



Stellar Phoenix CD DVD Data Recovery

Version 4.0

User Guide

Overview

Stellar Phoenix CD DVD Data Recovery is an optical media data recovery application for CD, DVD, BD and HD DVD. It can effectively recover and restore lost, deleted or inaccessible data from physically damaged or incorrectly burnt optical discs. The software is capable of finding data from missing sessions and ensures complete extraction of fragmented data. It supports all CD / DVD / BD / HD DVD formats and all common file systems such as ISO 9660, Joliet, UDF file systems. The software is embedded with advanced features, like Create Image, File Filter, File Mask, Resume Recovery, Event Log, and Save Scan.

What's new in version 4.0

- Support for Blu-ray Disc (BD) media type.
- Support for UDF (Universal Disk Format) file system.
- Ensures recovery of data from optical discs written by Packet Writing technique.
- Efficiently recovers old and missing sessions from optical disc.
- Recovers IFO / VOB / BUP files from Audio/Video DVD.

Key Features

- Efficiently recovers data from following media types:

CD Formats	CD-R, CD-RW, CD ROM, CD ROM XA, Audio CD, VCD, SVCD
DVD Formats	DVD ROM, DVD RAM, DVD-R, DVD+R, DVD-RW, DVD+RW, DVCD, DVD+R DL, DVD-R DL, DVD+RW DL, mini DVD, Video DVD, DVD+VR, DVD+VRW, DVD-VM, DVD-VR, DVD-VRW
Blu-ray Disc (BD) Formats	BD-ROM, BD-R, BD-R DL, BD-RE, BD-RE DL, BD-R SRM, BD-RRM
HD DVD Formats	HD DVD-ROM, HD DVD-R, HD DVD-R DL, HD DVD-RW, HD DVD-RW DL, HD DVD-RAM, HD DVD-Video, MRW disc

- Supports following File Systems:

ISO 9660, Joliet, ISO 9660:1999, UDF (Physical: 1.02, 1.50, 2.00, 2.01, 2.50, 2.60 and Virtual: 1.50, 2.00, 2.01, 2.50, 2.60), UDF Packet Writing and IFO/VOB Video.

- Recovers data from optical media burnt on all Windows, Linux, UNIX and Macintosh (only ISO 9660, Joliet and UDF file systems) operating systems.
- Supports recovery from Multi-session, Bootable disc, LightScribe disc, Mixed Mode disc, Audio and Video disc.
- Ensures recovery of data from physically damaged optical media.
- Finds and retrieves data from missing sessions.
- Supports both Big-endian (Motorola) and Little-endian (Intel).
- Search and find lost files and folders from all optical discs written by Packet Writing software (Drag and Drop methods) like InCD, Drag To Disk, Direct CD, DLA etc.
- Image file helps to speed up the process of scanning and recovery.
- Preview of files available before actual recovery of data.
- File Filter allows selective recovery
- File Mask helps to view only desired file types in the tree view.
- Update wizard helps to check the latest versions.
- Compatible with Windows 2000, XP, Vista, Server 2003, Server 2008 and Windows 7

Installation Procedure

Before installing the software, ensure that your system meets the minimum system requirements:

Minimum System Requirement

Processor: Pentium Class or above

Memory: 256 MB RAM

Hard Disk: 256 MB of Free Space

Operating Systems: Windows 2000/ 2003/ XP/ Vista/ Windows 7

Optical Media : CD / DVD / Blu-ray Disc Media and Drives

To install the software:

- Double-click **Stellar Phoenix CD DVD Data Recovery.exe** file to start the setup process. The Setup Stellar Phoenix CD DVD Data Recovery dialog box opens. Click **Next**.
- In the *License Agreement* screen, select **I accept the agreement** option. The Next button will be enabled. Click **Next**.
- In the Select Additional Tasks screen, check the required check boxes. Click **Next**.
- In the Select Destination Location screen, provide the path by using Browse button where the setup files will be stored. Click **Next**.
- In the Start Menu Folder screen, provide the path by using Browse button where the program's shortcuts will be stored. Click **Next**.
- In the Ready to Install screen, review the settings. Click **Back** to change settings. After confirming the settings click **Install**. The Installing screen shows the installation process.
- After completing the process, the Completing the Stellar Phoenix CD DVD Data Recovery Setup Wizard screen opens. Click **Finish**.



Note: You can clear the Launch Stellar Phoenix CD DVD Data Recovery check box to stop the automatic launch of the software.

Starting Stellar Phoenix CD DVD Data Recovery

To start the software, do one of the following:

- Click **Start**, point to **All Programs**, select **Stellar Phoenix CD DVD Data Recovery**, and then click **Stellar Phoenix CD DVD Data Recovery**.
- Double-click the shortcut icon of **Stellar Phoenix CD DVD Data Recovery** on the desktop.
- Click quick launch icon of **Stellar Phoenix CD DVD Data Recovery** on the taskbar.

Order and Register

How to Order?


The software can be purchased by making payments online using a credit card. Please [click here](#) for more information and to place an order.

