



# **Stellar Phoenix Mac Data Recovery**

**Version 8.0**

**User guide**

# Overview

**Stellar Phoenix Mac Data Recovery** is a solution to all your data loss problems. Data loss can occur due to data corruption and deletion. This comprehensive software recovers and restores all of your lost data from corrupted, damaged, deleted or formatted Mac volumes. **Stellar Phoenix Mac Data Recovery** thoroughly scans (formatted, deleted or damaged) volumes and finds all the lost data such as documents, emails, pictures, audio and video and all other files. After scanning, software displays all the recoverable files and folders in a tree view. It can recover data from optical discs too and supports all CD / DVD formats and common file systems such as ISO 9660, Joliet, UDF, HFS and Rock Ridge.

**Stellar Phoenix Mac Data Recovery** has a number of features that help you to recover data easily and efficiently. It has features like deep scanning of a volume, auto-refresh drive list, display preview during scanning process, save scan information so that you can resume recovery at a later stage or create an image of a volume or complete hard drive. Additionally, the Filter option makes it easier for you to identify and recover the desired files and folders.

## Key features of Stellar Phoenix Mac Data Recovery:

- Recover deleted / lost files and folders.
- Option to search deleted or lost volumes.
- Recover data from corrupt, damaged, deleted or formatted Mac volumes.
- Recover data from partially or incorrectly written CD or DVD.
- Recover any specific file type using the 'Filter' option.
- Create 'Images' of hard drives or volumes.
- Use image of hard drive or volume to perform recovery process.
- Option to save scan information to resume recovery at a later stage.
- Scans multiple file systems simultaneously (HFS, HFS+, FAT, NTFS and exFAT) and gives you the best possible scan results.
- Updated Drive Information that gives you better information about selected volume and hard drive.
- Support for HD-MOV added.
- Tabbed tree view of scan results - File List, Classic List and Deleted List.

- Supports search of specific files in a logical drive or user specified folder.
- Option to turn On/Off preview of files while scanning is in progress.
- Support for data recovery from all types of CD/DVD that have CDFS, UDF, HFS+ file system.
- Support for Apple Time Capsule on Sparse Bundle disk images.
- Support for Unicode Drive Name / Image.
- Option to Zoom In/Out photos using slider in Thumbnail view.
- Hide partitions less than or equal to a specified size during Search Lost / Deleted Volumes process.
- Show or Hide preview of photos during scanning option.
- Option to recover files and folders by right-clicking on them.
- Supports NTFS File System (Boot Camp Support).
- Deep scan option for better results.
- Allows searching Lost / Deleted Volumes of HFS, HFS+, FAT, NTFS and exFAT formatted drives using Can't find volume option.
- Supports encrypted file system.
- Support for Time Machine Backup drive recovery.
- Detail view, List view, Cover Flow view and Icon view options to list the recovered file and folders.
- Improved support for HFS+, FAT32, exFAT, NTFS file systems and recovery from DVD.
- Enhanced Advance Preferences options (Preview, Supported file formats list for RAW Scan, Add/Edit Header, Filter).
- Option to Check or Uncheck files and folders using Space bar.
- Preview corrupted files in safe mode in thumbnail view and running preview.

# What's New in This Version?

This version of Stellar Phoenix Mac Data Recovery software has following new features:

- New and enhanced user interface.
- Support for High Sierra 10.13.
- Support for multiple file systems HFS+, FAT32, exFAT and NTFS along with Raw Scan.
- Supports recovery of large fragmented data in HFS+.
- Provides option to recover everything or customize your scan to recover Documents, Emails, Photos, Audio or Video).
- 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.
- **Recovery of data from lost/deleted volumes:** Recovers data from volumes that are lost or have been deleted.
- **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.

# System Requirements

Before installing **Stellar Phoenix Mac Data Recovery**, ensure that your system meets the minimum system requirements.

## Minimum System Requirements

- **Processor:**  
Intel Core i3 or better
- **Operating System:**  
Mac OS X 10.6 and above
- **Memory (RAM):**  
Minimum: 1 GB  
Recommended: 2 GB
- **Hard Disk:**  
50 MB of free space

## Related Topics:

- [Installing Stellar Phoenix Mac Data Recovery](#)
- [Starting Stellar Phoenix Mac Data Recovery](#)
- [How to Update?](#)

# Installing Stellar Phoenix Mac Data Recovery

To install Stellar Phoenix Mac Data Recovery, follow the steps below:

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



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

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## Related Topics:

- System Requirements
- Starting Stellar Phoenix Mac Data Recovery
- How to Update?

# Recover Data from System Disk with High Sierra

To recover data from the system drive having 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 High Sierra (macOS 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 Phoenix Mac Data 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.

# Starting Stellar Phoenix Mac Data Recovery

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

- Double-click the **Stellar Phoenix Mac Data Recovery** file in **Applications** folder,

Or,

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

Or,

- Click the **Stellar Phoenix Mac Data Recovery** icon in the dock (if it exists).

## Related Topics:

- [System Requirements](#)
- [Installing Stellar Phoenix Mac Data Recovery](#)
- [How to Update?](#)



# How to Update?

You can use the update feature of **Stellar Phoenix Mac Data 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 Phoenix Mac Data 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 Phoenix Mac Data Recovery, do one of the following:**

To check automatically:

- Run **Stellar Phoenix Mac Data 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 Phoenix Mac Data 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 Phoenix Mac Data Recovery
- Starting Stellar Phoenix Mac Data Recovery

## User Interface

**Stellar Phoenix Mac Data 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.

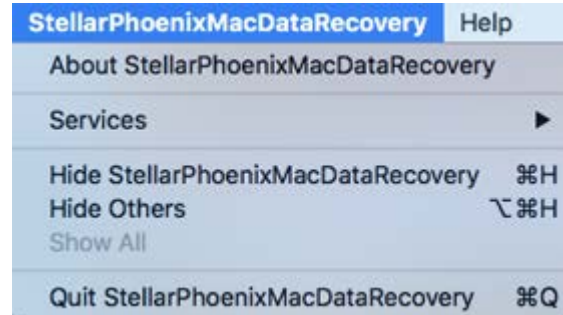


# Menus

## StellarPhoenixMacDataRecovery

### About StellarPhoenixMacDataRecovery

Use this option to read information about **Stellar Phoenix Mac Data Recovery**.



## Help

### Help Topics

Use this option to view the **Stellar Phoenix Mac Data Recovery** help manual.

### Order Stellar Phoenix Mac Data Recovery

Use this option to [buy](#) **Stellar Phoenix Mac Data Recovery** software.

### Email to Stellar Support

Use this option to [email for support](#) for any problem.

### View Support Section

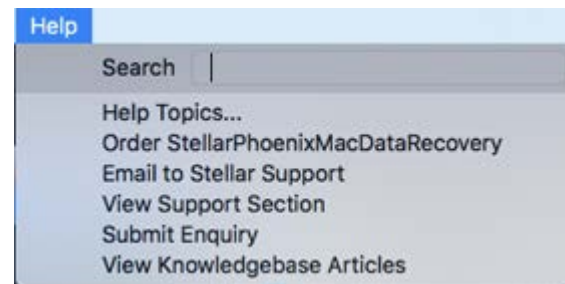
Use this option to visit the [support page](#) of [stellarinfo.com](#)

### 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 Phoenix Mac Data Recovery** software:



Use this button to set [preferences](#) for **Stellar Phoenix Mac Data 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.



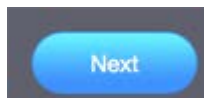
Use this button to get assistance on any data recovery issue.



Use this button to [buy](#) **Stellar Phoenix Mac Data Recovery** online.



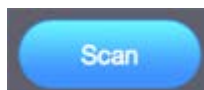
Use this button to [register](#) **Stellar Phoenix Mac Data Recovery**.



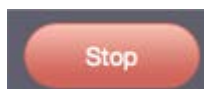
Use this button to move to the next window.



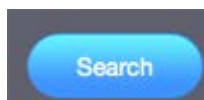
Use this button to save the recovered data.



Use this button to start the scanning process.



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



Use this button to search a deleted or lost volume.




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

# Ordering the Software

## Order Stellar Phoenix Mac Data Recovery

You can purchase the software online. For more on pricing details and to place an order, click [here](#).

Alternatively, you can click the  **Buy** button on the main user interface, to purchase the software electronically.

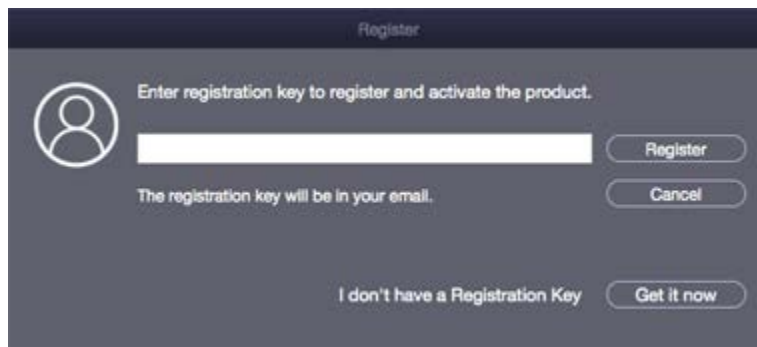
Once the order is confirmed, you will receive a pre-paid registration key sent through e-mail, with which you can register the software.

# Registering the Software

The demo version is just for evaluation purposes and must be eventually registered to use the full functionality of the software. The software can be registered using the Registration Key that you receive via email after purchasing the software.

## To register the software:

1. Run the demo version of **Stellar Phoenix Mac Data Recovery** software.
2. On the main user interface, click the **Register** option. The **Register** window is displayed as shown below:



3. If you don't have the registration key, click the **Get it now** button in the window to go online and purchase the product.
4. Once the order is confirmed, a Registration Key will be sent to the email provided.
5. Type the **Registration Key** (received through email after purchasing the product) and click **Register** button (Please ensure that you have an active Internet connection).
6. The software will automatically communicate with the license server to verify the entered key. If the key you entered is valid, the software will be registered successfully.
7. The '**Stellar Phoenix Mac Data Recovery Activated Successfully**' message is displayed after the process is completed successfully. Click **OK**.

# 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,** <https://www.stellarinfo.com/disk-recovery/mac-data-recovery/buy-now-download.php>

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

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

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

**E-mail to Stellar Support** at [support@stellarinfo.com](mailto:support@stellarinfo.com)

<b>Support Helpline</b> <b>Monday to Friday [ 24 Hrs. a day ]</b>	
<b>USA (Tollfree- Pre Sales Queries)</b>	+1-877-778-6087
<b>USA (Post Sales Queries)</b>	+1-732-584-2700
<b>UK (Europe)</b>	+44-203-026-5337
<b>Australia &amp; Asia Pacific</b>	+61-280-149-899
<b>Netherlands Pre &amp; Post Sales Support</b>	+31-208-111-188
<b>Worldwide</b>	+91-124-432-6777
<b>Email Orders</b>	<a href="mailto:orders@stellarinfo.com">orders@stellarinfo.com</a>



# Recover Data

**Stellar Phoenix Mac Data 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 Phoenix Mac Data Recovery** has an option of scanning them as well.

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

- **Recover Everything** - This option recovers complete data from the selected hard drive or storage media. All documents, files and folders present or deleted from the drive/media can be recovered using this option.

**Or**

- **Customize Your Scan :**
  - **Documents:** Recovers deleted or lost documents, folders and their content.
  - **Emails:** Recovers mailboxes and their content.
  - **Videos:** Recovers deleted or lost videos.
  - **Audio:** Recovers deleted or lost audio files.
  - **Photos:** Recovers deleted or lost photos.

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

You can also recover data from deleted and lost volumes of your computer's hard disk. The **Search Lost Volume** option will list all volumes that have been deleted from your hard disk.

- Scan a Volume
- Deep Scan
- Scan CD/DVD
- Save Scan and Load Scan Information
- View the Scan Result

