

Seagate Recovery Services

Seagate File Recovery Software for Windows - User Guide

August 2015



The Seagate File Recovery for Windows PC support includes:

- these specific error messages: broken file name; file already exists; bad sectors option; and unable to launch application
- billing inquiries and refund request
- payment issues/errors and/or declines
- verify \$99 purchase in Digital River Global Commerce
- advice on processing time-frame (can take 2 - 48 hours to fully process)
- license key assistance (determining when software license was purchased/locate key and send via Digital River)

For issues beyond what is outlined above, you may want to consider the SRS In-lab Recovery option. Further information can be found at the following link:

<http://www.seagate.com/services-software/seagate-recovery-services/in-lab-recovery/>

You are not required to use Seagate File Recovery for PC software. There are multiple offerings for recovery software on the Internet. However, we recommend Seagate File Recovery Software. If your issue is listed above, email support is recommended. You can open a support case here:

<http://support2.seagate.com/>



System Requirements and Installation Notes

Seagate file recovery software works on PC computers with basic system requirements.

System Requirements:

- An Intel-compatible platform running Windows 10 , ME/NT4.0, 2000, XP, 2003, Vista, 7, 8, 9x
- At least 512 MB of RAM, a mouse, and enough disk space for your recovered files, image files, etc.
- Administrative privileges are required to install and run Seagate File Recovery for Windows under Windows NT, 2000, XP, 2003, Vista , 7 & 8, 9x, 10

Installation Notes:

NEVER TRY TO RECOVER DATA FILES AND/OR FOLDERS TO THE SAME LOGICAL DISK WHERE THEY RESIDE!

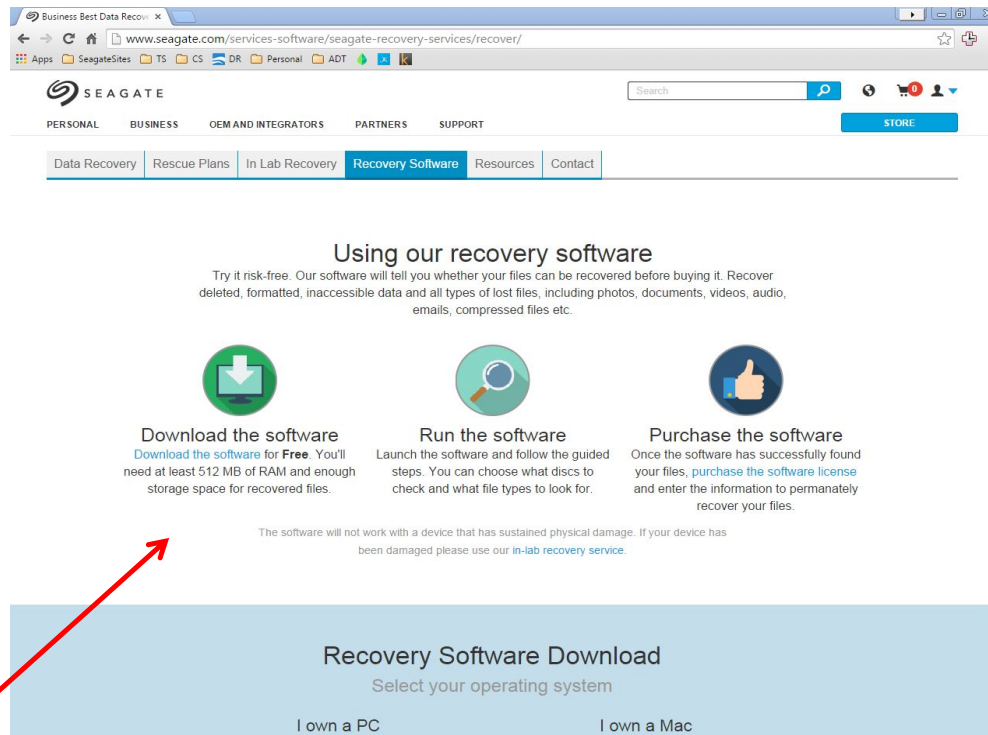
The recovery may obtain unpredictable results. The data may become damage or even a complete lose of your critical data may occur

If the lost data resides on your system disk (primary, usually C:/), use another computer.