Once the payment is complete, an activation serial number along with activation details is sent through email. This activation serial number is required to register the software.

How to Register?



After purchasing the software, you will receive the serial number, which is required to register the software. The serial number will be verified during the registration process and if the serial number is valid then the software will be registered. The software can be registered in different ways. These are the methods by using which you can register the software:

Registration over Internet

- Click **About**  icon, click **Register** button. The Stellar Phoenix dialog box opens, check the **I have the registration key** checkbox and select **Online registration** option. Click **OK**, and then click **Yes**.
- In the Welcome to Stellar Phoenix - Electronic Software Registration wizard, click **Next**.
- Type the Serial number (received through email after purchasing the product) in the Serial number text box. Click **Next**.
- The software would automatically communicate with license server and register the software. Click **Finish** to complete the registration process.
- If online activation is failed then you can send the serial number, which is received after purchase of the software, to support@stellarinfo.com for registering the software by using manual activation.

Manual Activation

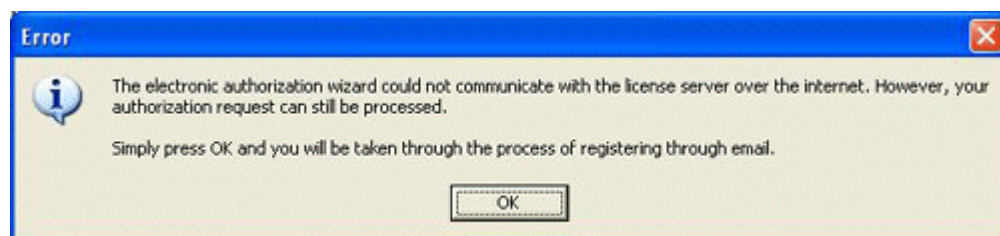
To register the software by using manual activation process:

- Click **About**  icon , click **Register** button. The Stellar Phoenix dialog box opens, check the **I have the registration key** checkbox and select **Online registration** option. Click **OK**, and then click **Yes**.
- In the Welcome to Stellar Phoenix - Electronic Software Registration Wizard, click **Cancel**. In the Stellar Phoenix dialog box, click **Yes**.
- In the Manual Registration screen, enter the serial number that is received after the purchase of the software. Click **Next**.
- A PHX_REG.txt file will be created on desktop. Email the text file to the email support@stellarinfo.com address. You can click the link given in the screen to start to automatically compose the email for the given email address. Click **Finished**.
- After verifying the purchase details, we will sent the site key that is required to register the software by using manual activation.
- When you receive the site key, open Stellar Phoenix CD DVD Data Recovery, Click **About**  icon , click **Register** button. The Stellar Phoenix dialog box opens, check the **I have the registration key** checkbox and select **Manual Registration** option. Click **OK**.
- In the Manual Registration screen, type the **site key**, which is received after sending the PHX_REG.txt file. Click **Validate** to register the software.

Registration through Email

To register the software by using email

If you receive the given below error dialog box, then click **OK** to start the registration process by using email.



In the Stellar Phoenix - Electronic Registration Wizard, click **Next** if you want to send email automatically for requesting the site key or check the Manually send email checkbox if you want to send the email manually.

- **Manually Send Email**

- In the Stellar Phoenix - Electronic Registration Wizard, check the Manually send email checkbox and click **Next**.
- Follow the instructions as given in the Stellar Phoenix - Electronic Registration Wizard. After clicking **Finish**, click **send** button in your email client to send the email.

The software will be registered automatically, when Internet connection is available on your computer.

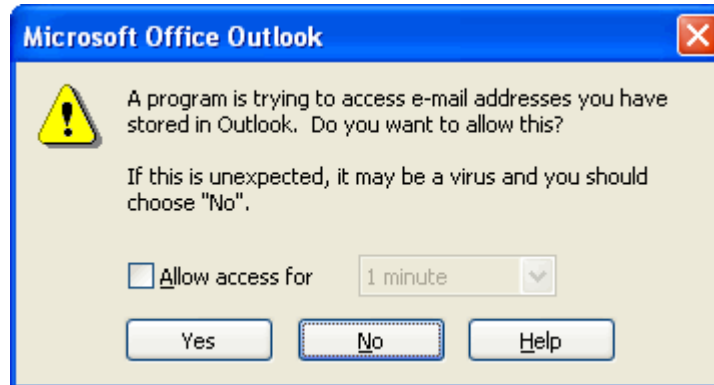
- Automatically sending email

- In the Stellar Phoenix - Electronic Registration Wizard, click **Next**. Type your email address in the textbox. The unlocking code will be sent to this email address. Click **Next**.



- In the Verify Email Address screen, verify the email address you have entered and click **Yes**.


- If your email client is blocking the process the following dialog box appears, it depends on your email client here Microsoft Outlook example is given. Click **Yes**, and then click **Finish**.



The email will be automatically send. The software will be registered automatically, when Internet connection is available on your computer.



