Online Help - iCare Data Recovery Software

I   Basics

I   What is iCare Data Recovery Software

iCare Data Recovery Software can recover any deleted file, including documents, photos, mp3 and zip

files, or even folders and damaged disks. Besides deleted file recovery, it is able to restore files from system error like bad boot sector, bad MBR, bad partition table, bad MFT; Virus attacked file lost like destroyed boot sector, MBR...; human errors like format partition by mistake, delete partition accidentally...; software errors like merging partition failure with Partition Magic, resizing partition failure, copy partition failure, ghost failure... In addition to HDD file recovery, the program supports any type of storage media (music sticks, cameras, flash drives, memory card, USB drives, etc)! It works with encrypted files and helps you recover data lost because of a virus attack or an employee's malicious behavior. No special skills needed; 100% FREE to try.

Product features:
Works under Microsoft Windows 7/Vista/XP/2000; Windows Server 2008/2003/2000 with all 32bit&64bit.
Easy to use interface with recovery wizard
Supported all file systems: FAT / NTFS (NT4) / NTFS5 (2000, XP).
Unique technology for recovering deleted files
Recovers compressed files (NTFS, NTFS5).
Recovers files from any storage media.
Omit hard disk bad sector to speed up file searching.

l   iCare Data Recovery Software Features

iCare Data Recovery Software is an advanced undelete,unformat,unpartition tool used for recovering documents, photos, archives and files of other types deleted from any storage media.

iCare Data Recovery Software **Features:**

Works under Microsoft Windows 7/Vista/XP/2000; Windows Server 2008/2003/2000 with all 32bit&64bit.
Supported file systems: FAT12, FAT16, FAT32, NTFS (NT 4), NTFS5 (2000, XP).
Supported hidden file systems: Hidden FAT12, Hidden FAT16, Hidden FAT32, Hidden NTFS
Recovers compressed files (NTFS, NTFS5).
Recovers encrypted files (NTFS5).
Ignores file access rights (NTFS)
Saves folders with subfolders
Correctly recovers files deleted in Windows NT, 2000, XP (FAT32)
Original algorithm for recovering deleted folders in Windows NT, 2000, XP (FAT32)
Omit hard disk bad sector to speed up file searching.
Office files and photo images preview before registry.
Recognize external devices as hard disk partitions
Supports IDE/ATA, SATA, SCSI, USB, Fire wire (IEEE1394) Hard Disk and other media such as Floppy disk, USB flash drive, Digital camera, and Digital audio player etc.
Dynamic Disk Supported file recovery
Hardware RAID supported file recovery

iCare Data Recovery Software **recovers:**

Files and Folders deleted from the Recycle Bin.

Common folders such as My Documents, My Pictures and other.

Photos deleted from digital cameras.

Files and folders deleted from the command line.

Files after virus or worm attack.

Damaged disks (disks with bad sectors).

Recover files from lost partition

Restore files from formatted partition, formatted memory card, formatted external drive, formatted pen drive, and formatted USB drive...

Restore files deleted by SHIFT+DELETE

Restore files when disk drives, memory card not detected by PC

 From various storage media including:

Hard Drives

Digital cameras

Floppy disks

Zip Disks

Jaz Disks

Sony Memory Sticks

Compact Flash cards

Smart Media

Any USB disks

SanDisk SD card

SD/MMC card

XD card

Pen stick

Memory card

External hard disk drive

iPhone

iPod

iTune

Blackberry

SmartPhone

l   System Requirements and Installation

An Intel-compatible or Athlon 64 platform running Windows 9x/ME/NT4.0/2000/XP/2003/Vista/7/2008.

At least 16 MB of RAM, a mouse, and enough disk space for recovered files.

The administrative privileges are required to run iCare Data Recovery Software.

