



Stellar Phoenix

Windows Backup Recovery 3.0

User Guide

Overview

Stellar Phoenix Windows Backup Recovery recovers data from the corrupt backup files. Backup files can get corrupted due to the following reasons:

- Unrecognizable file format
- Runtime error
- CRC (Cyclic Redundancy Check) error

Stellar Phoenix Windows Backup Recovery uses an advanced algorithm to recover data from the corrupt backup files. The application is very user friendly and does not require any prior technical skill to recover data from the corrupt BKF / ZIP / VHDX files.

What's new in this version?

- Support for Windows 10.
- Recovers Microsoft Backup (VHDX) files created using Windows 10 / Windows 8.1 backup utilities.

Key features of Stellar Phoenix Windows Backup Recovery:

- Recovers Microsoft Backup (BKF) files created using Windows 2003 / Windows 2000 / Windows XP backup utilities.
- Recovers Microsoft Backup (ZIP) files created using Windows 8 / Windows 7 / Windows Vista backup utilities.
- Recovers Microsoft Backup (VHDX) files created using Windows 10 / Windows 8.1 backup utilities.
- Recovers BKF files created using Backup Exec by SYMANTEC software.
- Provides rich graphical user interface.
- Saves a recovered file at either default location or to a location of your choice.
- Provides search option to find a BKF / ZIP / VHDX file.
- Allows you to preview the BKF file before saving it.
- Allows you to preview the VHDX file before saving it.
- Supports Windows 10 / Windows 8.1 / Windows 8 / Windows 7 / Windows Vista / Windows XP.

Installation Procedure

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

Minimum System Requirements:

- **Processor:** Pentium Class
- **Operating System:** Windows 10 / 8.1 / 8 / 7 / Windows Vista / XP.
- **Memory:** Minimum 1 GB
- **Hard Disk:** 50 MB of Free Space

To install the software, follow these steps:

- Double-click **StellarPhoenixWindowsBackupRecovery.exe** executable file to start installation. **Setup- Stellar Phoenix Windows Backup Recovery** dialog box is displayed.
- Click **Next. License Agreement** dialog box is displayed.
- Choose **I accept the agreement** option. **Next** button will be enabled. Click **Next. Select Destination Location** dialog box is displayed.
- Click **Browse** to select the destination path where the setup files will be stored. Click **Next. Select Start Menu Folder** dialog box is displayed.
- Click **Browse** to provide path for program's shortcuts. Click **Next. Select Additional Tasks** dialog box is displayed.
- Choose the check boxes as per your choice. Click **Next. Ready to Install** dialog box is displayed.
- Review the entries. Click **Back** if you want to change them. Click **Install** to start installation. The Installing window shows the installation process.
- After completing the process, **Completing the Stellar Phoenix Windows Backup Recovery Setup Wizard** window is displayed. Click **Finish**.

Note: Clear **Launch Stellar Phoenix Windows Backup Recovery** check box before clicking **Finish** to prevent the software from launching.

Launching the Software

To launch Stellar Phoenix Windows Backup Recovery in Windows 10 / Windows 8:

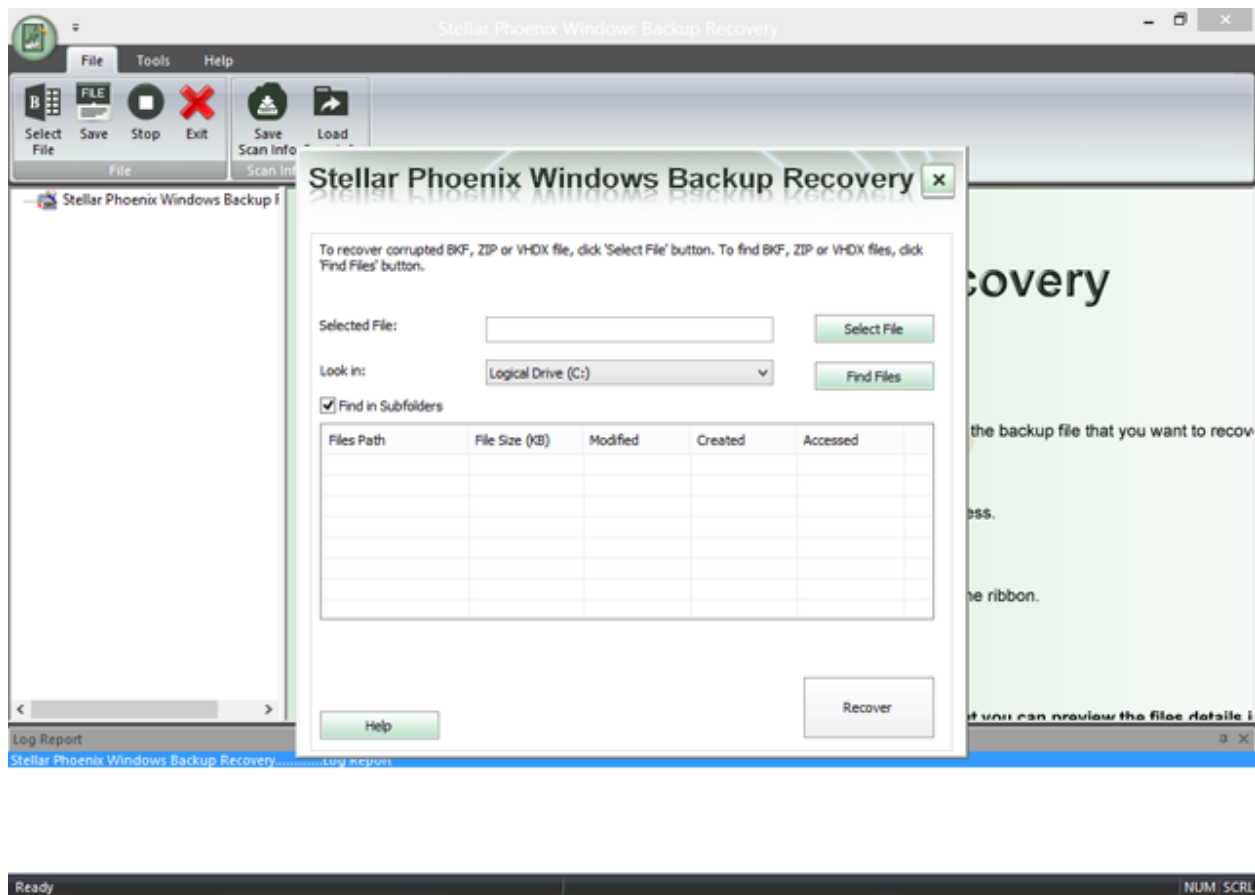
- Click **Stellar Phoenix Windows Backup Recovery** tile on the home screen. Or,
- Double click **Stellar Phoenix Windows Backup Recovery** icon on the desktop.