Note:

- If the software is downloaded from <http://www.stellarinfo.com/disk-recovery/cd-rom-data-recovery/buy-now.php?Order> (i.e., ESD version), for the full functionality, the product must be registered using Serial Number (received through email after purchasing the product).
 - If the software is installed using the product installation CD (i.e., BOX version), hardware lock  is mandatory for the functioning of the software which is available with the software kit.
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User Interface


Stellar Phoenix CD DVD Data Recovery software's main user interface is as shown below:



Configuration Settings

You can change general settings of the Stellar Phoenix CD DVD Data Recovery Software.

To configure Stellar Phoenix CD DVD Data Recovery:

- Click **Settings**  icon and following dialog appears:




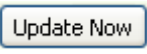
- Under **General Settings** tab, configure general options:
 - **Show 'Tip of the Day' checkbox:** Mark this checkbox to view tip at software startup.
 - **Check for 'Latest Updates' at startup:** Check this option to receive latest updates for the software.
 - **Log Settings:** Check the **Save log before closing application** checkbox to automatically save log of processes. Click **Browse** to specify the destination where log files should be saved.
 - **Surface Scan Settings:** Use checkbox to show or hide Surface Scan tab. Surface Scan tab allows you to scan severely corrupted media using signature search in raw mode.
- Click **Add File Types** tab to add, remove, or edit file type. This will become the default settings. However, you can change file types settings as per your requirement during raw recovery.

- Click **Manual Activation** tab to register the software manually. You should have the site key for registering the software manually.

Update Wizard

The Stellar Phoenix Update Wizard keep your Stellar Phoenix applications updated. Update option in the application is capable of checking the latest updates. This will check for both latest minor and major version available online. You can easily download minor version through the update wizard. However, the major version available has to be purchased. While updating the software, it's recommended to close all the running programs.

To start Stellar Phoenix Update Wizard:

- In the Stellar Phoenix CD DVD Data Recovery main screen, Click **Settings**  icon. Under **General Settings** tab, click  button.
- Stellar Phoenix Update Wizard window pops up. Click **Next** to proceed.
- Wizard will start searching for the latest updates and if it finds any new version, a window pops up indicating the availability.
- Click **Next**, the software will start downloading the update files from the server. When process is complete, software will upgrade to the latest version.

Live Update may not happen due to following reasons:

- Internet connection failure.
- Updates are not available.



Note: If major version is available, you have to purchase a new copy to upgrade the software.

Supported File Types for Preview

Stellar Phoenix CD DVD Data Recovery supports preview of file types listed below. This helps user to verify file(s) before actual recovery.

Acrobat Files

- PDF

Archive Files

- ARJ, LZH, ALZ, TAR, ZIP, RAR, CAB

Audio Video Files

- RMI, WAV, WMV, MPG, WMV, WMA, MIDI, AU, MP3, AVI, ASF, MPEG, MID

Backup Files

- BKF

Database Files

- MDF, DBF, CSV

Image Files:

- BMP, WBMP, WMF, EMF, JPEG, JPG, JPE, J2K, JP2, JBG, J2C, JPC, PNG, MNG, JNG, JFIF, DIB, GIF, TIF, TIFF, TGA, PCX, PGX, PNM, PGM, PPM, RAS, X3F, PEF, NEF, KDC, K25, ERF, DNG

Internet Files

- HTM, HTML, SHTML, SHTM, MHTML, XHTML, XHT, PLG

Miscellaneous Files

- C, PRG, TEXT, CXX, HPP, XML, CC, HH, ASM, JS, PHP, ASP, LIC, DEF, CSPROJ, VCPROJ, SLN, CSS, DSP, DSW, CS, JAVA, INF, INI, LOG, CGI, JSP, REG, FRM, TXT, CPP, H, BAT

Office Documents

- DOC, DOT, DOCX, DOTX, XLS, XLT, XLW, XLB, XLSX, XLTX, PPT, PPS, POT, PPTX, PPSX, POTX, RTF



- Notes:**
- File types that are not supported for preview are shown in the hex viewer.
 - Preview of severely corrupted files is shown in the hex viewer.
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Features

Stellar Phoenix CD DVD Data Recovery is a very easy to use optical media recovery software with many features. Using this software you can retrieve all data from damaged optical discs.

Optical Media Recovery: Fast and efficient scan will find almost all data from the optical media. This option will perform a quick scan on the selected optical media. You can select only one optical disc at a time for scan.

Create Media Image: The image you create by using Create Media Image option of Stellar Phoenix CD DVD Data Recovery will be of same size as the selected optical disc. Ensure that the location where image file needs to be saved has sufficient space available to store the image file.

Resume Recovery: Allows you to restart recovery by using either Saved Scan Information or Image File. Both, scan information file and image of a optical disc are saved as an image file (.img). You can use an image file to restart recovery at any time. You should save scan information file and image file of a disc with proper naming such that you can easily retrieve the required file for restarting recovery.