1. Install the Seagate File Recovery for Windows software on a secondary computer
2. Disconnect the hard disc drive with the lost data from the computer (the primary computer) where it has been hosted
3. Connect the hard disc drive (HDD) to the second computer. You may connect it as a secondary hard drive or use an HDD to USB adapter
4. Run the Seagate File Recovery for Windows software on the second computer to recover the data. After the data has been recovered, you may reconnect the hard disc drive to the original computer

Seagate File Recovery for Windows

Start by downloading the demo version of the software from seagate.com/recoverysoftware



The screenshot shows the Seagate website's 'Recovery Software' page. The page is titled 'Using our recovery software' and includes a search bar, navigation menu, and a 'STORE' button. The main content area features three steps: 'Download the software', 'Run the software', and 'Purchase the software'. A red arrow points to the 'Download the software' step, which includes a link to 'Download the software for Free'. Below the steps, there is a note about physical damage and a 'Recovery Software Download' section with buttons for 'I own a PC' and 'I own a Mac'.

SEAGATE

PERSONAL BUSINESS OEM AND INTEGRATORS PARTNERS SUPPORT

Data Recovery Rescue Plans In Lab Recovery **Recovery Software** Resources Contact

Using our recovery software

Try it risk-free. Our software will tell you whether your files can be recovered before buying it. Recover deleted, formatted, inaccessible data and all types of lost files, including photos, documents, videos, audio, emails, compressed files etc.

- Download the software**
Download the software for Free. You'll need at least 512 MB of RAM and enough storage space for recovered files.
- Run the software**
Launch the software and follow the guided steps. You can choose what discs to check and what file types to look for.
- Purchase the software**
Once the software has successfully found your files, purchase the software license and enter the information to permanently recover your files.

The software will not work with a device that has sustained physical damage. If your device has been damaged please use our [in-lab recovery service](#).

Recovery Software Download

Select your operating system

[I own a PC](#) [I own a Mac](#)

Click here to download the Demo Version of the software

Recovery Software Download

Select your operating system

I own a PC



↓ TRY IT FREE

🛒 BUY LICENSE

Download user guide

I own a Mac

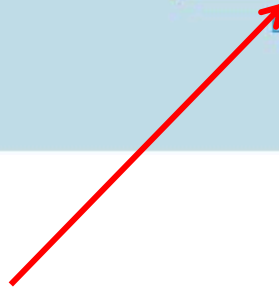


↓ TRY IT FREE

🛒 BUY LICENSE

Download user guide

**Download the PC
Version of the
Demo Software.**



Seagate File Recovery for Windows Step-by-Step Guide

Step 1: After downloading the installer file, double Click on “file-recovery-soft-windows.exe” and then click on "Next”



Step 2: Place a check mark in the box accepting the terms of the license agreement, then click "Next".



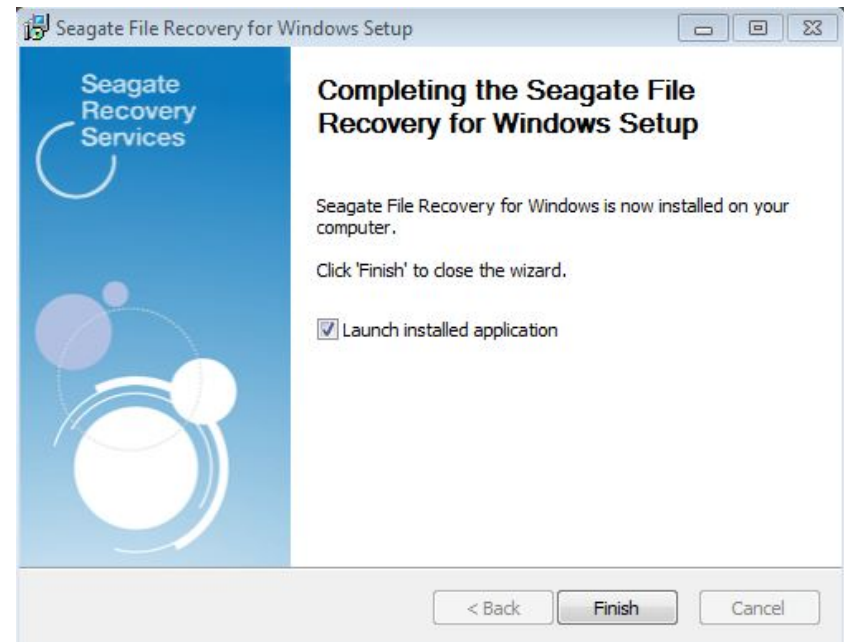
Step 3: After carefully reading is page, please select the radio button to show that you have read and understood the warning, then click "Next".