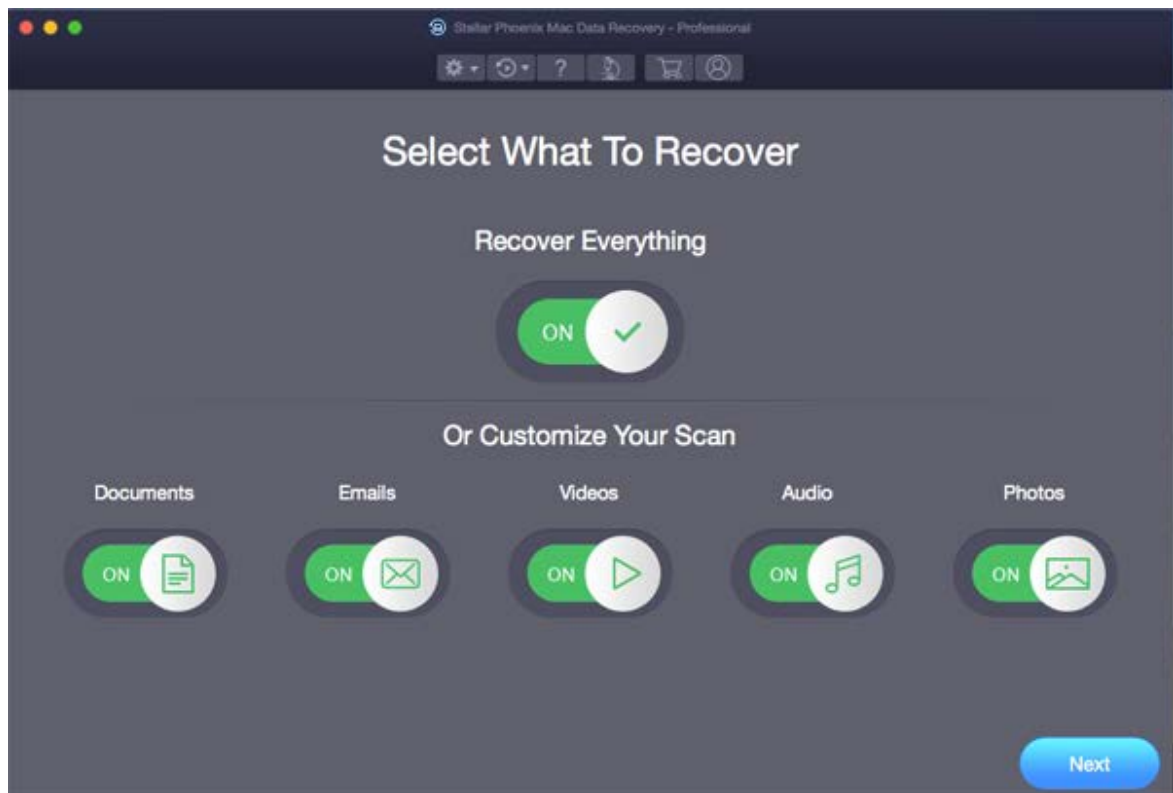
- Recover Files

## Scan a Volume

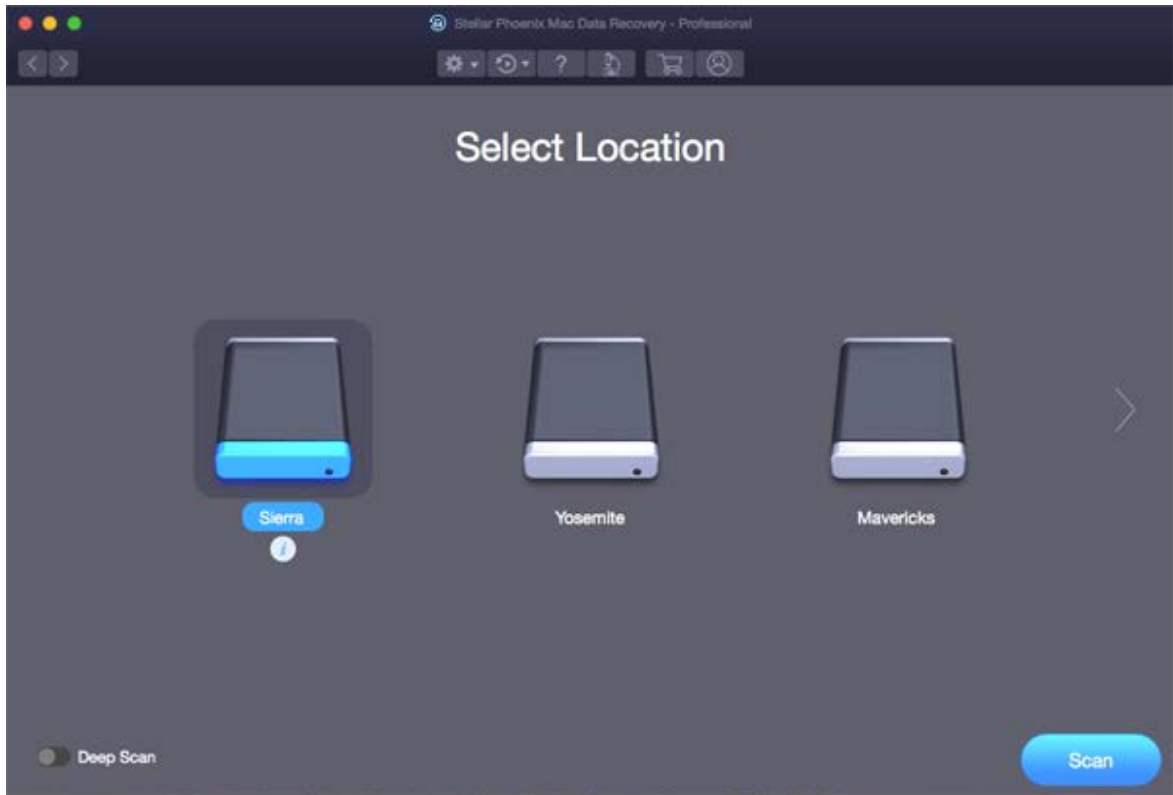
With **Stellar Phoenix Mac Data Recovery** you can recover your deleted or lost data from the hard drive or external storage media connected to the system. Almost all data of the volume can be found by performing recovery on the selected volume or removable media. **HFS, HFS+, NTFS, FAT, FAT16, FAT32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


### To Scan Existing Volume:

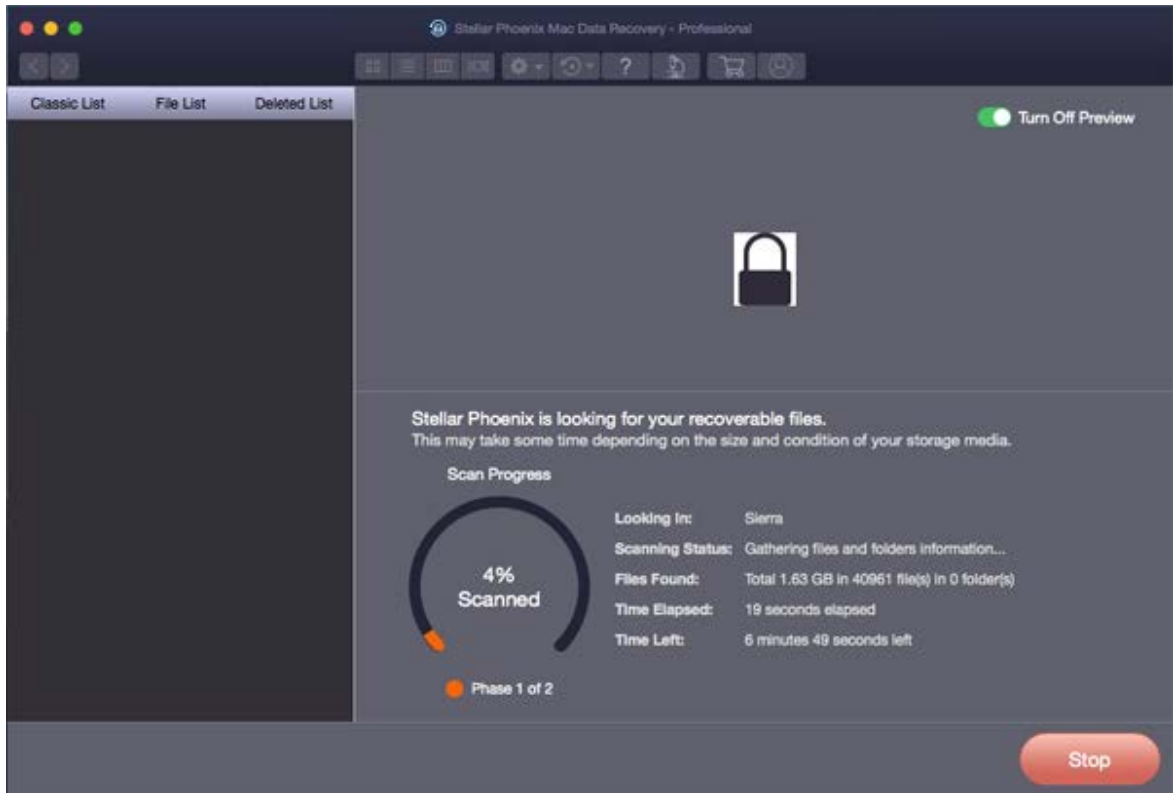
1. Run **Stellar Phoenix Mac Data Recovery**.
2. From **Select What to Recover** screen, select the desired type of data i.e. **Documents, Emails, Videos, Audio** or **Photos** you want to recover. The **Recover Everything** option is turned **ON** by default. You can also customize your scan by selecting your preferred type.



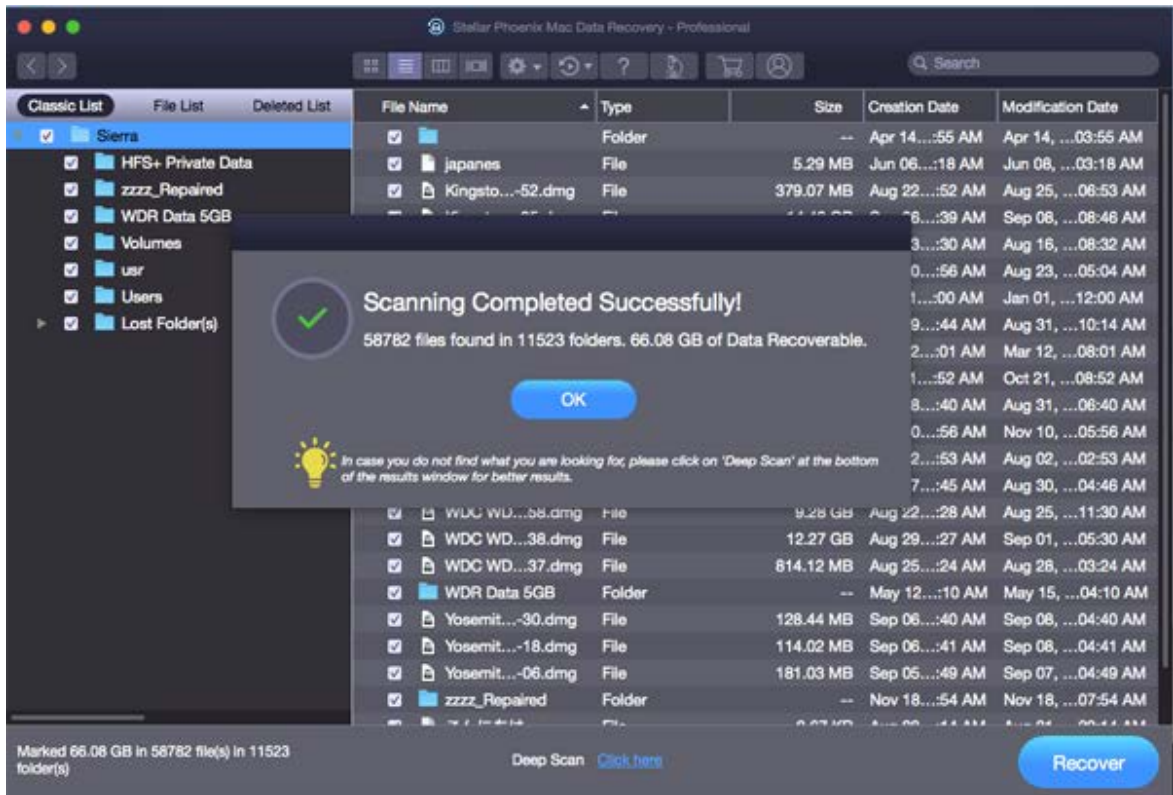
3. Click **Next**.
4. From the **Select Location** screen, select the volume from which you want to recover the data.



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.

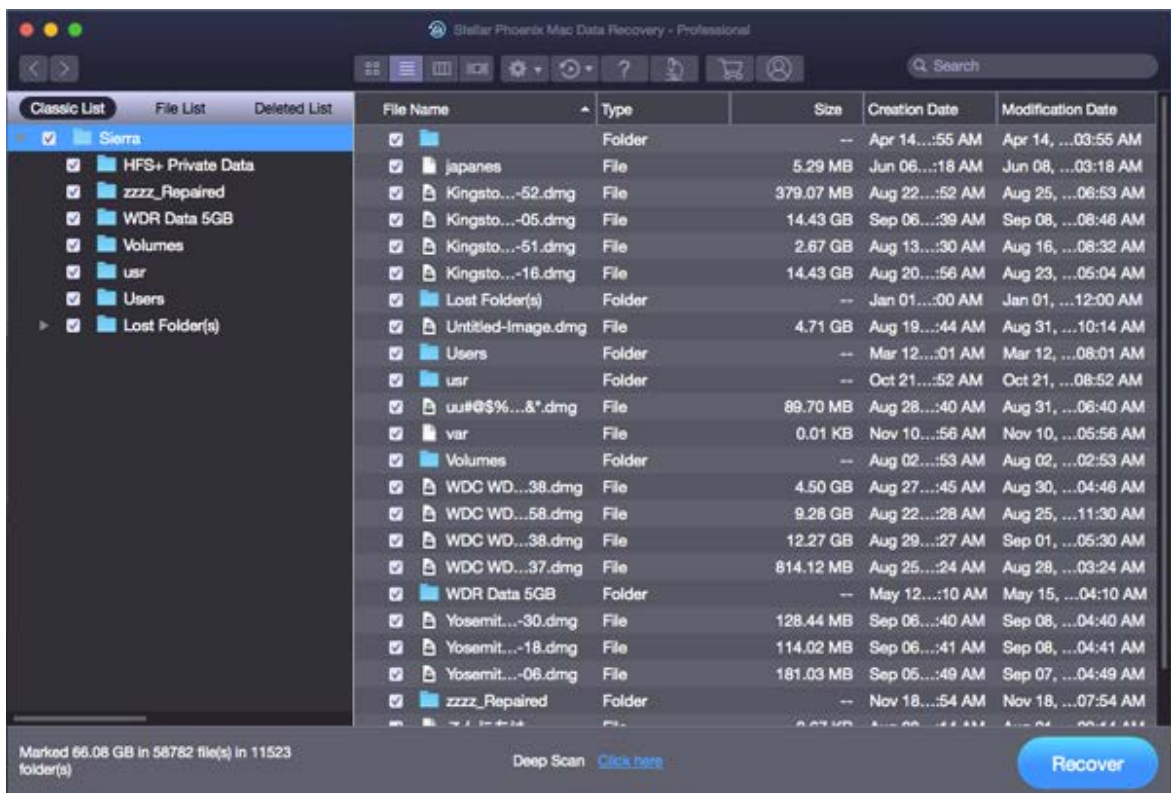
# Deep Scan

**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.

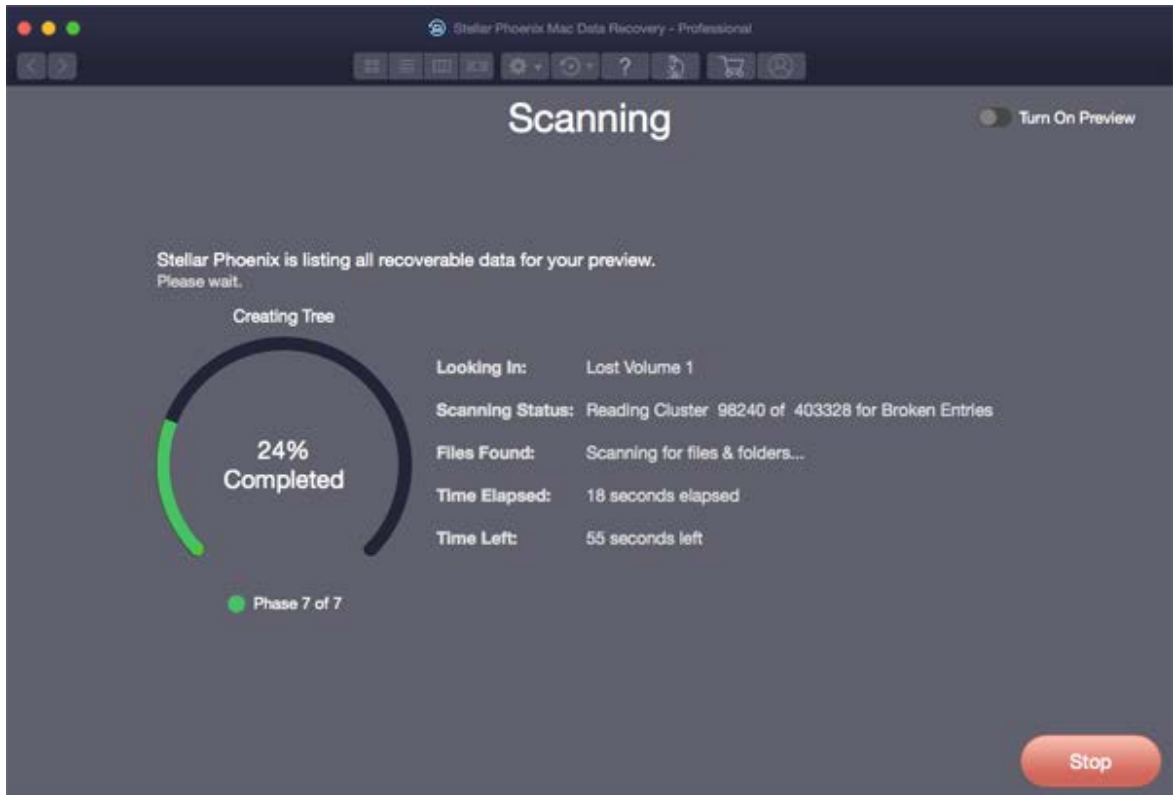
In case your desired files are not listed in the file list after the completion of scan process, you can opt for **Deep Scan** to perform a comprehensive scan of the selected drive.