To start the application, do one of the following in Windows 7 / Vista / XP:

- Click Start -> All Programs -> **Stellar Phoenix Windows Backup Recovery** -> **Stellar Phoenix Windows Backup Recovery**. Or,
- Double click the **Stellar Phoenix Windows Backup Recovery** icon on the desktop. Or,
- Click **Stellar Phoenix Windows Backup Recovery** icon in Quick launch.

User Interface

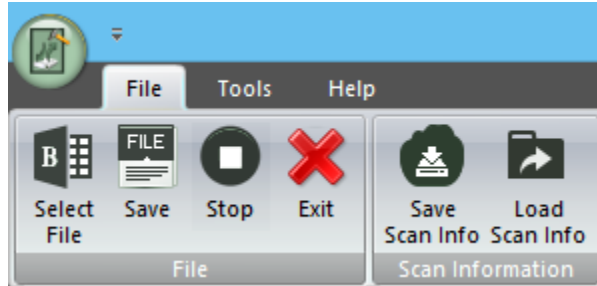
The main user interface of **Stellar Phoenix Windows Backup Recovery** is as shown below:



The user interface contains menus and buttons which allows you to access various features of the software.

Menus

File Menu



Select File

Use this option to select the backup file.

Save

Use this option to save recovered content of the backup file.

Stop

Use this option to stop the currently running process.

Exit

Use this option to exit the application.

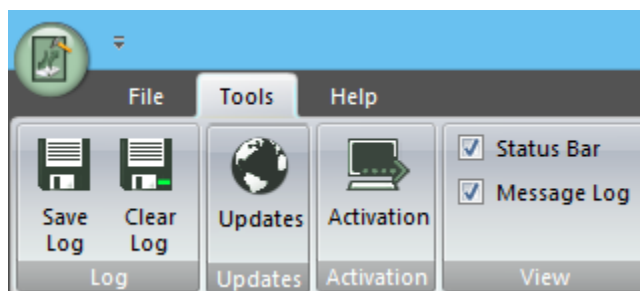
Save Scan Info

Use this option to save the scan information.

Load Scan Info

Use this option to load the saved scan information.

Tools Menu



Save Log

Use this option to save the log report.

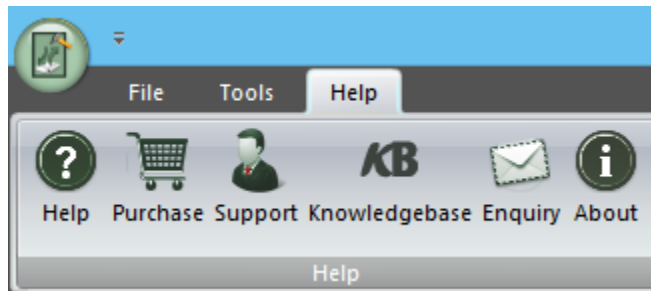
Clear Log

Use this option to clear the log report.

Updates

Use this option to check for both, latest minor and latest major versions available online.

Help Menu



Activation

Use this option to activate the software.

Status Bar and Message Log

Check/Uncheck these boxes to view or hide the Status Bar and Message Log.

Help

Use this option to view the help manual for the software.

Purchase

Use this option to Buy **Stellar Phoenix Windows Backup Recovery** software.

Support

Use this option to view the Support page of stellarinfo.com

Knowledgebase

Use this option to visit Knowledgebase articles of stellarinfo.com

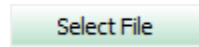
Enquiry

Use this option to Submit enquiry to stellarinfo.com

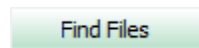
About

Use this option to read information about the software.

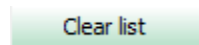
Buttons



Click this button to select the Backup file which you want to recover.



Click this button to search for BKF / ZIP / VHDX files.