When installing the software, we strongly recommend you not to install the software on this disk where files get lost and you want to restore. Choose a different drive other than the file lost partition for installation. Any local/ removable drives are supported. We recommend you to install iCare Data Recovery

Software on an external device. Software can be downloaded from

l   Supported file system

Supported file systems: FAT12, FAT16, FAT32, NTFS (NT 4), NTFS5 (2000, XP)

l   Supported storage type and capacity

2TB hard disk is supported and the software also supports storage media including:

Hard Drives
Digital cameras
Floppy disks
Zip Disks
Jaz Disks
Sony Memory Sticks
Compact Flash cards
Smart Media
Any USB disks
SanDisk SD card
SD/MMC card
XD card
Pen stick
Memory card
External hard disk drive
iPhone
iPod
iTune
Blackberry
SmartPhone

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ACKNOWLEDGEMENT

I, the LICENSEE, acknowledge that I have read the above EULA and agree with the terms and conditions of the agreement. I also agree that the EULA supersedes any prior agreement, written or verbal, which may exist between me and the iCare Data Recovery on the subject of the SOFTWARE.

I   Very important information

Please read this section carefully before proceeding.

It is important to stop writing data to the drive holding the lost data (the subject drive). New data may permanently overwrite the lost data. The procedures are more difficult for a boot drive.

iCare Data Recovery procedures for data on the boot drive (usually drive C:):
(This section applies to "My Documents", "My Desktop", etc., that are not drives but merely folders, usually located on the boot drive.)

1.   100% safe recovery procedure for the boot drive (requiring high PC competency):
   - Immediately shutdown the subject computer.
   - Locate a second computer running Windows® 2000, 2003, XP or Vista. Download and install iCare Data Recovery on it.
   - Remove the subject drive from the subject computer and install it in the second computer as a non-boot drive. A laptop hard drive can be connected to a desktop computer via an adapter available at most computer stores. Make sure the drive is not written to by Windows or any program. Also make sure Windows "Scan Disk" does not attempt to repair the drive at boot time.
   - Use iCare Data Recovery to scan the subject drive and save the recovered data to another drive, a USB external drive or a memory stick. Files usually cannot be saved directly onto a CD or DVD.

   If a second computer is not available, the procedure is as follows:

- Immediately shutdown the subject computer.
- Remove the subject drive.
- Install a new drive. Install Windows® and iCare Data Recovery on it.
- Reinstall the subject drive as a non-boot drive. Make sure Windows "Check Disk" does not attempt to repair the drive at boot time.
- Use iCare Data Recovery to scan the subject drive and save the recovered data to another drive, a network shared folder on another computer, a USB external drive or a memory stick. Files usually cannot be saved directly onto a CD or DVD.

2. 95% safe recovery procedure for the boot drive:

This procedure is a little less effective but requires much less work.

- Close all programs including email, Internet browser and background programs such as instant messaging, backup, virus protection, local drive search engines, Windows Automatic updates, etc.
- Disable any shared folders on the boot drive that may be accessed by other users.
- Use the indirect download and installation procedure.
- Use iCare Data Recovery to scan the subject drive and save the recovered data to another drive, a USB external drive or a memory stick. Files usually cannot be saved directly onto a CD or DVD.

3. Common conditions that reduce chances of recovery:

The following activities may write new files on the boot drive and permanently overwrite lost data:

- Continuing to use the computer, especially for email and Internet browsing.
- Leaving other programs running (such as instant messaging, backup, virus protection, local drive search engines, Windows Automatic Updates, etc.)
- Downloading or installing new software (including iCare Data Recovery) on any drive on the computer. (The boot drive will be indirectly used even if you specify another drive for downloading or installing.)
- Continuing to let other computers access the computer from a network (via a shared folder, for example).
- Saving recovered files to the same drive.
- Burning data to CD or DVD drives. (The boot drive will be indirectly used.)

l   Using iCare Data Recovery Software
  l   Installing

When installing the software, take into account what disk files were deleted from. If files were deleted, say, from the drive D:\, we strongly recommend you not to install the software on this disk. Choose a different drive for installation. Any local/removable drives are supported.

  l   Activating

The unregistered version cannot recover files exceeding 32kB in size. After registration you will receive a registration key that will take away all the limitations and will allow you to save files of any size.

You need to reboot PC after activating and run as admin.

l   Starting

You may start the program from the icon created on the desktop or you can also launch the application by going to:

Start > Programs > iCare Data Recovery > iCare Data Recovery Software

l   iCare Data Recovery Software main window

There are four recovery modules on the main window of iCare Data Recovery Software. You may select one recovery according to your own data loss case to restore files.

l   Recovery module – Lost Partition Recovery

The first tab of the software is the disk and partition recovery module. Most people use this module when you have an partition deleted, not detected by PC that needs to be recovered. This is a general purpose recovery module that covers most items. The other tabs are more specific types of recoveries.

