# 1.Overview

Digital multimedia files may accidentally get deleted while deleting files, or formatting storage device. Files may also get lost due to the corruption of the storage device. However, now, there is no need to worry if your pictures, audio files or video files have got deleted or lost from your computer hard disk, pen drive, or memory card.

Stellar Photo Recovery software can quickly recover all your lost images and media files. It supports a range of digital photo file formats, audio file formats, and video file formats for recovery. The software supports almost all the popular brands of cameras. If the desired file type is not in the list of supported formats, you can add it using Add Header feature of the tool. The lost media files stored on a memory card can be found efficiently by the photo recovery software.

Stellar Photo Recovery also supports digital card reader or external storage media. When you attach a storage device to the computer, your computer must recognize it for running the recovery software on it. The computer assigns a drive letter to all
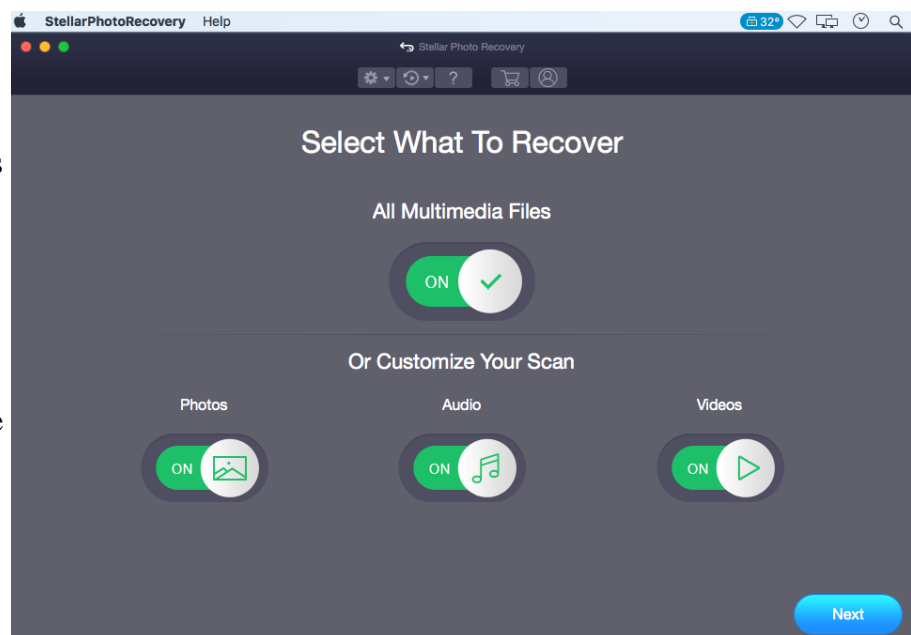
Stellar Photo Recovery

Main Screen

recognizable card readers or external storage media.

Stellar Photo Recovery performs a scan to find all the recoverable images and media files. The software provides a preview of the scanned images and media files. The user can save scan information file of the scanned storage media. This saved scan information file can be used later to recover lost images and media files by the help of **Stellar Photo Recovery**.

Key Features

- Updated supported file formats for better recovery.
- The software supports thumbnail recovery for photo file formats.
- Displays deleted files and folders in a tree hierarchy (for FAT, exFAT, and NTFS file systems).
- Supports recovery of files with original date timestamp, camera model/name, resolution and file name, if available.
- Supports Classic, File List and Deleted List tree view for volume scan (of FAT, exFAT, and NTFS file systems).
- Fast recovery of lost image and media formats.
- The software supports Raw recovery from the storage devices.
- Recover files from corrupt memory card.
- Recover files from formatted memory devices.
- Supports creating an image of the memory for recovery at a later stage.
- Support for a wide range of media formats for recovery.
- The user can resume recovery by the help of saved image file, or scan information.
- The software provides a preview of found photos, audio, and video files.
- Support for all type of memory card devices.
- Supports scanning of 2 terabytes of storage space.
- Provides option to add and edit file headers.
- New user-friendly interface (with re-size capability).
- Support for Unicode.
- Support of four views of results – Icon view, Details view, Column view, and Cover Flow view.
- Advanced preferences for Preview, Add Header and Edit Header.

- Improved support for FAT32, exFAT, and NTFS.
- Support for MXF movies, Three Camera model of HD-MOV, Adobe EPS (Mac) and Adobe EPS (Windows).
- Preview support for corrupted files in safe mode, both in icon view and running preview.
- Option to Check-Uncheck file(s) and folder(s) for recovery using Spacebar.
- Option for Zoom In and Zoom out photos by the slider for thumb view.
- Estimated time display for the scanning process.
- Recover data with original date time stamping, Camera Model/Name, Resolution, and Filename.
- Optimized Resume Recovery windows in a single page for Disk Image, Volume Image and saved scan information.

* For a complete list of supported files, click here.

2.What's New in This Version?

This version of Stellar Photo Recovery software has following new features:

- Re branding User Interface.
- Photo, Audio & Video Recovery Support for FAT32, ExFAT, NTFS, HFS+, Linux file system and Hard Drive recovery support.
- Option to recovery from CD/DVD.
- Multiple DPI Supported (100%, 125%, 150%)
- Supports recovery of large fragmented data in HFS+.
- Provides option to recover everything or customize your scan to recover Photos, Audio or Videos.
- Automatically switches to Deep Scan if there is severe corruption in drive.
- New formats added for Raw Scan.

The other features can be summarized as follows:

- **Deep Scan**: It does a comprehensive scan of the volume to recover each and every bit of lost or deleted data.
- **Create Image:** The software gives option to create an image of a volume, hard drive or USB flash drive.
- **Save scan information:** Saves scan result of a complete or incomplete recovery process.
- **Auto-Refreshing of media:** Newly added media is automatically added in the display list.
- **Running preview:** Shows preview of data during scanning process.
- **Three types of view for scanned result:** The scanned result can be seen in three types of views – Classic List, File List, and Deleted List.
- **Advance options for customization:** The software provides options such as Preferences (Preview, Supported File Types, Add/Edit Header, Filter) and Search that can be used for recovering data according to personal requirement.

3.Installation

3.1.System Requirements

Before installing **Stellar Photo Recovery**, ensure that your system meets the minimum system requirements.

Minimum System Requirements

- **Processor**: Intel Core i3 or better
- **Operating System**: Mac OS X 10.7 and above
- **Memory (RAM)**:Minimum: 1 GB, Recommended: 2 GB
- **Hard Disk**: 50 MB of free space

Related Topics:

3.2.Installing Stellar Photo Recovery

To install Stellar Photo Recovery, follow the steps below:

1. Unzip the **StellarPhotoRecovery .dmg.zip** file.
2. Double-click the dmg file. This will mount a virtual volume – **StellarPhotoRecovery** .
3. Drag the **StellarPhotoRecovery** application from the mounted virtual volume to the **Applications** folder.
4. To launch the software, double-click on **StellarPhotoRecovery** in the **Applications** folder.
5. Accept the License Agreement and then the main window of **Stellar Photo Recovery** software is displayed.

To remove the software, drag and drop StellarPhotoRecovery from Applications folder to Trash.

Related Topics:

3.3.Recover Data from System Disk with High Sierra

To recover data from the system drive having Mojave or High Sierra, you need to disable **System Integrity Protection (SIP)**. It is a new way of managing access to essential system files in OS X El Capitan which protects the system files and directories that are flagged for protection. This security feature does not allow access to files on the system drive in new macOS 10.13. If you want to recover lost files on the system drive, please turn off the SIP temporarily.

How to disable SIP in macOS Mojave 10.14 or High Sierra 10.13?

Before turning SIP off, please ensure whether it is ON or OFF. Follow these steps:

- Click **Utilities** -> **Terminal**.
- Type in **csrutil status** to see if the SIP has been disabled.

If the SIP is enabled, follow below mentioned steps to disable it:

- Reboot/Restart your Mac.
- Before OS X starts up, hold down **Command + R** until the Apple logo appears and boot into the Recovery Mode.
- From the **Utilities** menu, select **Terminal**.
- In the window that opens, type the following command into the terminal:

csrutil disable; reboot

- Hit **Return**. This turns off the **System Integrity Protection**.
- Close the Terminal app.
- **Restart** your system again.
- Run **Stellar Photo Recovery**.
- Scan the volume to recover your data.

Once the recovery is complete, enable the SIP by typing *csrutil enable* in the recovery mode terminal.

3.4.Starting Stellar Photo Recovery

Follow any one of the steps mentioned below, to run Stellar Photo Recovery on your Mac:

- Double-click the **Stellar Photo Recovery** file in **Applications** folder,

Or,

- Double-click the **Stellar Photo Recovery** desktop shortcut (if you have created one),

Or,

- Click the **Stellar Photo Recovery** icon in the dock (if it exists).

Related Topics:

- [System Requirements](#)
- [Installing Stellar Photo Recovery](#)
- [How to Update?](#)

3.5.How to Update?

You can use the update feature of **Stellar Photo Recovery** to check and install the latest updates for the application. This will help you keep your application up-to-date. When you run **Stellar Photo Recovery,** update wizard pops up a message, if updates are available for the software. Otherwise, you can select **Check for Updates** option under **Preferences** -> **Update** in the toolbar.

To update Stellar Photo Recovery, do one of the following:

To check automatically:

- Run **Stellar Photo Recovery**, *Update* window is displayed along with the main user interface.
- To download the latest version, click **Update** button. It may take few seconds to minutes to download the files. Once completed, '**Update successfully installed**' message appears.
- Click **OK**.

To check manually:

- Run **Stellar Photo Recovery.**
- On the toolbar, click **Preferences** option.
- Click **Update** option. Select **Check for updates** now option and specify frequency to check for updates daily, weekly or monthly.

Or,

- Click **Check for updates** button.
- If updates are available, **Update** window is displayed. Follow the next step. Else, if no updates are available, a message showing '**No updates are available**' is displayed.
- Click **Update** button to download the latest version. It may take few seconds to minutes to download the files. After completion, '**Update successfully installed**' message appears. Click **OK**.

Related Topics:

- [System Requirements](#)
- [Installing Stellar Photo Recovery](#)
- [Starting Stellar Photo Recovery](#)

4.Getting Started

- [User Interface](#)
- [Ordering the Software](#)

- [Activating the Software](#)
- [Stellar Support](#)

4.1.User Interface

Stellar Photo Recovery has a simple and easy to use graphical user interface. It contains all of the features required to perform a complete data recovery. On launching the software, **Select What To Recover** screen is displayed.

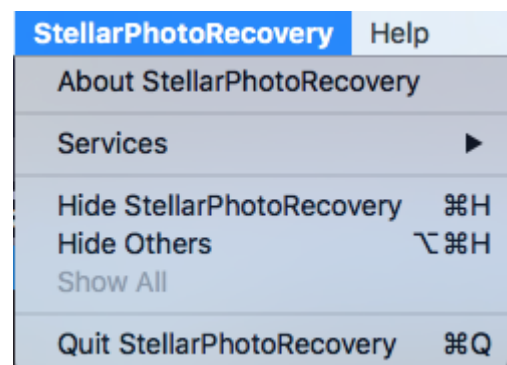The user interface contains Menus and Buttons that let you access various features of the software with ease.
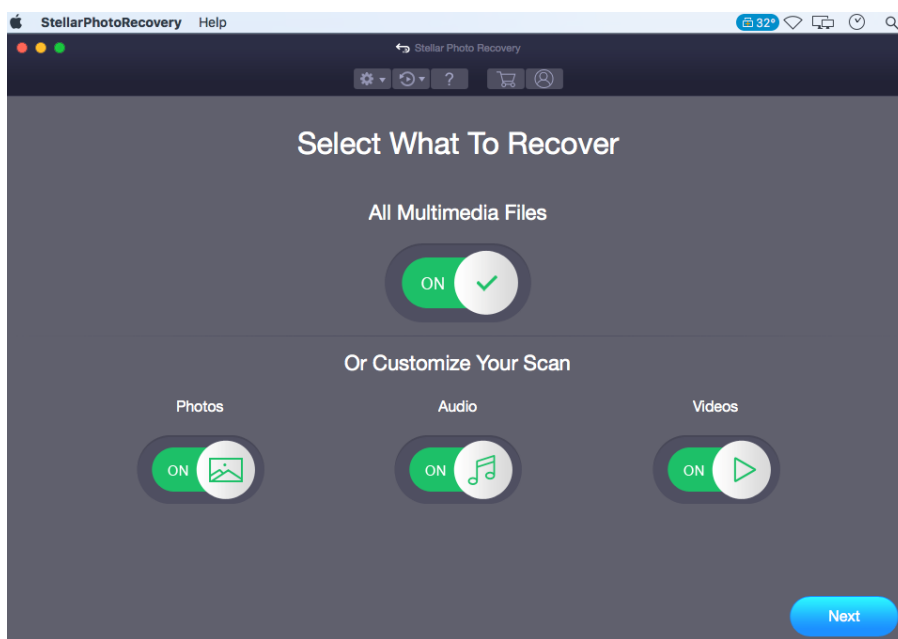
Menus

StellarPhotoRecovery

 About StellarPhotoRecovery

 Use this option to read information about **Stellar Photo Recovery**.