Click this button to clear the list of files found in the system.



Click this button to start the recovery process.

Ordering the Software

Click <http://www.stellarinfo.com/windows-backup-recovery.php> to know more about **Stellar Phoenix Windows Backup Recovery**.

To purchase the software online, please visit <http://www.stellarinfo.com/windows-backup-recovery/buy-now.php>.

Alternatively, click **Purchase** icon in **Help Menu** on **Menu Bar** to purchase the software online.

Select either of the methods given above to purchase the software.

Once the order is confirmed, a serial number will be sent to you through e-mail, which would be required to activate the software.

Registering the Software

You can visit <http://www.stellarinfo.com/windows-backup-recovery.php> to download demo version of **Stellar Phoenix Windows Backup Recovery** software. The demo version is just for evaluation purposes and you must eventually register the software to use its full functionality. Once you purchase the software, you will receive a key using which you can register the software.

You can register the software using any of the following methods:

- Online Registration

After purchasing the software, a serial number will be sent via email, which is required to register the software. You need to enter the serial number, which is then verified by a license server and on verification, the software is registered.

- Manual Registration

To register the software manually, you will need to generate a PHX_REG.txt file and mail it to support@stellarinfo.com. After verification of the serial number and purchase details, the site key, which is required to register the software manually, will be sent to your email address.

Note: *If the software is downloaded from <http://www.stellarinfo.com/windows-backup-recovery.php> (i.e., ESD version), it must be registered using Serial Number (received through email after purchasing the product) to use all the features of the software.*

If the software is installed using the product installation CD (i.e., BOX version), hardware lock, that is available with the software kit, is mandatory for the functioning of the software.

Online Registration

To register the software online:



1. Launch demo version of **Stellar Phoenix Windows Backup Recovery** software.
2. In **Tools Menu** on **Menu Bar**, Click **Activation**.
3. In **Registration Option** dialog box, select **I have the registration key**.
4. Select **Online Registration**. Click **OK**. A warning will appear, click **Yes** to continue.
5. In **Stellar Phoenix - Electronic Registration Wizard**, click **Next**.
6. Type the serial number (received through email after purchasing the product) in serial number field. Click **Next**.

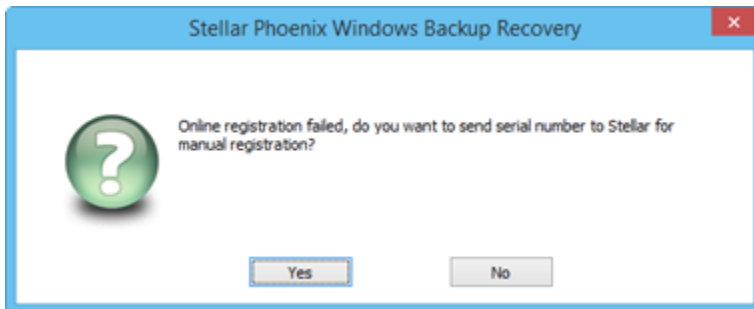
7. The software would automatically communicate with the license server. After the registration is done, click **Finish** to complete the registration process.

Note: You can generate *PHX_REG.txt* file manually via online activation. View *Manual Registration* to perform the process of generating *PHX_REG.txt* file.

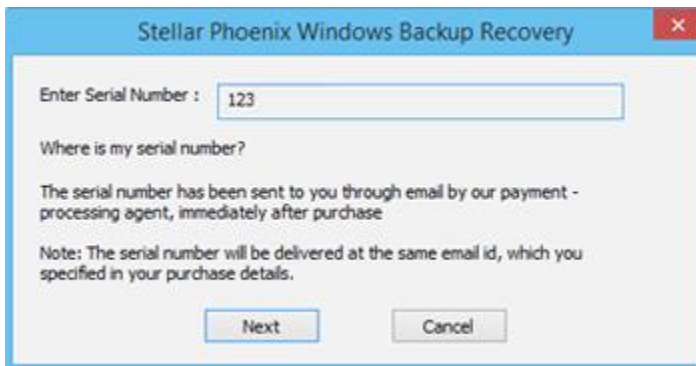
Manual Registration

To register the software manually:

1. Launch demo version of **Stellar Phoenix Windows Backup Recovery**.
2. In **Tools Menu** on **Menu Bar**, click **Activation**.
3. In **Registration Option** dialog box, select **I have the registration key**.
4. Select **Online Registration**. Click **OK**. A warning will appear, click **Yes** to continue.
5. In **Welcome to Stellar Phoenix - Electronic Software Registration** wizard, click **Cancel**.
6. **Stellar Phoenix Windows Backup Recovery** dialog box will open, click **Yes**.



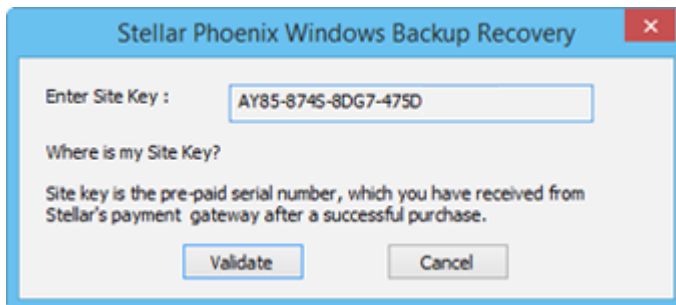
7. In **Manual Registration** dialog box, enter the serial number that you receive once you purchase the software. Click **Next**.