## To perform Deep Scan:

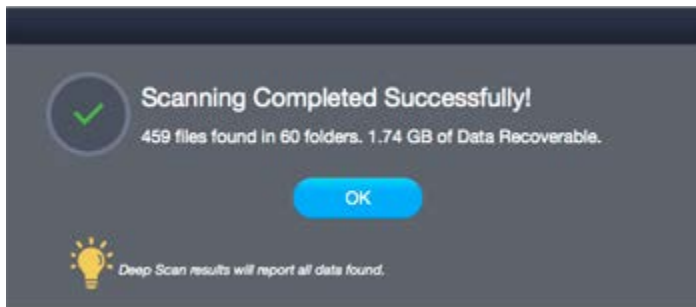
- Once the scan of selected hard drive volume is completed, choose **Click Here** option given at the bottom of the preview window to start the **Deep Scan** OR you can choose to run **Deep Scan** directly from the **Select Location** screen, as well.



- 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 or on the volumes listed in the 'Search Lost Volume' window.



## Scan CD/DVD

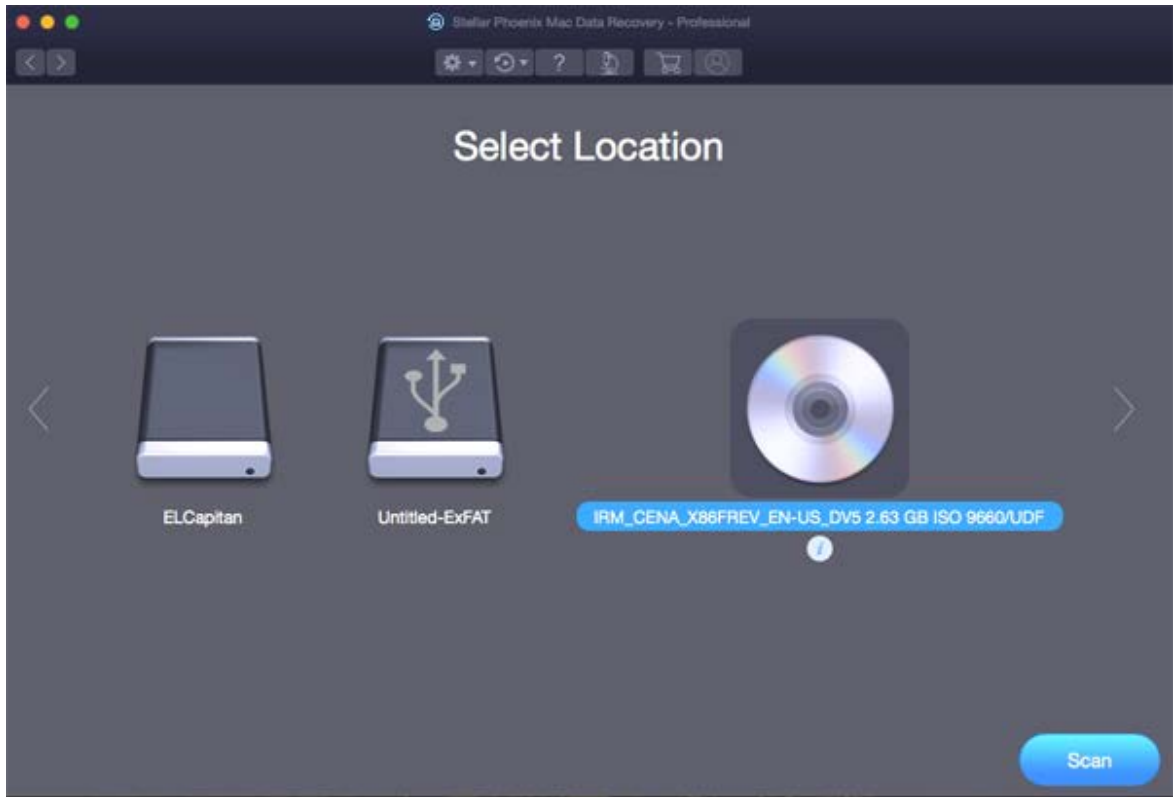
CD / DVD Recovery option of **Stellar Phoenix Mac Data Recovery** performs a scan on the selected optical media and recovers data from it. You can recover your photos, audio, videos, document and other important data from corrupted CD/ DVD media.

### To scan CD/DVD:

1. Run **Stellar Phoenix Mac Data Recovery**.
2. From **Select What to Recover** screen, select the desired type of data i.e. **Documents, Emails, Videos, Audio** or **Photos** you want to recover. The **Recover Everything** 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.





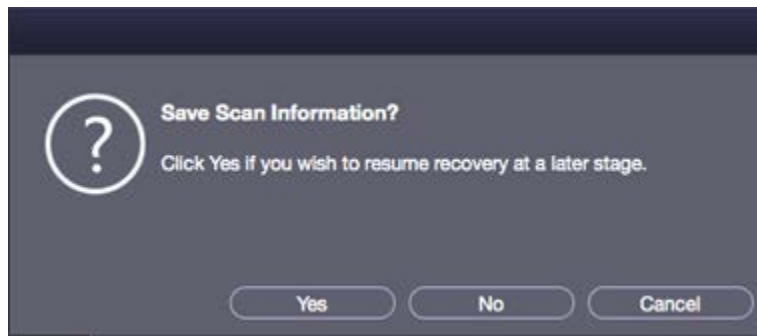
**Note:** You can select only one CD/DVD at a time for recovery.

# 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.




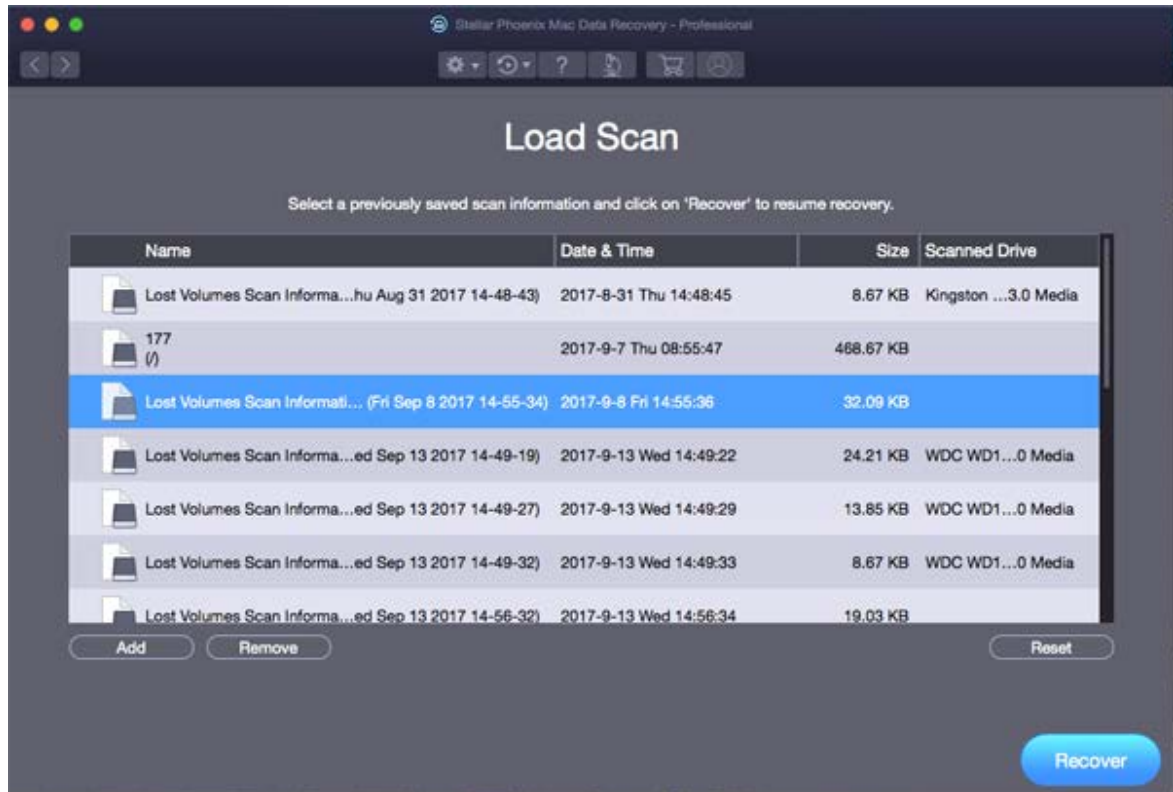
**Tip:** It is recommended that you should save 'scan information file' and 'hard disk image' at different locations with proper name so that you can easily retrieve the required file.

## 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 Phoenix Mac Data 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 as shown below:

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

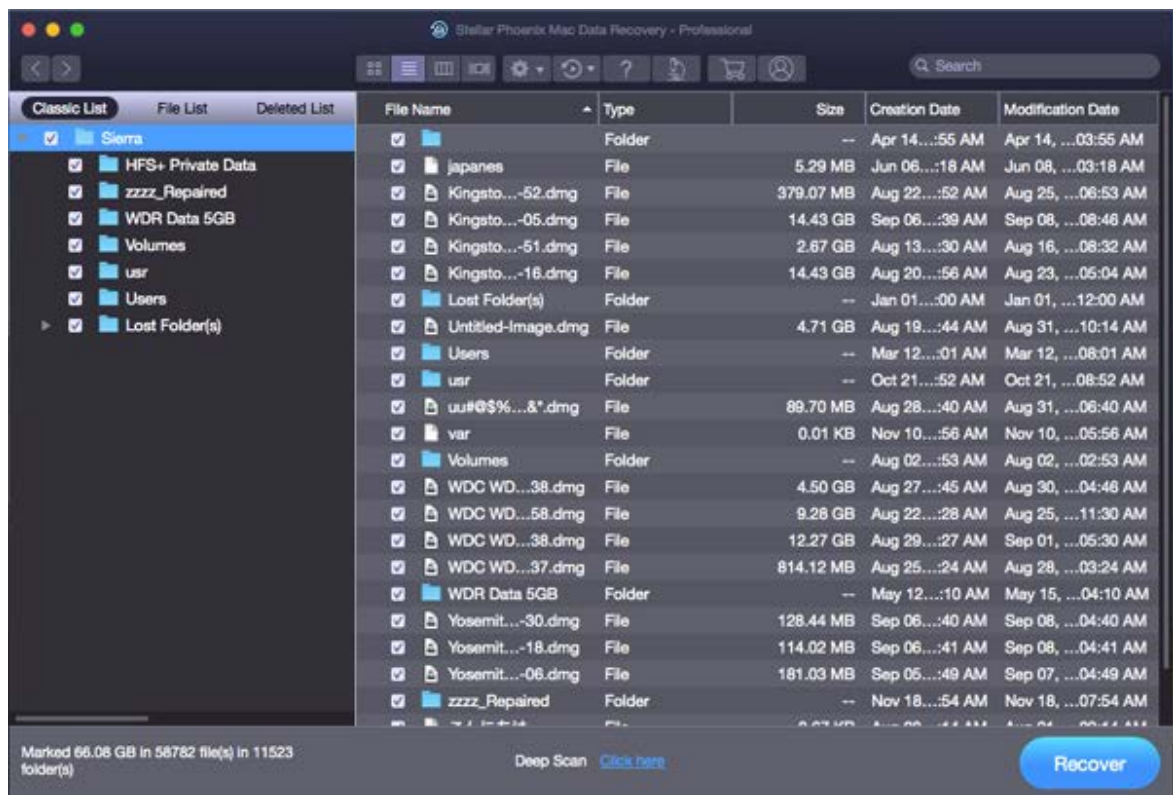
# View the Scan Result

**Stellar Phoenix Mac Data 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.

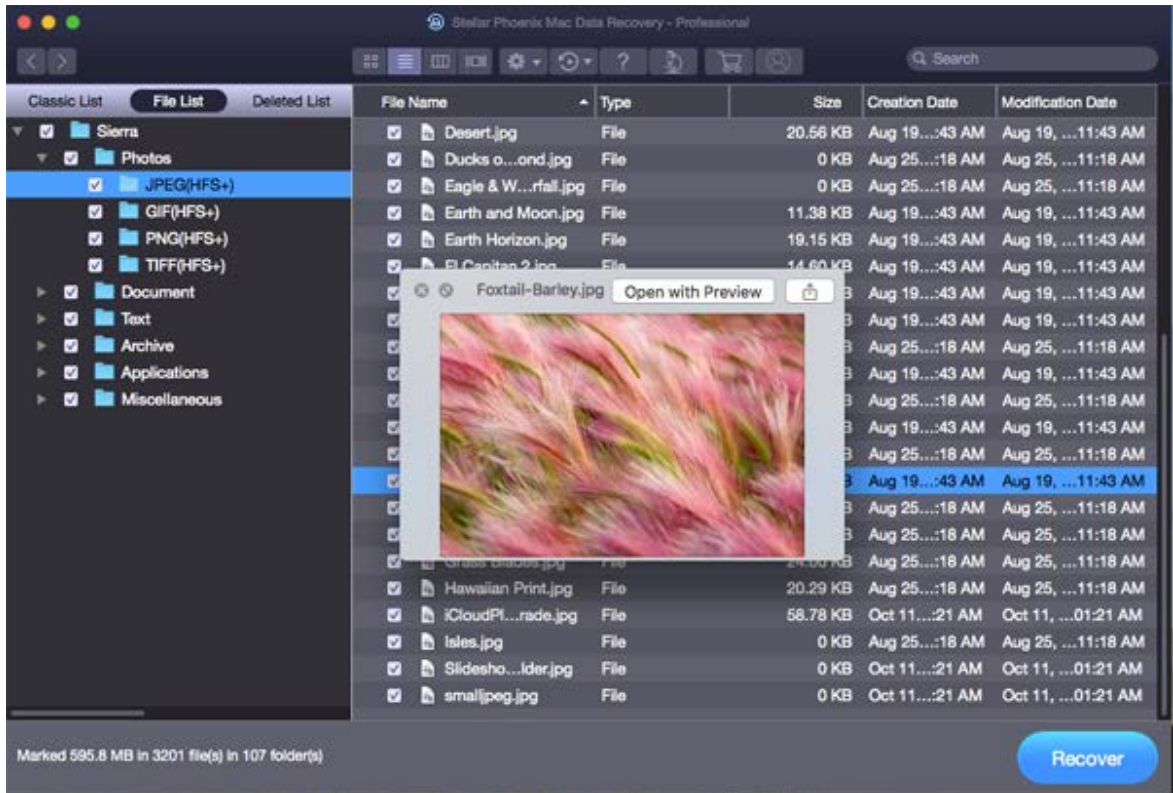
1. After the scanning process is complete, all the files are listed in a **tree view**, as shown below:



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.



