can be found in the section entitled "Using O&O UnErase".

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# Support and Contact

## Technical Support

To receive more information about O&O UnErase, please visit our website, <http://www.oo-software.com>, and get the latest information about product developments and support. Also included on our website are regularly updated FAQs and Knowledge Bases that offer the most common problems and questions regarding our products.

All registered customers receive installation and product support free of charge for the first 90 days after registration. When contacting our support department, please do not forget to have your registration code ready.

In addition, it may be helpful to read our frequently asked questions (FAQ) section of our website before you contact our support department. It is always possible that your specific question or problem may have already been addressed.

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For answers to all questions regarding the licensing and purchase of our software products, our authorized distribution partners in over 30 countries stand ready to assist you. Their names and addresses may be found at our website under the **Purchase** heading. We would also be more than happy to assist you in finding the partner closest to you.

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# End-User License Agreement (EULA)

## O&O UnErase V2.0

### IMPORTANT – PLEASE READ CAREFULLY

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If you have any questions regarding the licensing of O&O software or you wish to contact O&O, please get in touch with us as follows:

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