User 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.
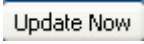
4. Click **Validate**.

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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

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

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

Starting the Software

To start Stellar Phoenix Virtual Machine Data Recovery software, use any one of the following methods:
Click **Start -> Programs -> Stellar Phoenix Virtual Machine Data Recovery -> Stellar Phoenix Virtual Machine Data Recovery**.

Or,

Click **Stellar Phoenix Virtual Machine Data Recovery** desktop icon.

Or,

Click **Stellar Phoenix Virtual Machine Data Recovery** in **Quick** launch tool bar.

Supported File Types

Stellar Phoenix Virtual Machine Data Recovery software supports preview of the below mentioned file types. This helps you to verify / preview file (s) before actually recovering them.

Acrobat Files

PDF

Archive Files

ARJ, ALZ, ZIP, RAR, CAB

Audio Video Files

RMI, WAV, 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

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> **Tip**: *You can use the hex viewer to preview severely corrupt files and file types not supported by previewer of the application*

Main User Interface

Main user interface of **Stellar Phoenix Virtual Machine Data Recovery** software is quiet simple, easy to use and effective. It contains the tabs, '**Data Recovery**' and '**Resume Recovery**'. It also has user-friendly icons of '**Settings**', '**About**', and '**Help**' to quickly access the menus. '**Learn More**' links are also there for a quick view of the help manual. A pane is displayed when a virtual disk is selected in the application for any operation.

Main User Interface screen

Tabs and Buttons

Classic Tree

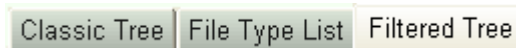You can use this tab (on the Scan Results screen of the software) to view the scan result in form of Windows directory structure.

File Type List

You can use this tab (on the Scan Results screen of the software) to view the scan result categorized as file types.

Filtered Tree

You can use this tab (on the Scan Results screen of the software) to view the scan result after filtering according to file mask.
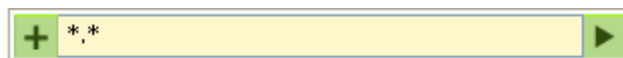
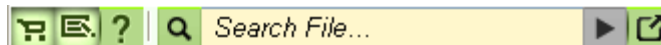Classic Tree | File Type List | Filtered Tree

File Type List Tab

Advance Filter Option

You can use this button (on the Scan Results screen of the software) to apply file mask and generate 'Filtered Tree'.

Advance Filter Option

Advance Find Option

Some other general buttons/icons that you will encounter while using Stellar Phoenix Virtual Machine Data Recovery software are as follows:

Click the button to buy the software online.

Buy Now

Click this button to view log report.

View Log

Click this button to open user help guide.

Help

Click to find files of specific file types.

Find Now

Advance Find	Click to enter more advanced search criteria for files.
Recover	This button is provided on the Scan Results window. Click this to start recovery of files.
Back	Click this button to move to main screen from preview window.
About	This button is provided on the main screen. Click this to display information about the application.
Settings	This button is provided on the main screen. Click this button to configure general settings and file types settings.

How To

Stellar Phoenix Virtual Machine Data Recovery recovers lost files from virtual disks. It first scans them, displays a preview of the scanned files and then recovers those files. In this section we will discuss, *how to...*

- Data Recovery

- Resume Recovery

- View Log Report

- Configure Settings

Data Recovery

Stellar Phoenix Virtual Machine Data Recovery software provides you with different options to recover your data from virtual machines. All recovery methods are different as they apply different scanning processes.

To recover data, you need to first scan the virtual disk or its volume. There are four scanning options available to a user. They are '**Quick Recovery**', '**Deleted File Recovery**', '**Advanced Recovery**', and '**Raw Recovery**'. If you want to recover data using a previously scanned information file, it has an option of scanning them as well. After scanning, you can preview scanned files before recovering them. You can also filter, find, and select the files you want to recover. You can then recover and save the selected files to a destination folder of your choice.

You can also recover data from deleted and lost volumes from your virtual machine. **Scan Lost or Deleted Volumes** option will list all volumes that have been deleted from your virtual disk. You can perform Quick Recovery, Deleted File Recovery, Advanced Recovery or Raw Recovery on listed virtual disks / volumes.

- Scan Virtual Machine Image Type
- Search Lost or Deleted Virtual Disk / Volumes
- Raw Recovery
- Preview Scan Result
- Recovering Files
- Specify Destination to Save Recovered Data
- Find Files
- Filter File List - Set Mask
- Save Scan Information to Resume Later
- Recovery Options

Scan Virtual Machine Image Type

You can use 'Data Recovery' option to mount a virtual machine image type and find, select & recover data from it. You can select only one virtual machine image type at a time for scanning. **FAT**, **exFAT**, and **NTFS** file systems are supported by the software.

To scan a virtual machine image type volume:

1. Run **Stellar Phoenix Virtual Machine Data Recovery** software.

2. On **Data Recovery** tab, from **Select Virtual Machine Image Type** section, select a virtual machine image type - either a **VMware (*.vmdk)**, **VirtualBox (*.vdi)** or **VirtualPC (*.vhd)** image.