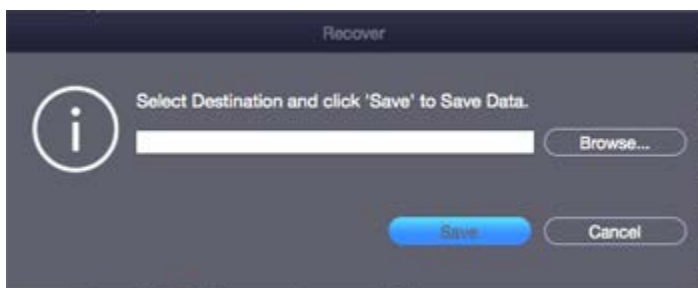
**Note:** If you can't find your desired file/folder in the list of scanned and detected files, you can choose **Deep Scan** option to perform a comprehensive scan of the selected drive.

# Recover Files

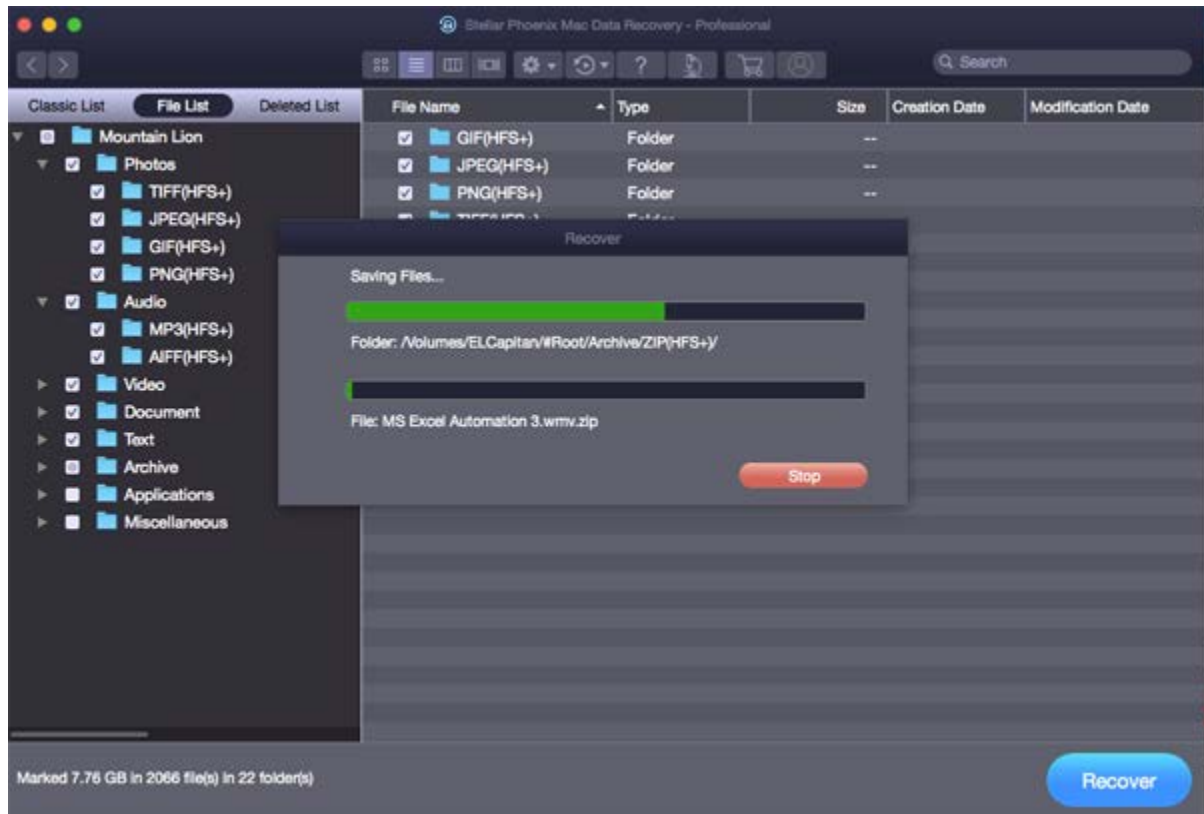
**Stellar Phoenix Mac Data Recovery** can recover all the data on the selected volume. You can recover all the files and folders listed in the tree view and save them at a location of your choice.

## 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**
    - Check the root node in the left pane and then click **Recover**.
  - **To save an individual folder**
    - Click the desired folder in the left pane. It will list all the files within the selected folder in the right pane.
    - Check the folder in the left pane or desired files of the folder in the right pane. Click **Recover**.
  - **To recover an individual file**
    - Right-Click on the file in the right pane and select **Recover** option.
  - **To recover files of specific type:**
    - Click on **File List** tab. Check the type of files you wish to recover.
    - 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.

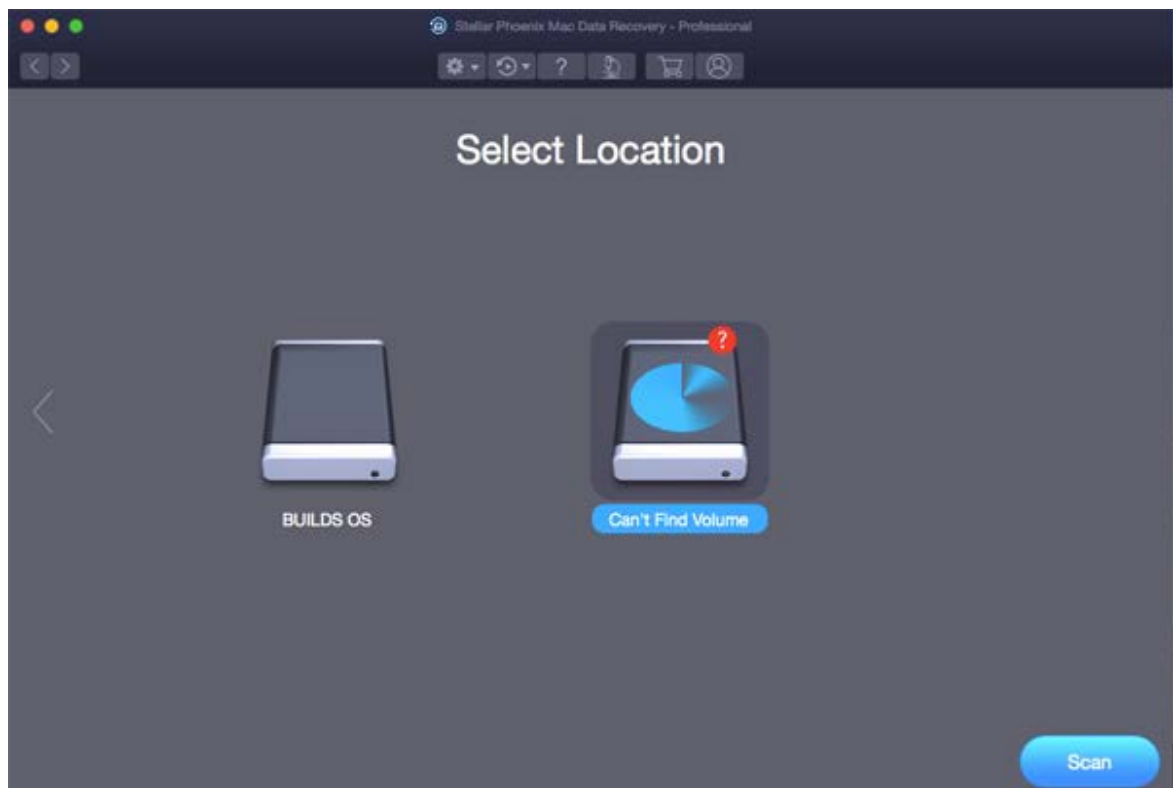


# Search a Lost Volume

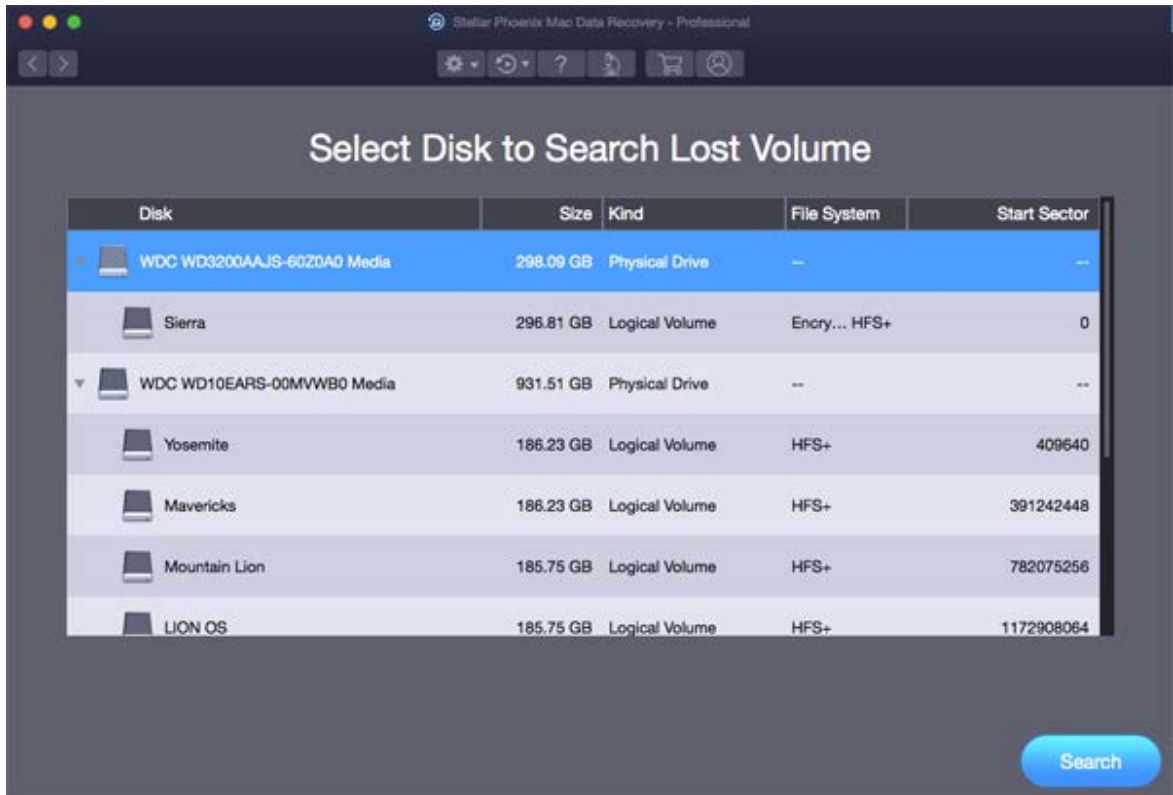
**Stellar Phoenix Mac Data Recovery** software allows you to search for lost or deleted volumes of a hard drive and recover data from it. You should use this option to recover data from an accidentally deleted volume or from a volume lost due to corruption in the hard drive. This option searches and lists all the deleted and lost volumes in the hard disk along with the existing volumes.

To search a lost volume:

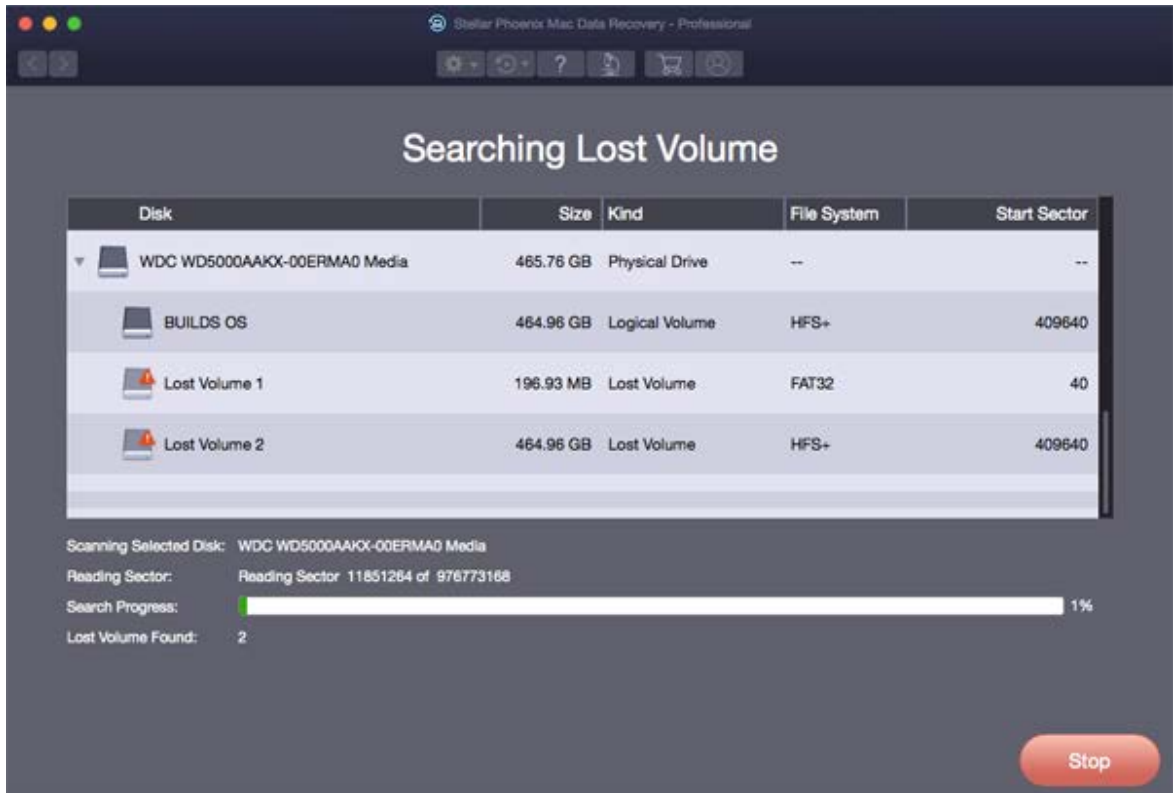
1. Run **Stellar Phoenix Mac Data Recovery**.
2. From the **Select What to Recover** screen, click **Next**.
3. On the **Select Location** screen, select **Can't Find Volume**.