Help

Help Topics

Use this option to view the **Stellar Photo Recovery** help manual.

Order StellarPhotoRecovery

Use this option to buy **Stellar Photo Recovery** software

Email to Stellar Support

Use this option to email for support for any problem.

View Support Section

Use this option to visit the support page of stellarinfo.com
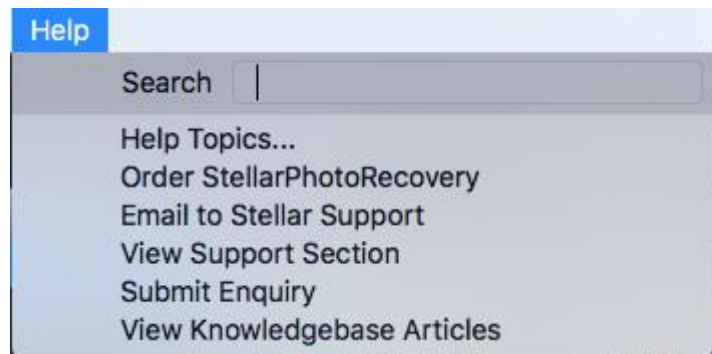
Submit Enquiry

Use this option to submit an inquiry to stellarinfo.com

View Knowledgebase Articles

Use this option to visit the knowledgebase articles of stellarinfo.com

Buttons

Following buttons are present on the main user interface of **Stellar Photo Recovery** software:

Use this button to set preferences for **Stellar Photo Recovery**.

Use this button to create an image of the volume and then resume the recovery process either from saved scan information or an image file.

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

Use this button to get assistance on any data recovery issue.

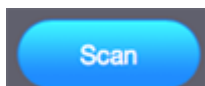Use this button to buy **Stellar Photo Recovery** online.

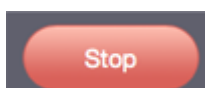Use this button to [register](#) **Stellar Photo Recovery**.

Use this button to move to the next window.

Use this button to save the recovered data.

Use this button to start the scanning process.

Use this button to stop the scanning process at any time.

Use this button to get information about a selected drive or volume.

4.2. Ordering the Software

You can purchase the software online. For more on pricing details and to place an order, you can click the **Buy** button on the main user interface, to purchase the software electronically.

Once the order is confirmed, you will receive a pre-paid registration key sent through e-mail, with which you can register the software.

4.3. Activating the Software

The demo version is for evaluation purpose only. You need to activate the software to use its full functionality. Use the Activation Key received via email after purchasing the software to activate it.

To activate the software:

1. Run **Stellar Photo Recovery**.
2. Click the **Activation** button. Activation window is displayed as shown below:

3. If you don't have the activation key, click **Get it now** button in the window to purchase the software.
4. Once the order is confirmed, an Activation Key is sent to the email that you have provided while purchasing the software.
5. Paste or type the **Activation Key** (received through email after purchasing the product) and click **Activate** button (**Please ensure an active Internet connection**).
6. **Stellar Photo Recovery** automatically communicates with the license server to verify the entered key. If the entered key is valid, activation is completed successfully.
7. *'Stellar Photo Recovery Activated Successfully'* message is displayed. Click **OK.**

4.4. 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://www.stellarinfo.com/support/

For price details and to place the order, you can click the [cart icon] **Buy** button on the main user interface, to purchase the software electronically.

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

Search in our extensive **Knowledgebase** at https://www.stellarinfo.com/support/kb/index.php/category/photo-recovery

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

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

5. How To…

- Recover Data

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5.1.Recover Data

Stellar Photo Recovery provides you different options to recover your data. To recover data, you have to first scan the hard disk or volume. After scanning, you can preview the scanned files before recovery. You can also 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. If you want to recover data using a previously scanned information or an image file, **Stellar Photo Recovery** has an option of scanning them as well.

With **Stellar Photo Recovery** you can recover specific data. The software provides the following recovery options:

- **All Multimedia Files-** This option recovers complete data from the selected hard drive or storage media. All photos, audios and videos present or deleted from the drive/media can be recovered using this option.

Or

- **Customize Your Scan :**

    -
    - o **Photos**: Recovers deleted or lost photos.
    - o **Audio:** Recovers deleted or lost audio files.
    - o **Videos**: Recovers deleted or lost videos.

The software also allows you to select any connected drive or storage media connected to the system.

- [Scan a Hard Drive](#)
- [Scan a Volume](#)
- [Deep Scan](#)
- [Scan CD/DVD](#)
- [Save Scan and Load Scan Information](#)
- [View the Scan Result](#)
- [Recover Files](#)

5.1.1.Scan a Hard Drive

With **Stellar Photo Recovery** you can recover your deleted or lost data from the hard drive or external storage media connected to the system. Almost all data of the hard drive can be found by performing recovery on the selected hard drive. **HFS, HFS+, NTFS, FAT, FAT16, FAT32 and exFat** file systems are supported by the application.
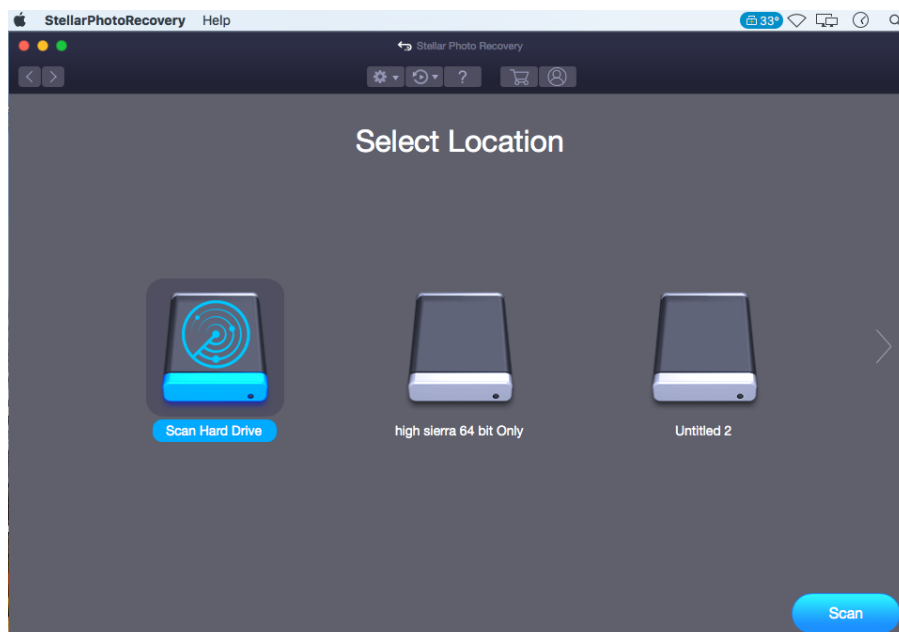
To Scan Hard drive:

1. Run **Stellar Photo Recovery**.

2. From **Select What to Recover** screen, select the desired type of data i.e.
   Photo, **Photos**, **Audio**, and **Videos** you want to recover. The **All Multimedia Files**
   option is turned **ON** by default. You can also customize your scan by selecting your
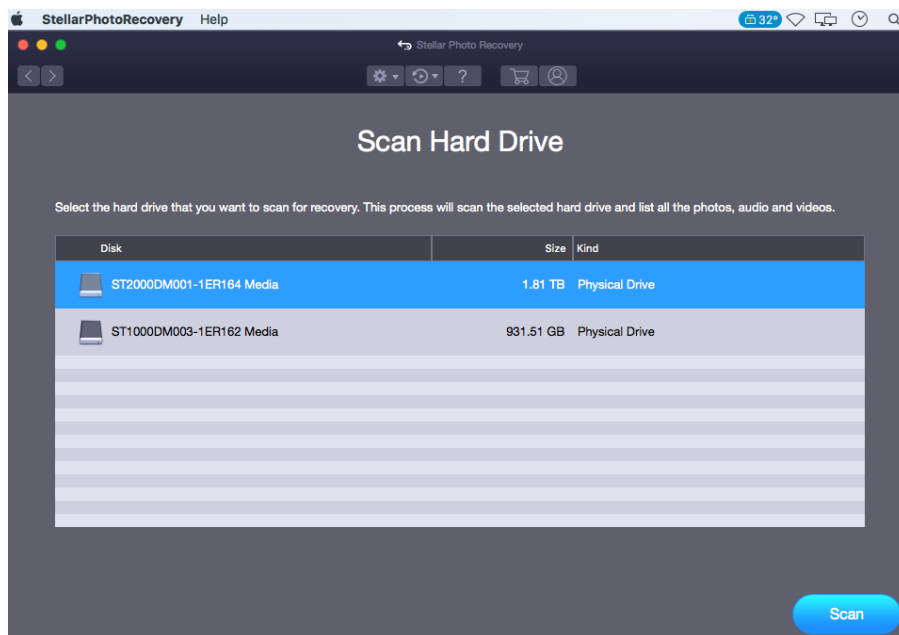   preferred type.
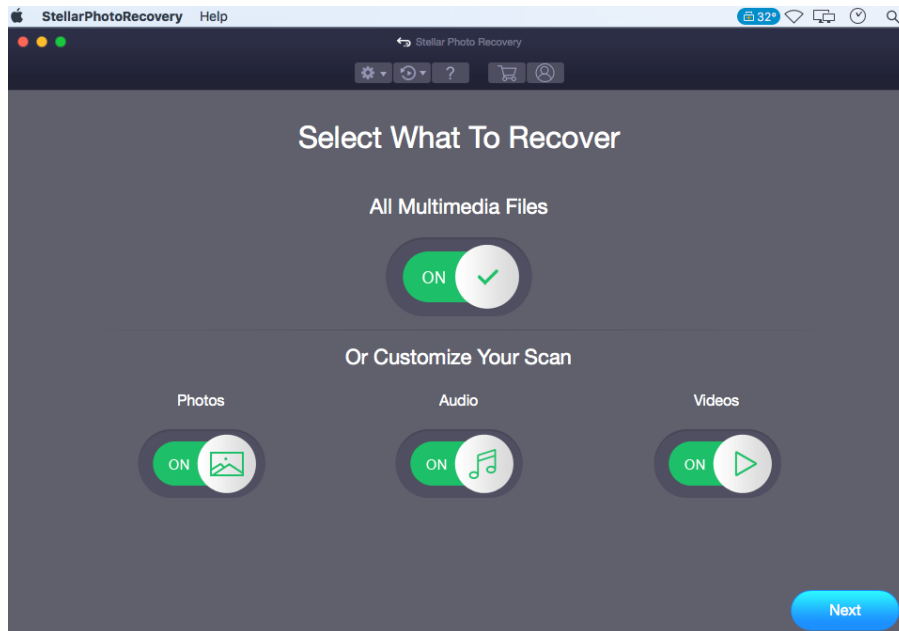
3. Click **Next**.
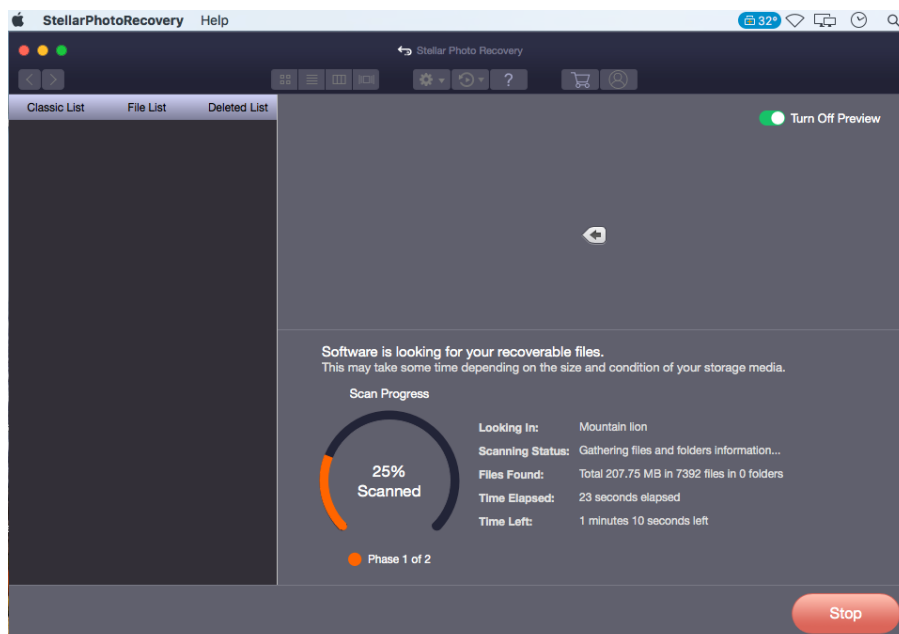4. From the **Select Location** screen, click **Scan Hard Drive** option.