Surface Scan : Allows you to recover data from severely damaged optical disc using signature search. This recovery option recovers everything that is found in the selected source. A list of commonly used file types is provided in the raw recovery file type option. You can also add file type, if required file is not listed in the file type list.

Mask : Allows you to narrow down scan result. After completion of scanning process, all files are listed in a tree structure. You can apply mask to create a new tree structure from the existing tree structure according to specified file types. The new tree structure will only contain selected file types. You can view the original tree structure that is created after scanning by removing mask. This will automatically show the original tree structure created after scanning.

Find File : You can search files in the tree view shown after scanning process. If you want to search specific files from the scan result you can use Find button. This option provides you various parameters to search desired files.

Save Scan Information : You can save scan result of any scanning process as an image (.img) file. You can save scan result of a complete or incomplete recovery process. If you stopped a scanning process, you can save scan information up to that point. However, you should perform complete scan, and then save scan result. Saving scan information saves your time. Since, you will not need to scan the same disc again. You can resume recovery by selecting the saved scan file.

File Filter : Filters allows you to select files on the basis of extensions. You can include or exclude files by applying filter. Scanning process shows every file that is found during the process. You can apply filter to save only required files.

Append Header File : You can add file type to the list of File Types while performing surface scan. In case, the file you are searching is not available in the file list you can add the file by specifying the software name, size, header information, and file extension.

Preview of File: You can view the preview of files such as mpg, wav in middle pane. Preview of files such as .exe, 3gp will be shown in hexadecimal format. To preview the file in hex format, right-click the file in the bottom pane and click **Show as Hex**.

Right-Click Options:

Rename: You can rename file/folder in the scan result. This allow you to save the files/folders according to your needs. To rename, right-click the file and click Rename, then type the required name.

Recover: You can also use this option to start the recovery process.

Show as Hex: You can view the files in hex format. Right-click the file in the bottom pane and click **Show as Hex**.

Additional Features:

- Efficient scan retrieves data from every possible location.
- Capable of finding appropriate hierarchy according to file system even if any session is missing.
- Supports single session and multi-session optical media of ISO 9660, Joliet and UDF file system, along with multi versions of UDF file system (both physical and virtual partition)
- Recovers photographs of all major brands of camera (Canon, Pentax, Sony, Minolta, Fuji, Nikon and Kodak)
- Support both Big-endian (Motorola) and Little-endian (Intel)
- Extract audio tracks (**cda** files) of Audio CD and convert into **wav** files.
- Supports video CD and super video CD.

- Supports Audio / Video / Mini DVD based on IFO / VOB files.
- Shows Information of Disc/Drive, Sessions, Tracks and File System properties.
- Search and find lost files and folders from all optical discs written by Packet Writing software (Drag and Drop methods) like InCD, Drag To Disk, Direct CD, DLA etc.
- Preview of supported file types available before actual recovery of data.
- Ability to rename files and folders to save according to your needs.

Recover Data from Optical Media

Optical Media Recovery option of Stellar Phoenix CD DVD Data Recovery performs a scan on the selected optical media. You can select only one optical disc at a time for scan. This scan method is fast and efficient. You will find almost all data by performing optical media recovery on selected optical media. You can also load an image file to perform optical media recovery.

To perform optical media recovery:

- Open Stellar Phoenix CD DVD Data Recovery. In the Stellar Phoenix CD DVD Data Recovery dialog box, under **Optical Media Recovery** tab, select optical media.
- In the Select Optical Media section, all discs that are inserted in drives attached to computer, will be listed. Select a disc, click **Continue**.
- A scan will be performed on the selected disc and all files that are found in the selected disc are shown in a three pane structure. In the left pane, a tree structure according to folders is created. Top right pane shows preview of files. In bottom-right pane, all files that are stored in folders are listed. Double-click a folder to view files stored in that folder. Click a file from bottom-right pane to preview the file.
- You can save all files or individual files at preferred location. You can apply filter to save only selected files. In addition, you can find a file from files listed in the Data Recovery screen and apply mask to narrow the scan result.
 - **To select all files**
 - Click **Select All**, and then click **Recover**.
 - **To select individual files**
 - Click a folder in the left pane to view files stored in it.
 - Mark checkboxes of file names, and then click **Recover**.
 - **To recover selected folders and files included in them**
 - Check the folder name checkbox in the left pane, and then click **Recover**.
- In the Choose Destination screen, select destination to save files. Click **OK**.

Selected files will be saved at the specified location. Navigate to the destination to view files.



Note: You cannot save an empty folder. There should be at least one file in a folder to save the folder.

Applying Mask

Mask allows you to narrow down scan result. After completion of scanning process, all files are listed in a tree structure. You can apply mask to create a new tree structure from the existing tree structure according to specified file types. The new tree structure will only contain selected file types.

For example, you want to view and recover only Microsoft Word documents. Scanning process shows you all scanned files in a tree structure. You can apply mask to create a new tree structure that will contain only Microsoft Word documents.

You can view the original tree structure that is created after scanning by removing mask. This will automatically show the original tree structure created after scanning.