8. A file named PHX_REG.txt is created on your desktop. Email it to support@stellarinfo.com. Click **Finished**.



9. After verifying the purchase details, you will receive the site key, which is required to register the software manually.
10. After receiving the Site Key, open **Stellar Phoenix Windows Backup Recovery**. In **Registration Option** dialog box, select **I have the registration key**.
11. Select **Manual Registration** and Click **OK**.
12. Enter the Site Key in **Enter Site Key** dialog box. Click **Validate**.



Note: The site key is delivered to the email address through which the serial number is sent.

Updating the Software

Stellar releases periodical software updates for **Stellar Phoenix Windows Backup Recovery** software. You can update the software to keep it up-to-date. These updates can add a new functionality, feature, service, or any other information that can improve the software. Updates option of the application is capable of checking for latest updates. This will check for both latest minor and major versions available online. You can easily download minor version through the update wizard. However, the major version, if available, has to be purchased. While updating the software, it's recommended to close all the running programs. Note that demo version of the software cannot be updated.

To update Stellar Phoenix Windows Backup Recovery:

- Click **Updates** icon from **Tools Menu**.
- **Stellar Phoenix Windows Backup Recovery** wizard opens. Click **Next**. The wizard will search for latest updates, and if it finds any new updates, a window will pop up indicating its availability.
- Click **Next** and the software will download the files from the update server. When the process is complete, the software will upgrade to the latest version.

Live Update may not happen due to following reasons:

- Internet connection failure
- Updates are not available
- Unable to download configuration files
- Unable to locate updated files or version
- Unable to locate executable file

Note: If a major version is available, you need to purchase the software in order to upgrade it.

Stellar Support

Our Technical Support professionals will give solutions for all your queries related to **Stellar** products.

You can either call us or go online to our support section at <http://stellarinfo.com/support/>

For price details and to place the order, click <http://www.stellarinfo.com/windows-backup-recovery/buy-now.php>

Chat Live with an **Online** technician at <http://stellarinfo.com/support/>

Search in our extensive **Knowledgebase** at <http://www.stellarinfo.com/support/kb/>

Submit enquiry at <http://www.stellarinfo.com/support/enquiry.php>

E-mail to Stellar Support at support@stellarinfo.com

Support Helpline

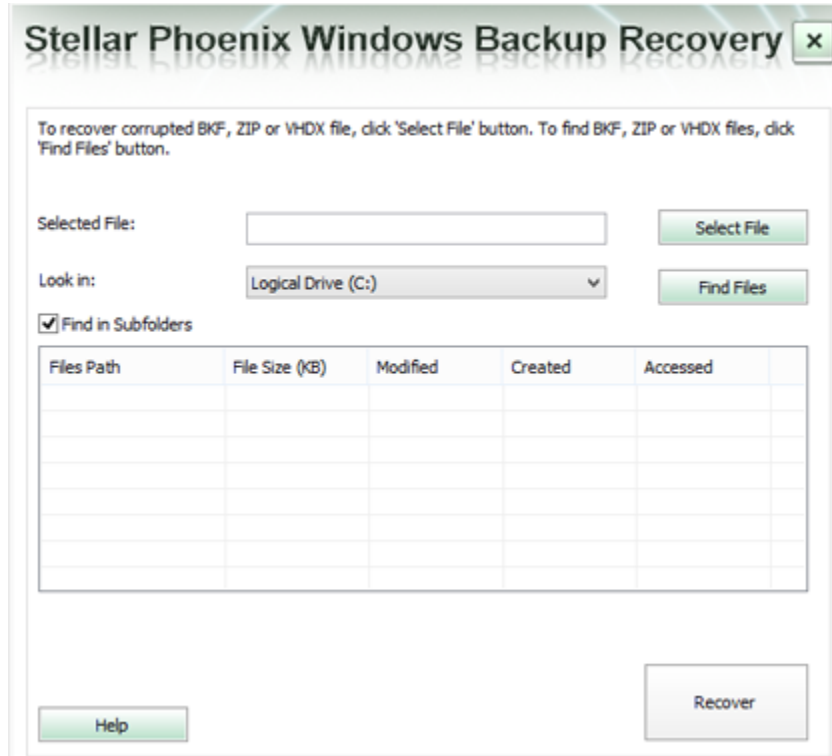
Monday to Friday [24 Hrs. a day]

USA (Tollfree- Pre Sales Queries)	+1-877-778-6087
USA (Post Sales Queries)	+1-732-584-2700
UK (Europe)	+44-203-026-5337
Australia & Asia Pacific	+61-280-149-899
Netherlands Pre & Post Sales Support	+31-208-111-188
Worldwide	+91-124-432-6777
Email Orders	orders@stellarinfo.com

Select File

To select BKF / ZIP / VHDX file, follow the steps given below:

1. Run **Stellar Phoenix Windows Backup Recovery**.



The screenshot shows the main window of the Stellar Phoenix Windows Backup Recovery application. The title bar reads "Stellar Phoenix Windows Backup Recovery" with a close button. Below the title bar, there is a text box with instructions: "To recover corrupted BKF, ZIP or VHDX file, click 'Select File' button. To find BKF, ZIP or VHDX files, click 'Find Files' button." Below this, there are two main sections. The first section is for selecting a file, with a label "Selected File:" followed by an empty text box and a "Select File" button. The second section is for finding files, with a label "Look in:" followed by a dropdown menu showing "Logical Drive (C:)" and a "Find Files" button. Below these, there is a checkbox labeled "Find in Subfolders" which is checked. At the bottom, there is a table with five columns: "Files Path", "File Size (KB)", "Modified", "Created", and "Accessed". The table is currently empty. At the bottom left, there is a "Help" button, and at the bottom right, there is a "Recover" button.

