

Photorescue Quick Startup Guide

The recommended operating systems are **Windows 2000** and **Windows XP** or **Mac OS X 10.1.3**. You may get good results in Windows 98, Windows 98 SE, Windows Millennium or Windows NT but not all of Photorescue's features will be available on these operating systems. The recommended reader is a **USB or Firewire external card reader**. Again, you may get good results using Photorescue directly on the camera but not all of Photorescue's features will be accessible in all cameras and some features will never be available in any camera.

First Run

The first time Photorescue is run, it should be run with the default options, on the drive letter that represents your media or directly on the device in physical mode if no drive letter has been assigned to your media. If your pictures are recovered, that's all there is to it: the full version of Photorescue will allow you to save the recovered pictures.

Second Run

If the first run has been unsuccessful or if you think there are more pictures that should be recovered from the media, do a second run with the following options.

Physical or Logical Drive.
Expert Mode ticked

On the second option screen

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

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

More complex cases

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

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

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

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

Tips

If Photorescue seem to physically hang, this is often because the card reader driver has requested a sector that can't be read, for example because it is damaged. If this problem occurs at the end of the card, try setting the size manually to somewhat less than the normal size : 60 MB instead of 64 MB for example.

If Photorescue advises you to reinstall Internet Explorer 5.5 or 6.0, that usually means that the system thumbnailing is broken. You may attempt to reinstall either browser to fix the problem, but that does not seem to always be successful. Normal system thumbnailing should display small images when you right click on a folder and select the View – Thumbnail option. If that is not the case, Photorescue will not be able to virtually thumbnail the recovered files.

If Photoshop complains that the pictures are corrupted, try to load them into another viewer and save them as TIFF files. This situation may occur when heavily fragmented files gets mixed up : the pictures are then usually recoverable by partial cropping.