To apply mask:

- When the scanning process is completed, click **Mask**.
- In Set File Mask screen, define values
 - **Files of type:** Key-in the extension of required files such as .doc, .avi in the textbox. The new tree will only contain files that are specified in this box.
 - **Match Case:** to search according to the typed text
 - **Size from (KB):** to search files according to file size. Type the limits in textboxes.
- Click **OK**. A new tree structure will be shown according to the values defined in mask screen.







Note:

- You can define one or all values in Mask screen.
 - In the Files of Type textbox, the *. should be present to enable OK button, whether, any file extension is typed or not in this textbox.
-

Finding Files

You can search files in the tree view shown after scanning process. If you want to search specific files from the scan result you can use Find option. This option provides you various parameters to search desired files.

To search files:

- In the Data Recovery screen, Type-in the keyword  Search File...   and press Enter. File that contain the typed string will be highlighted in the scan result. Press **F3** to find the next file.
- Otherwise, click **Find** . In the Find screen, type text in the **Enter file type(s) delimited by semi-colons** textbox. Check **Match Case** option if typed text is to be exactly searched in these file names. You can specify a **size range** to make your search more specific. Click **Search Now**.
- File that contain the typed string will be highlighted in the Data Recovery screen. Press **F3** to highlight the next file that contains the same or relative text. Press **Shift+F3** to go to the previous file.
- Click **Search Now**. The file, if found, will be highlighted in the Data Recovery screen.



Note:

- You should specify text in the **Enter file type(s) delimited by semi-colons** textbox to enable the **Search Now** button.
 - You can also apply Size option in the search.
-

Saving Scan Information

You can save scan result of any scanning process as an image (.img) file. You can save scan result of a complete or incomplete recovery process. If you stopped a scanning process, you can save scan information up to that point. However, you should perform complete scan, and then save scan result.

Saving scan information saves your time. Since, you will not need to scan the same disc again. You can resume recovery by selecting the saved scan file. Remember, source optical disc must be inserted in the drive before resuming recovery through a saved scan information

To save scan information:

- Click **Save Scan**.
- In the Save scan information dialog box, browse to the location where scan file should be saved. Type the name of the scan file in the File name textbox. Click **Save**.



Note: You will also be prompted to save scan information when you click **Back** button or close Stellar Phoenix CD DVD Data Recovery after a completed scanning process.

Applying Filter

Filter allows you to select files on the basis of extensions. You can include or exclude files by applying filter. Scanning process shows every file that is found during the process. You can apply filter to save only required files.

To apply filter:

- When scanning process is completed. Click **Recover** button.
- In the next dialog box click **Add Filter**.
- A list of extensions categorized according to file types is available in drop-down box.
- Select a group from **Enter Filter basis** listbox. Click **Add**. All extensions under that group will be listed in bottom box.

Include - This option includes the selected file extension. Select an extension from left-pane and click *Include*. Files that are having the same extension will only be included when you save recovered files. All files with extension other than the selected extension will not be included for recovery.

Exclude - This option excludes selected file extension. Select an extension from left-pane and click *Exclude*. Files that are having the same extension will be excluded when you save recovered files. All files with extension other than the selected extension will be included for recovery.

You can also add a file extension other than the available extensions. Type in the **Enter File Basis** list box and click **Add**.

Create Media Image

The image you create by using Create Media Image option of Stellar Phoenix CD DVD Data Recovery will be of same size as the selected optical disc. Ensure that the location where image file needs to be saved has sufficient space available to store the image file.

To create image file of CD/DVD/BD:

- Open Stellar Phoenix CD DVD Data Recovery and select Create Media Image tab.
- In the **Create Media Image** tab, select disc and click **Continue**.
- In the Save As dialog box, locate the destination where image file should be saved. In the File Name text box, type a name. Click **Save**.
- The Disk Image Creation shows the image creation process. When the image is successfully created, a message appears. Click **OK**.

You can click **Continue** to start recovering files from the newly created image or start recovery later by using resume recovery option.

Resume Recovery

Resume recovery allows you to restart recovery by using either:

Scan Information

Image File

Both, scan information file and image of a optical disc are saved as an image file (.img). You can use an image file to restart recovery at any time.

You should save scan information file and image file of a disc with proper naming such that you can easily retrieve the required file for restarting recovery.

Using Scan Information

Scan information file contains the information of a scanning process. Scan information file is saved as an image file (.img). You can save scan information file during any completed or incomplete recovery process. You can use a saved scan file to restart recovery at any time. For example, you saved scan file of a process and recovered only some files from that scan result. Later, you want to recover some more files from the same disc. You can use the saved scan file to restart recovery.

Using a scan information file saves time, since, scanning process does not take place. All files and folders that are shown in an earlier scanning process will be shown on loading a saved scan file. In addition, if you have performed scanning process but not saved any files then you can use saved scan file to restart recovery at some other time.

You should remember that the saved scan file you are using to restart recovery is of which recovery process. Since, you cannot perform a recovery process by using a scan file of different process.