5. Click **Scan**.
6. A **Scan Hard Drive** screen appears displaying all the connected hard drives.

7. From the list, select the hard drive that you want to scan for recovery. Click **Scan**.

8. A screen showing the scanning process is displayed. If you wish to stop the scan at any point, click **Stop** button.

9. Once the scanning process is complete, details of the files and folder found are displayed in a dialog box as shown below:
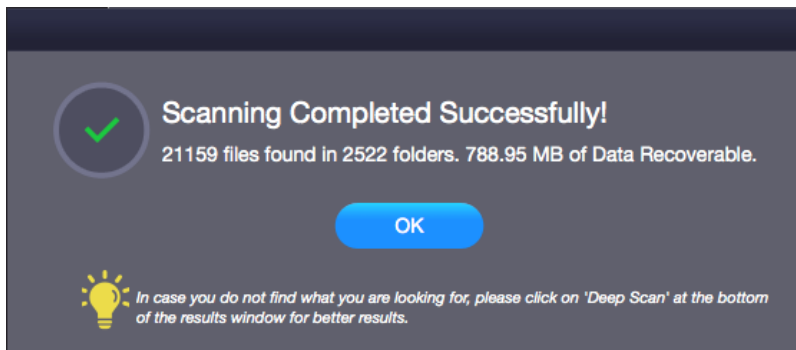
Note: You can select only one hard drive at a time for recovery.

5.1.2. Scan a Volume

Stellar Photo Recovery software allows you to recover data from the existing volumes of a hard drive. Almost all data of the volume can be found by performing recovery on the selected volume or removable media.

To Scan Existing Volume:

1. Run **Stellar Photo Recovery**.
2. From **Select What to Recover** screen, select the desired type of data i.e, Photos, Audio, and Videos you want to recover. The **All Multimedia Files** option is turned **ON** by default. You can also customize your scan by selecting your preferred type.
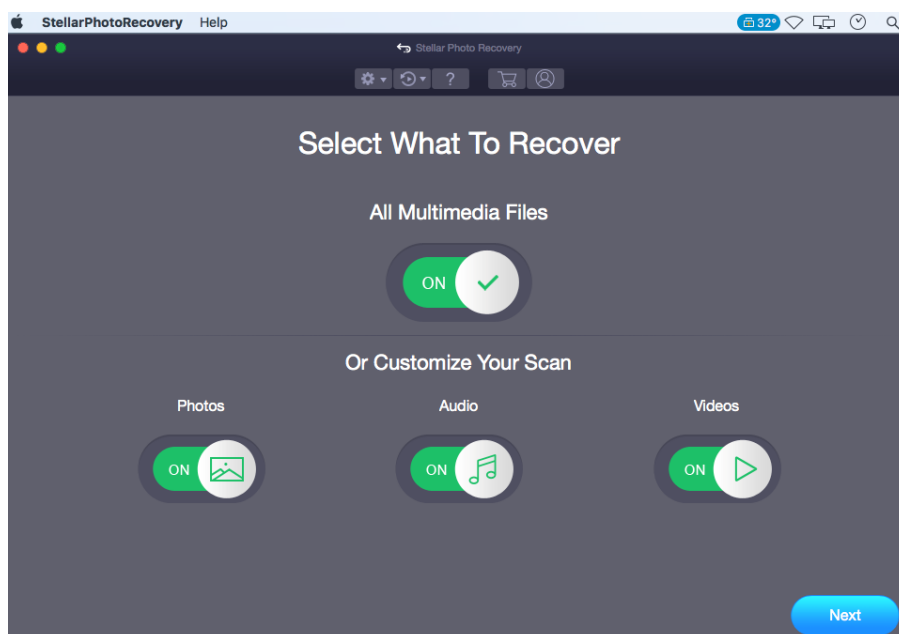

3. Click **Next**.
4. From the **Select Location** screen, select the volume from which you want to recover the data.
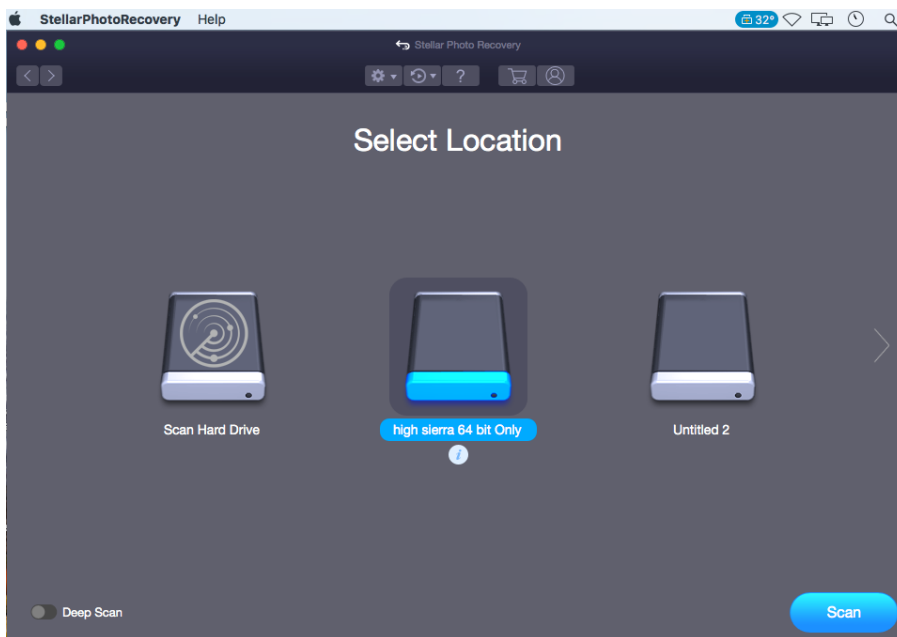
5. If you wish to view information of the selected volume, click on ⓘ icon.
6. You can select/ opt for **Deep Scan** if you want to perform a comprehensive scan of the selected volume.
7. Click **Scan**.
8. A screen showing the scanning process is displayed. If you wish to stop the scan at any point, click **Stop** button.
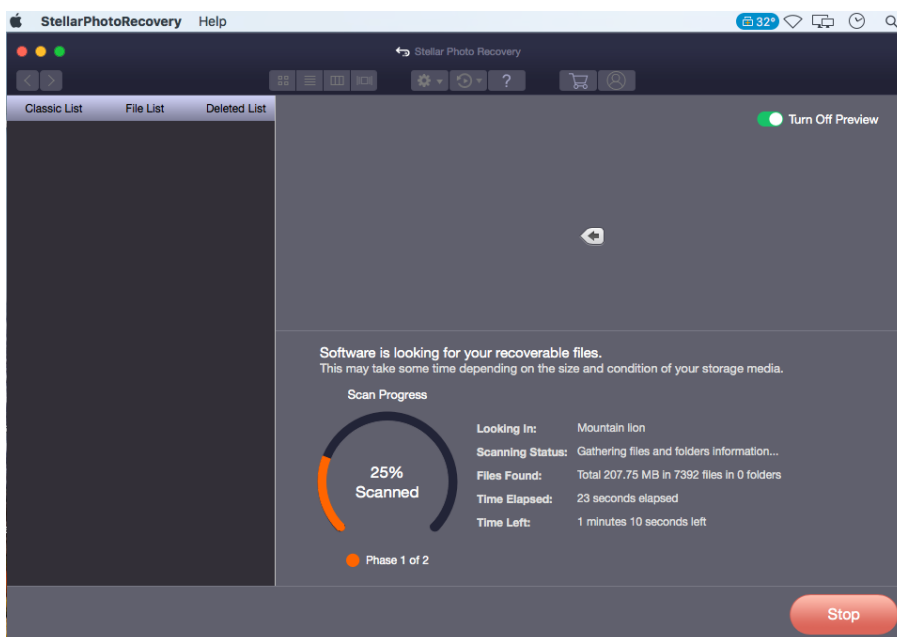
9. Once the scanning process is complete, details of the files and folder found are displayed in a dialog box as shown below:
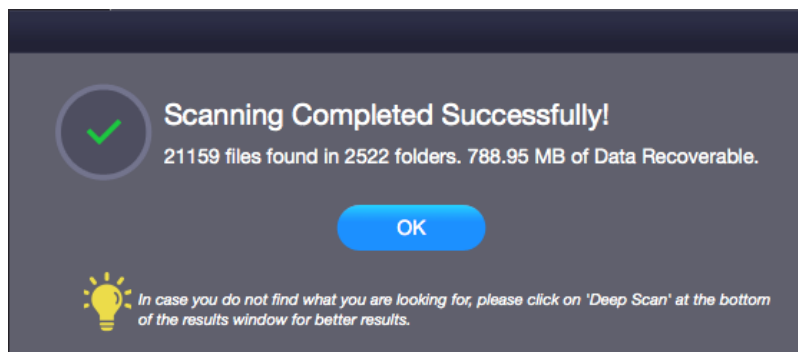
*Note: You can select only one volume at a time for recovery.*

5.1.3.Deep Scan

Deep Scan allows you to recover data from volumes of a hard drive or from an external drive. It does a comprehensive scan of the volume to recover every possible bit of lost or deleted data. It also 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.

In case your desired files are not listed in the file list after the completion of scan process, you can opt for **Deep Scan** to perform a comprehensive scan of the selected drive.
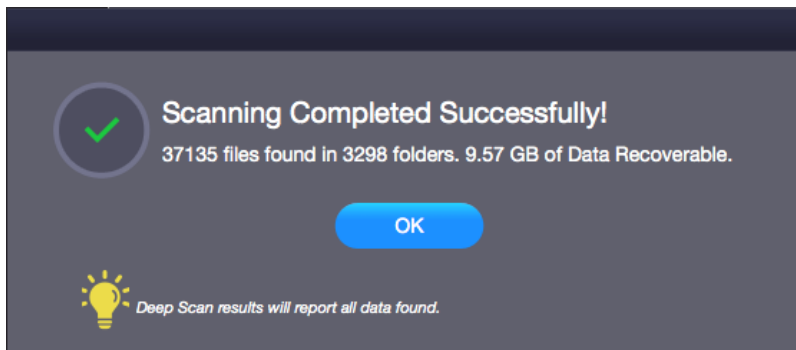
To perform Deep Scan:

- Once the scan of selected hard drive volume is completed, choose **Click Here** option given at the bottom of the preview window to start the **Deep Scan** OR you can choose to run **Deep Scan** directly from the **Select Location** screen, as well.
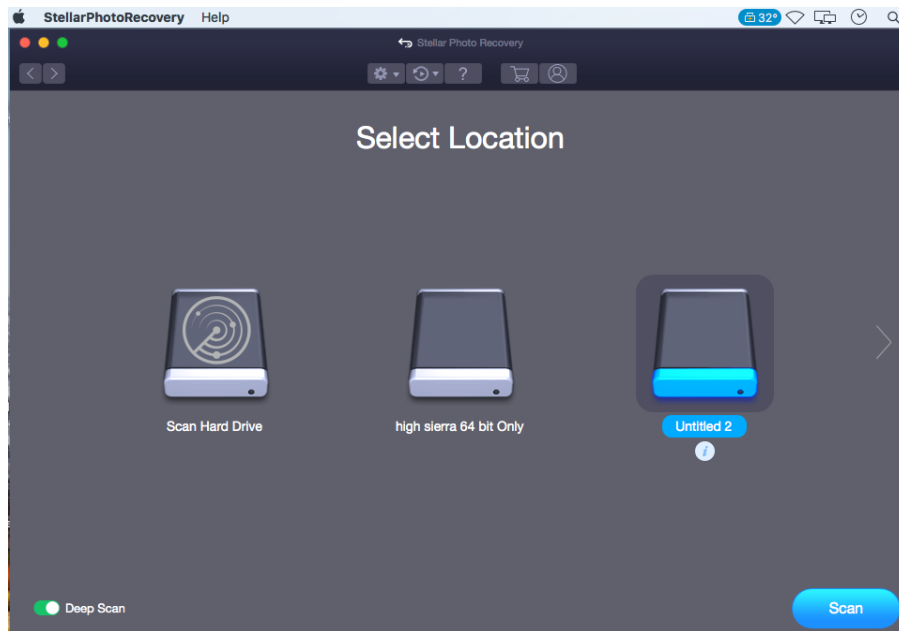
- A screen showing the scanning process is displayed. If you wish to stop the scan at any point, click **Stop** button.
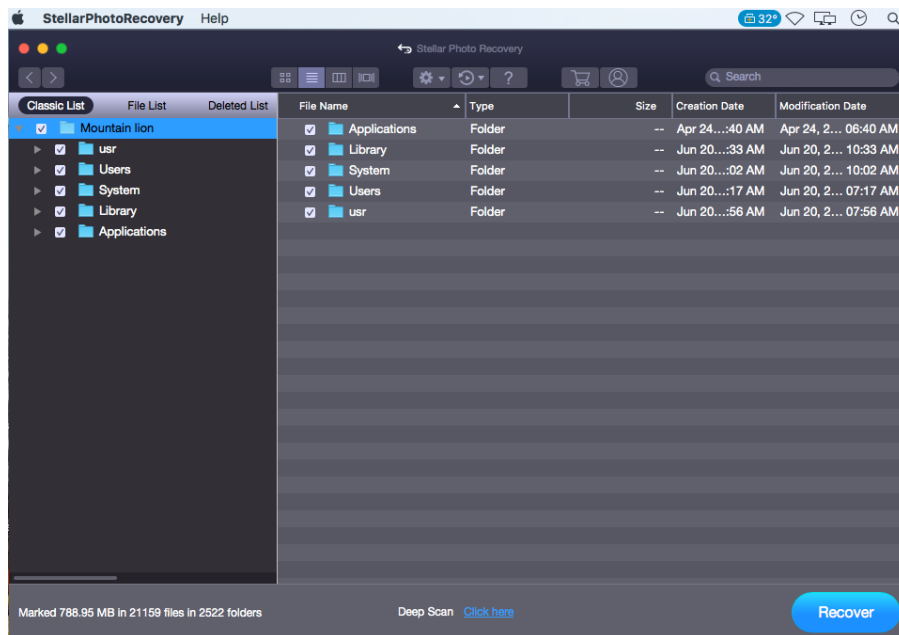
- Once the scanning process is complete, a dialog box showing the number of files and folders found during **Deep Scan** is displayed.