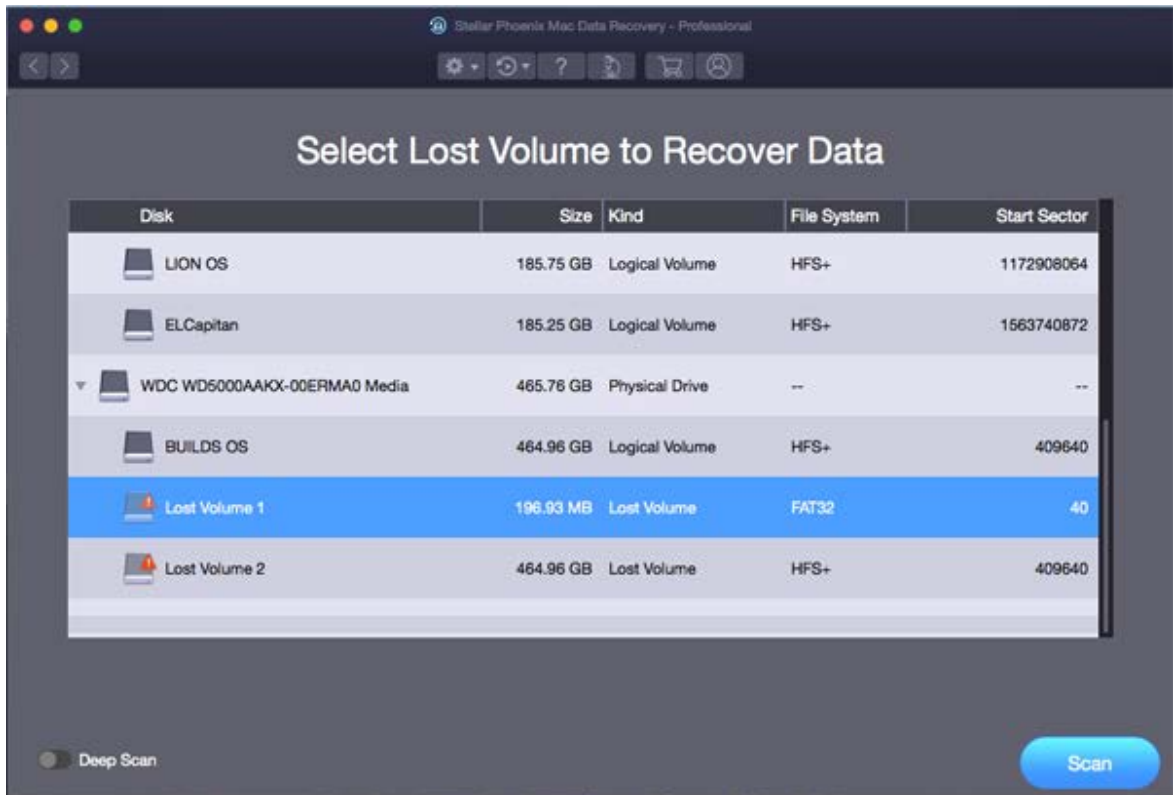
4. Click **Scan**. The following screen is displayed:



5. In the **Select Disk to Search Lost Volume** section, all the hard drives connected to the system are listed with their details. From this section, choose a hard drive you want to scan for lost volumes and click **Search**. A scan for lost or deleted volumes will be performed in the selected disk or drive.





6. Any 'lost volume' detected by the software, is listed in the window as shown below:

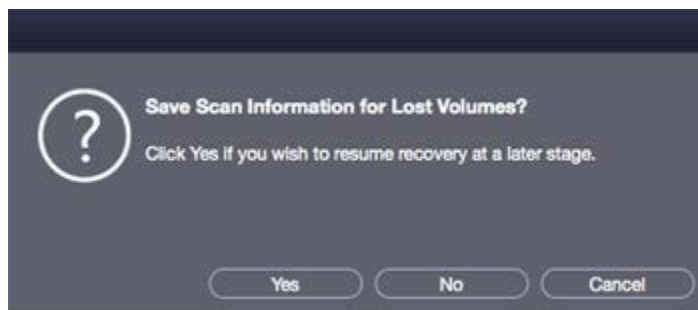


7. From the list of found volumes, select the desired volume and click **Scan** to continue with the recovery process.

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 the scan information for Lost/Deleted volumes:


1. In the '**Select Lost Volume to Recover Data**' 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.

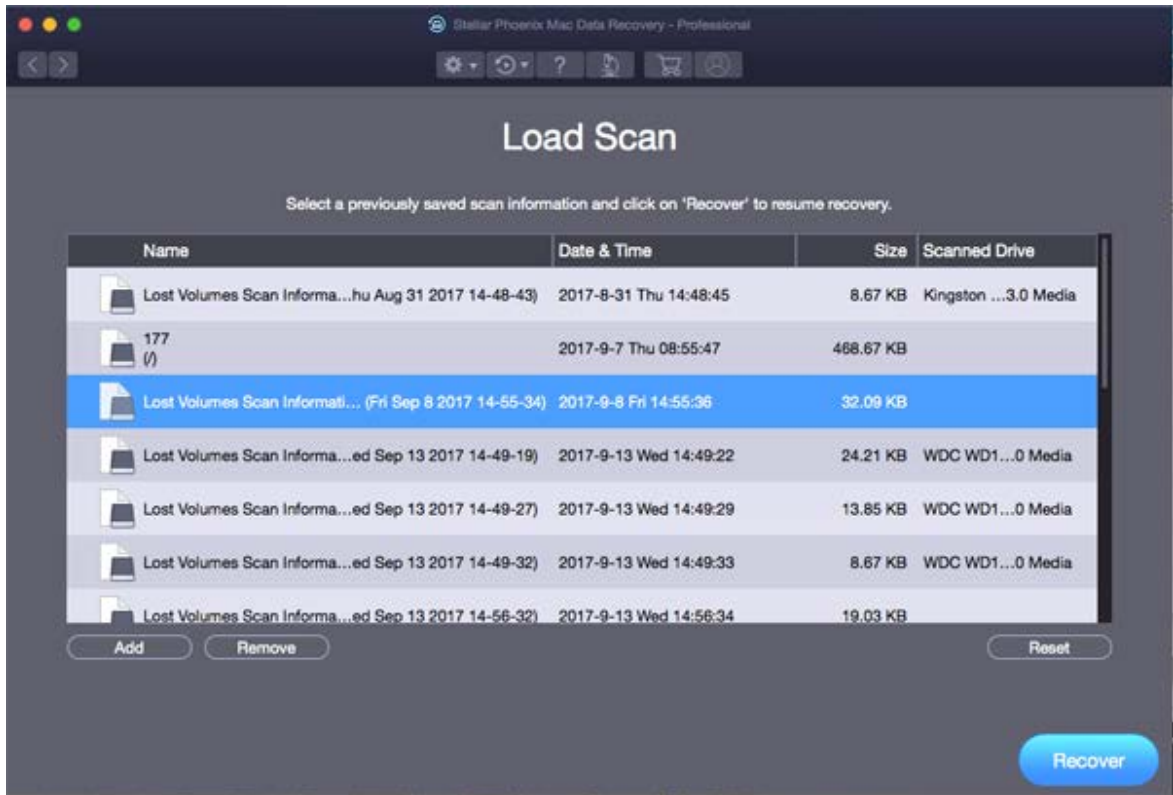


3. Click **Yes**.
4. In the '**Save scan information for Lost Volumes**' dialog box, specify the location where you want to save the image file. Type the name of the image file in the **Save As** text box. Click **Save**.

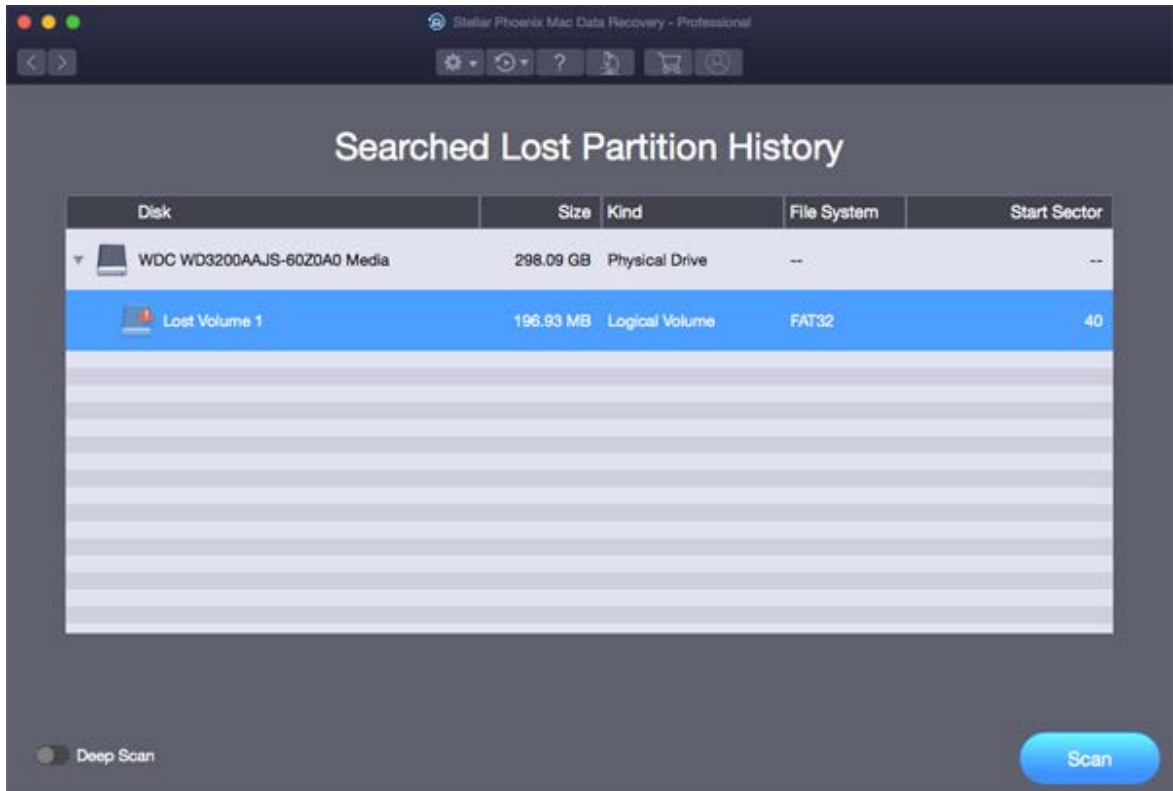
### To load the previously saved scan information for Lost Volumes

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

1. Run **Stellar Phoenix Mac Data 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 'Searched Lost Partition History' window is displayed.



9. A screen showing a list of the lost volumes is displayed. Select the required Lost Volume and click **Scan** button.
10. Once the scanning process is complete, details of the files and folder found are displayed.

# 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 Phoenix Mac Data 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

# 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 Phoenix Mac Data 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.

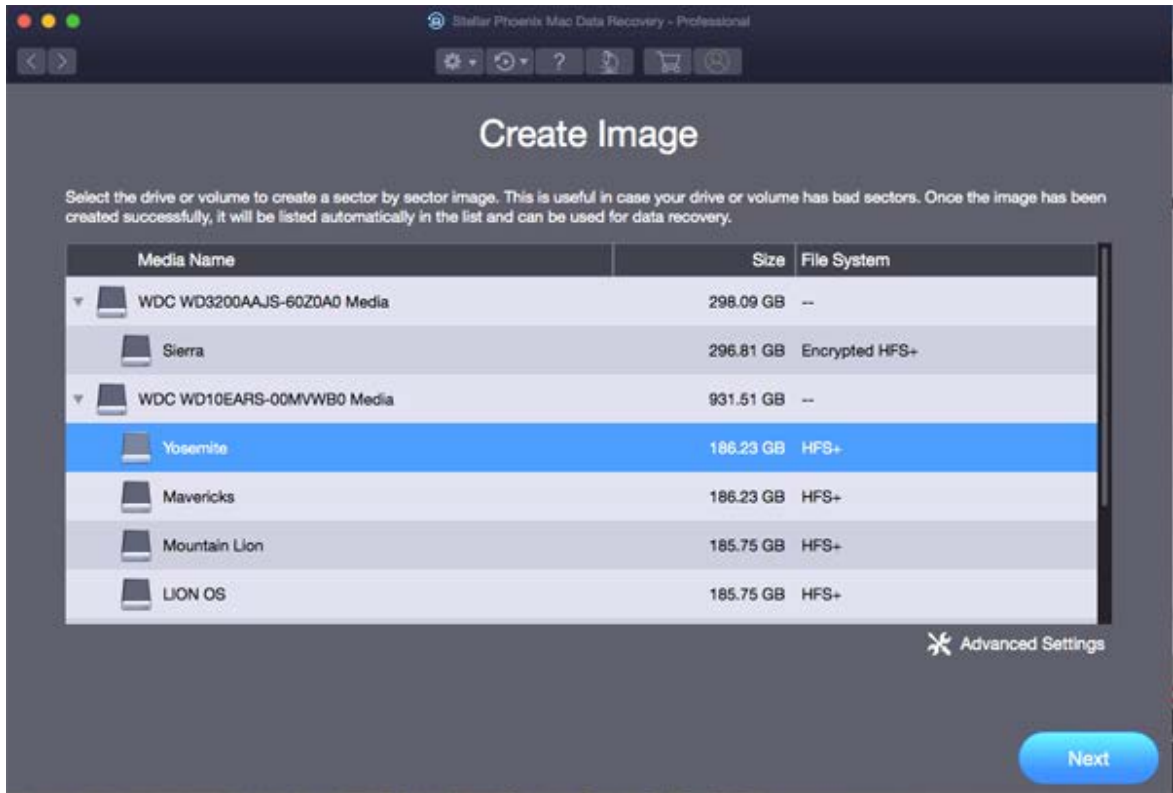
Images, of all sources listed earlier, are saved as DMG file. This DMG file is of same size as of the source. You can use the image files to resume recovery later.

The image you create by using **Stellar Phoenix Mac Data 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 Phoenix Mac Data 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.