In this screen you will see a list of available disks to recover from. You can also continue a previous recovery. Your hard drives will likely be represented differently than the ones in this list. You will also see what types of drives they are, the size and their partition type. If the drive IS NOT listed here then be sure you have it connected properly. If it still isn't showing, you need to update the disk or USB drivers.

Select a volume/drive from the list and click "Continue"

Now will scan your volume. The estimated time will vary depending on the size and type of media. If the progress bar is not moving, and/or the time just keeps going up, there is likely something wrong with your media. You may cancel the scan to see whether it finds some of your files. Usually cancelling the scanning process is not recommended since it may reduce the chance of recovery.

A typical 120GB hard drive may take between 20 and 45 minutes to scan depending on how full and other factors. If it's taking hours, something is wrong. We recommend a professional. Don't risk doing more damage to your disk or you can easily make your data unrecoverable.

If you stop the recovery part of the way through, you can continue with the data found so far or stop and go back to the main menu. Stopping part way through can get you poor results and fragmented data. We don't recommend doing so unless it's your only option.

The ones in green are the recommended partitions. Each partition has a weight value. If you accidentally ghosted a drive, formatted a disk, or did a "clean install" of your operating system over the top of your

data, then the first partition is probably NOT what you are looking for. You can select multiple partitions at a time if you want to see all the data from each, but you may get several different versions of files.

Now you should see a familiar list of files and folders. You can double click on photos and also text files to see the contents. Place a check mark next to each file you wish to recover.

l   Recovery module –Advanced File Recovery

iCare Data recovery software can recover deleted files and folders from nearly any media as mentioned above. However, realize that once you delete a file, the space in the media is then usable for other files to be written on to that space. Often, deleted files are one of the most difficult recoveries.

If you have deleted a file, it's very important you don't save or download anything on to that drive/media. The more you save to it, the less chance you have of getting the deleted data back. Another concern is fragmented or partial data. If your drive is heavily fragmented (unoptimized), then you could recover only partial files which may or may not open in your software application. This is NOT a flaw with Total Recall DRS. Total Recall will recover only what's there. There's no magic software that will recreate missing parts of your files. We can't guarantee that the program will recover you data and it will be usable. It will only recover what is available to be recovered. It's not physically possible to recover anything more.

l   Recovery module – Deep Scan Recovery (RAW MODE)

Being the most powerful search module for lost files, When files are detected by their headers taken from sectors of the disk.   In some cases, raw data recovery is the only method to recover needed file(s).   Raw recovery cannot recover filenames, but content of the file can be recovered This module is designed for data recovery on the partition/hard disk which's file system information have been damaged badly.

Deep Scan using internal file format to search lost data. It provides you more data recovery ability. It is very useful for you to understand why to choose this option.

Deep Scan Recovery is strongly recommended for complicated data lost scenario which regular scan might not support.

l   Recovery module – Format Recovery

Recovery module - Format Recovery, a useful unformat recovery module that is dedicated in all reformat related problems whenever you run into a reformatted disk, flash card, memory card etc.

What does it do is to retrieve lost files from a reformatted partition whether it was performed by quick format or full format or even formatted twice. Besides restoring files from an already reformatted partition, drive, card, it is also able to solve the problem when you encounter the error "the drive is not formatted do you want to format it now", chkdsk is not available for RAW drive. And what's more? It also recover files when your encounter RAW DRIVE or RAW file system.

l   Selecting a recovery module to search files

See the main screen and select a recovery module to search files

Which recovery module shall I select?

"**Lost Partition Recovery**": Recovering files when partition lost or deleted with following symptoms:

- deleted partition by mistake
- bad partition table
- partition lost without a reason

"**Advanced File Recovery**": Recovering files with the following symptoms.