- You can preview and save the files found during **Deep Scan**.

Note: You can perform a Deep Scan on a previously saved image (DMG) in the 'Load Image' window.

5.1.4.Scan CD/DVD

CD / DVD Recovery option of **Stellar Photo Recovery** performs a scan on the selected optical media and recovers data from it. You can recover your photos, audio, videos, from corrupted CD/ DVD media.
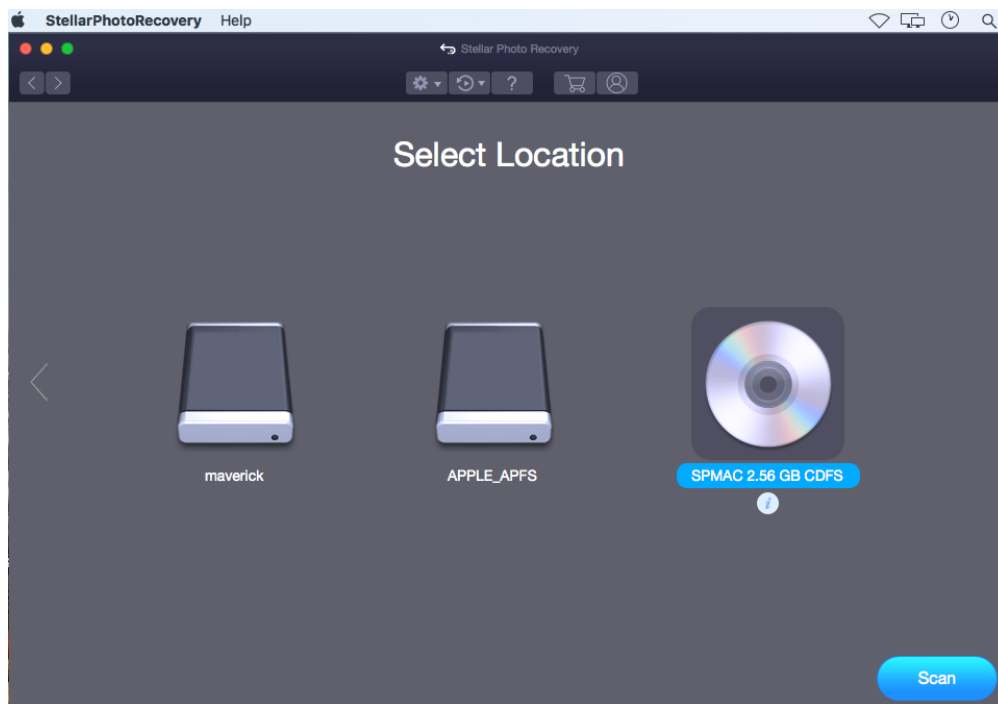
To scan CD/DVD:

1. Run **Stellar Photo Recovery.**
2. From **Select What to Recover** screen, select the desired type of data i.e., Photos, Audio, and Videos you want to recover. The **All Multimedia Files** option is turned **ON** by default. You can also customize your scan by selecting your preferred type.
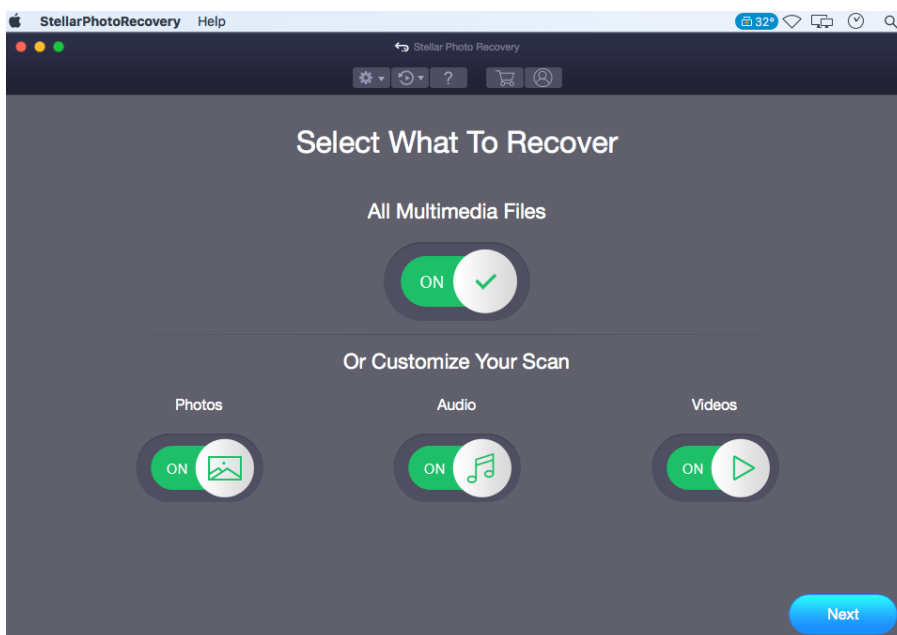
3. Click **Next**.

4. From the **Select Location** screen, select the connected CD/DVD drive.

5. Click **Scan**. If you wish to stop the scan at any point, click **Stop** button.

Note: You can select only one CD/DVD at a time for recovery.

5.1.5.Save Scan and Load Scan Information

You can save the scan results of a process to resume the recovery at a later stage. This helps you resume the recovery process without scanning the drive again. It is advisable to let the scan complete before saving the scan as you can recover data that is listed in the saved scan.

To save scan information:

1. In the '**Scan Results**' window. Click **Back** [⟨] button or close the application. Or, click on [↺] icon and select the **Save Scan** option.

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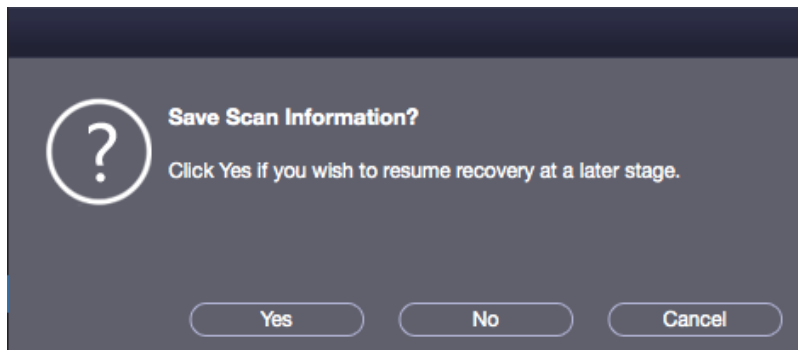
3. Click **Yes**.

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

Scan Information file will be saved.

Note: If you stop a scanning process, you can save the scan information up to that point. However, you should perform a complete scan, and then save the scan result.

Tip: It is recommended that you should save 'scan information file' and 'hard disk image' at different locations with proper name so that you can easily retrieve the required file.
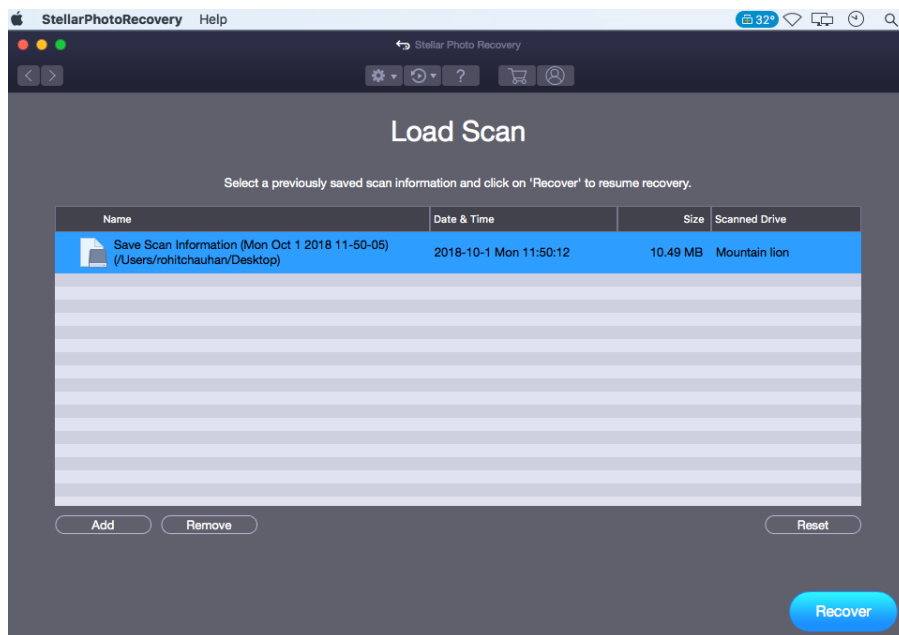
To load the previously saved scan information

This option is used to resume the recovery process from a saved scan information file.

1. Run the **Stellar Photo Recovery** software.

2. Click on icon and select the **Load Scan** option.

3. A **Load Scan** window will appear which displays a list of saved scan information file existing in the system.

4. In case the file you desire is not in the list, click **Add** button and select the desired file.

5. Click **Open**.

6. The file you added gets displayed in the load scan window. Click **Remove** button if you want to remove the save scan file.

7. Click **Reset** button to reset the load scanned list.

8. Click **Recover** button. A screen showing the scanning process is displayed.

9. Once the scanning process is complete, details of the files and folder found are displayed in a dialog box.

Note: You can select only one file at a time to start the process of scanning.

5.1.6.View the Scan Result

Stellar Photo Recovery shows the files and folders present in the scanned physical volume or the removable media. All files and folders that are found in the scanned volume or removable media are shown in a tree structure.

Change the Scan Result View:

You can view your data in **Classic List**, **File List** or **Deleted List**. The **Classic List** shows folders in a hierarchical arrangement. The **File List** shows data according to the file types such as Document, Audio, Video or Archive. In **Deleted List**, all the files and folders deleted from the drive are shown.

1. After the scanning process is complete, all the files are listed in a **tree view,** as shown below:
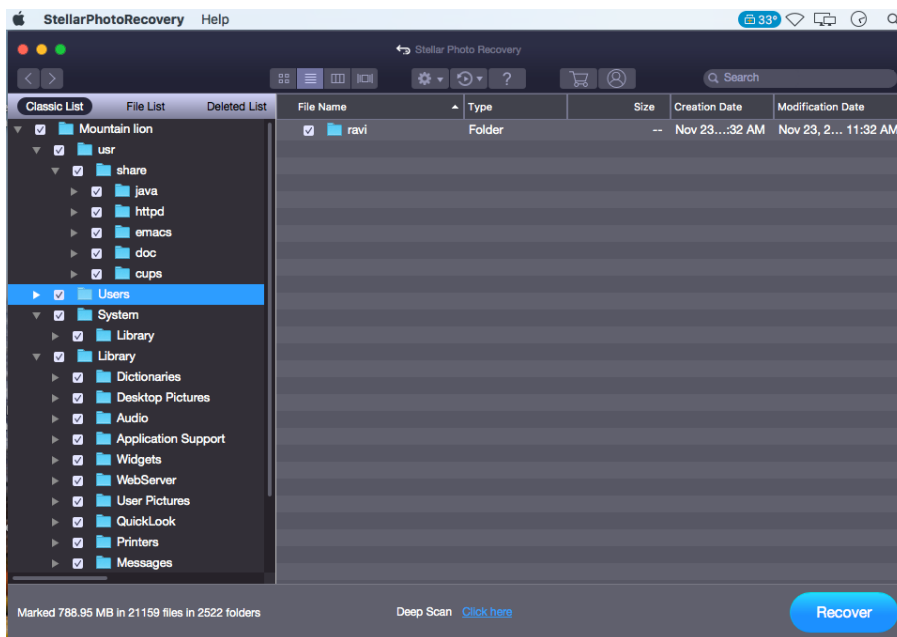
2. Click on the tab in the left pane to view your data in Classic List, File List or Deleted List.