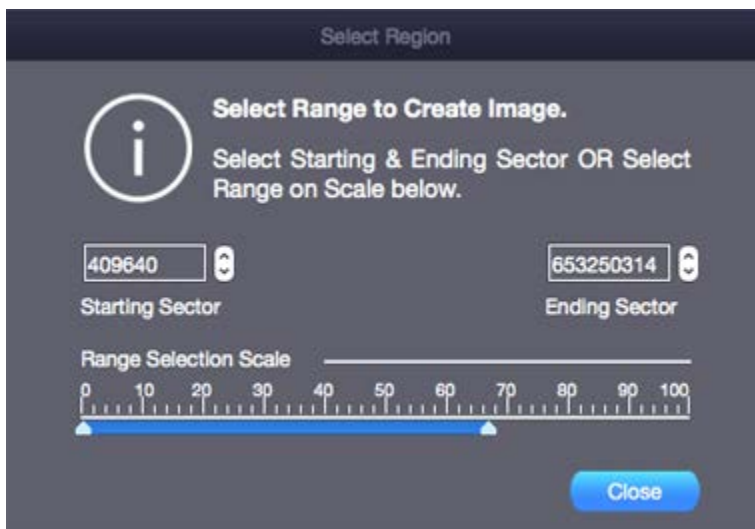




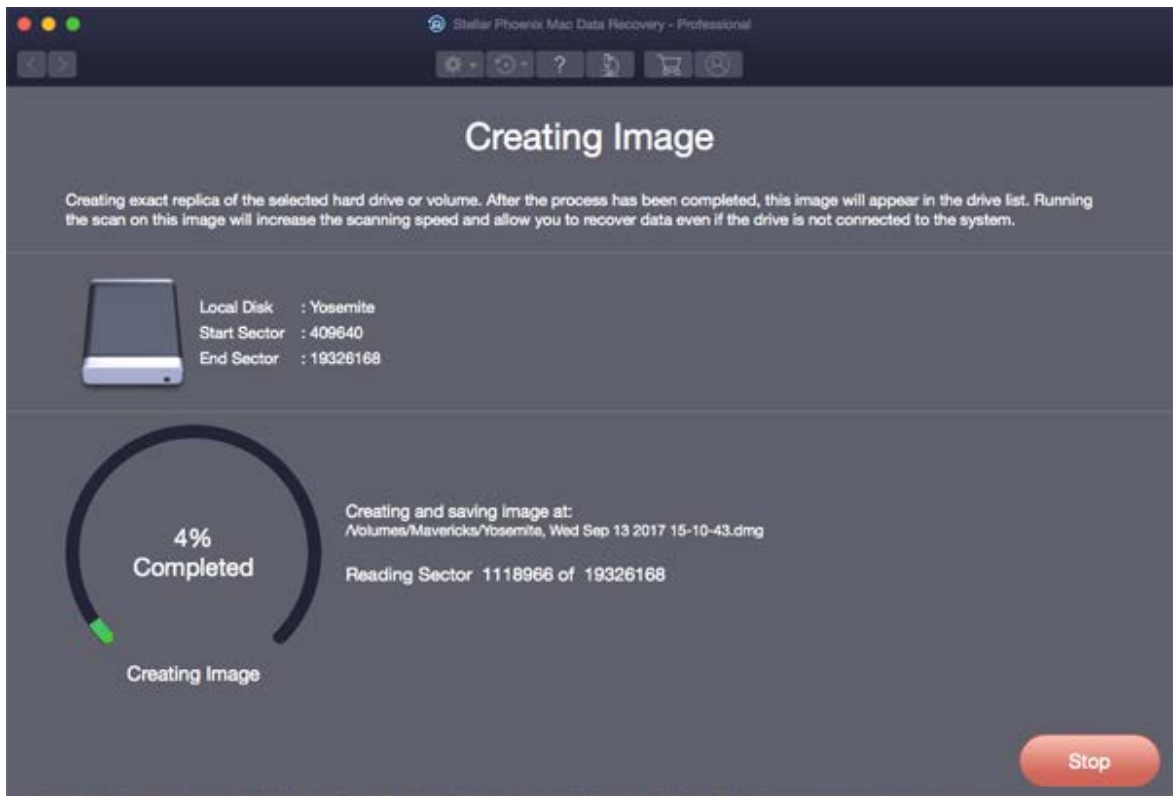
4. To create an image of the entire drive or partition click **Next**.

Or,

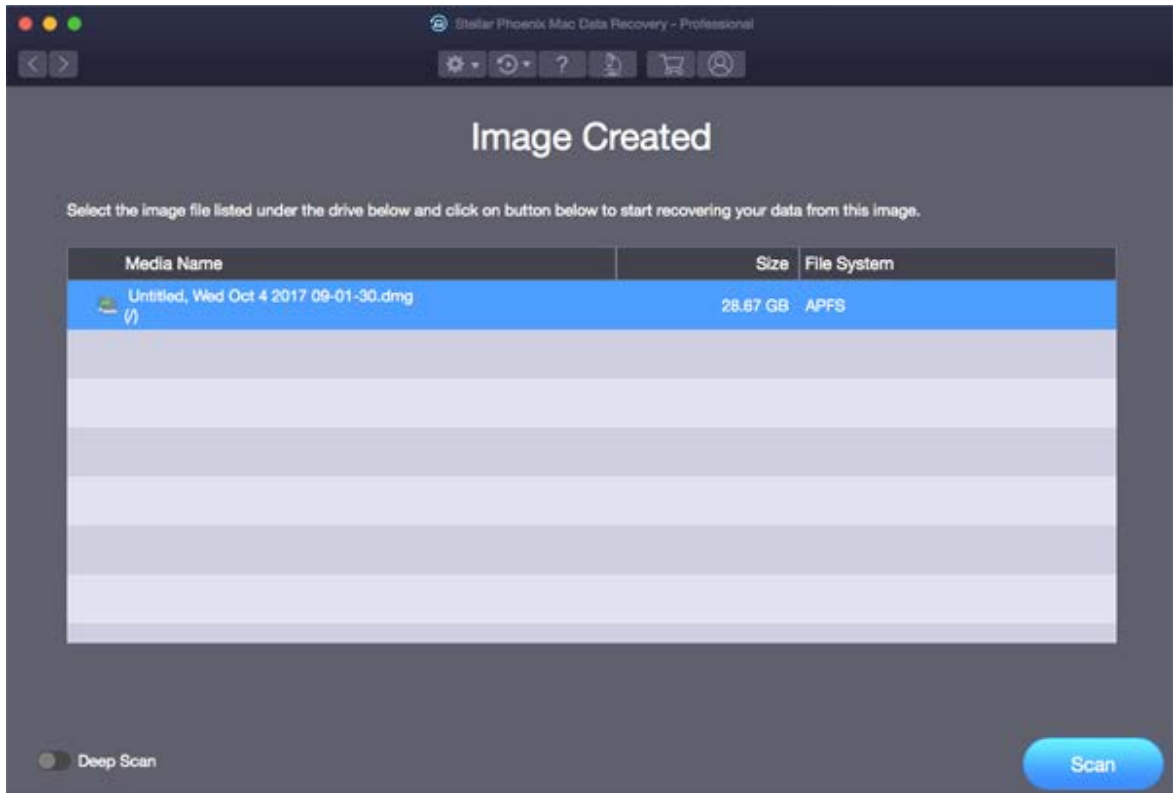
To create an image of the selected region click on the **Advanced Settings**. From the '**Select Range to Create Image**' screen, drag the sliders to define the starting and ending sectors of the image file. Click **Close**, and then click **Next**.



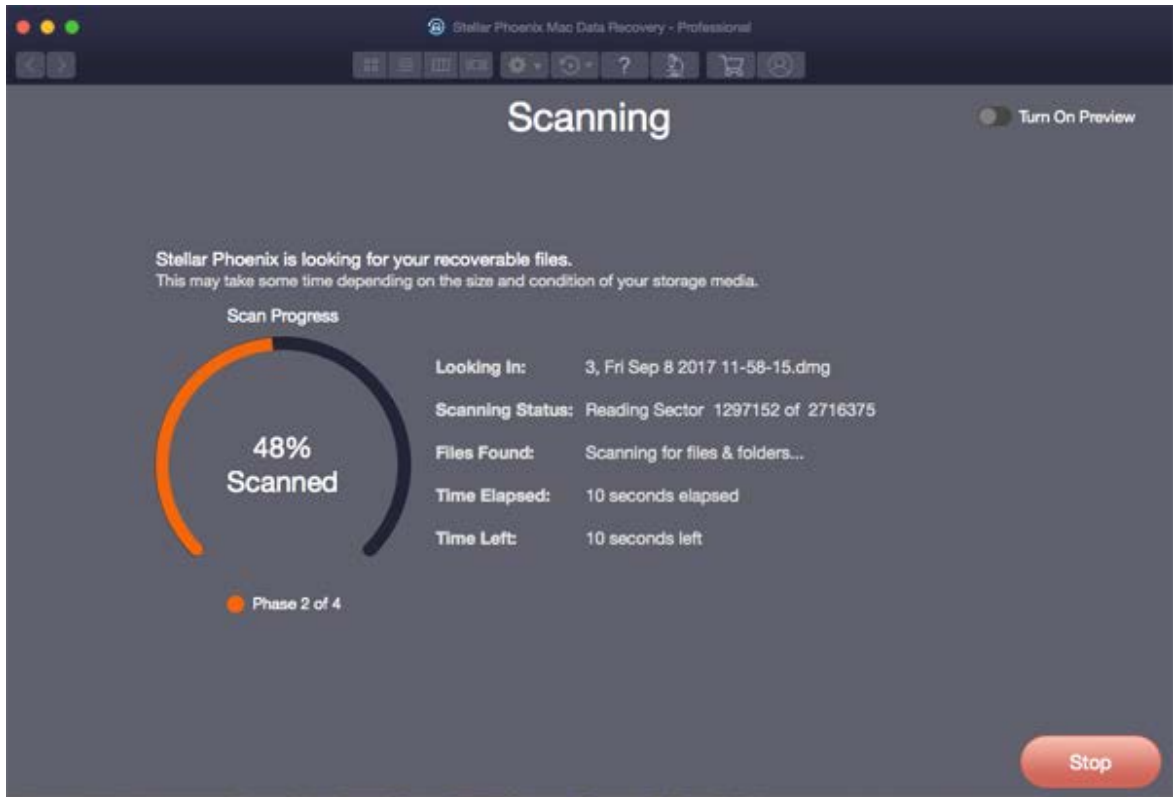
5. In the '**Creating Media Image to Save**' dialog box, locate the destination where the image file should be saved. In the **Save As** text box, type name. Click **Save**.



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:

Stellar Phoenix Mac Data Recovery - Professional

Classic List | File List | Deleted List

File Name | Type | Size | Creation Date | Modification Date

Sierra

- HFS+ Private Data
- zzzz\_Repaired
- WDR Data 5GB
- Volumes
- usr
- Users
- Lost Folder(s)

Scanning Completed Successfully!

58782 files found in 11523 folders. 66.08 GB of Data Recoverable.

OK

In case you do not find what you are looking for, please click on 'Deep Scan' at the bottom of the results window for better results.

File Name	Type	Size	Creation Date	Modification Date
japanes	Folder	5.29 MB	Jun 06...:18 AM	Jun 06, ...03:18 AM
Kingato...52.dmg	File	379.07 MB	Aug 22...:52 AM	Aug 25, ...06:53 AM
WDC WD...38.dmg	File	12.27 GB	Aug 29...:27 AM	Sep 01, ...05:30 AM
WDC WD...37.dmg	File	814.12 MB	Aug 25...:24 AM	Aug 26, ...03:24 AM
WDR Data 5GB	Folder	--	May 12...:10 AM	May 15, ...04:10 AM
Yosemite...30.dmg	File	128.44 MB	Sep 06...:40 AM	Sep 08, ...04:40 AM
Yosemite...18.dmg	File	114.02 MB	Sep 06...:41 AM	Sep 08, ...04:41 AM
Yosemite...06.dmg	File	181.03 MB	Sep 05...:49 AM	Sep 07, ...04:49 AM
zzzz_Repaired	Folder	--	Nov 18...:54 AM	Nov 18, ...07:54 AM

Marked 66.08 GB in 58782 file(s) in 11523 folder(s)

Deep Scan [Click here](#) Recover




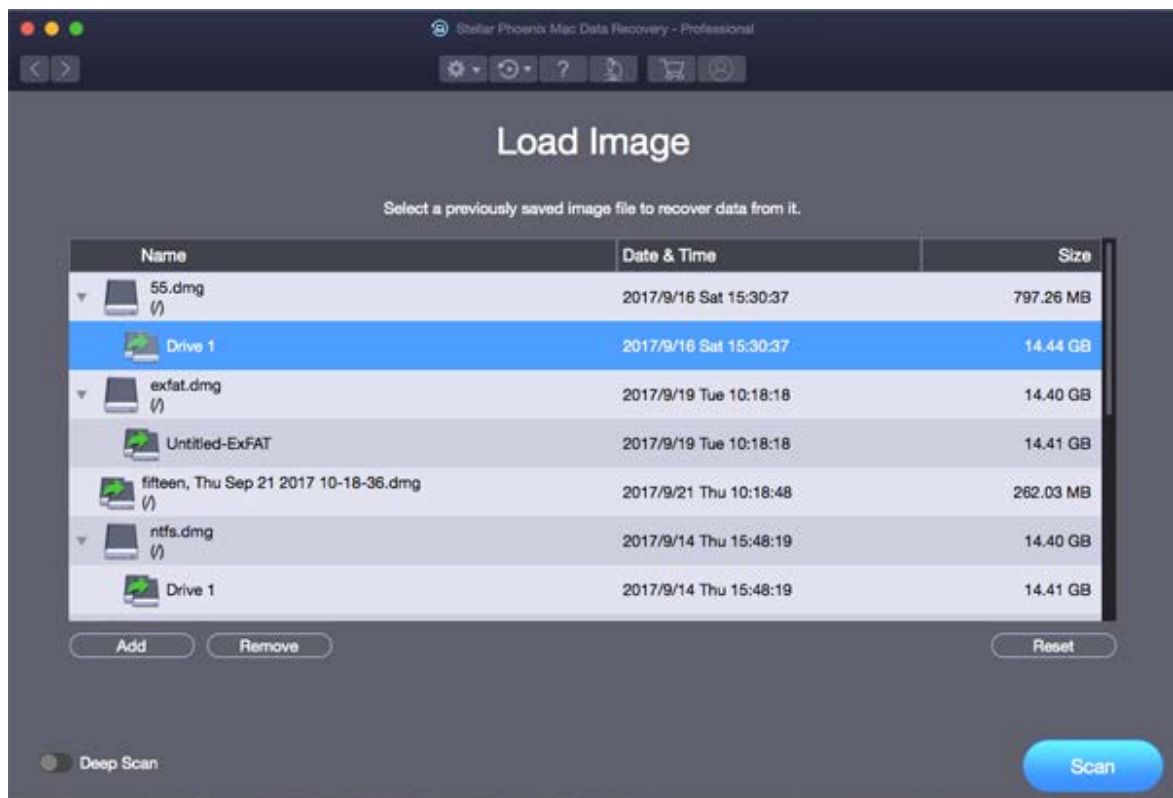
**Tip:** It is recommended that you should save 'scan information file' and 'hard disk image' at different locations with proper name such that you can easily retrieve the required image file.