- SHIFT+DELETE command keys
- partition inaccessible
- emptied recycle bin

"**Deep Scan Recovery**": the most powerful recovery module that searches every byte

- system crashes
- bad MBR, bad partition table, bad boot sector
- bad file allocation table
- software failure like merg partition failure, resize partition failure, ghost failure
- RAID array damaged

"**Format Recovery**": Recoveirng files related with format problems

- formatted partition, card etc by mistake
- symptom - drive is not formatted, do you want to format it now
- RAW file system, raw drive
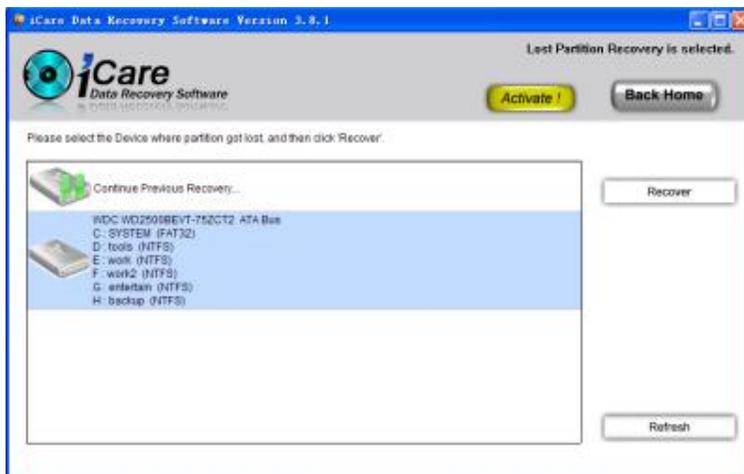- CHKDSK is not available for RAW drive

- Pressed restore button of iPod, iPhone, iTouch, blackberry

For any unstated data loss rescue, we recommend you to use "**Deep Scan Recovery**" to search lost files.
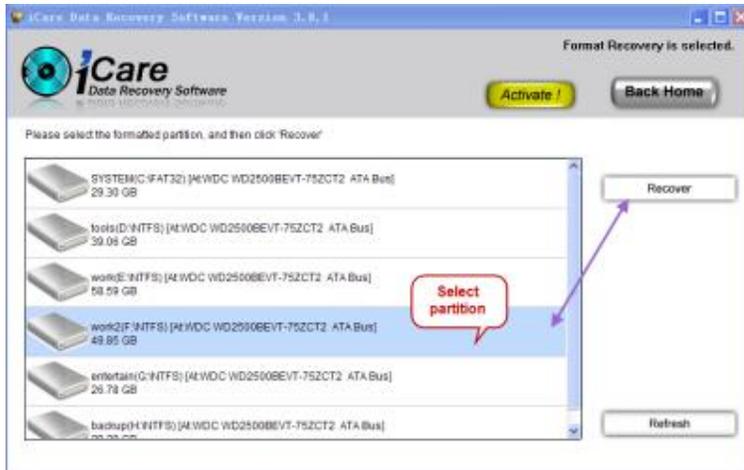
l Selecting a disk

If there is more than one hard disk in your computer, you need to select a disk where your files are lost. And selecting disk is provided in two recovery modules – Lost Partition Recovery and Deep Scan Recovery. The other two recovery modules will just list your existing partitions.

If some external device or hard disk does not show up in the window, we recommend you to check the disk wire connection at first. If your ipod, iphone, blackberry, pen stick, memory card and other external device are showing here, please use a card reader to connect it to the PC and let iCare Data Recovery search lost files. Sometimes, you have to upgrade your disk/card driver before the PC can recognize them.
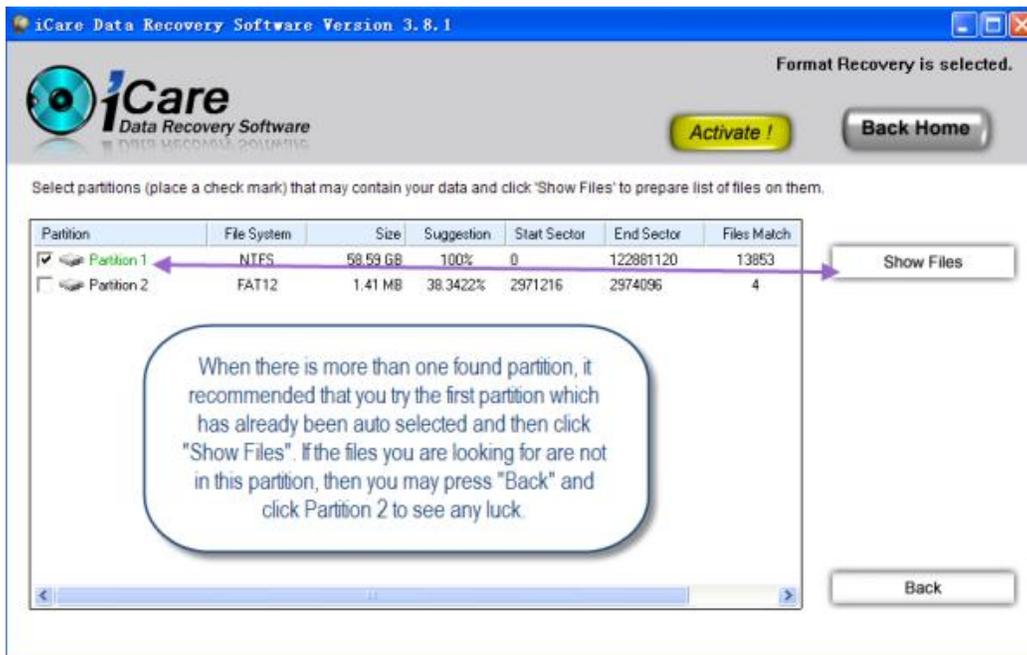