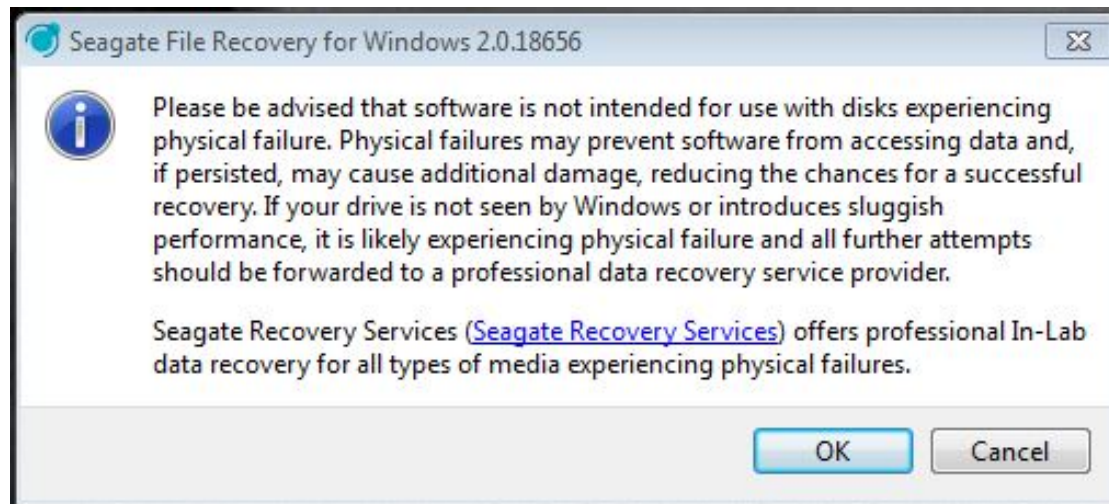
Step 4: The installation location has already been selected by Windows, then click "Next".



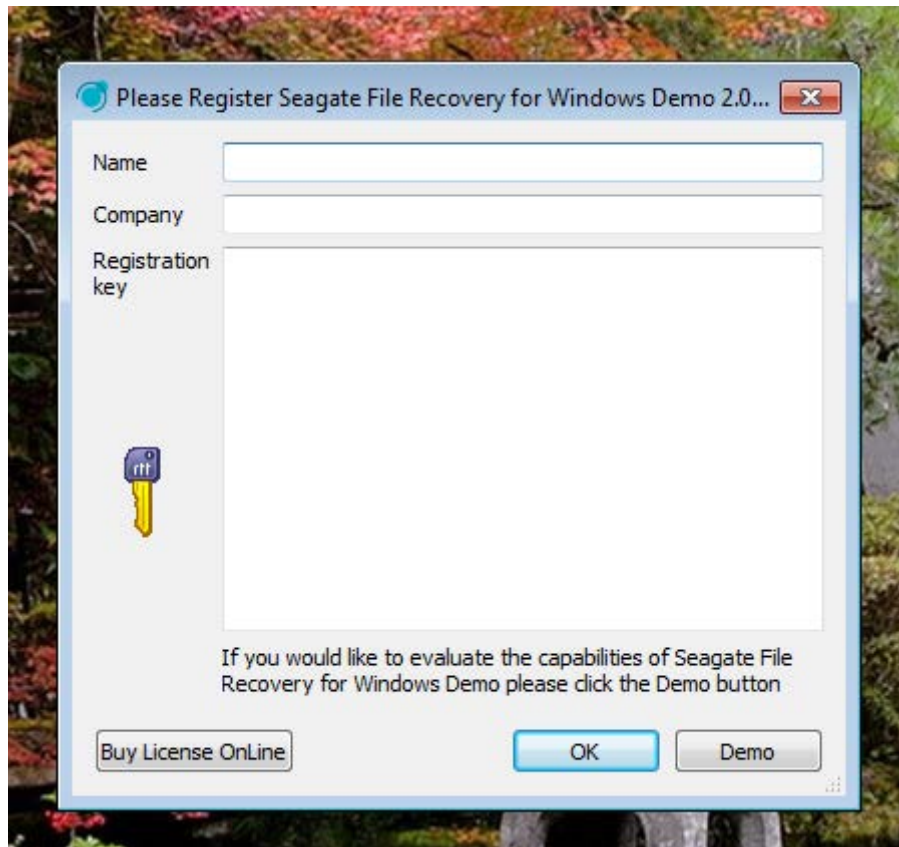
Step 5: Next you will see an option to choose a start menu folder. Leave this as is and click "Install". On the next screen make sure "launch installed application" is selected and then click "Finish".