# Load Image

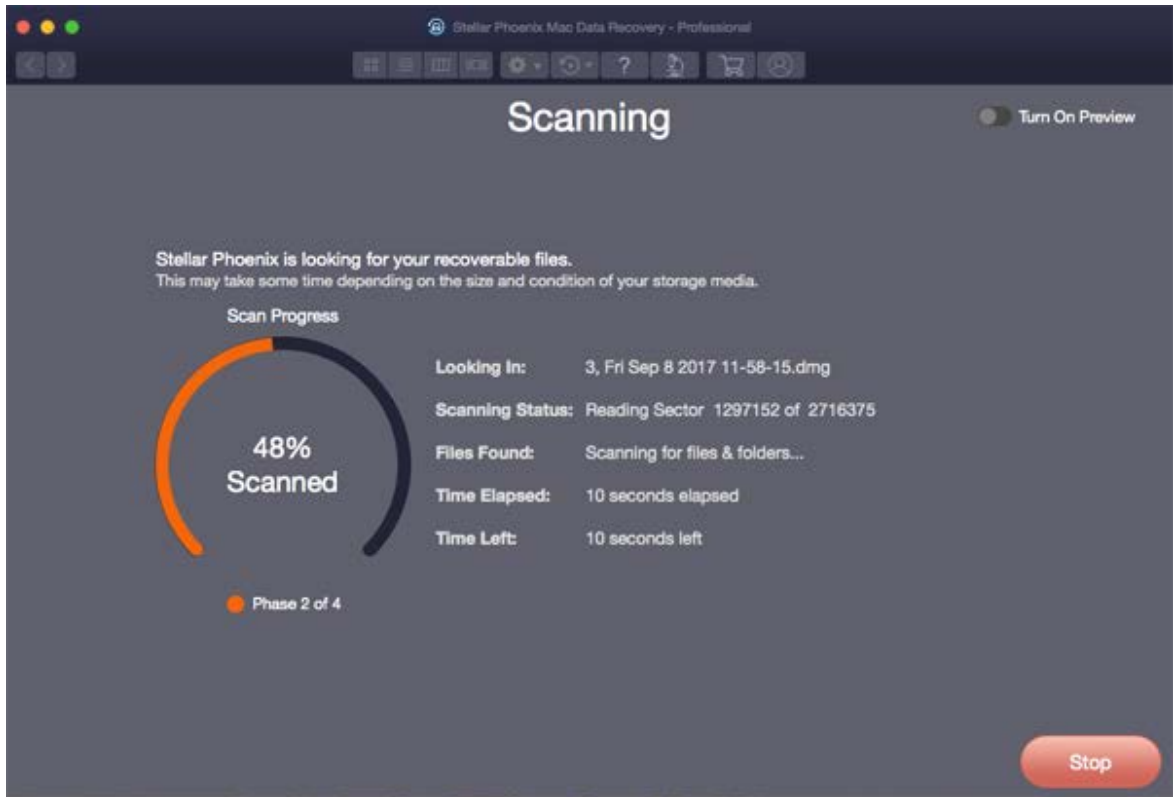
With **Stellar Phoenix Mac Data Recovery** you can perform the recovery operation on a previously created disk image using the Load Image option.

## To recover data using any disk image:

1. Run **Stellar Phoenix Mac Data Recovery** software.
2. From the Home screen, click  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:

Stellar Phoenix Mac Data Recovery - Professional

Classic List File List Deleted List

File Name Type Size Creation Date Modification Date

- Sierra
  - HFS+ Private Data
  - zzzz\_Repaired
  - WDR Data 5GB
  - Volumes
  - usr
  - Users
  - Lost Folder(s)

File Name	Type	Size	Creation Date	Modification Date
✓ japonés	Folder	--	Apr 14, ...:55 AM	Apr 14, ...:03:55 AM
✓ Kingsto...-52.dmg	File	5.29 MB	Jun 06, ...:18 AM	Jun 06, ...:03:18 AM
✓ WDR Data 5GB	Folder	379.07 MB	Aug 22, ...:52 AM	Aug 25, ...:06:53 AM
✓ Yosemite...-30.dmg	File	128.44 MB	Sep 06, ...:40 AM	Sep 08, ...:04:40 AM
✓ Yosemite...-18.dmg	File	114.02 MB	Sep 06, ...:41 AM	Sep 08, ...:04:41 AM
✓ Yosemite...-06.dmg	File	181.03 MB	Sep 05, ...:49 AM	Sep 07, ...:04:49 AM
✓ zzzz_Repaired	Folder	--	Nov 18, ...:54 AM	Nov 18, ...:07:54 AM
✓ WDC WD...38.dmg	File	12.27 GB	Aug 29, ...:27 AM	Sep 01, ...:05:30 AM
✓ WDC WD...37.dmg	File	814.12 MB	Aug 25, ...:24 AM	Aug 28, ...:03:24 AM
✓ WDR Data 5GB	Folder	--	May 12, ...:10 AM	May 15, ...:04:10 AM
✓ Yosemite...-30.dmg	File	128.44 MB	Sep 06, ...:40 AM	Sep 08, ...:04:40 AM
✓ Yosemite...-18.dmg	File	114.02 MB	Sep 06, ...:41 AM	Sep 08, ...:04:41 AM
✓ Yosemite...-06.dmg	File	181.03 MB	Sep 05, ...:49 AM	Sep 07, ...:04:49 AM
✓ zzzz_Repaired	Folder	--	Nov 18, ...:54 AM	Nov 18, ...:07:54 AM

**Scanning Completed Successfully!**  
58782 files found in 11523 folders. 66.08 GB of Data Recoverable.

OK

 In case you do not find what you are looking for, please click on 'Deep Scan' at the bottom of the results window for better results.

Marked 66.08 GB in 58782 file(s) in 11523 folder(s)

Deep Scan [Click here](#) **Recover**







**Note:** You can select only one volume at a time for recovery.



# Additional Options

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


Options available in Stellar Phoenix Mac Data Recovery are as follows:

1. Run **Stellar Phoenix Mac Data Recovery**.
2. Select any of the following options as per your requirement:
  - To set preferences for preview, file list and add header window, click the Preferences  button.
  - To save a scan information or to resume the recovery using a saved scan information or drive image, click the  button.
  - To get assistance on any data recovery issue , click the Stellar Laboratory Services  button.
  - To register the software, click the Register  option.
  - To purchase the software, click the Buy  button.
  - To access help manual for this software, click the Help  button.

# Preferences

Preferences can be set to run **Stellar Phoenix Mac Data Recovery** according to your personal preferences.





To set preferences:

1. Run **Stellar Phoenix Mac Data 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.

# Settings

**Stellar Phoenix Mac Data Recovery** allows you to apply settings according to the personal requirement.


**To apply the settings:**

1. Run **Stellar Phoenix Mac Data Recovery**.
  2. From the toolbar, click  icon and then click the **Settings** option. 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.

# Preview

The **Preview** tab consists of different preview options during the scanning process of **Stellar Phoenix Mac Data 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:

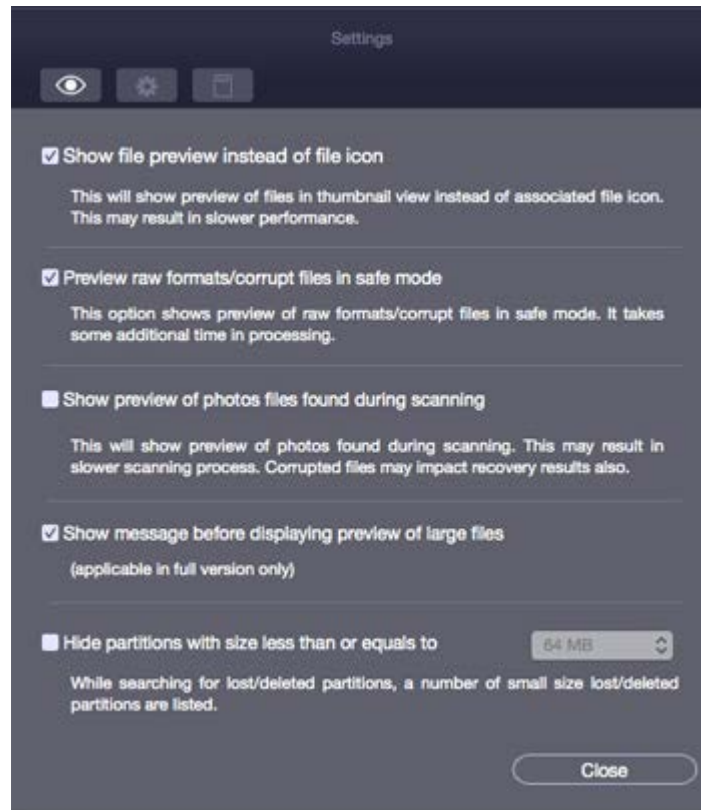
1. Select the **'Show preview of photos files found during scanning'** check box.

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.





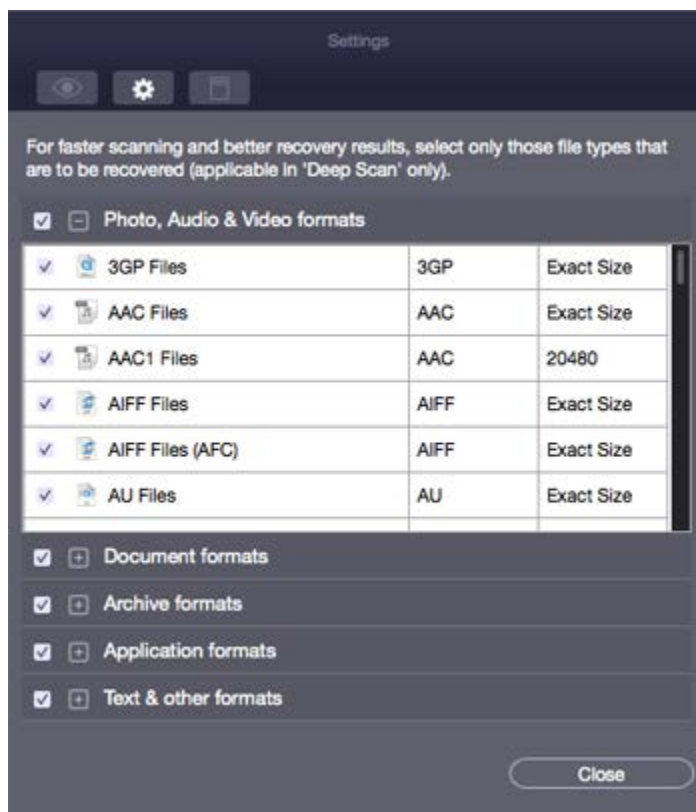
Settings- Preview screen

# 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 Phoenix Mac Data Recovery**. You can select the required file types for their recovery.

To select a file type:

1. Run **Stellar Phoenix Mac Data 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.

# Advance Options

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

Advance Options include following options:

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


# Add Header

You can add new file types to the predefined list of supported file types in **Stellar Phoenix Mac Data Recovery** software using the **Add Header** option in the **Preferences** window.


You can add header either

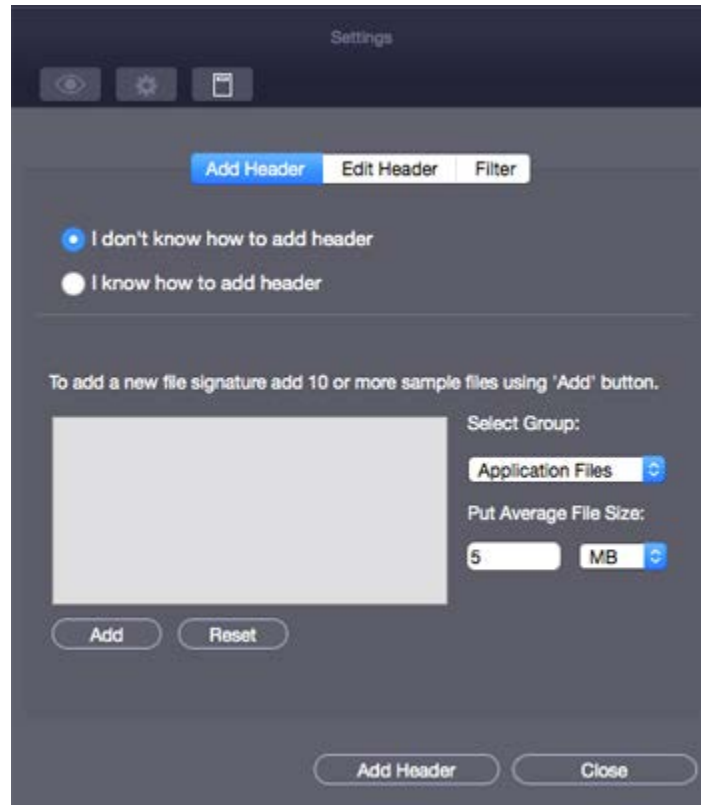
- Automatically
- Manually

To add a header automatically:

1. Run **Stellar Phoenix Mac Data Recovery**.
2. From the toolbar, select **Preferences** option and then click **Settings** button. **Settings** window opens.
3. Click on  icon and select the **Add Header** 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 Header** button.

To add header manually:

1. Run **Stellar Phoenix Mac Data Recovery**.
2. From the toolbar, select **Preferences** option and then click **Settings** button. **Settings** window opens.
3. Click on  icon and select the **Add Header** tab from the **Settings** window.
4. Select the **I know how to add header** option. Enter the following:
  - Specify **Software Name**.
  - Specify **File Extension**.
  - Select **Group** from the drop



**Add Header Automatically screen**

- down list.
- Specify **Max File Size** in KB and MB.
  - Specify **Header** in hexadecimal.
  - Specify **At Offset** in decimal.
5. Click the **Add Header** button.

The screenshot shows a settings window titled "Settings" with a dark theme. At the top, there are three icons: a back arrow, a gear, and a document. Below these are three buttons: "Add Header" (highlighted in blue), "Edit Header", and "Filter".

There are two radio button options:

- I don't know how to add header
- I know how to add header

Below the radio buttons, there is a text area on the left with instructions:

Specify signature by entering header (maximum of 8 bytes - Ex: 01 ff 0c d1 f4 00 03 05) in hexadecimal format.

Also specify its corresponding offset (between 0 and 511) in decimal format.