l Selecting a partition

To select a partition that you lost files after run iCare Data Recovery. And then click "Recover" to search lost files.
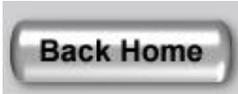
There is another chance that you may be able to run into selecting partition. After selecting a partition to recover, you may see a scanning device window and then it will list found partition which contains your lost files. Sometimes, there is more than one found partition. We recommend you select the first one (which has been auto selected) and then show files. If the files you are looking for are not there, you may press "Back" button and then select another partition to see any luck.
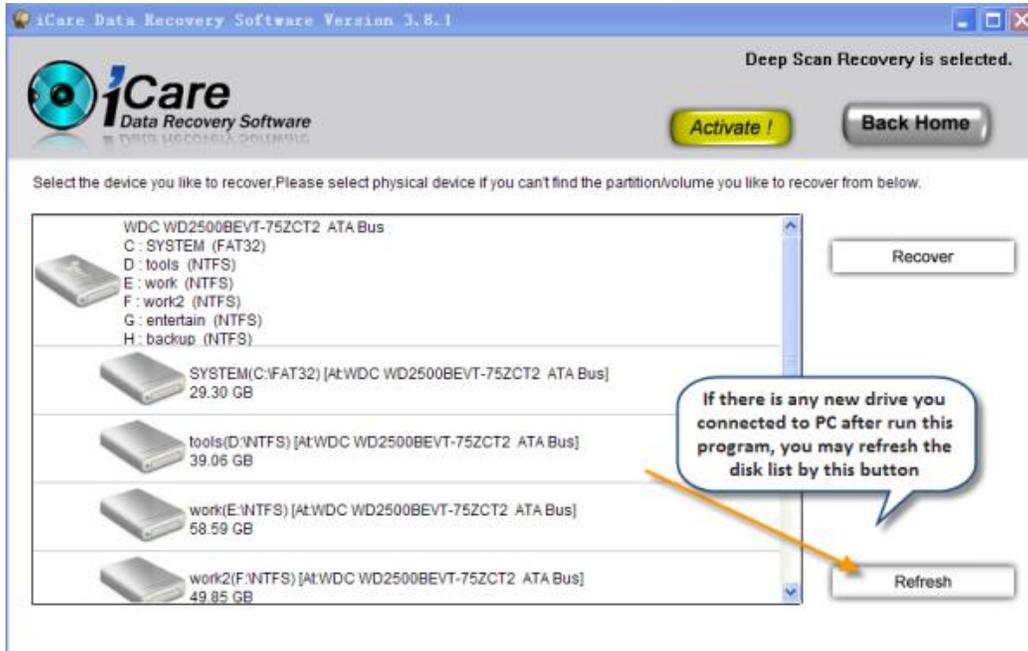

l   Button Back home

Whenever you see this button, you may click it to go back to the main screen which provides four recovery modules for different data rescue.

l Button Refresh

If you connect other storage media which has lost files after running iCare Data Recovery, you may press button "Refresh" and your new connected drive shall show up in the left drive list.

l Button Activate

You may active iCare Data Recovery when the trial demo locates your lost files. So far only photos, office files are supported to preview in the evaluation edition. And what's more there is a free file less than 32KB for evaluation.