Step 6: You will see a warning telling you that this program will not work for drives with physical problems. We do not recommend running this software on drives that are experiencing physical issues as it could ruin any chance of recovering the data. Click “OK” to close this message.



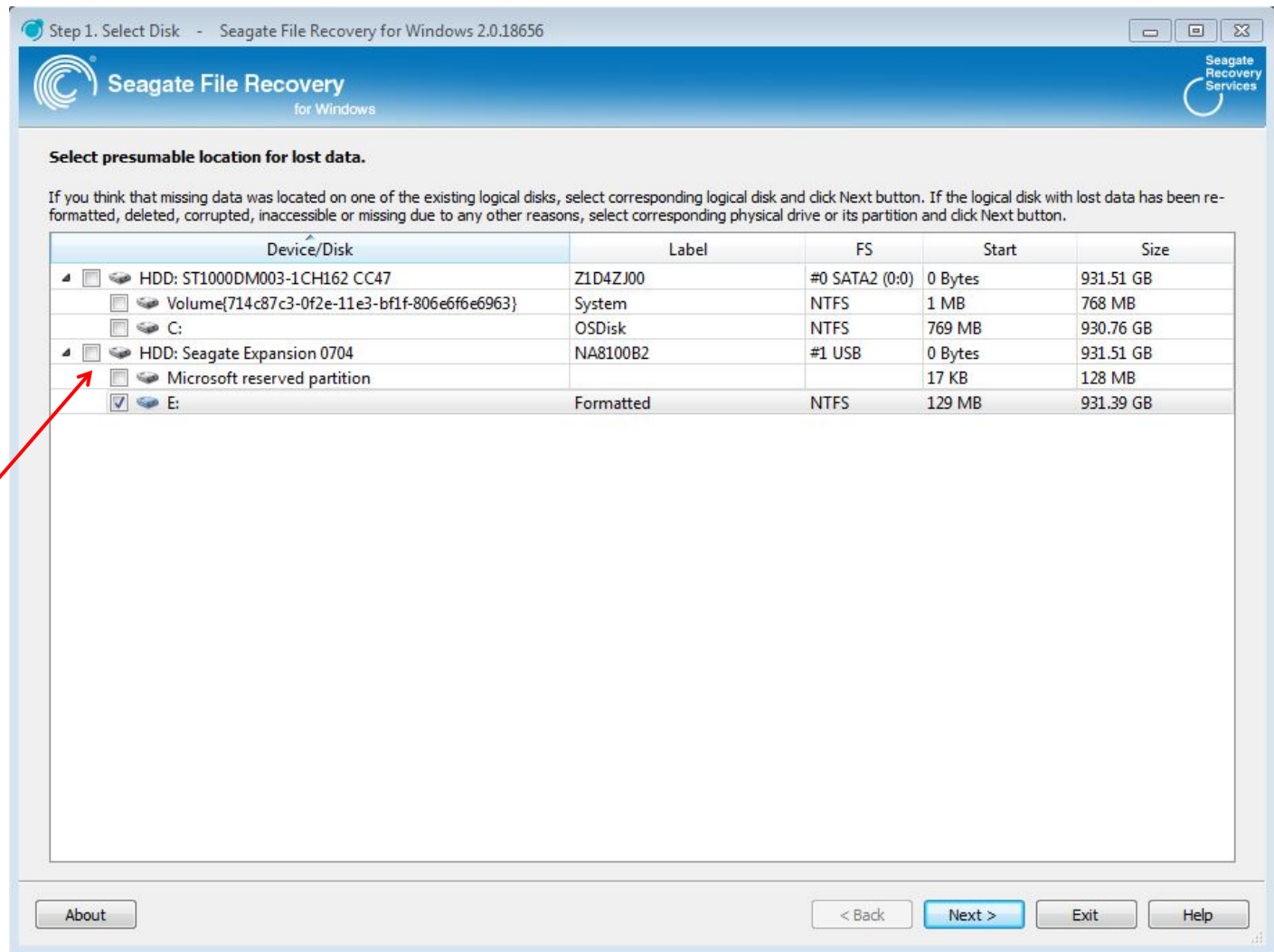
Step 7: You should now get a window showing fields for your name and company and a license key for the software. If this is your first time using the software simply click “Demo” for a free scan. If you have a purchased license for our software fill in the “Name” and “Company” fields and then enter your license into the “Registration key” field to activate the full version of the software.