3. If you know the location of a virtual machine image file, use **Browse** button to locate it or click on **Find** button to search for the image file in a folder or volume.

4. Click **Mount Virtual Disk** button and after successful mounting, the virtual machine details are displayed.

5. Select a virtual volume, if you want to recover data from a specific volume of the virtual machine and from the flying pane, click any one of the following recovery options:

   - **Quick Recovery** - This scan is fastest of all the scan processes and is highly recommended. This option will list both existing and deleted files.

   - **Deleted Recovery** - Choose this option to scan for deleted files and folder of the volume.

   - **Advanced Recovery** - Choose this option to recover data from a drive formatted from **FAT** to **NTFS** system, or vice versa.

Virtual Machine Data Recovery screen
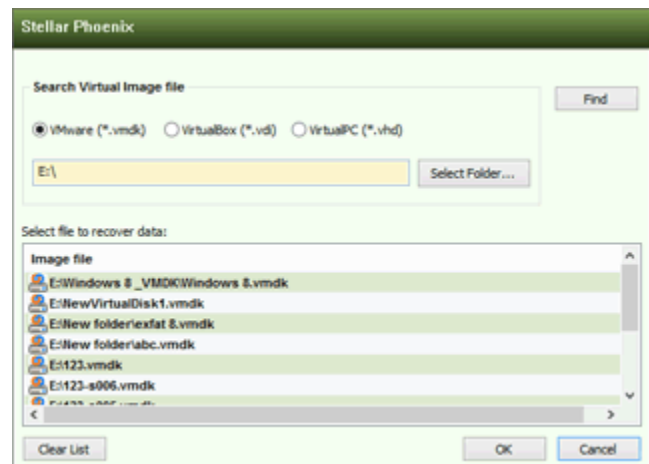
Find Virtual Image Files screen

- **Raw Recovery** - This scan searches for files as per file signatures and size. This scan is slower than **Quick Recovery** but gives better results.

6. Select a virtual hard drive from **Select Hard Drive to Search Lost Volumes** section, in case you want to search for lost volumes from your virtual machine.

From the flying pane, click any one of the following recovery options:

- **Search Lost Volume** - This scan will search for deleted and lost volumes from your virtual machine's hard drive.
- **Raw Recovery** - This scan searches for files according to the file signatures and size. This scan is slower than **Quick Recovery** but gives better results.

Search Lost or Deleted Volumes

Whether a virtual volume is recognized or not, depends on the partition table of your virtual machine. If a partition table is corrupt, then you will not be able to see the partitions you need. A volume may also not be recognized if the file system or the virtual machine's hard disk is severely damaged.
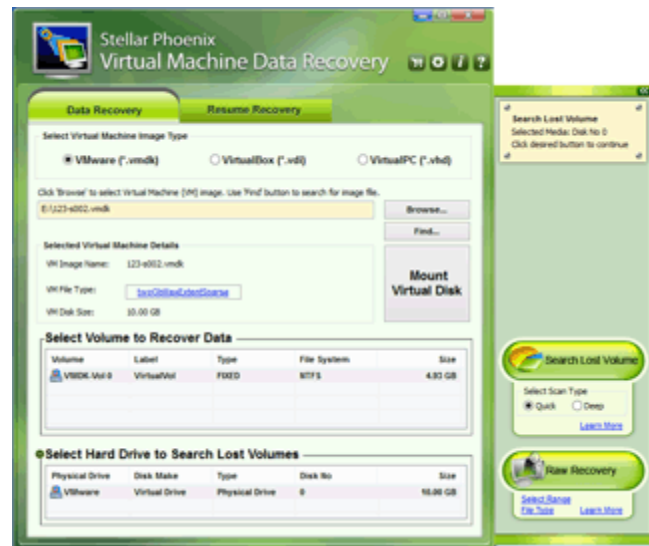
Stellar Phoenix Virtual Machine Data Recovery software allows you to search and recover data from lost and deleted volumes of a virtual disk. You should use this option to recover data from an accidentally deleted virtual volume. This option will search and list all the deleted and lost volumes of the virtual disk along with existing volumes.

To recover data from deleted volumes of a virtual disk:

1. Run **Stellar Phoenix Virtual Machine Data Recovery** software.

2. Click the **Click Here to Search Lost Volumes** drop down link in the main screen. **Select Hard Drive to Search Lost Volumes** section is displayed.

3. In the **Select Hard Drive to Search Lost Volumes** section, all virtual drives are listed with their details. Select the drive to be scanned for lost or deleted volumes.

4. In the flying pane, select scan type:

   - **Quick**: This scan is fast and recommended.

   - **Deep**: This scan is slower than Quick scan but gives better results.

5. Click **Search Lost Volume** button. A scan for lost or deleted volumes will be performed in the selected disk.

Search lost or deleted volumes screen

   You can minimize the application window by clicking on the minimize button of the application.

