Photorescue Quick Startup Guide

The recommended operating systems are **Windows 2000**, **Windows XP or Mac OS X**. You may get good results In Windows 98, Windows 98 SE, Windows Millenium or Windows NT but not all of Photorescue's features will be available on these operating systems.

The recommended reader is a **USB or Firewire external card reader**. Again, you may get good results using Photorescue directly on the camera but not all of Photorescue's features will be accessible in all cameras and some features will never be available in any camera. USB 2 and Firewire devices are obviously faster than USB 1.1 devices. PhotoRescue Version 2.0 now accepts to recover files from large external hard drives and from secondary internal hard drives. Obviously, the larger the drive is, the bigger the need for a fast interface/reader.

First Pass

The first time Photorescue is run, it should be run with the default options, on the drive letter that represents your media or directly on the device in physical mode if not drive letter has been assigned to your media. If your pictures are recovered, that's all there is to it : the full version of Photorescue will allow you to save the recovered pictures.

Second Pass

If the first run has been unsuccessful or if you think there are more pictures that should be recovered from the media, accept the offered second pass or manually fine tune the recovery parameters with the following options.

Physical or Logical Drive.
Expert Mode ticked

On the second option screen

Either the card size as detected by the program or input the card size.
Ignore FAT & Directories ticked.

If the computer locks up during the card size determination phase, it is probably because the card suffers from physical defects. This is a non-recoverable error. Reboot, uncheck the "Determine the Card Size" option and make an image backup of the card before going any further. Attempt the above operations on the card image.

More complex cases

The procedures outlined above will handle the vast majority of cases where data is still present on the card. If they don't recover, choose the **Graph the Input** option from the file menu and get a graphical display on the data on your card.

ALL BLACK : the card contains no data. No recovery by any mean is possible. This situation arises after an in-camera format on some cameras.

STRIPED BLACK & GREEN : the card contains data, but either a hardware failure or a driver problem is preventing it from being completely read. This situation might be recoverable, but needs physical intervention. Please contact a data-recovery company.

GREEN : the card contains data. Feel free to contact our tech support.

Additional Recovery Tips

Flash cards are small computers by themselves. It is not unusual to have defective cards overheat. Do not attempt dozens of recoveries in a row if you have indications that the card could be physically damaged. Let the card "rest" a bit.

If you are using our demo version and see your pictures, accept the backup as soon as it is offered. Save the backup file in a place you will remember.

In difficult cases, do not hesitate trying the recovery with card readers of different brands. Cards and readers have different interface controllers and timing issues can come into play.

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