Installation Guide

Stellar Phoenix

Virtual Machine Data Recovery 1.0

Overview

Stellar Phoenix Virtual Machine Data Recovery is a complete solution to recover lost data from your virtual machine disk. It allows you to recover data from the following three types of virtual machine image / disks:

VMware (*.vmdk) - VMDK (Virtual Machine Disk) is a file format developed by VMware for its virtual application products. VMDK format is a container for virtual drives, used in virtual machines like VMware Workstation or VirtualBox.

VirtualBox (*.vdi) - VDI (VirtualBox Disk Image) is a file format developed by VirtualBox for its virtualization software packages for x86 and AMD64 / Intel64 based computers from Oracle. It is installed on an existing host operating system as an application and then this host application allows additional guest operating systems, each known as a Guest OS, to be loaded and run, each with its own virtual environment.

VirtualPC (*.vhd) - VHD (Virtual Hard Disk) is also a file format developed by Microsoft for its virtualization program. It virtualizes a standard PC and its associated hardware. Supported Windows operating systems can run inside VirtualPC.

Stellar Phoenix Virtual Machine Data Recovery main screen

Key Features

- Recovers data from VMDK, VDI and VHD virtual image files.
- For VMware images, it supports Monolithic Flat, two GB Max Extent Flat, Monolithic Sparse and two GB Max Extent Sparse file types.
- Supports FAT16, FAT32, NTFS, and exFAT file systems.
- Data Recovery is possible even if some extents of VMDK files are missing.
- Data recovery is possible, even if the virtual volume or disk is corrupted on virtual machine.
- Recovers data from virtual machine's volume, irrespective of operating system that has created it.
- Recovery of data from virtual image files is possible even if they are not getting recognized by the virtual machine.
- Recovers data even when virtual machine's volume is logically deleted (Search Lost Volume option).
- Provides Raw Recovery option to recover data incase of severe file system structure corruption.
- Supports saving of scan information that can be used to pause/resume recovery.
- Support NTFS journaling for deleted large files.

Why Stellar Phoenix Virtual Machine Data Recovery?

The powerful scan engine of the software does a thorough scan of selected volume of virtual machine, shows preview of files found during the scanning process and finally saves them to specified destination. It works even if you have deleted your files or volumes or formatted your virtual drive.

Recover Deleted Files

Stellar Phoenix Virtual Machine Data Recovery software can recover deleted files from your virtual machine's drives and/or volumes. Scan result shows all files stored in the selected volume. You can also filter deleted files using 'Filter File List' option.

Search and Scan for Lost Volumes from your Virtual Machine

Stellar Phoenix Virtual Machine Data Recovery software can also scan a virtual disk to find lost and deleted volumes. After a lost volume is found, it is included in the list of volumes. You can then select it for data recovery. Please note that the found volume will be shown in the list of volumes only in a continuous session of software.

Recover User-defined File Types

A list of supported file types is included in the software. Additionally, **Stellar Phoenix Virtual Machine Data Recovery** software allows you to add a new file types to the existing list of supported file types before scanning the virtual volume for recovery.

Filtered List of Scanned Files

After scanning a selected virtual disk, **Stellar Phoenix Virtual Machine Data Recovery** will show all recoverable files and folders in a three-pane window. Scan result window will show a tree containing all scanned folders, a list of items contained in the selected folder and a preview pane showing the preview of supported file types. You can also create a filtered tree that contains only the folders having files according to your defined criteria. Once scanning is complete and the scanned data is populated as a tree, you also have an option to search for specific files in the scanned result.

Installation Procedure

Before installing **Stellar Phoenix Virtual Machine Data Recovery** software, please ensure that your system meets the following minimum system requirements:

Minimum System Requirements:

- **Processor : Pentium Processors**
- **RAM : 512 MB minimum**
- **Hard Disk : 50 MB**
- **Operating Systems : Windows 8 / 7 / Vista / XP / Server 2003 / 2008**

To install the software:

1. Double-click **StellarPhoenixVirtualMachineDataRecovery.exe** file and click **Run** to start the **Setup Wizard**. **Setup - Stellar Phoenix Virtual Machine Data Recovery** dialog box is displayed.
2. Click **Next** to proceed. **License Agreement** is displayed.
3. Select '**I accept the agreement**' option in the **License Agreement** dialog box. Click **Next**. **Select Destination Location** dialog box is displayed.
4. Specify a destination in the text box or click **Browse** to select a destination. Click **Next**. **Select Start Menu folder** dialog box is displayed.
5. Specify a destination in the text box or click **Browse** to select a destination. Click **Next**. **Select Additional Tasks** dialog box is displayed.
6. Select the required check boxes for creating desktop icon and quick launch icon of the software. Click **Next**.
7. In the **Ready to Install** dialog box, verify the settings. Click **Back** to make any changes, or click **Install** to install the software.
8. After successful installation of the software, the '**Completing the Stellar Phoenix Virtual Machine Data Recovery**' screen opens. Click **Finish**.

Ordering the Tool

How to order Stellar Phoenix Virtual Machine Data Recovery?

You can order **Stellar Phoenix Virtual Machine Data Recovery** software online. For pricing details and to place an order, visit: http://www.stellarinfo.com/disk-recovery/virtual-machine-recovery/buy-now.php

Alternatively, if you have already downloaded and installed the demo version of the software, then click '*Buy Now*' in *About* dialog box, or click (*Buy*) button directly, in the tool bar.