To resume recovery by using scan information file:

- Open Stellar Phoenix CD DVD Data Recovery, click **Resume Recovery** tab and then click **Browse**.
- In the Open dialog box, locate and select the scan information, and then click **Open**.
- Click **Continue**, all folders and files are listed in the Data Recovery screen. Recover required files.



Note: Source optical disc must be inserted in the drive before resuming recovery through a saved scan information.

Using Image File

Drive image is the image of a optical disc, created by using Create Media Image option of Stellar Phoenix CD DVD Data Recovery. This image is saved as an image file (.img). When you create an image of a source, scanning process is not performed, instead, a copy of the selected source is saved as .img file. You can start recovery either after completion of disc imaging or at a later time by using Resume Recovery option.

To restart recovery by using disc image:

- Open Stellar Phoenix CD DVD Data Recovery, click **Resume Recovery** tab, and then click **Browse**.
- In the Open dialog box, locate and select the image file of a disc, and then click **Open**.
- Select **Normal Scan** or **Surface Scan** option. Click **Continue**.



Note: It is recommended that you save scan information file and optical disc image at different locations with proper names such that you can easily retrieve the required file.

Surface Scan


Surface Scan allows you to recover data from severely damaged CD / DVD / BD using signature search. This recovery option recovers everything that is found in the selected source.

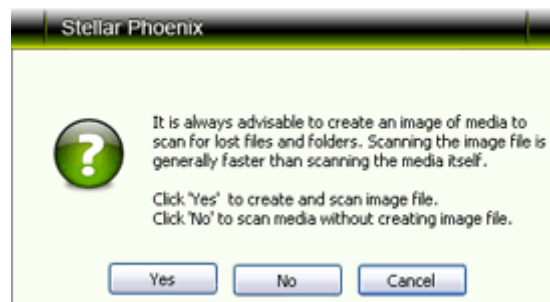
A list of commonly used file types is provided in the raw recovery file type option. You can also add file type, if required file is not listed in the file type list.

Raw Recovery

You can recover data from severely damaged optical media by using Surface Scan option of Stellar Phoenix CD DVD Data Recovery.

To recover data:

- Open Stellar Phoenix CD DVD Data Recovery. Under **Surface Scan** tab, select the disc.
- You can select, add, edit or remove file types such that scanning process should include or exclude file types. This can be done by clicking on **Settings**  icon.
- Click **Continue** to scan the optical media.
- A dialog box shown here appears that gives you an option to create an image of media first and then scan the image file to speedup the scan process.



- You can either create an image of media and scan the image file or opt for scanning the media without creating an image file.
- Scan will be performed on the selected optical disc and all files that are found will be shown in a three pane structure. In the left pane, a tree structure according to folders is created. Top right pane shows preview of files. In bottom-right pane, all files that are stored in folders are listed. Double-click a folder to view files stored in that folder. Click a file from bottom-right pane for preview of the file.
- You can save all files or individual files at preferred location. You can apply filter to recover only selected files. In addition, you can find a file from the files listed in the Data Recovery screen and apply mask to narrow the scan result.

- **To select all files**
 - Click **Select All**, and then click **Recover**.

- **To select individual files**
 - Click a folder in the left pane to view files stored in it.
 - Mark checkboxes of file names, and then click **Recover**.

- **To recover selected folders and files included in them**
 - Check the folder name checkbox in the left pane, and then click **Recover**.

- In the Choose Destination screen, specify the location where files should be saved. Click **OK**.

Selecting File Type

File types give information about the type of file such as video or audio and its extension. You can select file types while performing raw recovery such that, scanning process should search for the specified file types.

File types are listed in the File List screen. The Software Name column shows the type of file, File extension shows the extension of the file type and size (KB) shows the size of file type. The file types is categorized according to groups with 'All' as the main group that includes every file type, which is available in different file groups. Different groups are Graphic, Pictures & Raster Images, Archive, Audio, Video & Animation, Mails, Database, Office Documents, Internet, and Miscellaneous.

To select file types from file list:

- Click **Settings**  icon and select **Add File Type** Tab. A dialog box as displayed below appears listing all the files:



- In the File List screen, select the required file types.

To include all file types mentioned in the list

Click **Filter by file group** list box, select **All**, and then click **OK**.

To include a single group

In the File List screen, click the **Filter by file group** list box, select the required group from Filter by file group list box, and then click **Select All** to add all file types of that group. Click **OK**.

To include selected file types

In the File List screen, click the **Filter by file group** list box and select **All**. Check the software name checkboxes of the required files types and clear the software name checkboxes that are not required. Click **OK**.

To exclude a group

In the File List screen, click the **Filter by file group** list box and select the group that needs to be removed. Click **Unselect All**, and then click **OK**. Similarly, you can exclude multiple groups.


To include multiple groups with selected file types

You can include more than one group and selected file types from them. First select a group from **Filter by file group** list box, and then select required file types from the selected group. Similarly, select another group from Filter by file group list box and select required file types. After selecting the required groups and file types, click **OK**.