6. Any 'lost volume' detected, will be listed in the **Select Volume to Recover Data** list section. Now, you can select the 'found lost volume' for scanning and recovery.
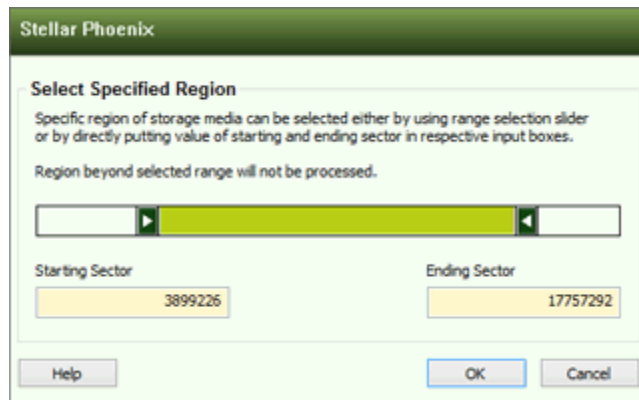
Raw Recovery

Raw Recovery option of **Stellar Phoenix Virtual Machine Data Recovery** software is based on 'file type based scanning' technique for the recovery of lost and deleted files and folders from your virtual machine. You can scan a complete virtual disk, a selected region of the virtual disk, or a volume of the virtual disk to recover data. File type gives information about a file and the name of its extension. You can add, edit, or remove file types as per your preferences.

For raw recovery of data from a virtual disk:

1. Run **Stellar Phoenix Virtual Machine Data Recovery** software.

2. **Browse** or **Find** the required virtual machine image file and click **Mount Virtual Disk** button.

3. In **Select Volume to Recover Data** section, all the volumes of the virtual disk will be listed.

4. Click '**Click Here to Search Lost Volumes**' drop down link in the main screen. **Select Hard Drive to Search Lost Volumes** section is displayed.

5. In '**Select Hard Drive to Search Lost Volumes**' section, all virtual drives are listed with their details. Select the drive to be scanned for raw recovery.

6. In the flying pane, click **File Type** to select, add, edit, or remove file types such that scanning process should include or exclude file types.

Select Specified Region screen

6. If you want to scan the entire virtual disk, click **Raw Recovery**. If you want to scan selected region of the virtual disk then click **Select Range**. In the '**Select Specified Region**' screen, drag sliders to define starting and ending sectors. Click **OK**, and then click **Raw Recovery**. Scan will be performed on the selected region only.

7. Software will scan the selected source and all files found will be listed.

For raw recovery of data from a volume:

1. Run **Stellar Phoenix Virtual Machine Data Recovery** software.

2. Under **Data Recovery** tab, in '**Select Volume to Recover Data**' section, all volumes of the virtual machine are listed along with their details. Select the volume, you want to scan for raw recovery.

3. In the flying pane, click **File Type** to select, add, edit, or remove file types such that scanning process should include or exclude file types.
4. Software will scan the selected source and all files found will be listed.
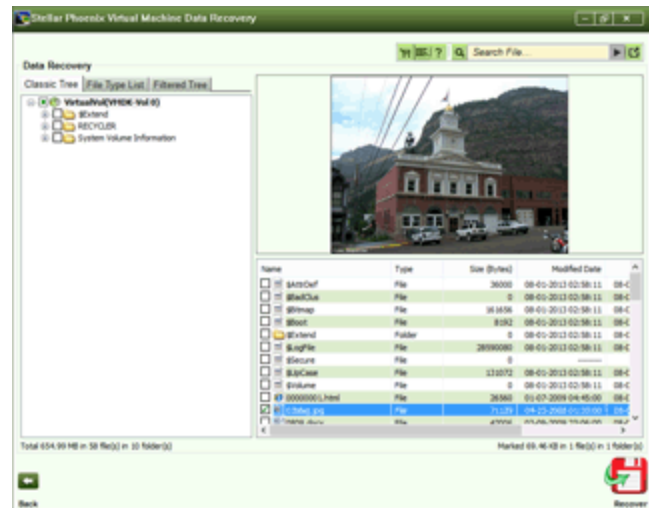
Preview Scan Result

Stellar Phoenix Virtual Machine Data Recovery software shows the preview of all files and folders present in the scanned virtual disk / volume in a three pane structure. The three panes are the left, top-right, and the bottom-right panes.

- In the left-pane, a tree structure according to folders is created.
- Top right-pane shows preview of file that are supported by the software.
- In bottom-right pane, all files and folders that are in the selected folder in the tree view are listed.

To preview a scanned file:

1. Click a tab (**Classic Tree**, **File Type List**, or **Filtered Tree**) in the left pane.

    - **Classic Tree -** In this view, files/folders are listed as they are found. To see **Classic Tree** preview, click **Classic Tree** tab in preview window.

    - **File Type List** (not available in **Raw Recovery**) - In this view, files/folders are listed according to their type such as Document, Audio, Video, Archive, etc. To see **File Type List** preview, click '**File Type List**' tree tab in preview window.