Steps to Preview the files:

1. Expand the tree structure and click the desired folder in the left pane.
2. Double click the file in the right pane that you want to preview.
3. A new window opens with the preview of the selected file.
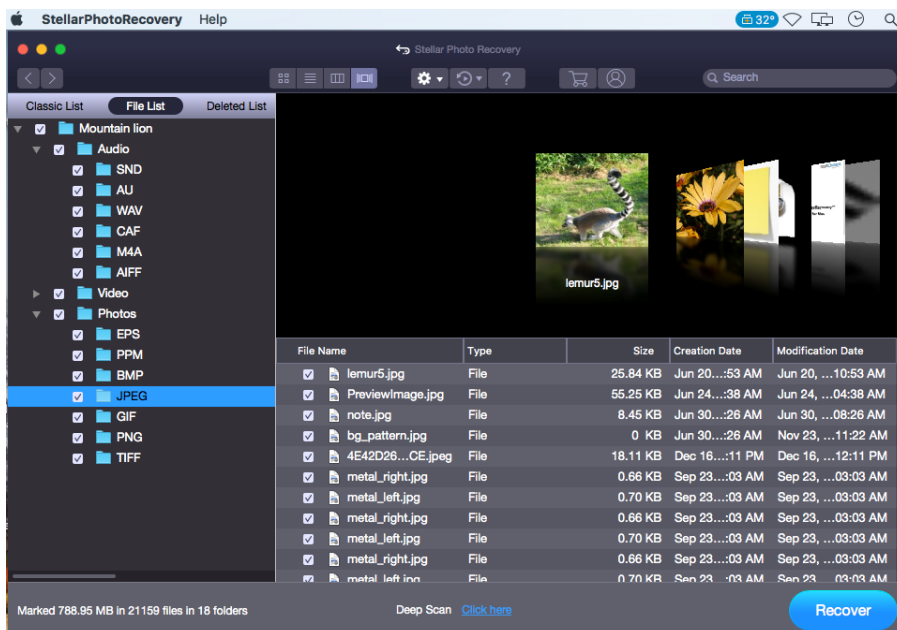
*Note: If you can't find your desired file/folder in the list of scanned and detected files, you can choose **Deep Scan** option to perform a comprehensive scan of the selected drive.*

5.1.7.Recover Files

Stellar Photo Recovery can recover all the data on the selected volume. You can recover all the files and folders listed in the tree view and save them at a location of your choice.

To recover data:

1. From the **tree view**, select the files and folders you want to recover. You can change the tree view to **File List** if you want to recover the files of a specific type only. Change the tree view to **Deleted List** if you want to recover your deleted data.

- **To save all the files**
  - o Check the root node in the left pane and then click **Recover.**

- **To save an individual folder**
  - o Click the desired folder in the left pane. It will list all the files within the selected folder in the right pane.
  - o Check the folder in the left pane or desired files of the folder in the right pane. Click **Recover**.

- **To recover an individual file**
  - o Right-Click on the file in the right pane and select **Recover** option.
- **To recover files of specific type:**
  - o Click on **File List** tab. Check the type of files you wish to recover.
  - o Click **Recover**.

2. A **Recover** dialog box is displayed. Click **Browse** button to select desired destination to save the data.
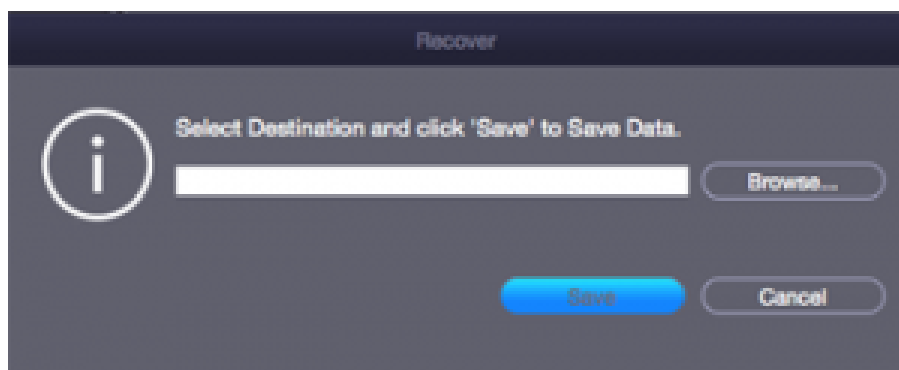
3. Click **Save** to start the saving process. If the destination files have the same names, then you can overwrite, rename or skip. Choose as per the case.
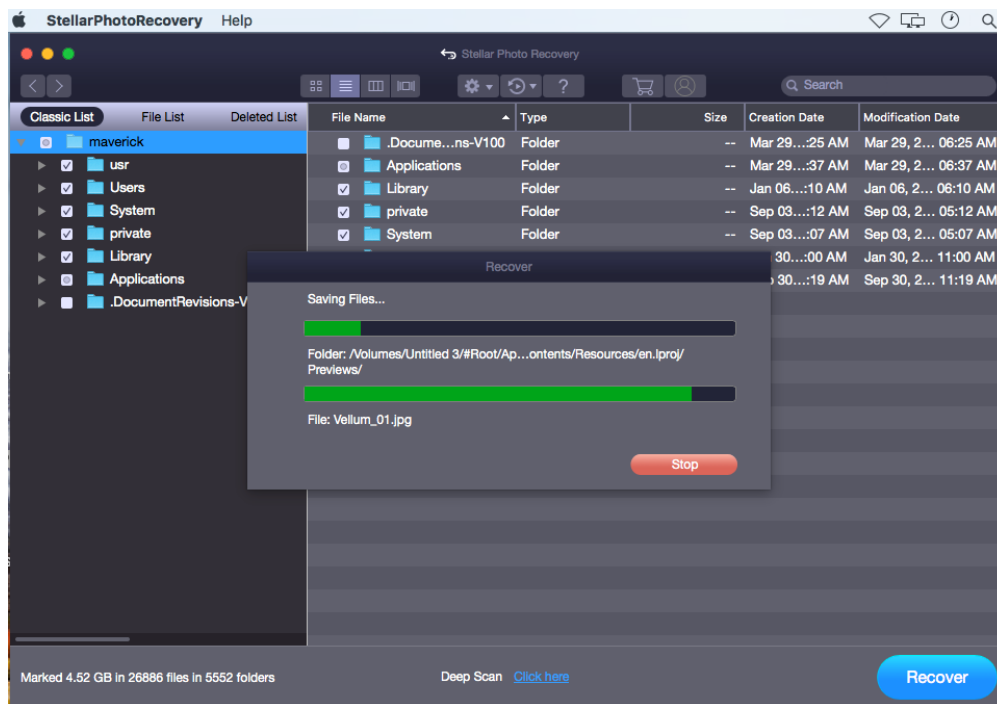
The selected files will be recovered and saved at the specified location. Navigate to the destination to view files.

5.2.Recover Data from the Disk Images

Disk Image is a mirror image of any storage device from which you wish to recover data, such as "Internal or External Hard Disks", "Pen Drives", "Volumes", "Storage Cards" etc. When you create an image, scanning process is not performed, instead a copy of the selected source is saved as DMG file. You can start the recovery either after completion of drive imaging or at a later time by using **Load Image** option.

Stellar Photo Recovery allows you to recover data from a previously created disk image or you can create a new disk image of the drive, partition or volume and perform the recovery process on the newly created image.

- Create Image
- Load Image

5.2.1.Create Image

You can create an image of different storage devices and save them as DMG file by using the **Create Image** option of **Stellar Photo Recovery**. You can create an image of the following types of storage devices:

- Hard Disks
- Existing logical volumes in hard disks
- Removable media such as pen drives, external hard disks etc.

Images, of all sources listed earlier, are saved as DMG file. This DMG file is of same size as of the source. You can use the image files to resume recovery later.

The image you create by using **Stellar Photo Recovery** will be of same size as the selected hard disk, pen drive, or volume. Ensure that the location where image file needs to be saved has sufficient space to store the image file.

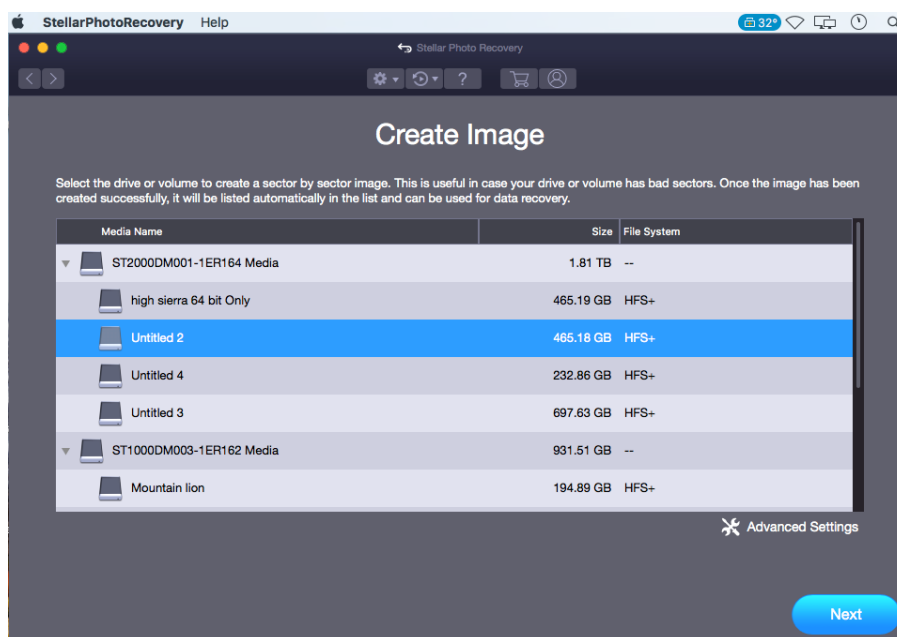**To create an image file of hard disk, volume, or removable media:**

1. Run **Stellar Photo Recovery** software.

2. From the Home screen, click ⟳▾ icon and then select **Create Image** option.

3. From the **Create Image** screen, select the drive or partition for which you wish to create an image.

4. To create an image of the entire drive or partition click **Next.**

Or,

To create an image of the selected region click on the **Advanced Settings**. From the '**Select Range to Create Image**' screen, drag the sliders to define the starting and ending sectors of the image file. Click **Close**, and then click **Next.**
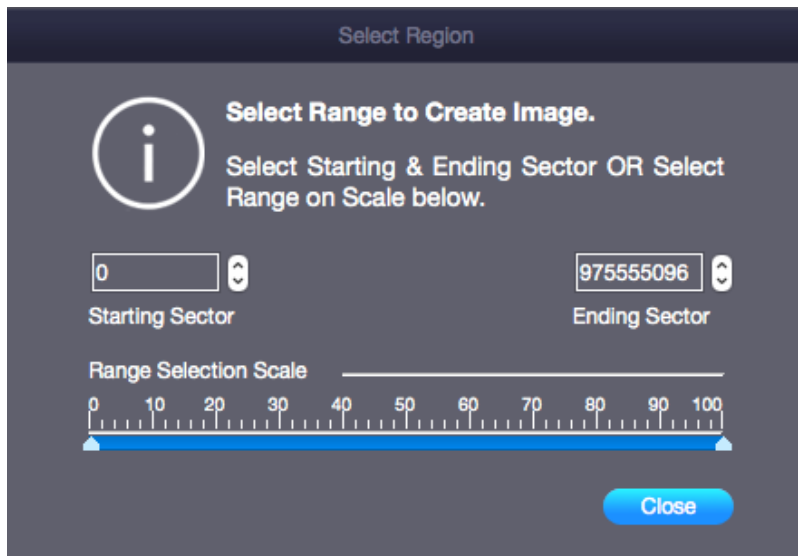
5. In the '**Creating Media Image to Save**' dialog box, locate the destination where the image file should be saved. In the **Save As** text box, type name. Click **Save**.
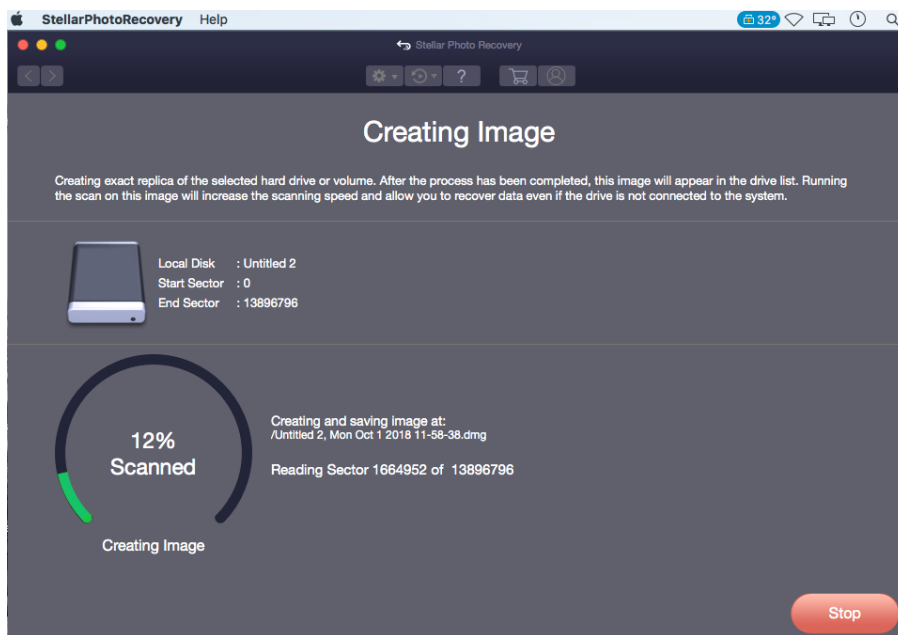
6. After the process gets completed, a screen is displayed below that shows the newly created image.
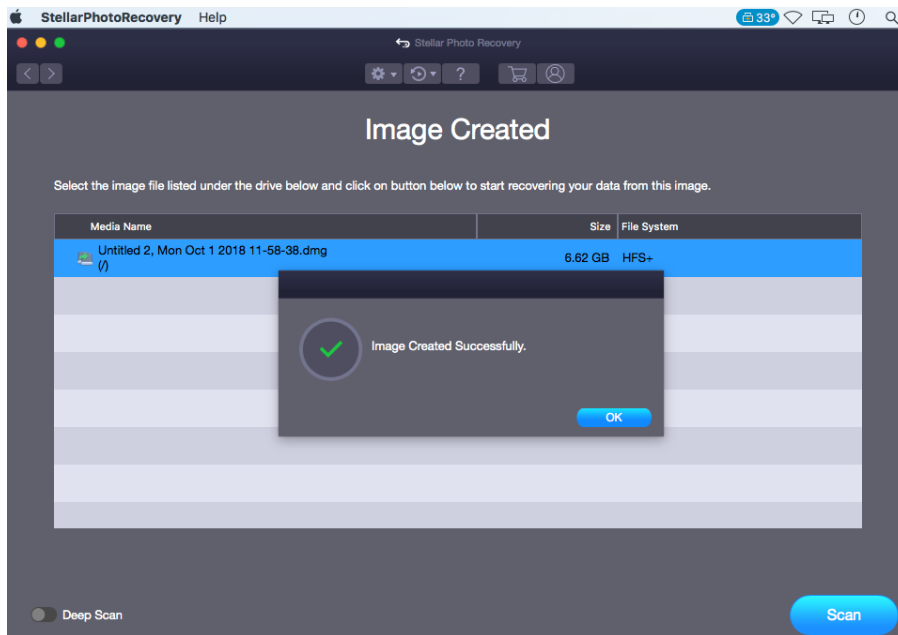
7. Click **Scan** to start the recovery process.