To recover corrupted BKF, ZIP or VHDX file, click 'Select File' button. To find BKF, ZIP or VHDX files, click 'Find Files' button.

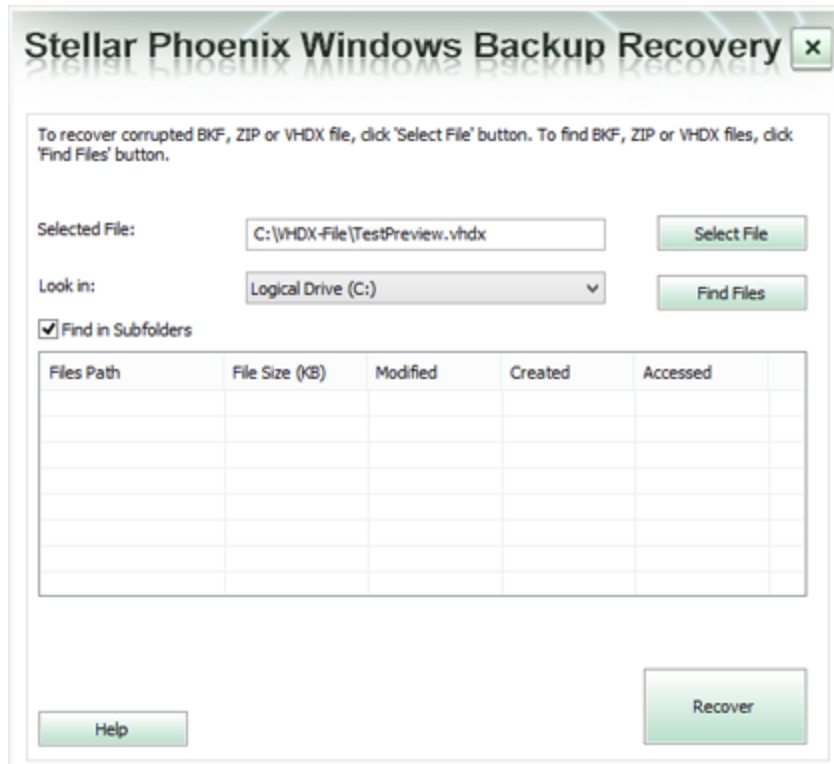
Selected File:

Look in:

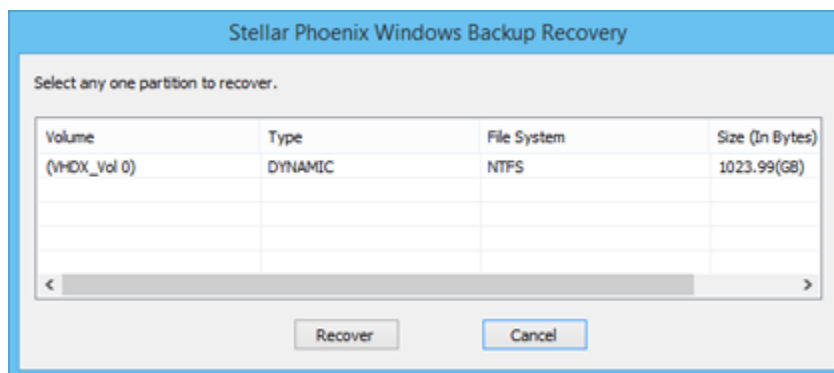
☒ Find in Subfolders

Files Path	File Size (KB)	Modified	Created	Accessed

2. If you know the location of the BKF / ZIP / VHDX file then click on **Select File**.
3. Open dialog box will appear. Browse and select the desired file and then click **Open**.

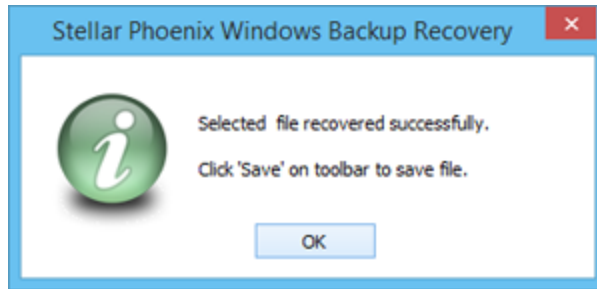


4. Click **Recover**.
5. In case you select VHDX files, a new dialog box appears as shown below whereas if you select BKF / ZIP files there is no such dialog box.



6. Select the partition to recover. Click **Recover** to start the recovery process.

7. Once the recovery process is complete a message box appears, click **OK**.



Find Files

To search BKF / ZIP files from your computer, follow the steps given below:

1. Run **Stellar Phoenix Windows Backup Recovery**.

Stellar Phoenix Windows Backup Recovery

To recover corrupted BKF, ZIP or VHDX file, click 'Select File' button. To find BKF, ZIP or VHDX files, click 'Find Files' button.