    - **Filtered Tree** - You can see list of file type according to your preference in this preview. Click **Filtered Tree** tab to view the filtered list.


Preview Scan Result screen

2. Click a folder in the left pane tree structure to list files of that folder in the bottom right pane.
3. Double-click the folder to move deeper into the folder.
4. Click a file in the bottom-right pane to preview the file. Only supported files can be previewed.
5. To view files in binary format, right-click the file and select **Show as Hex**.
6. You can also rename the file before recovery. Right-click the file and select **Rename** to rename it.

Recovering Files

Stellar Phoenix Virtual Machine Data Recovery can recover all files of supported file formats. You can save files and folders listed in preview at preferred location.

To recover lost files:

1. Select the files and folders you want to recover. You can recover all files or individual files at preferred location. In addition, you can narrow the search result with the **Filtered Tree** option. Or, you can select only specific type of files to view or recover.

Saving Data screen

- **To select all files**
  - Check the root node and then click **Recover**.

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

- **To recover individual file**
  - Right-Click the file in the file-list and select **Recover** option.

- **To find files according to a search criteria:**
  - Use the Set File Mask option in **Filtered Tree**, or Find Files option.

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

- **To recover only files of specific category:**
  - Click **File Type List** tab. Check the **File Types** category folders as per your choice. The selected '**file types folders**' files will be listed in the file list pane. You can select the individual files in the list.
  - You can view the log report of the executed process for analysis.
  - Click 🔲 (**Recover**).

2. A **Select Destination** dialog box is displayed. Specify the destination and choose the options as per requirement.

3. Click **OK** to start save process. If the destination files have same names then you can overwrite, rename or skip. Choose as per the case. The selected files will be saved at the specified location. Navigate to the destination to view files.
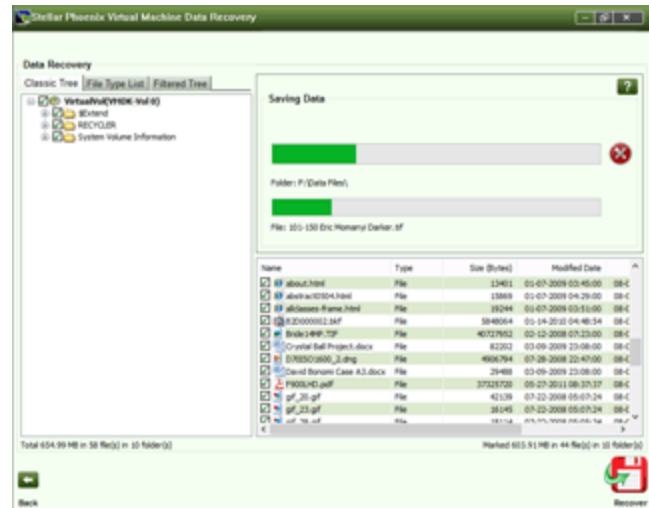
Specify Destination to Save Recovered Data

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

To save recovered files to local hard disk:
Select **Recover** to local drive option. Click **Browse** to specify the location where files should be saved. Click **OK** twice.

To save recovered files to FTP server:
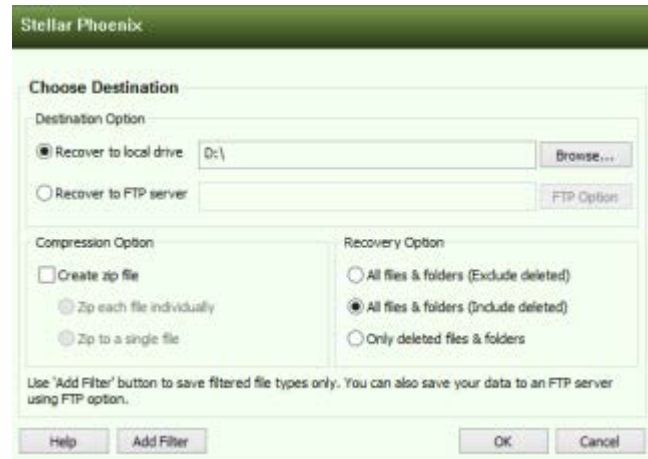1. Select **Recover to FTP server** option. Click **FTP** Option.

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.

Choose Destination to Save Recovered Data screen

Applying Compression:
You can save recovered files in compressed zip folders. However, you can only apply compression if recovered files are saving to local disk drive.

To apply compression option:
Check the Create zip file check box. Select:

- **Zip each file individually**
  This option saves all selected file in their corresponding zip folder.

- **Zip to a single file**
  This option saves all recovered files in a single zip folder.

Apply Recovery Option
This section is shown when all the files and folders are selected for recovery. You can choose to exclude or include the deleted files while recovery.

To apply recovery option, select:

- **All files & folders (Exclude deleted)**

  Choose this option to exclude the deleted files while recovering the selected files and folders.