8. A screen showing the scanning process is displayed. If you wish to stop the scan at any point, click **Stop** button.

9. Once the scanning process is complete, details of the files and folder found are displayed in a dialog box as shown below:
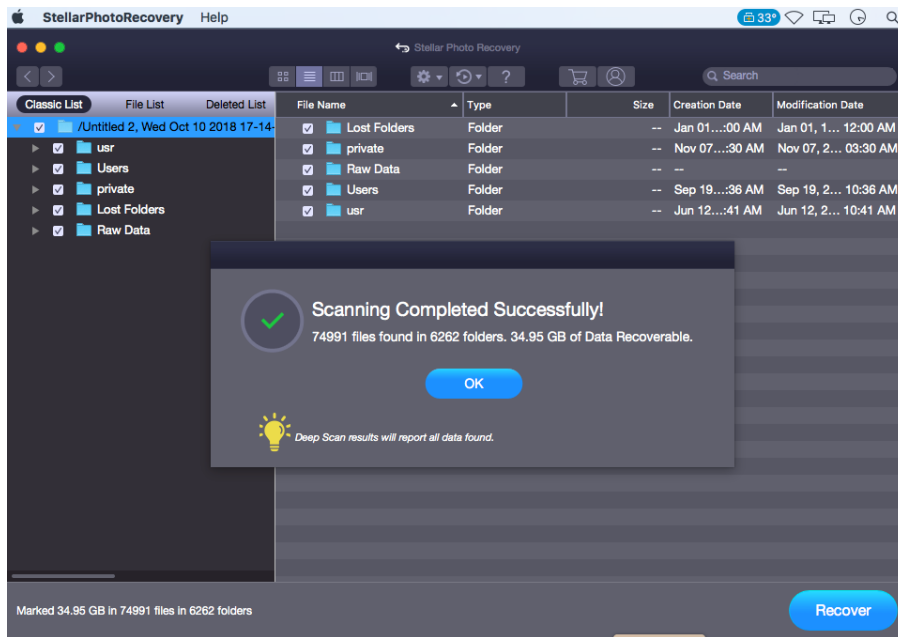
Tip: *It is recommended that you should save 'scan information file' and 'hard disk image' at different locations with proper name such that you can easily retrieve the required image file.*

5.2.2.Load Image

With **Stellar Photo Recovery** you can perform the recovery operation on a previously created disk image using the Load Image option.
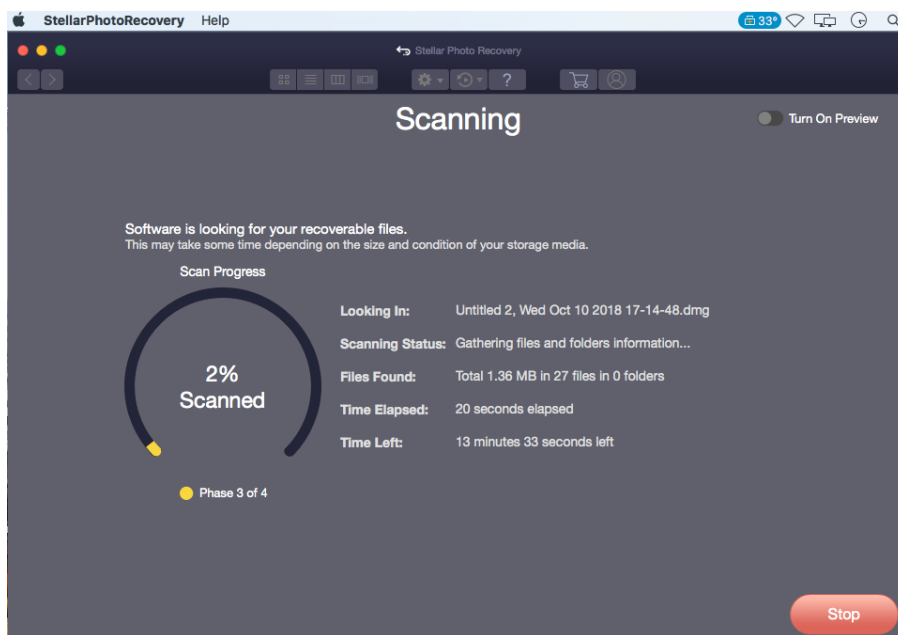
To recover data using any disk image:

1. Run **Stellar Photo Recovery** software.

2. From the Home screen, click [icon] icon and then select **Load Image** option.

3. All the disk images are listed on the **Load Image** screen with their respective sizes. Select the image from which you wish recover data**.** In case your disk image is not listed in the screen, click **Add** button. Alternatively, to remove any image select that image and click **Remove**. To remove all the images, click **Reset**.
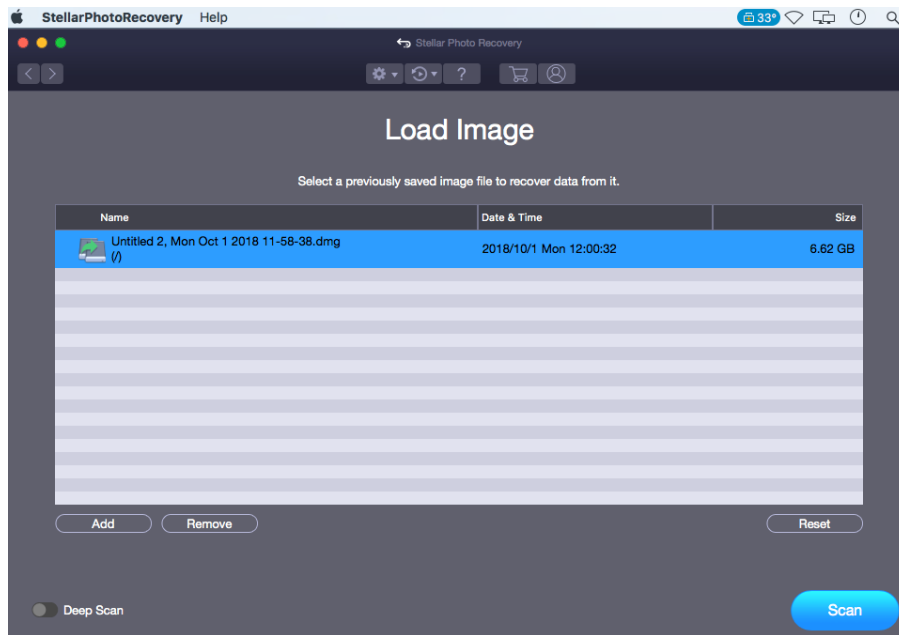
4. After selecting the correct image, click **Scan** to start the recovery process.

5. A screen showing the scanning process is displayed. If you wish to stop the scan at any point, click **Stop** button.
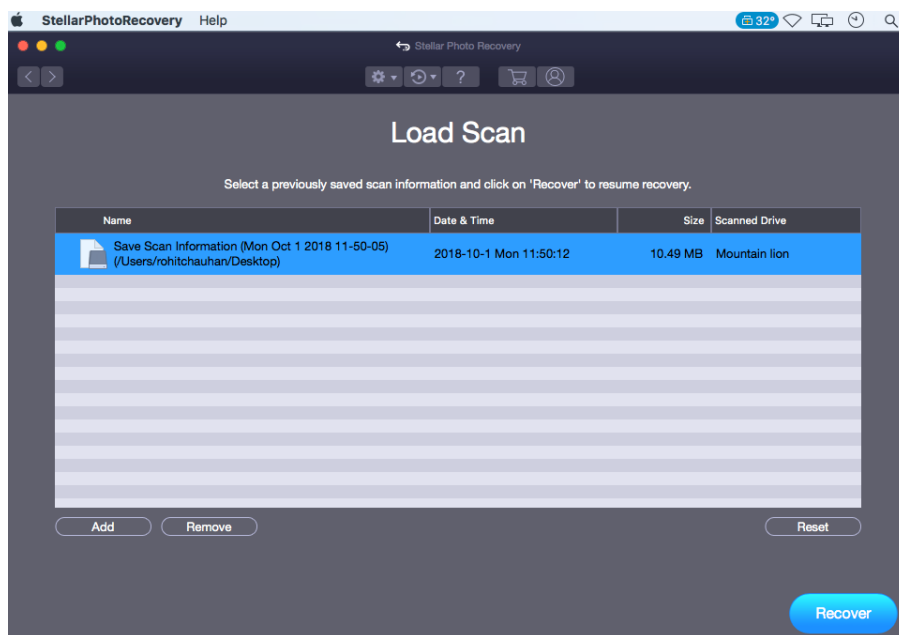
6. Once the scanning process is complete, details of the files and folder found are displayed in a dialog box as shown below:
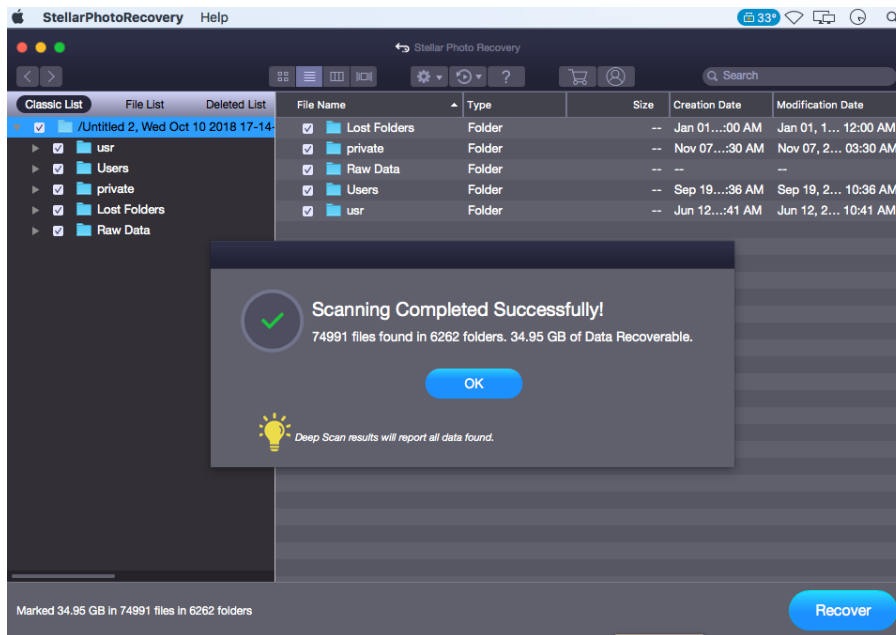
Note: You can select only one volume at a time for recovery.

5.3.Additional Options

Additional options in **Stellar Photo Recovery** make this software more powerful and easy to operate.

Options available in Stellar Photo Recovery are as follows:

1. Run **Stellar Photo Recovery**.
2. Select any of the following options as per your requirement:

    1.
    o To set preferences for preview, file list and add header window, click the Preferences ![gear icon] button.
    o To save a scan information or to resume the recovery using a saved scan information or drive image, click the ![clock icon] button.
    o To get assistance on any data recovery issue , click the Stellar Laboratory Services ![microscope icon] button.
    o To register the software, click the Register ![user icon] option.
    o To purchase the software, click the Buy ![cart icon] button.
    o To access help manual for this software, click the Help ![help icon] button.