Selected File:

Look in:

☒ Find in Subfolders

Files Path	File Size (KB)	Modified	Created	Accessed

2. If you know the location of the BKF / ZIP / VHDX file then click on **Select File**. Open dialog box will appear. Browse and select the desired file and then click **Open**.

Or,

2. To search for the BKF / ZIP / VHDX files, select the drive from the **Look-in** drop down option and click **Find Files**.
3. A list of Files will appear below. Select the desired file to recover and click on **Recover** button.

Stellar Phoenix Windows Backup Recovery x

To recover corrupted BKF, ZIP or VHDX file, click 'Select File' button. To find BKF, ZIP or VHDX files, click 'Find Files' button.

Selected File: Select File

Look in: Logical Drive (D:) Find Files

☒ Find in Subfolders

Files Path	File Size (KB)	Modified	Created	Accessed
D:\test.vhdx	2625536	7/17/2015 9:...	7/17/2015 9:...	7/28/2015 1:...
D:\Office15\Microsof...	83	7/25/2015 4:...	10/2/2012 9:...	10/2/2012 9:...
D:\Office15\Microsof...	28	7/25/2015 4:...	10/2/2012 9:...	10/2/2012 9:...
D:\Office15\Microsof...	68	7/25/2015 4:...	10/2/2012 9:...	10/2/2012 9:...
D:\Office15\Ocompri...	80	7/25/2015 4:...	10/2/2012 9:...	10/2/2012 9:...
D:\Office15\System...	11	7/25/2015 4:...	9/30/2012 2:...	9/30/2012 2:...
D:\WindowsImageBa...	231424	7/28/2015 3:...	7/28/2015 3:...	7/31/2015 1:...
D:\WindowsImageBa...	3411968	7/28/2015 3:...	7/28/2015 3:...	7/31/2015 1:...

Total files found: 8 Clear list

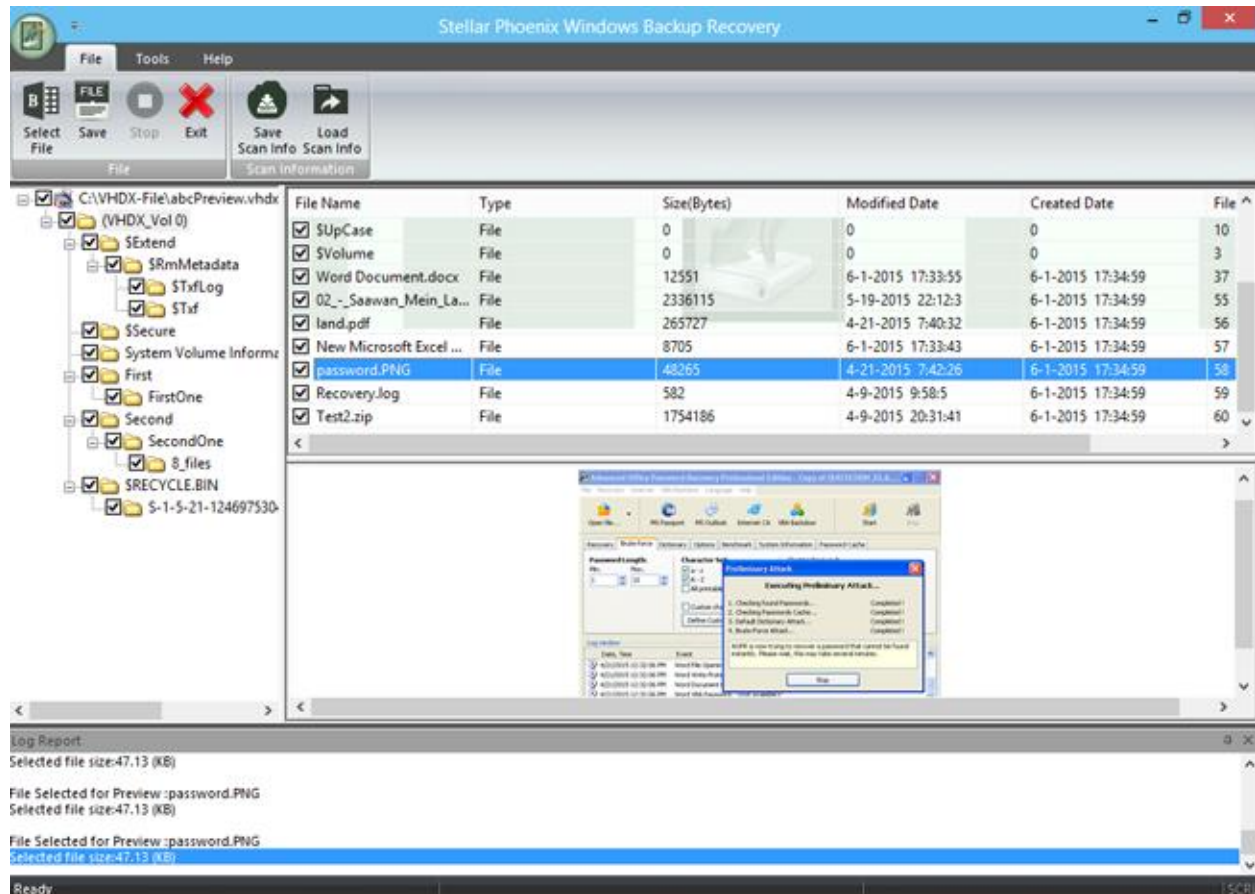
Help
Recover

Note: Using **Find Files** option only one file at a time can be recovered.