Registering the Tool

There are three ways of registering your copy of recovery software. Choose any one of the following methods to register your product:

- **Using Internet**
- **Using E-mail**
- **Manual Registration**

To register the software:

Using Internet
The product can be registered over the internet after purchasing the serial number.

To register using internet:

1. Click i (**About**) icon and then click **Register** button. Application will display **Stellar Phoenix** dialog box, click **Yes**.

2. Click **Yes** again. Software will check for internet connection. After successful connection, **Stellar Phoenix - Electronic Registration Wizard** appears. Click **Next**.

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   Tip: *If internet connection is not available, you can register the software by sending e-mail.*

3. Click **Next** again. Type the *Serial number*, received through e-mail after purchasing the product, in the **Serial number** text box.

4. Click **Next**. The software will automatically communicate with registration server and will register the software. Click **Finish** to complete the registration process.

Using E-mail
To register using e-mail:

1. If the software is unable to communicate with the license server, while registering the software over internet, an error message will pop up. Click **OK**, for registering through e-mail.

2. **Registration Wizard** for sending authorization request will open.

3. Leave **Manually send e-mail** check box option unchecked and click **Next**. Type your e-mail address in the text box. Unlocking code will be sent to this email. Click **Next**.

4. E-mail address verification window will appear. Click **Yes**, if the e-mail address is correct. Software automatically launches default e-mail client, and sends an e-mail containing a unique site code with registration request to the registration server. If registration wizard fails to launch the default e-mail client, following message will appear.

5. Click **OK**. The **Error** dialog box opens. Click **OK** to start the process manually.

6. **Stellar Phoenix - Electronic Registration Wizard** window appears as shown.

6. Open the e-mail client such as, Outlook Express, Outlook, Eudora and create a new message.

Place the cursor in the box labeled **To** and press **CTRL+V** to paste address. If it does not work, right-click on the **To** box and select **Paste** from the popup menu. The **To** box will contain the address. Click **Next**.

7. Place the cursor in the box labeled **Subject** in the same message window and paste (method same as above) the text. The **Subject** box will contain the text.

8. Click **Next**, do the same process as mentioned to paste the encrypted text content in the body of the message.

9. Click **Next** to finish the procedure and send mail.

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Tip: *Ensure that the content of the e-mail sent for automatic authorization has all the details mentioned above. If they are incorrect, server will reject the mail registration request.*

10. If the process is successful, following window will appear.

After processing the e-mail, registration server would send an e-mail containing unlocking code/site-key.

Manual Registration (Registration without internet)

To register without internet (receiving site key for manual activation):

1. Click ![i] (**About**) icon, click *Register* button. **Stellar Phoenix** dialog box opens.

2. Select **"I have the registration key"** check box and select **Online Activation**. Click **OK**, and then click **Yes**.

3. In the **Welcome to Stellar Phoenix - Electronic Software Registration** dialog box, click **Cancel**. In the **Stellar Phoenix** dialog box, click **Yes**.

4. In the **Manual Registration** screen, enter **123** in the **Enter Serial Number** text box. Click **Next**.

5. A text file will be saved on your desktop with the name **PHX_REG.txt**. Click **Finished**.

6. Send the **PHX_REG.txt** file to e-mail address - support@stellarinfo.com. You will get a serial number for manual activation.

To register manually after site key is received:

1. Click on (**About** icon) and then click **Register**. **Stellar Phoenix** dialog box opens.

2. Select **"I have the registration key"** check box and then select **Manual Activation** radio button. Click **OK**.

3. Enter site key, received through e-mail, in the **Enter Site Key** text box.
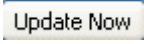
4. Click **Validate**.

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Tip: *All Manual Registration request take maximum of one business day for completion.*

How to Update

Stellar Phoenix update wizard keeps your copy of the software up-to-date. The wizard runs the update process and automatically checks for updates. You need an active internet connection to check for updates using this option. You can check for both, latest minor and major updates available online. You can easily download the minor updates using the update wizard. However, you need to purchase any major version updates whenever they are available.

To start Stellar Phoenix Update Wizard:
1. Run **Stellar Phoenix Virtual Machine Data Recovery** software.

2. On the main screen, click ⚙ icon. Under **General Settings** tab, click `Update Now` button.

3. '**Stellar Phoenix Update Wizard**' window pops up. Click **Next** to proceed.

4. The wizard will start searching for the latest updates and if it finds any new updates, a window will pop up indicating the availability an update.

5. Click **Next** and the software will start downloading update files from the server. When the process is complete, the software will updated to the latest version.

Live Update may not happen due to following reasons:
- Internet connection failure
- Unable to download configuration files
- Unable to locate updated files or version
- Unable to locate executable file

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Tip: *You need to purchase the major version updates of the software, whenever they are available.*

Stellar Support

Our Technical Support professionals will provide 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 an order**, click http://www.stellarinfo.com/disk-recovery/virtual-machine-recovery/buy-now.php

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

Search in our extensive **Knowledge Base** 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

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Stellar Support Helpline

Monday to Friday [24 Hrs. a day]

USA (Toll free- 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
Skype Id	stellarsupport
Email Orders	orders@stellarinfo.com

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