5.3.1.Preferences

Preferences can be set to run **Stellar Photo Recovery** according to your personal preferences.

To set preferences:

1. Run **Stellar Photo Recovery.**
2. Click ⚙️ ▾ icon on the toolbar.

- To set preferences for general settings, click the Settings option.
- To check for the new updates, click the Update button.

5.3.1.1.Settings

Stellar Photo Recovery allows you to apply settings according to the personal requirement.

To apply the settings:

1. Run **Stellar Photo Recovery**.
2. From the toolbar, click ⚙️ ▾ icon and then click the **Settings** A new **Settings** window opens.

- In the **Settings** window, click the Preview 👁️ button to set the preferences for preview window.
- To select the required file types for their recovery in deep scan, click the Supported File Types ⚙️ button
- To add or edit file types for recovery, click the Advance Options 🗂️ button

5.3.1.1.1.Preview

The **Preview** tab consists of different preview options during the scanning process of **Stellar Photo Recovery** software. You can customize the preview settings using the **Preview** option in the **Settings** window.

To show preview of files in thumbnails view:

1. Click the **Preview** 👁️ button from the **Settings** window.

2. Select the '**Show file preview instead of file icon'** check box to preview the thumbnail view instead of the associated file icon.

To preview raw formats/corrupt files in safe mode:

1. Select the '**preview raw formats/corrupt files in safe mode'** check box.

To see a running preview of photos found during the scanning process:

1.   Select the '**Show preview of photos files found during scanning'** check box.

To prompt a message for preview of large files:

1.   Select the '**Show message before displaying preview of large files (applicable in full version only)**' check box to prompt a message in case of a slow preview of large files.

To hide partitions having size less than or equals to the specified size:

1.   Select the '**Hide partitions with size less than or equals to'** check box.

2.   Select the relevant size from the drop down menu.
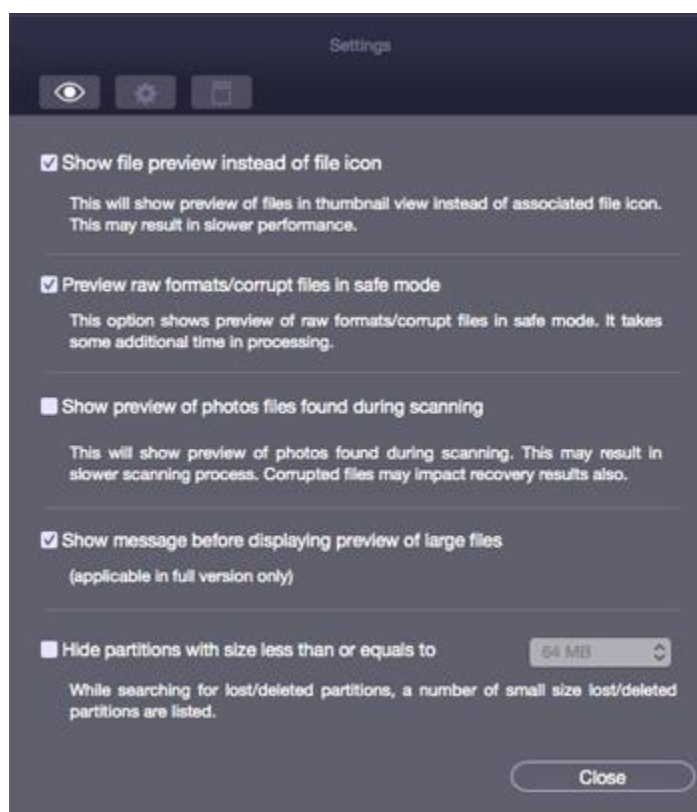
Settings- Preview screen

5.3.1.1.2.Selecting File Format

File types give information about the type of file such as video, audio and their extensions. You can select the file types while performing signature search such that, the scanning process should search only for the specified file types under the Deep Scan. Various file types are listed in the file list option of **Stellar Photo Recovery**. You can select the required file types for their recovery.

To select a file type:

1. Run **Stellar Photo Recovery** software.

2. From the toolbar, select ⚙️▾ icon and then click the **Settings** option. **Settings** window opens.

3. Click **Supported File Types** ⚙️ button in the **Settings** window.
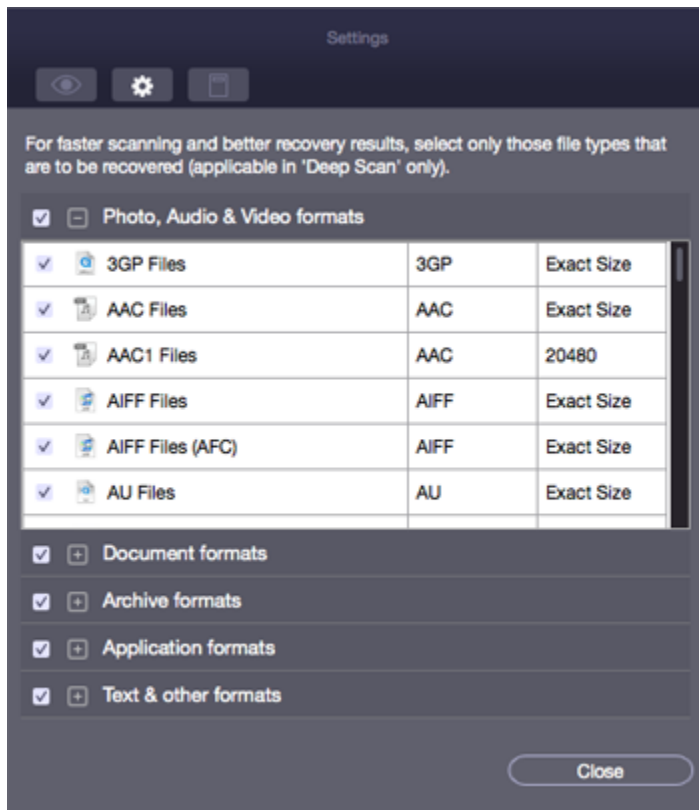
4. A list of all the supported file formats is shown. Select the file types you want to recover.

5.3.1.2.Advance Options

The **Advance Options** tab in the Settings dialog allows you to make settings for different file types using **Stellar Photo Recovery** software.

Advance Options include following options:

- To add new file types manually or automatically, click **Add File Type**
- To edit size of existing file types, click **Edit File Type**
- To apply filters, to include or exclude files based on certain criteria, click **Filter**

5.3.1.2.1.Add File Type

You can add new file types to the predefined list of supported file types in **Stellar Photo Recovery** software using the **Add File Type** option in the **Preferences** window.

You can add File Type either

- Automatically
- Manually

To add a File Type automatically:

1.   Run **Stellar Photo Recovery.**

2.   From the toolbar, select **Preferences** option and then click **Settings** button. **Settings** window opens.

3.   Click on ▢ icon and select the **Add File Type** tab from the **Settings** window.

4.   Click the **Add** button to browse to the location of file type you want to add.

5.   You need to add at least 10 or more samples / files of the same type to include it in the list of supported file types.

6.   The name of the added file type will be listed in the left hand side box.

7.   Type in the header file name in the dialog box and then select the header file type from the **Select Group** drop down list and the size from the **Put Average File Size** text box.

8.   Click the **Add File Type** button.

Add File Type Automatically screen

To add File Type manually:

1.   Run **Stellar Photo Recovery.**

2.   From the toolbar, select **Preferences** option and then click **Settings** button. **Settings** window opens.

3.   Click on [icon] icon and select the **Add File Type** tab from the **Settings** window.

4.   Select the **I know how to add File Type** option. Enter the following:

- Specify **Software Name**.
- Specify **File Extension**.
- Select **Group** from the drop down list.
- Specify **Max File Size** in KB and MB.
- Specify **Header** in hexadecimal.
- Specify **At Offset** in decimal.

5.   Click the **Add File Type** button.

Add File Type Manually screen

5.3.1.2.2.Edit File Type

Stellar Photo Recovery supports

- a number of Photo, Audio and Video file types for **Photo Recovery**,

and

- a number of Photo, Audio, Video, Document, Archive, Application, Text and Miscellaneous file types for **Deleted / Raw Recovery**.

To change the size of supported file types or to remove added file types:

1. Run **Stellar Photo Recovery.**

2. From the toolbar, select **Preferences** option and then click the **Settings** button. **Settings** window opens.

3. Click on icon and select the **Edit File Type** tab from the **Settings** window.

4. Select the desired file type from the list and enter the new size of file type in the **Put New Average Size** box.

5. Click the **Edit Size** button to save the size for your file type.

6. Click the **Remove** button in case you want to delete the selected file type from list.

Edit File Type Screen

Note: *You can not edit size of files that are of **Exact Size** in the predefined list of supported file types. You can remove only those file types that have been added to the predefined list of supported file types.*

5.3.1.2.3.Filter

The Filter control feature of **Stellar Photo Recovery** software will help you to include or exclude file types based on certain criteria. You can use this feature to facilitate the recovery process.

For example, if you wish to recover only graphic files (*.jpeg,*.bmp,*.tiff etc), select the **Include these files only** option to recover only graphic files. On the other hand, if you do not want to recover graphic files, select the **Exclude these files only** option.

To apply filters, you need to

- Include these files only
- Exclude these files only

To include these files only

1. Run **Stellar Photo Recovery**.

2. From the toolbar, select **Preferences** option and then click **Settings** button. **Settings** window opens.

3.   Click on ▢ icon and select the **Filter** tab from the **Settings** window.

4.   Under the **Specify file filter while saving selected data** heading, select the file format from the drop down menu.

5.   Click the **Add** button. Selected file types will be listed.

6.   Select **Include these files only** option (If it is not already selected).

After recovery, the root folder will contain only the selected file types.
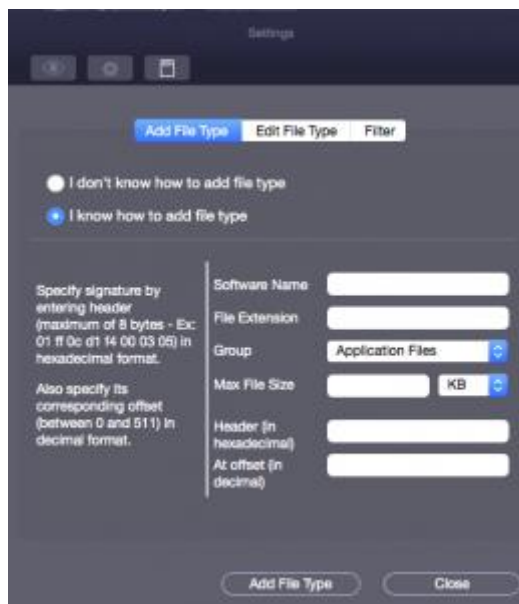

Apply Filter screen

To exclude these files only

1.   Run **Stellar Photo Recovery.**

2.   From the toolbar, select **Preferences** option and then click **Settings** button. **Settings** window opens.

3.   Click on ▢ icon and select the **Filter** tab from the **Settings** window.

4.   Under the **Specify file filter while saving selected data** heading, select the file format from the drop down menu.

5.   Click the **Add** button. Selected file types will be listed.

6.   Select the **Exclude these files** only option.

After recovery, the root folder will contain all the file types except the ones excluded in the filter.

Note: *To remove an individual file type from the included/excluded list of files, select the file type and click the **Remove** button. To remove the filter, click the **Remove Filter** button. The **Remove Filter** button is only enabled after you have applied a filter by clicking the **Set Filter** button.*

5.3.1.3.Update

Update option allows you to set preferences for updates and customize the software as per your needs.

To set preference and to customize the software, perform the steps listed below:

1.   Run **Stellar Photo Recovery**.

2.   From the toolbar, select **Preferences** option and then click **Update** option.

3.   To set frequency for updates (daily, weekly, or monthly), select **Check for updates** check box and specify the desired frequency in drop down text box.

4.   To check for updates instantly, click **Check for updates** button.

5.   Click **OK**.
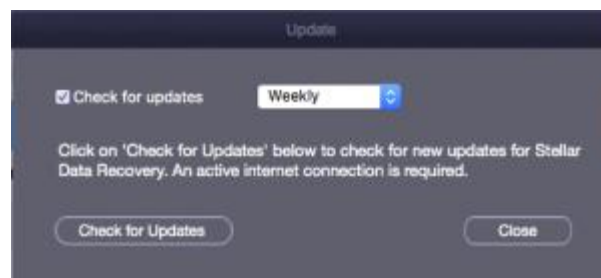
Preferences – Update screen

5.3.1.4.Change the Software Language

In order to use **Stellar Photo Recovery** software in your preferred language, the application provides an option to select any of the desired language. Using the **Languages** button in **Preferences**, you can change the entire application to a different language at any time/instance without having to re-install the application.

In order to change language of the application instantly, go through the following steps:

1.   Run **Stellar Photo Recovery.**
2.   Click **Preferences** button.
3.   Click **Languages** button from **Preferences** window.
4.   From the options displayed, select the required language.