You may active the program through the Active button which will show up when you select a recovery module.

You may follow the registry guide here http://www.icare-recovery.com/register-icare.html

l Button Recover

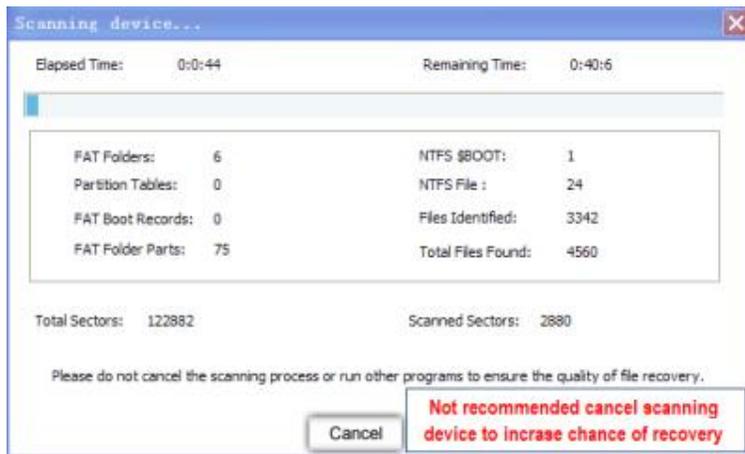Button Recover lies in the screen after you select a recovery module to search lost files.

l Scanning Devices Window

After you click the button "Recover", you will be able to see a window saying that it is scanning device for lost file recovery.
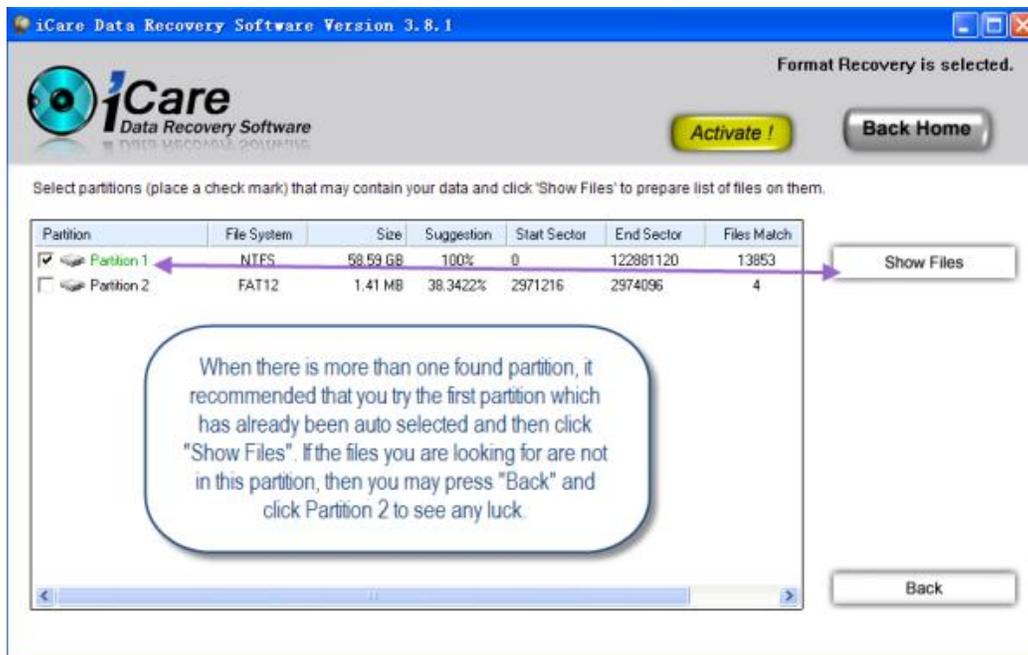
l Scanning devices button cancel

Tips: It is highly recommend that you let the program finish the scanning. Canceling the scanning process may reduce the chance of file recovery. The time on scanning devices depends on the size of your disk and the files on the drive.