- **All files & folders (Include deleted)**

  Choose this option to include the deleted files and folders while recovering the selected files and

folders.

- **Only deleted files & folders**

  Choose this option to recover only deleted files and folders.

Add Filter

You can add a filter according to your requirement.

To apply add filter option:

1. Click **Add Filter** in **Choose Destination** window.
   - Select a group of file types from the **Enter File Basis**: drop down box.
   - Type a file extension in the **Enter File Basis**: drop down box and click **Add** button, to include it in the list.
2. Click **Include** to include the listed file types on recovery.
3. Click **Exclude** to leave the listed file types on recovery.
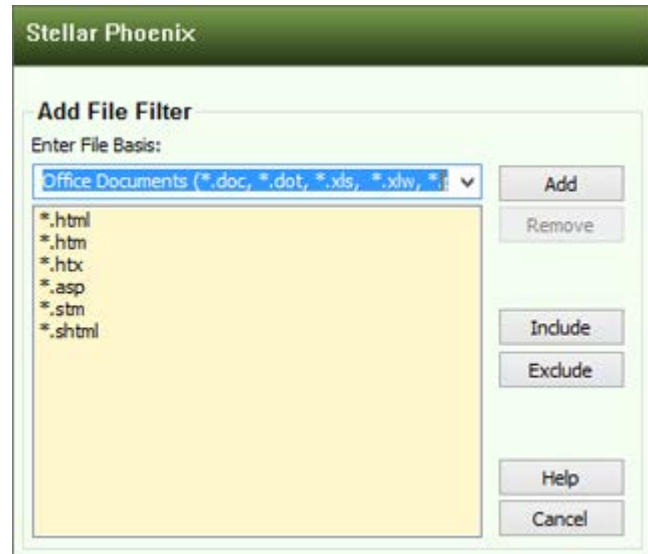
Add File Filter screen

Find Files

You can search files in the trees in the left-pane shown after scanning process. If you want to view or recover specific files from the scan result you can use **Find** option. This provides you various options for searching required files.

To search files:

- In '**Search File**' box, type few or all characters of file name(s) or file type(s) separated by semi colon (**;**). Click the **Find** button.
- Click **Search Options** button. In '**Find**' screen, type the few or all characters of file name (s) or file type (s) separated by semi colon (**;**) in the **Enter file type(s) delimited by semi-colons** text box. Check the **Deleted File, Match Case,** and **Existing Files** options as per requirement. Click **Search Now**.

The first file matching the criteria is highlighted in the file list. Press **F3** or again click on the ▶ (**Find**)

button to move to next file matching the criteria.

Advanced Options

Advanced option in **Find** dialog box enables you to search files according to the more advance options like date criteria and size of file.

- **Size:** You can define size of file. You have two option for size, either the file should not exceed the defined size or should have at least the defined size.

- **Date:** Date search provides you two options - Last Modified Date and Created Date for searching required file. Select **Last Modified Date** to search file according to the last modified date. Select **Created Date** to search file according to the creation date of file. In addition, you can specify number of days, number of months or time interval for any of the selected date option.

Find Files dialog box

To search files by using advanced options:

1. Click **Search Options** button. In '**Find**' screen, click **Advanced**.
2. Check and specify either or both of the **Size** and **Date** options.
3. Click **Search Now**. The file, if found, will be highlighted in the file list. Press **F3** button to move to next file matching the search criteria.

Filter File List - Set Mask

Filter File List is used to generate **Filtered Tree** view in the left pane. **Filter File List** feature provides you with many options for creating file masks to filter the scan result.

To create Filtered tree:

1. In '**Search Result**' window, click on **Filtered Tree** tab in the left pane.

2. In '**Filter**' option, type the file type(s) separated by semi colon (**;**). Click the **Filter** ▶ button.

Or,

2. Use **Set File Mask** option dialog box to filter files according to the more advance options like date criteria and size of file. Click ➕ button in the '**Filter**' box.

File Mask options

  - In the **Set File Mask** screen, type the file type(s) separated by semi colon (**;**) in the **File of type(s)** text box. Check the **Deleted File** and **Existing Files** options as per requirement.

  - **Size:** You can define size limit of filtered files. Define the lower limit of size in **Size from (KB)** text box. Select **Upto** check box if you want to define the upper limit of file size and then specify the size in KB.

  - **Date:** Date search provides you two options - **Last Modified Date** and **Created Date** for searching required file. Select **Last Modified Date** to search file according to the last modified date. Select **Created Date** to search file according to the creation date of file. In addition, you can specify number of days, number of months or time interval for any of the selected date option.