6.Supported File Types

The list of file types that Stellar Photo Recovery supports are as follows:

ASF	EMLX	INDD	MEF	PEF	SIT
AI	EPS	JPEG	MUS	PSD	SITX
ARW	FH3	K25	MXF	PNG	SWF / CWS
AIFF	FH5	KDC	NEF	QBB	SWF / FLV
AVI	FH7	MTS	NBP	QXD	SWF / FWS
AU	FH8	MCD	NSF	QBW	TIFF
AAC	FH9	M4A	ORF	QXP	TAX
BZ2	FH11	MOI	OGM	RAF	VWX
BMP	FP3	MXF	OGG	RA	VOB

C	FP5	M4V	Office	RPS	TIFF
CRW	FP7	MOV	PPT	RFL	WMA
CR2	FLA	MPEG	PPTX	RM	WAV
CWK	GIMP (PAT)	MKV	PSP	RAW	WMV
DCR	GIMP (XCF)	MOS	PCT	RTF	XLS
DIVX	GIF	MRW	PDF	RAR	XLSX
DNG	HDMOV	MAIL	PAT	RNS	XCF
DOC	HTML	3GP	PTF	SHW	X3F
DOCX	HQX	MP3	PMD	SCPT	ZIP
ENC	iCal	MP4	PS	SR2	
ERF	iPhoto	MIDI	PLIST	SRF	

7.Types of Preview

Stellar Photo Recovery provides the following three types of previews for you to view lost or deleted files / folders before recovering them:

- Classic List
- File List
- Deleted List

Classic List: In this view, files/folders are listed as they are found in the hard disk. To see the **Classic List** preview, click the **Classic List** tab in the preview window.
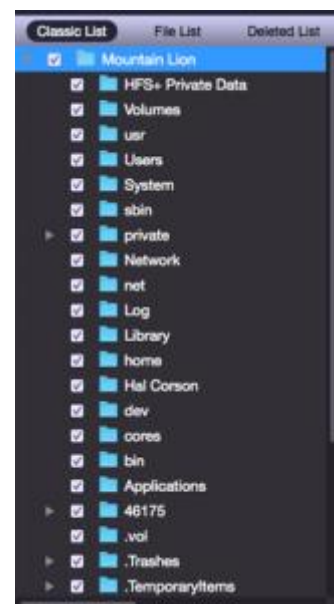
Classic List

File List: In this view, files / folders are listed according to their type such as Document, Audio, Video, Archive, etc. To see the **File List** preview, click the **File List** tab in the preview window.
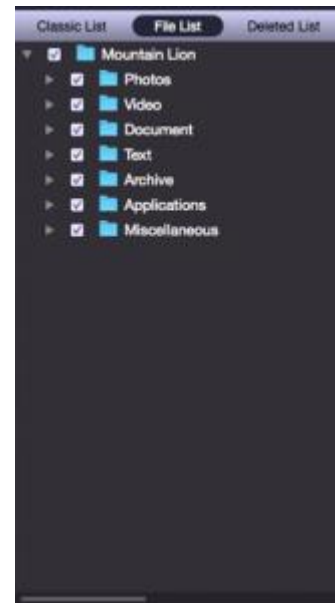
File List

Deleted List:

You can see the list of deleted and raw files in this preview.
Click the **Deleted List** tab. A dialog box prompts as shown.
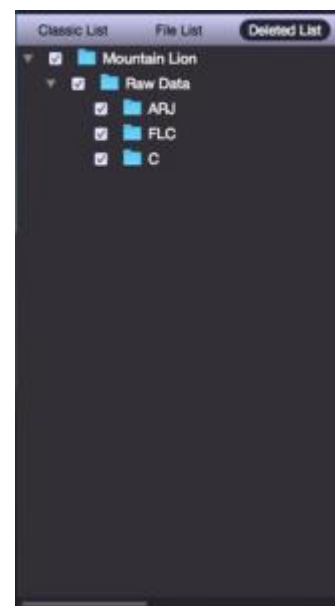
Deleted List

Stellar Photo Recovery will list the specific files in the preview window.

Note: *In the demo version of the product, you cannot see the preview of files having size greater than 10 MB. In the full version of the product, you cannot see the preview of files having size greater than 100 MB.*

8.Search for Files of a Specific Type in the Preview

You can search for specific file types after scanning your storage device. Use the search / find option to find the required files.

To search for specific files for preview before recovering them, perform the steps given below:

1. Click on the [Q Search] text box in the preview window.
2. Type the desired file name in the search text box and press **Enter**.
3. Click the **Find Next option** [→] to find more files with the same text as entered in the search text box.

9.FAQs

What type of files does the software support?

Stellar Photo Recovery software supports the recovery of all photo formats including JPEG, Exif, RAW, GIF, PGM, PNM, CD5, NFF, JPG, PNG, BMP, TIF, TIFF, DNG, DJVU, Adobe EPS (Mac), Adobe EPS (Windows) and TGA. Audio and video file formats such as MP4, 3GP, AVI, MPEG, Matroska Video File (MKV), AVCHD Video File (MTS), Divx Encoded Movie File (DIVX), MOI Video File, Video Object File (VOB), OGG Media Player (OGM), 3G2, ASX, MTS, AJP, F4V, VID, TOD, HDMOV, MQV, MXF movies and SVI are supported. It also supports recovery of deleted/accidentally formatted pictures from all major cameras like Canon (CR2 /CRW), EPSON (ERF), Fujifilm (RAF), Kodak (K25 /KDC /DCR), Konica Minolta (MRW), Leaf (MOS), Mamiya (MEF), Nikon (NEF, NRW), Olympus (ORF), Panasonic (Raw), Pentax (PEF), Sony (SR2, ARW, SRF), and Sigma (X3F).

I have accidentally formatted my camera. How can I recover the data?

If you have accidentally formatted your camera or the memory card, you need to follow the steps below to recover your data:

1. Connect your camera to your computer and run **Stellar Photo Recovery** software and click on **Recover Photo, Audio & Video** button
2. Select the camera or the memory card from the list.
3. Click on the **Scan Now** button.
4. The software will start scanning the media and show you a preview of the files which can get successfully recovered
5. Select the files which you want to recover and click on **Recover** button to save the files on a different hard-drive.

I have deleted my pictures. How can I recover them?

If you have deleted your pictures from your storage media, our software can recover that data. Kindly follow the underlying steps:

1. Connect your storage media to your computer and run **Stellar Photo Recovery** software and click on **Recover Photo, Audio & Video** button.
2. Select the media or the memory card from the list and click on Scan Media button. You can select a specific region and specific file types for the scanning process by clicking on the Advanced Settings button.
3. Click on the **Scan Now** button.
4. Now the software will scan the media and show you a preview of the files that can get successfully recovered.
5. Select the files which you want to recover and click on **Recover** button to save the file on a different hard-drive.

**I have created an image of the drive using the software.
How do I scan the image file?**

1.   Run **Stellar Photo Recovery** software and click on **Resume Recovery** button.

2.   Click on an image which you want to scan.

3.   Click on **Continue** button after selecting the image.

Note: The software can recover data from its own created images and cannot perform recovery from an image created by any third party applications.

Do I want to recover only my JPG files? How can I scan for only those?

If you want to shorten the scanning time and get improved scanning results, then you may instruct the software to look for only one particular file type so that the software searches only for that particular file (for example jpg) and provides you better results. Kindly follow the instructions below to perform selective scanning.

1. Run **Stellar Photo Recovery** software and click on **Recover Photo, Audio & Video**
2. Select the media or the memory card from the list. You can select a specific region and specific file types for the scanning process by clicking on the **Advanced Settings**
3. Click on the **Scan Now** button to continue. The software will only scan for the selected JPG files now.

Does my card need to be connected to the system until the time of the recovery?

Yes. It is very important that you do not remove your media during the scan or recovery. Media should only be detached once the recovery process gets completed.

Can I save my recovered data on the same drive?

No. The data cannot be saved on the same drive as it will lead to overwriting of data which in turn will result in permanent data loss.

Can I create the image of the drive on the same drive (from which I want to recover the data)?

No. Image of the drive needs to gets saved at another location as saving the image file on the same media will lead to overwriting and permanent data loss.

I have completed my scan. How can I recover the data using the software?

Please follow the underlying steps for recovery of the data.

1. Run **Stellar Photo Recovery**.
2. Click on **Resume Recovery**.
3. Browse to the saved scan information file.
4. Click **Continue** button to proceed.
5. The software will list the files as previously scanned.
6. Select the files you would like to recover and click on **Recover**
7. Provide the destination to save the files.

How to recover photo, audio, and video using the software?

Kindly follow the underlying steps:

1. Connect your storage media to your computer and run **Stellar Photo Recovery.** software and click on **Recover Photo, Audio & Video.**
2. Select the media or the memory card from the list.
3. Click on the **Scan Now.**
4. Now the software will scan the media and show you a preview of the files that can get successfully recovered.
5. Select the files which you want to recover and click on **Recover** button to save the file on a different hard-drive.

How to perform the recovery at the later stage after performing the scan?

Once the scanning is complete, click on the **Back** button. The software asks you to save the scan information that can be loaded later to resume recovery.

How to save scan information and how to use it for recovery?

Scan information can be saved on completion of scan process, or on stopping the scan process. A pop-up message asks for saving the scan information file. Specify the destination and name of the scan file.

To resume recovery by help of scan information file,

1. Run **Stellar Photo Recovery**. Click **Resume Recovery** button.
2. In the **Resume Recovery** screen, click **Add Files** button. **Open File** dialog box is displayed.
3. Locate the scan information file that will be used to start the recovery process.
4. All files that get listed in the earlier scan process gets displayed in the **Resume Recovery** dialog box.
5. Click **Scan** button to proceed.
6. Select the files which you want to recover and click on **Recover** button to save the file.

Note: Scan information file is not an image of your media. To resume recovery using scan information, the media that gets scanned must be attached to the computer.

I do not want to use my drive directly for recovery. Can I still use the software for recovery?

Yes. You can create the image of the drive which is a sector by sector copy of the drive to a file. Once you create an image, you don't need the drive to get scanned. The image can be used to scan and recover the data.

How can I recover selective files?

Once the scanning is complete, you can select the specific files that you want to recover and click on the **Recover** button to provide a destination for saving the files.

How to recover data from a drive that contains bad sectors?

You can create the image of the drive which is a sector by sector copy of the drive to a file. This process will create an image of readable sectors through which data recovery can be made easily.

I have formatted my card. How can I recover my data?

Kindly follow the underlying steps:

1. Connect your card to the computer and run **Stellar Photo Recovery** software and click on **Recover Photo, Audio & Video.**
2. Select the media or the memory card from the list.
3. Click on the **Scan Now.**
4. Now the software will scan the media and show you a preview of the files that can get successfully recovered.

Select the files which you want to recover and click on **Recover** button to save the file

10.Legal Notices

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11.About Stellar

Stellar Data Recovery is a global leader in providing data recovery, data migration and data erasure solutions for the past two decades. **Stellar Data Recovery** is a customer centric, critically acclaimed, global data recovery, data migration & erasure solutions provider with cost effective solutions available for large corporates, SMEs & Home Users. **Stellar Data Recovery** is headquartered in New Delhi, India and has a strong presence across USA, Europe & Asia.

Product line:

Data Recovery

A widest range of data recovery software that helps you recover your valued data lost after accidental format, virus problems, software malfunction, file/directory deletion, or even sabotage!. More Info >>

File Recovery

The most comprehensive range of file undelete and unerase software for Windows and MS office repair tools. More Info >>

Email Recovery

A wide range of mail recovery, mail repair and mail conversion applications for Outlook, Outlook Express and Exchange useful in instances of data loss due to damages and corruption of Email. More Info >>

Data Protection

A wide range of Prevent Data Loss, Data backup and Hard Drive Monitoring Applications to ensure complete data protection against hard drive crash. More Info >>

Data Erasure

Stellar Data Erasure software under the brand **BitRaser** help businesses & consumers permanently erase confidential data beyond the scope of data recovery. You can perform high

speed bulk data erasure & generate erasure certificates for audit trail purpose. **BitRaser** supports 24 International data erasure standards. More Info >>

For more information about us, please visit www.stellarinfo.com

12.Laboratory Services

In many cases our software can help you getting back your valuable data, such as photos, videos and other types of files. But sometimes the hard drive or the flash device itself is difficult to get access to or damaged and in that case software cannot help. Or, you simply prefer to have an expert to get the data back for you. In such cases our laboratory services are required.

Go to Laboratory Services

This type of recovery software tool will not offer the appropriate solution in the following cases:

- A computer that is slowing down, frequently freezes or shows the blue screen of death
- Corrupted data
- When you hear unusual noises coming from your hard drive
- When the platters of your hard drive contain many bad sectors

If you should face any of the above mentioned issues your best option is to choose for Stellar Laboratory Services. Stellar offers laboratory services in the following countries: Netherlands, Belgium, United Kingdom, Luxemburg, Germany, Austria, Switzerland, France, Spain, Italy and Morocco. Our team of experts can help you to regain your data.

Go to Laboratory Services