Preview Files

After scanning and recovering, **Stellar Phoenix Windows Backup Recovery** displays list of files in a tree structure under **Stellar Phoenix Windows Backup Recovery** node in left pane of the application window.

To preview a file, click on it. The file's preview will be displayed at the bottom of right pane of the application window.



Supported File Types for Preview:

Stellar Phoenix Windows Backup Recovery supports preview of the following file types:

Acrobat files:

PDF

Audio Video files:

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

Image Files:

BMP, WBMP, EMF, JPEG, JPG, PNG, MNG, GIF, TIF, TIFF, X3F, KDC, K25, ERF, DNG

Internet files:

HTM, HTML

Office documents:

DOC, DOT, DOCX, DOTX, XLS, XLT, XLB, XLSX, XLTX, PPT, PPS, POT, PPTX, RTF

Note: Preview option is available only for BKF files (Windows 2003 / Windows 2000 / Windows XP) and VHDX files (Windows 10 / Windows 8.1), not for ZIP or BKF files (Exchange Server 2003 & 2007). Please refer to Preview Files of the manual.

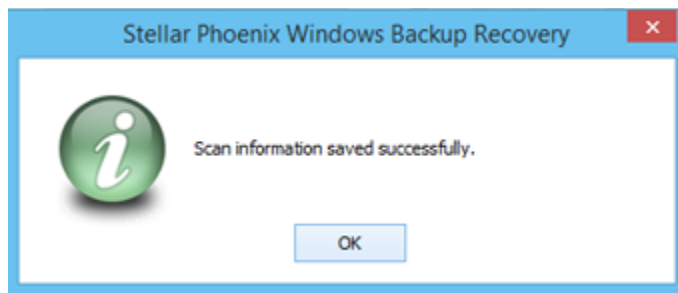
Save and Load Scan Information

To save scan information for BKF files, follow the steps given below:

This option allows you to scan files and save them with the "**Save Scan Info**" option and later load the .DAT file using "**Load Scan Info**" option. This saves time in restoring data as we do not need to scan the corrupt BKF file again.

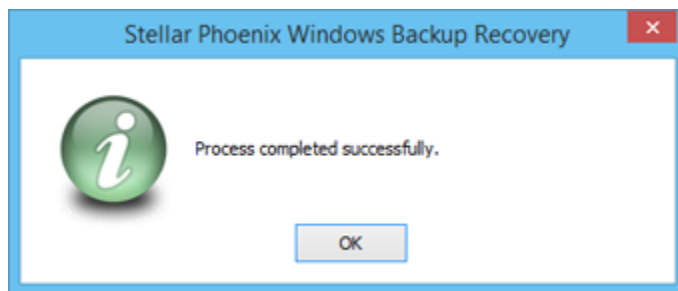
To save scan information from the corrupt BKF file, follow the steps given below:

1. To select a Backup file to recover refer to the **Select File**.
2. In order to save the scan information, go to **File** menu and select **Save Scan Info**.
3. **Save** dialog box will open. Browse to the folder where you want to save the scan information and click **Save**. The information will be saved in .DAT file format.
4. A message box appears, click **OK**.



To load scan information of the corrupt BKF file, follow the steps given below:

1. To load the scan information click on **Load Scan Info** option from the **File** menu.
2. **Open** dialog box will appear. From there, browse to the folder and select the desired DAT file. Click **Open**.
3. A message box appears, click **OK**.



Note: Scan information of only BKF files can be saved and loaded.

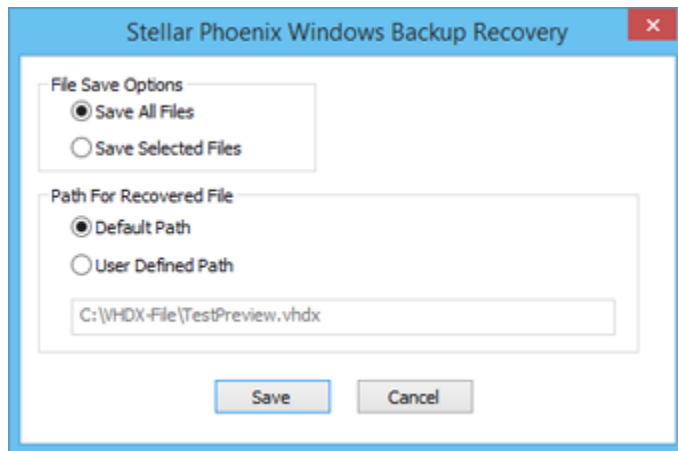
Save Backup Files

To save the scanned contents of the BKF / ZIP / VHDX file, follow the steps given below:

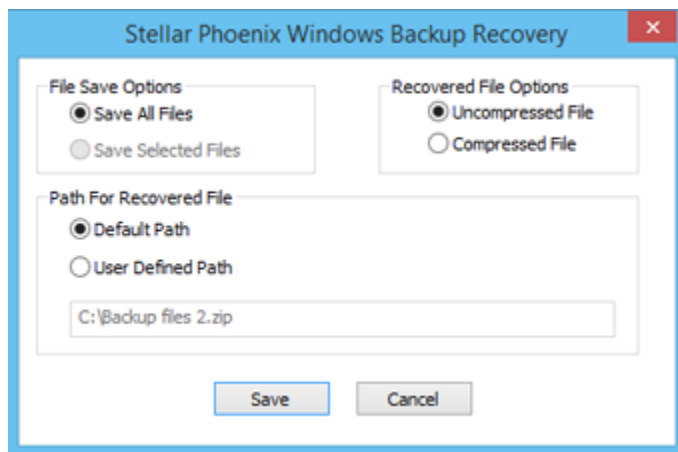
- To save scanned files, click on **Save** from **File** menu.
- To save only desired files, select them from the list of scanned files and then click on **Save** from **File** menu.

After clicking on **Save**, a dialog-box appears. The user can choose to save either a few files or all of them with the help of **File Save Options**. By default, location of original file and the scanned file is same.

However, the user can also choose a different location.



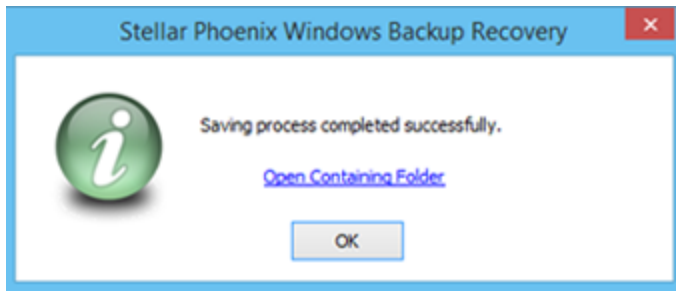
Note: While saving ZIP files the user can choose to save the files in Compressed or Uncompressed format. This option is not available while saving BKF / VHDX files.



To save the contents of BKF / VHDX file at default location:

1. Select **Default Path** radio button.
2. The default path appears in the textbox. Click **Save**.

3. A message box appears containing a link named "**Open Containing Folder**" which takes the user to the default location to view the saved files or you can click **OK** to view the files later.



To save the file in the user-defined location:

1. Click **User Defined Path** for user-defined option.
2. A directory list opens, browse to the folder where you want to save the files and click **OK**. Then click **Save**.
3. A message containing a link "**Open Containing Folder**" (which takes the user to the saved files location) appears. Click **OK**.



View and Save Log

Log window shows details of the ongoing process. After recovering and then saving the contents of the corrupt file, this pane shows information such as starting time and date of recovery process, name and size of selected files, and end time of recovery process.

You can view log details in **Message log** pane at bottom of the application window as shown here:



You can save as well as clear information displayed in **Message log** pane.

To save log information:

- In **Tools menu**, select **Save Log**. In **Browse For Folder** dialog, specify destination to save the log file. Click **Save**.

To clear log information:

- In **Tools menu**, select **Clear Log**. A message-box appears, click **Yes**.

To enable log window:

- In **Tools menu**, select **Message Log**.

FAQs

1. What does the demo version of the software do?

Demo version of the software is only for evaluation and displays a preview only for the content of the recovered BKF / VHDX file created with Windows 10 / Windows 8.1 / Windows 2003 / Windows 2000 / Windows XP. To save the contents of the file, you need to purchase and register the product.

2. Does the software make changes to my original file?

Stellar Phoenix Windows Backup Recovery doesn't make any changes to the original file, and prompts you to save the contents of the file as a new file.

3. How will I know whether Stellar Phoenix Windows Backup Recovery will recover my BKF / ZIP / VHDX files or not?

To know whether the software will be able to recover your corrupt Backup files or not, please try demo version of the software. Scan your BKF / ZIP / VHDX files using **Stellar Phoenix Windows Backup Recovery**.

4. Does the required software need to be installed on the system for previewing the scanned backup files?

Yes, the required software for every scanned backup file must be installed on the system to preview the recovered files.

5. Can the software recover multiple Backup Files at a time?

The software can only recover one Backup File at a time.

6. If the location of Backup Files is not known, can I search for them using Stellar Phoenix Windows Backup Recovery?

Yes, using **Find File** option of the software, you can search for Backup Files in a specific drive of the computer. To know more, please refer to Find Files topic of this help manual.

7. Does the software recover data in the same order as they are in a Backup file?

Yes, the software recovers data in the same order as they were in the original Backup file.

8. Can the log information of the recovered files be saved?

Yes, the log information of the recovered Backup Files be saved by using the **Save Log** button from the **Tools** menu.

9. What does Load Scan Info and Save Scan Info buttons do?

To know about Load Scan Info and Save Scan Info buttons, please refer to Buttons section of the Manual. Scan Information can be loaded and saved only in case of BKF files. **Can I preview the Backup Files?**

Preview option is available only for BKF files (Windows 2003 / Windows 2000 / Windows XP) and VHDX files (Windows 10 / Windows 8.1), not for ZIP or BKF files (Exchange Server 2003 & 2007). Please refer to Preview Files of the manual.

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Symantec Backup Exec® is registered trademarks of Symantec Corporation.

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Stellar Phoenix Windows Backup Recovery

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