However if the scanning device is taking longer and longer time than estimated (time increased than you can tolerant and it seems there is no ending), you may cancel the scanning process and the software will also list some found partitions for you to recover lost files. You may check found partition one by one looking for lost files. The first auto selected green partition is recommended by the program; however other list partition may still have chance of containing lost files.

l Selecting partition to show files

After selecting a partition to recover, you may see a scanning device window and then it will list found partition which contains your lost files. Sometimes, there is more than one found partition. We recommend you select the first one (which has been auto selected) and then show files. If the files you are looking for are not there, you may press "Back" button and then select another partition to see any luck.

- Button back

You may go backward by the button "Back", which lies in every step.

- Button Save Files

After the program list found lost files, you may click any file to save it by button "Save Files". You may select a folder files by clicking a folder and then save files. You need to register the program to get a code to active the program, and then you will be able to save the found files. To get a code here http://www.icare-recovery.com/purchase.html

- Button Find Files by Name

You may find the file you lost by define its name with the button "Find Files by Name". However if your files are lost due to complicated reason other than simple deletion, there is no chance for you to restore its original names. All data recovery software including iCare Data Recovery Software can only retrieve the lost files by RAW file recovery, which is provided in recovery module "Deep Scan Recovery"

- Button Filter

You may locate special type of files with the Filter button if there are too many files and you want to find your lost files by file type.

- Button File Preview

So far, iCare Data Recovery Software only provides lost photo preview and lost office file preview in the

trial version to make sure the program can find your lost files before purchase.

l   Left window – Deleted and Lost Files

The left window shows your lost files that are found by the program. It has file folder structures and if there is any + before a file folder, that means there are files contained under this folder and you may click it to show found files under this folder.

You can select all files in one folder by clicking the folder and a green hook mark will show up. Then all the files under the folder have been selected.

l   Others

   l   FAQ

Q: The license code does not work:

A: There might be some space included in your paste, please strike the characters. And make sure it is the latest version on website http://www.icare-recovery.com/

Q: How to register iCare Data Recovery Software?

A: You may follow the guide here to active iCare Data Recovery.

Q: Can I install the program on a USB drive?

A: Yes, you can install it on a usb drive from a PC but the program will only work on the PC where you install it on a usb drive.

Q: Can I restore the lost file to system partition or desktop?

A: It is highly recommended that you not save the file on system partition.

Q: System not bootable or bad MBR, how can i restore files?

A: Connect your bad disk to another PC as external device and run iCare Software to restore files.

Q: Which partition shall I select to show lost files after scanning device finished?

A: After selecting a partition to recover, you may see a scanning device window and then it will list found partition which contains your lost files. Sometimes, there is more than one found partition. We recommend you select the first one (which has been auto selected) and then show files. If the files you are looking for are not there, you may press "Back" button and then select another partition to see any luck.

Q: Can I install the program on C partition?

A: It is recommended that you not to install the program on system partition nor the drive where you lost files. It is best if you install the program on a connected external usb drive if there is one. Tips: the program only works on the PC it is installed even installed on an external disk.

Q: Can I recover lost files damaged in CD or DVD?

A: iCare Data Recovery is not able to read files from CD, DVD.

Q: Can I restore lost files when formatted partition, system reinstall, formatted partition twice?
A: Yes, iCare Data Recovery is able to restore lost files when formatted partition, system reloaded or even format twice. Please try the evaluation demo first and buy if it finds your lost file.
Tips: not to write new files to the partition where data lost.

Q: Can I restore lost files when they have been overwritten?
A: No software program is able to restore files that have been overwritten. If you are not sure your files are overwritten or not, be free to try iCare Data Recovery for free to search lost files.
Tips: Some data recovery service center may help restore files when got overwritten but that is costy.

Q: iCare Data Recovery cannot detect my disk or external device?
A: If some external device or hard disk does not show up in the window, we recommend you to check the disk wire connection at first. If your ipod, iphone, blackberry, pen stick, memory card and other external device are showing here, please use a card reader to connect it to the PC and let iCare Data Recovery search lost files. Sometimes, you have to upgrade your disk/card driver before the PC can recognize them.

I   Contact Technical Support

If there is any question, be free to email support@icare-recovery.com. The support is free of charge but registered users have priority.