Adding File Type

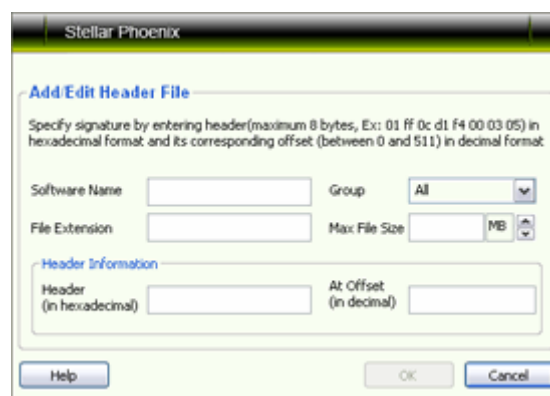
You can add file type to the list of File Types while performing surface scan. In case, the file you are searching is not available in the file list you can add the file by specifying the software name, size, header information, and file extension.

To add a file type:

- Click **Settings**  icon and select **Add File Type** tab. Click **Append Header File** button. A dialog box as displayed below appears:



- In the Append Header File screen, click **Add**. A new dialog box pops up as displayed below:



- In the Add/Edit Header File screen, provide the values:
 - **Software Name:** Type name of the software or file.
 - **Group:** Select the group under which new file type will be included.
 - **File Extension:** Type the file extension.
 - **Header (in hexadecimal):** Type the header value.
 - **At Offset (in decimal):** Type the offset value.

- Click **OK**.

Editing File Type

You can also edit an existing file type or newly added file type. You can change every setting of file type.

To edit a file type:

- Select the file type that needs to be edited.
- Click **Edit**. In the Add/Edit Header File screen, edit values:
 - **Software Name:** Type name of the software or file
 - **Group:** Select the group under which new file type will be included.
 - **File Extension:** Type the file extension
 - **Header (in hexadecimal):** Type the header value
 - **At Offset (in decimal):** Type the offset value
- Click **OK**.



Note: You can edit a file type from Add New Header screen as well.

Removing File Type

You can remove user-defined file types. You cannot remove file types that are included in the list of All group. You can remove file type from Add New Header screen.


To remove file type:

- Click **File Type**. In the File List screen, click **Append Header File**.
- In the Add New Header screen, select a file type and click **Remove**. Repeat the procedure to remove more file types.


View Log Report

You can view, save and clear log report of Stellar Phoenix CD DVD Data Recovery processes. Log file is saved as .txt file.

- **To view log report**

- Click  to open log viewer. All details of Stellar Phoenix CD DVD Data Recovery process are listed in this window.

- **To save log report**

- Click  to open log viewer.
- Click **Save Log**. In the Save As dialog box, type a name for the text file in File name textbox. Locate the destination where .txt file should be saved. Click **Save**.

- **To clear Log**

- Click  to open log viewer. Click **Clear Log**.

Specify Destination

You can save recovered files either to local hard disk or to a File Transfer Protocol (FTP) server. You can also apply compression option to recovered files.

- **To save recovered files to local hard disk**

1. Select **Recover to local drive** option.
2. Click **Browse** to specify the location where files should be saved. Click **OK** twice.

- **To save recovered files to FTP server**

1. Select **Recover to FTP server** option. Click **FTP** Option.
2. Provide the required values such as Server Name/ IP Address, Port No., Username and Password.
3. Click **Browse**, select a folder and click **OK** three times.

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Data Sanitization

Data cleanup and file eraser utility can delete selected folders, groups of files, entire logical drives, System Traces & Internet traces. Once the data have been removed using Stellar Wipe - Data File eraser utility, it is beyond recovery limits of any Data Recovery Software or utility. [More Info>>](#)

For more information about us, please visit www.stellarinfo.com

FAQs

1. *What is Blu-ray Disc (BD)?*

Blu-ray, also known as Blu-ray Disc (BD) is the name of a next-generation optical disc format. The format was developed to enable recording, rewriting and playback of high-definition video (HD), as well as storing large amounts of data. The format offers more than five times the storage capacity of traditional DVDs and can hold up to 25GB on a single-layer disc and 50GB on a dual-layer disc.

2. *What is Packet Writing? Does Stellar Phoenix support it?*

Yes, Stellar Phoenix supports discs written by packet writing technique.

Packet writing is a technology that enables the writing of data to a recordable compact disk (CD-R) incrementally, in multiple small blocks of data, rather than in a single block (as in disk-at-once recording), or in blocks defined by tracks (as in track-at-once recording), the other two common methods. Packet writing software makes it possible for the user to save data to a CD-R or CD-RW in the same way as it would be saved to the hard drive or a floppy. Not all CD recorders support packet writing.

3. *Does Stellar Phoenix CD DVD Data Recovery recovers data from all optical media formats?*

Yes, Stellar Phoenix software supports all CD, DVD and BD formats. It also supports ISO and UDF file systems.