On the right side, there are several input fields:

- Software Name: [text input]
- File Extension: [text input]
- Group: [dropdown menu showing "Application Files"]
- Max File Size: [text input] [dropdown menu showing "KB"]
- Header (in hexadecimal): [text input]
- At offset (in decimal): [text input]

At the bottom of the screen, there are two buttons: "Add Header" and "Close".

**Add Header Manually screen**




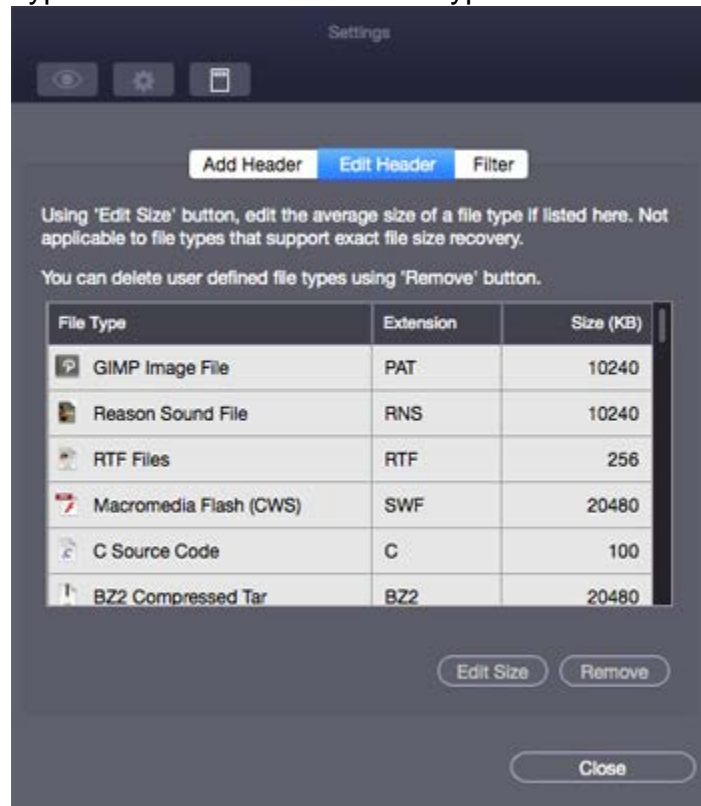
# Edit Header

**Stellar Phoenix Mac Data 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 Phoenix Mac Data 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 Header** 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 Header 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.

# Filter


The Filter control feature of **Stellar Phoenix Mac Data 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

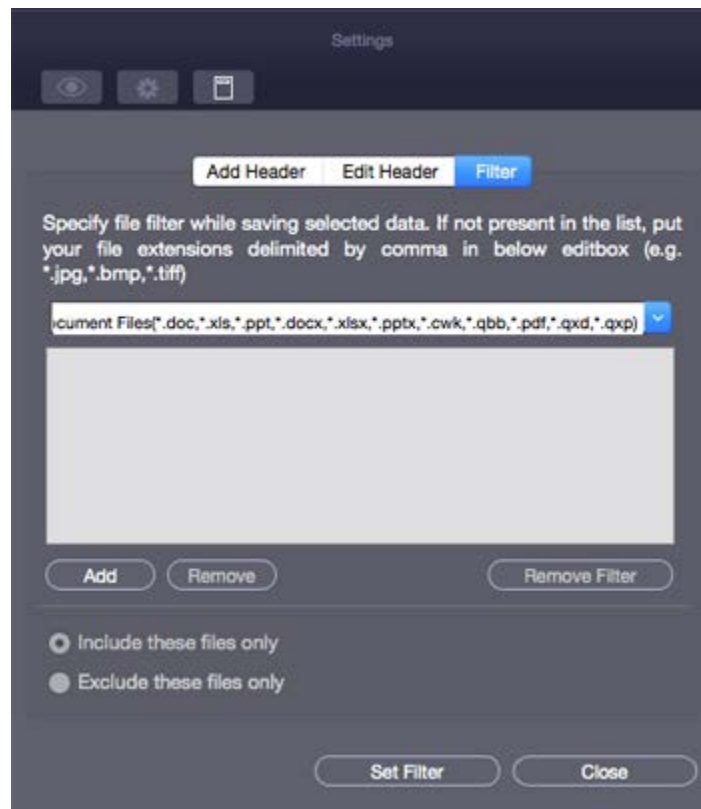
To include these files only

1. Run **Stellar Phoenix Mac Data 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.

To exclude these files only

1. Run **Stellar Phoenix Mac Data 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.



Apply Filter screen

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.

# 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 Phoenix Mac Data 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**

# Supported File Types

The list of file types that Stellar Phoenix Mac Data Recovery supports are as follows:

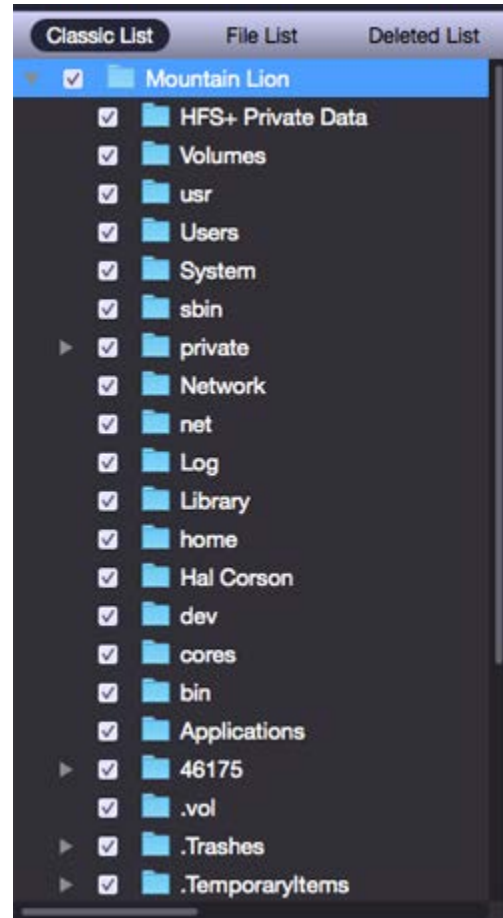
ASF	EMLX	INDD	MEF	PEF	SIT
AI	EPS	JPEG	MUS	PSD	SITX
ARW	FH3	K25	MXF	PNG	SWF / CWS
AIFF	FH5	KDC	NEF	QBB	SWF / FLV
AVI	FH7	MTS	NBP	QXD	SWF / FWS
AU	FH8	MCD	NSF	QBW	TIFF
AAC	FH9	M4A	ORF	QXP	TAX
BZ2	FH11	MOI	OGM	RAF	VWX
BMP	FP3	MXF	OGG	RA	VOB
C	FP5	M4V	Office	RPS	TIFF
CRW	FP7	MOV	PPT	RFL	WMA
CR2	FLA	MPEG	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	

# Types of Preview

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

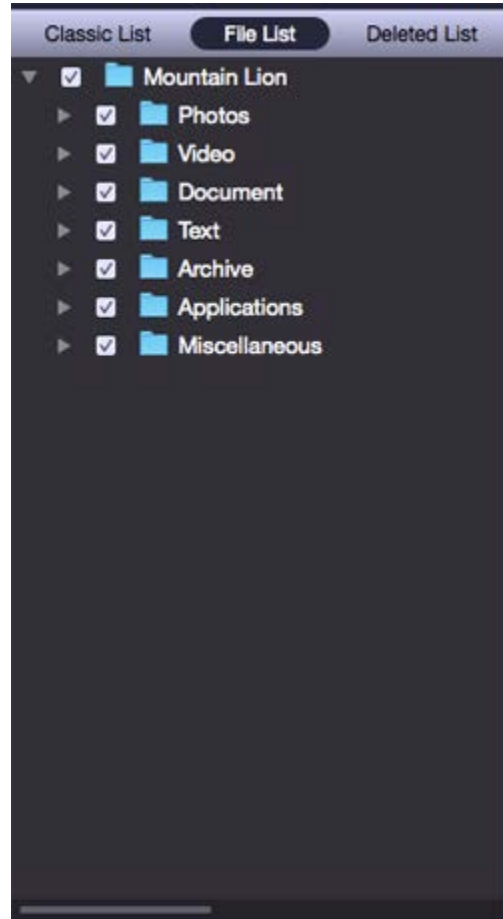
- Classic List
- File List
- Deleted List

**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

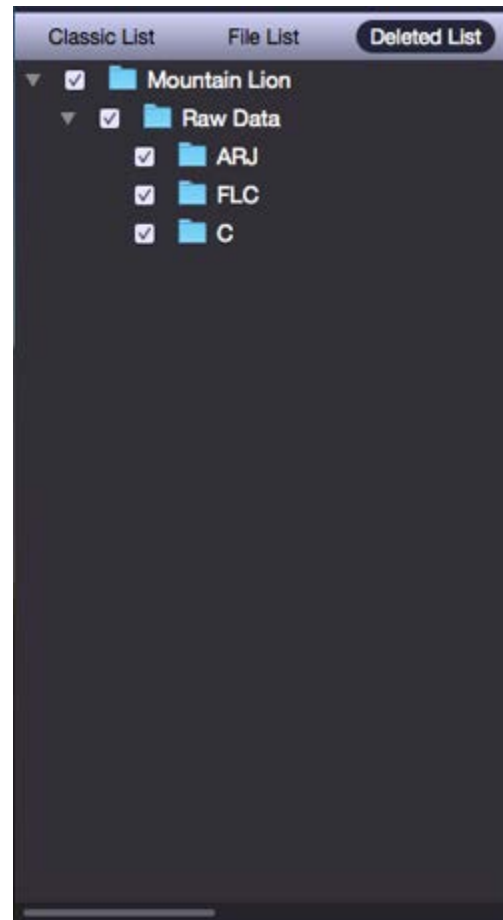
**File List:** In this view, files / folders are listed according to their type such as Document, Audio, Video, Archive, etc. To see the **File List** preview, click the **File List** tab in the preview window.



**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 Phoenix Mac Data 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.*



# Search for Files of a Specific Type in the Tree view

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  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.

# FAQs

## 1. Are only audio, video, documents and photos recovered by this software?

No, all the files and folders in the selected volume can be recovered.

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

Yes, you can right-click the file and select **Recover** button.

## 3. I have deleted a volume. Can I recover the files in it?

Yes, choose the Search a Lost Volume option in the application to find the lost or deleted volumes. Then continue with the scan option to recover data from the deleted volumes.

## 4. What is Deep Scan?

Deep Scan does a comprehensive scan of the volume to recover every possible bit of lost or deleted data. This option is especially helpful in case of severely corrupted volume.

## 5. Can I recover data from my exFAT partition?

Yes, you can recover data from exFAT partition. **Stellar Phoenix Mac Data Recovery** software supports NTFS, HFS, HFS+, FAT, FAT16, FAT32 and exFat file systems.

## 6. How to find only a particular file type and recover them?

You can search for a specific file in the preview window or from **File List** tab check the **File Types** category folders as per your choice. The files of the selected '**file types folders**' will be listed in the file list pane. Select the file(s) and click **Recover**. The files are saved at the selected destination.

## 7. What does the demo version of Stellar Phoenix Mac Data Recovery do?

Through the demo version of Stellar Phoenix Mac Data Recovery software you can scan the storage medium from which you wish to recover data and preview files that the software will be able to recover. The demo version of Stellar Phoenix Mac Data Recovery allows you to see the preview of files having size up to 10 MB after scanning. To recover and save files, you need to purchase and register the product.

## 8. Can I recover data from drive that contains bad sectors using Stellar Phoenix Mac Data Recovery?

Yes absolutely. To safely recover data from a drive with bad sectors, create an image of that drive. Stellar Phoenix Mac Data Recovery is equipped with a feature through which you can easily create

such images of drives and securely attempt recovery. After successful image creation, run a scan on this image to recover lost data easily.

**9. Can I save my recovered data on the same drive?**

The software will not allow you to write data on the same drive from which you attempt recovery as a safeguard so that there is no over writing of data which may result in permanent data loss.

**10. Do my media need to be connected to the system throughout the recovery process?**

Yes. It is very important that you do not remove your media during scanning or recovery process as during this process the software reads & accesses all information present on the hard drive and reports it. Media should only be detached after recovery process has been completed.

**11. How is media image file beneficial to recovery process?**

Creating media image has the following advantages:

- Image file helps to speed up scanning and recovery.
- Prevents a drive with bad sectors to get damaged further and dilute data recovery prospects
- You can recover data from image file even if the source media is not available.

**12. I wish to recover files of a specific format only. Is it possible to recover files of only specific format?**

Yes, you can recover files as per your requirements using Stellar Phoenix Mac Data Recovery. To recover files of a specific format only, check whether this file format is supported by the application. If it is supported by the application, apply filter to recover files of this specific format. If this file type is not supported by the application, add this file type to the list of supported file types and then apply filter to recover your file.

**13. Inadvertently, I have deleted some files / folders from Trash just now. Can I recover these files/folders quickly without having to wait for scanning to finish?**

Certainly. To recover recently deleted data, stop the scanning process before it starts reading sectors of unused blocks. You will see the list of recently deleted file / folders in the preview window. Select desired files/folders and recover them. This way, Stellar Phoenix Mac Data Recovery recovers recently deleted files/folders with their complete information within a few minutes.

**14. Can I Resume Recovery using an image created by any third party application?**

This software recovers data from images created by itself only.

**15. Can I retrieve data from any CD / DVD discs?**

Yes, all optical discs are detected by the drive and you can safely recover data from them.

**16. Can I recover data from severely damaged CD / DVD?**

Yes, through the Optical Media Recovery feature you can extract all data from severely damaged optical media. This recovery option recovers everything that is found in the selected source.

**17. Is recovery possible from partially burned / incomplete disc?**

Yes, Stellar Phoenix Mac Data Recovery is capable of recovering data from partially burned discs as well.

**18. Does 'Stellar Phoenix Mac Data Recovery' extract all file systems in a multi-session disc?**

Yes, the software scans entire disc and lists out all sessions that it finds. You can then select the required file systems and recover your precious data.

**19. I have burned some documents and photos to audio CD, but the drive is showing only audio files. Can I get those data files from CD?**

Yes, Stellar Phoenix Mac Data Recovery is capable of recovering data from mixed mode CD. It can also extract data from CDs which have changed mode during multi session writing.

**20. How much time will Stellar Phoenix Mac Data Recovery take to recover my data?**

The time taken in recovering data depends on the size of the drive to be scanned. However, to speed up the recovery process, you can apply filters so that only desired files get scanned and recovered.

**21. Can I attach another hard disk/media to my computer while Stellar Phoenix Mac Data Recovery is running on the computer?**

Yes you certainly can.

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# 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](http://www.stellarinfo.com)



# 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.

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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.

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