3. Click **OK** to generate the **Filtered Tree**.
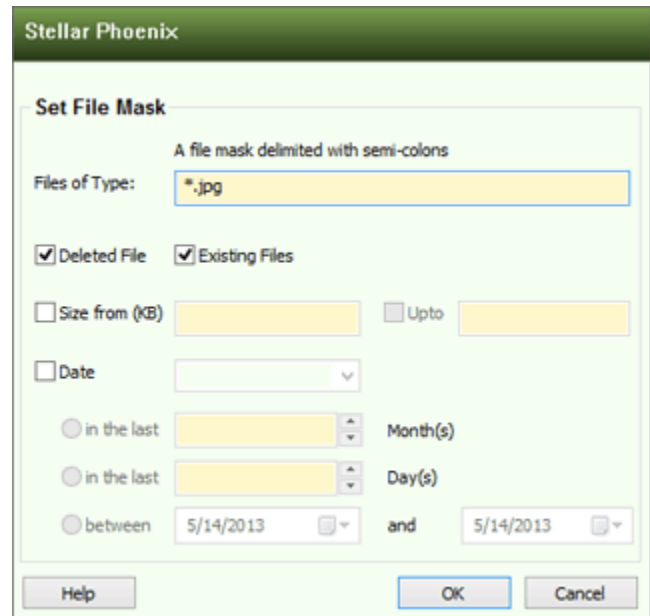
Save Scan Information to Resume Later

You can save the scan result of any scanning process as an IMG file. You can save the scan result as an image file either of a complete or an aborted recovery process. However, the aborted scan would contain limited information. Hence, you should perform a complete scan, and then save the scan result.

Saving scan information saves your time. Since, you will not need to scan the same virtual drive again. You can resume recovery by selecting the image file.

To save scan information:

1. In '**Scan Results**' window. Click either **Back** or **Close** button.

2. You will also be prompted to save scan information. Click **Yes**.

3. In '**Save scan information**' dialog box, browse to the location where you want to save the image file. Type the name of the image file in the **File name** text box. Click **Save**.

Scan Information file will be saved with IMG extension.
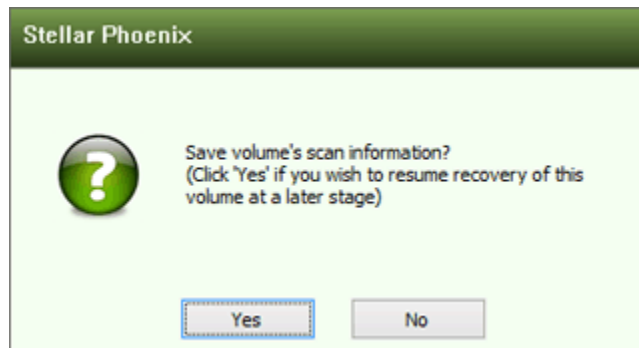
Save Scan Information file prompt

Recovery Options

Stellar Phoenix Virtual Machine Data Recovery software provides you with different options to recover data from your virtual machines. '**Quick Recovery**', '**Deleted File Recovery**', '**Advanced Recovery**', and '**Raw Recovery**' are the four recovery methods available in this software. All methods are different as they apply different scanning processes.

- **Quick Recovery**
- **Deleted Recovery**
- **Advanced Recovery**
- **Raw Recovery**

Quick Recovery

Quick Recovery is the fastest and the easiest option using which you can recover data from a virtual disk. It can easily recover data accidently deleted or erased data.

'**Quick Recovery**' option of **Stellar Phoenix Virtual Machine Data Recovery** software can perform a quick scan on selected existing volumes, lost volumes on a virtual disk. You can select only one volume at a time for quick scan. This scan method is fast and efficient. You will find almost all data by performing a quick recovery on selected virtual disk / volume. You can also load a scanned information file to perform quick recovery.

Deleted Recovery

You can recover files that are deleted from a virtual disk / volume by using deleted file recovery process. The scan result lists only files that are deleted from the selected virtual drive.

In this recovery option, in NTFS file systems, NTFS journaling is supported for large deleted files.

Advanced Recovery

You can recover data from a formatted virtual disk / volume by using '**Advanced Recovery**' option of **Stellar Phoenix Virtual Machine Data Recovery**. If a volume is formatted and all data is lost from that virtual drive, you can recover that data performing this type of recovery.

In addition, you can scan volume either as **FAT**, **NTFS**, or **ExFAT**. For example, before formatting, the file system of the volume was **FAT**. Then, you formatted the volume and created a new **NTFS** volume in its place. You can scan the new volume as **FAT** such that all files will be found during scanning process. Also, if before formatting the volume the file system was **FAT** and you selected scanning as **NTFS** then scanning process can still find data from the previous volume.

Raw Recovery

Raw Recovery allows you to recover data from virtual hard disk or volumes. It does a comprehensive scan of the volume to recover deleted data. It searches for lost files on the basis of file signature. This recovery option recovers everything that is found in the selected source. This option is especially helpful in case of severely corrupted volume. You can select a source or define a region for scanning process. However, you cannot select region from a volume while performing **Raw Recovery** on the volume.

This option can recover data from a virtual disk, irrespective of its file system. This option is especially helpful when your virtual machine is not recognizing its volumes.

Also, a long list of file types is provided in **Raw Recovery** file type option. You can add file type, if the required file type is not listed in the file type list.