4. *What are the minimum system requirements to recover data using Stellar Phoenix CD DVD Data Recovery?*

Processor: Pentium Class or above

Operating Systems: Windows 2000 / 2003 / XP / Vista / Windows 7

Memory: 256 MB RAM

Hard Disk: 256 MB of Free Space

Optical Media: CD / DVD / Blu-ray Disc Media and Drives

5. *Can I retrieve data from any CD / DVD / BD / HD DVD discs?*

Yes, all optical discs detected by the drive.

6. *Can I recover data from severely damaged CD / DVD?*

Yes, Surface Scan (Raw Recovery) can extract all data from severely damaged optical media. Surface Scan allows you to recover data from CD / DVD using signature search. This recovery option recovers everything that is found in the selected source.

7. *How to recover data from disc's with Scratches?*

Stellar Phoenix CD DVD Data Recovery provides two options to recover data from disc's with scratches. First, **Optical media Recovery**, which will perform a quick scan of the disc and shows recoverable data in the disc. Second, **Surface Scan** or **Raw Recovery**, which will perform a deep scan and recovers deleted/lost/corrupted data. For severely damaged disc, it is advisable to perform Surface Scan or Raw Recovery.

To perform Optical Media recovery:

1. Insert the media/disc in the CD/DVD drive.
2. Once the media/disc is mounted in the operating system, execute Stellar Phoenix CD DVD Data Recovery.
3. In the Stellar Phoenix CD DVD Data Recovery dialog box, under **Optical Media Recovery** tab, select optical media. In the Select Optical Media section, all discs that are inserted in drives attached to computer, will be listed. Select a disc, click **Continue**.
4. A scan will be performed on the selected disc and all files that are found in the selected disc are shown in a three pane structure. In the left pane, a tree structure according to folders is created. Top right pane shows preview of files. In bottom-right pane, all files that are stored in folders are listed. Double-click a folder to view files stored in that folder. Click a file from bottom-right pane to preview the file.
5. Select the files to be saved and click **Recover**. You can save all files or individual files at preferred location. You can apply filter to save only selected files. In addition, you can find a file from files listed in the Data Recovery screen and apply mask to narrow the scan result. Selected files will be saved at the specified location. Navigate to the destination to view files.

8. *Does Stellar Phoenix CD DVD Data Recovery extracts all sessions in multi-session disc?*

Yes, the software scan entire disc and list out all sessions. You can select the required session and recover data from it.

9. *How to recover data from disc's with Multi-session Writing?*

The Optical Media Recovery option will help you to recover data from disc with Multi-session Writing. The procedure is same as mentioned above (FAQ 7).

10. *When I try to access a DVD, it is showing "Please insert a disk into drive..". Will I be able to recover data from it?*

No, you cannot retrieve data from a disc which is not detected by the drive.

11. *How is optical media image file beneficial?*

Creating optical media image has two advantages:

1. Image file helps to speed up scanning and recovery.
2. You can recover data from image file even if the source media is not available.

12. *Where can we save recovered files?*

The recovered data can be saved to any drive which is accessible by your operating system.

- To any attached local hard drive.
- To any mapped network drive.
- To a FTP server.
- To any USB or removable storage media.

13. *Can I extract audio tracks from audio CD?*

Yes, you can extract audio tracks (cda file) from the audio CD. Stellar Phoenix will scan the audio CD and extract all the tracks from it. While recovering, these tracks (cda files) are converted into wav files.

14. *I have inserted media in the drive, but Stellar Phoenix shows no optical media found. Why?*

This may be due to following reasons:

- Drive unable to read the disc.
- Hardware problem


Remember, Stellar Phoenix retrieves data from disc which is detected by the drive.

15. *In Optical Media Recovery option, disc file system is shown as CDFS instead of ISO 9660/Joliet/UDF. Why?*

This may be due to drive error. But you can recover data from the disc.

16. *Why Surface Scan tab is not visible on the interface?*

You may have unchecked 'Show Surface Scan tab (Enables Raw Recovery for corrupted media)' option in **Settings**.

For that, click **Settings** . Under **General Settings**, check 'Show Surface Scan tab (Enables Raw Recovery for corrupted media)' option. After making changes in the settings, you need to restart the application to see the effect.

17. *I have accidentally deleted files from my rewritable disc. How can I get back those file?*

You need to perform Surface Scan, which will scan the entire disc deeply and retrieve deleted/lost files from it.

18. *Is recovery possible from partially burned / incomplete disc?*

Yes, Stellar Phoenix is capable of recovering data from partially burned disc, which had happened due to power failure or any such reasons.

19. *I have burned some documents and photos to audio CD, but the drive is showing only audio files. Can I get those data files from CD?*

Yes, Stellar Phoenix is capable of recovering data from mixed mode CD. It can also extract data from CD which has changed mode during multi session writing.

20. *I have burned media on Mac OS. Stellar Phoenix does not show any data?*

The file system used in the media may be HFS. Stellar Phoenix supports only ISO 9660, Joliet and UDF file systems.