Resume Recovery

You can use the **Resume Recovery** option of **Stellar Phoenix Virtual Machine Data Recovery** software to restart data recovery. You can resume recovery by either:

- **Using Scan Information File**

The scan information file of a virtual drive is saved as an IMG file. You can use the scanned info file to restart recovery at any time.

You should save the scan information file of a virtual drive at a different location with proper naming such that you can easily retrieve the required file for restarting recovery.
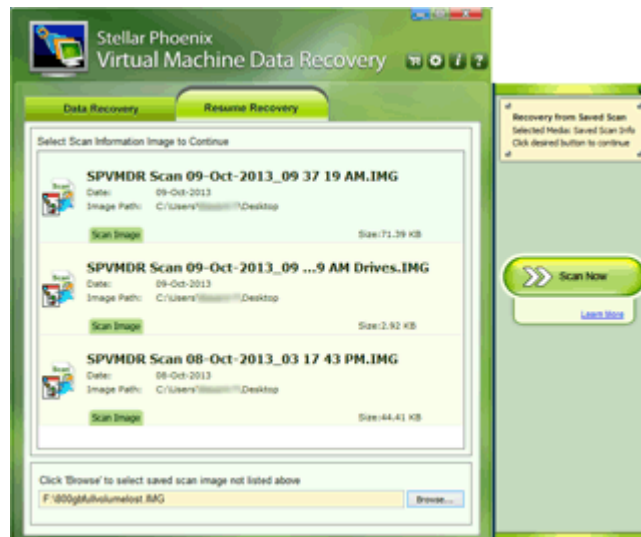
Recover using Scan Information File

Scan information file contains information of a scanning process. Scan information file is saved as an image file (IMG). You can save scan information file during any complete or incomplete recovery process. Image file can be used to restart recovery later. For example, you saved image file of a scanning process and recovered only some files from that scan result. Later, you want to recover some more files from the same virtual disk.

You can use the saved image file to restart recovery. Using a scan information file saves time, since scanning of each file does not take place. All files and folders shown after scan process will be shown on loading the image file created for that scan. In addition, if you have performed scanning process but not saved any files then you can use the image file to restart recovery at some other time.

You should remember the recovery process for which the image file was created. This is because you cannot perform a different recovery process by using a different image file. For example, an image file of quick recovery process restarts quick recovery not deleted file recovery.

To resume recovery by using scan information file:

1. Run **Stellar Phoenix Virtual Machine Data Recovery** software.

2. Click **Resume Recovery** tab. Select the image file from the list, or click **Browse**.

3. In **Open** dialog box, locate and select the scan information, and then click **Open**.

4. Click **Scan Now**, all files and folders will be listed. Select files to recover them.

Resuming recovery using scanned information screen

5. A '**Select Volume to Recover Data**' section will become visible when you click on a virtual drive's IMG file.

Volumes stored in the image file will be listed. Select the required volume.

6. In the flying pane, choose any one of the following recovery options:

- **Quick Recovery**: This scan is fast and recommended.

- **Deleted Recovery**: Choose this to scan for deleted files.

- **Advanced Recovery**: Choose this to recover data from a drive formatted from **NTFS** to **FAT** system, or vice versa.

- **Raw Recovery**: This scan is based on recovery using file signatures. This scan is slower than **Quick Recovery** but gives better results.

Lost Volumes Resume Recovery screen

View Log Report

You can view, clear, and save log report of events and processes that occur in **Stellar Phoenix Virtual Machine Data Recovery** software. Log report can be viewed in '**Scan Result**' window.

To view log report

- On the tool bar, click **Log Report**.

To save log report

- On the tool bar, click **Log Report**.
- Click **Save Log**.
- In '**Save As**' dialog box, specify the destination to save log file. Click **Save**. Note that, a warning message to save log report is displayed, at the time of closing the application.

To clear log report

- On the tool bar, click **Log Report**.
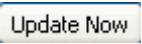- Click **Clear Log**.
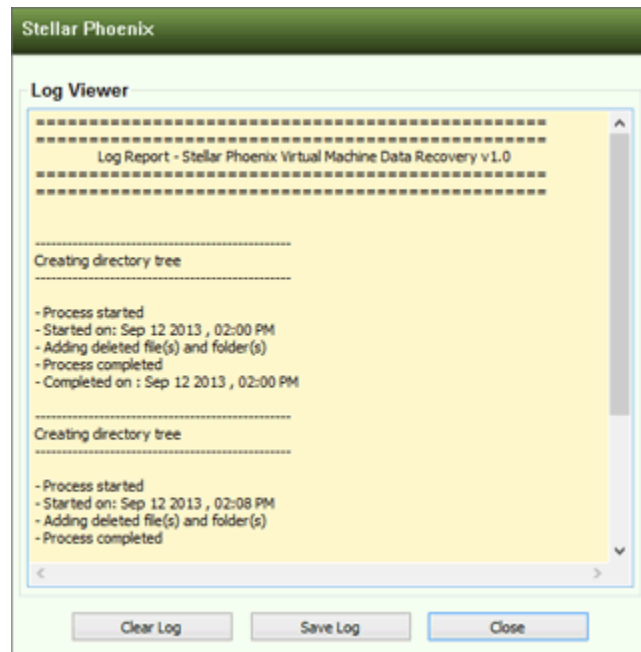
Log Viewer screen

Configure Settings

You can change the settings of **Stellar Phoenix Virtual Machine Data Recovery** software before scanning.

To configure Stellar Phoenix Virtual Machine Data Recovery software:

- Run **Stellar Phoenix Virtual Machine Data Recovery**. Click 🔧. Under **General Settings** tab, configure general options:

  - **Check for 'Latest Updates' at startup** - Select this check box to receive latest updates. You can also click Update Now to launch **Stellar Phoenix Update Wizard**. This wizard automatically detects and downloads the new updates of the software.

  - **Log Settings** - Select '**Save log before closing application**' check box to automatically save log of processes. Click **Browse** to specify the destination where log files should be saved.

  - **Scan Settings** - Choose it to avoid signature search in **Advance Scan**.

- Click **Add File Types** tab to select, add, remove, or edit file type. This will become the default settings.

Selecting File Type

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

File types are listed in the **Add File Types** tab of **Settings** screen. The '**Software Name**' column shows the software that created the files having the specified file type, '**File Extension**' shows the extension of the file and size (KB) shows the maximum allowed size of files having the specified file type. The file types are categorized according to groups. File Type (s) includes every file type available in different file groups. Different groups are Application, Graphic, Pictures & Raster Images, Archive, Audio, video & Animation, Mails, Database, Office Documents, Internet, and Miscellaneous.

To select file types from file list for scanning:

1. Select required file types.
2. Click **OK**.
3. You can click **Select All** or **Unselect All** button to select or unselect all the file types.

Adding File Type

You can add file type to the list of 'File Types' while performing signature search. 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:

1. In 'Settings' section, under 'Add File Types' tab, click **Append Header File**.

2. In '**Add New Header**' screen, click **Add**.

3. In '**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.

4. Click **OK**.

Append Header File List screen

Editing File Type

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

To edit a file type:

1. Select the file type that needs to be edited.
2. Click **Edit**. In '**Add/Edit Header File**' screen, edit the following 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.
3. Click **OK**.

Add/Edit File Type screen

ⓘ
Tip: *You can also edit a file type from **Add New Header** screen.*

Removing File Type

You can remove user-defined file types in **Stellar Phoenix Virtual Machine Data Recovery** software.

To remove user-defined file types:
1. In '**File List**' screen, click **Append Header File**.
2. In '**Add New Header**' screen, select a file type and then click **Remove**. Repeat the procedure to remove other file types from the header file list.

FAQs

1. **Can this software recover all data from the virtual disks?**

   Yes, of course, **Stellar Phoenix Virtual Machine Data Recovery** software can recover all your data (including files and folders) from the selected virtual volumes.

2. **Can I recover a specific file by help of this software?**

   Yes, you can recover specific files with the help of this software. Once you scan the selected virtual disk from which you need to recover files, simply wait for the scan to complete. Then select the file or folder you need to recover from the scan results and click on the '**Recover**' button to save the files at a required destination.

3. **I have formatted a volume in my virtual machine. Can I recover the files from it?**

   Yes, absolutely! Just launch the application, select the virtual machine type and then select the volume from which you need to recover data. After this selection, click on '**Advanced Recovery**' to begin scan. Once the scanning process is over, you should be able to recover data from formatted volume.

4. **I have deleted a volume from a virtual machine. Can I recover the files from it?**

   Yes, without a doubt! Choose '**Click Here to Search Lost Volume**' option in the application under the '**Data Recovery**' head to find lost or deleted virtual volumes. Select the virtual disk from which you need to recover the deleted volume and then click on **Search Lost Volume** tab that opens.

5. **What is quick scan and deep scan?**

   Quick scan is a faster scanning option. If the files are not recovered through this scanning option, then you can use deep scan which uses a different algorithm to search lost data and deliver extensive results.

6. **From where I can buy the product? Is there any demo option available?**

   Our software is available for download & purchase on from here. Like most our software, **Stellar Phoenix Virtual Machine Data Recovery** is available as a '*Try Before Buy*' software. You can download the FREE version of the software from here to scan your storage media from which you wish to attempt recovery. The FREE version will scan & show you the preview of recoverable files so that you can be sure that the software will be able to recover your data in order to save those files you will have to buy the software.

7. **Can I recover data from my exFAT partition?**

Yes, you certainly can! **Stellar Phoenix Virtual Machine Data Recovery** software supports FAT, NTFS, and exFAT file systems.

8. **How to find only a particular file type and recover them?**

   For this use the '**Advanced Find Option**' above the preview window and search the files according to your criteria. Select the file (s) and click the **Recover** button to save your files at the desired destination.

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Stellar Phoenix Virtual Machine Data Recovery

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