The software will open after the initialization process has completed.

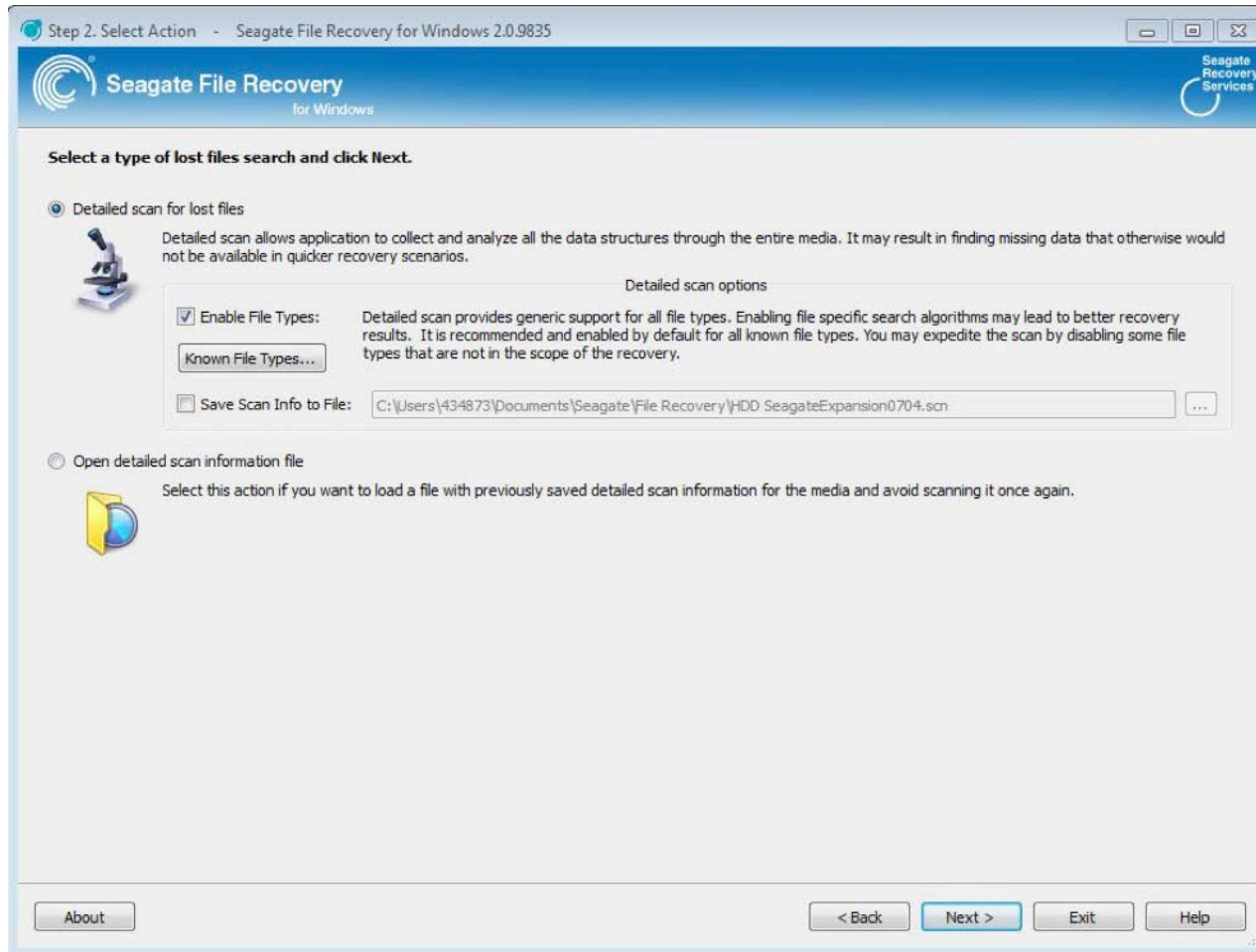


Step 8: Step 1 of the scan and recovery process is selecting the first listing of the drive you need to recover the data from. Click on the box next to the drive's name, then click "Next".

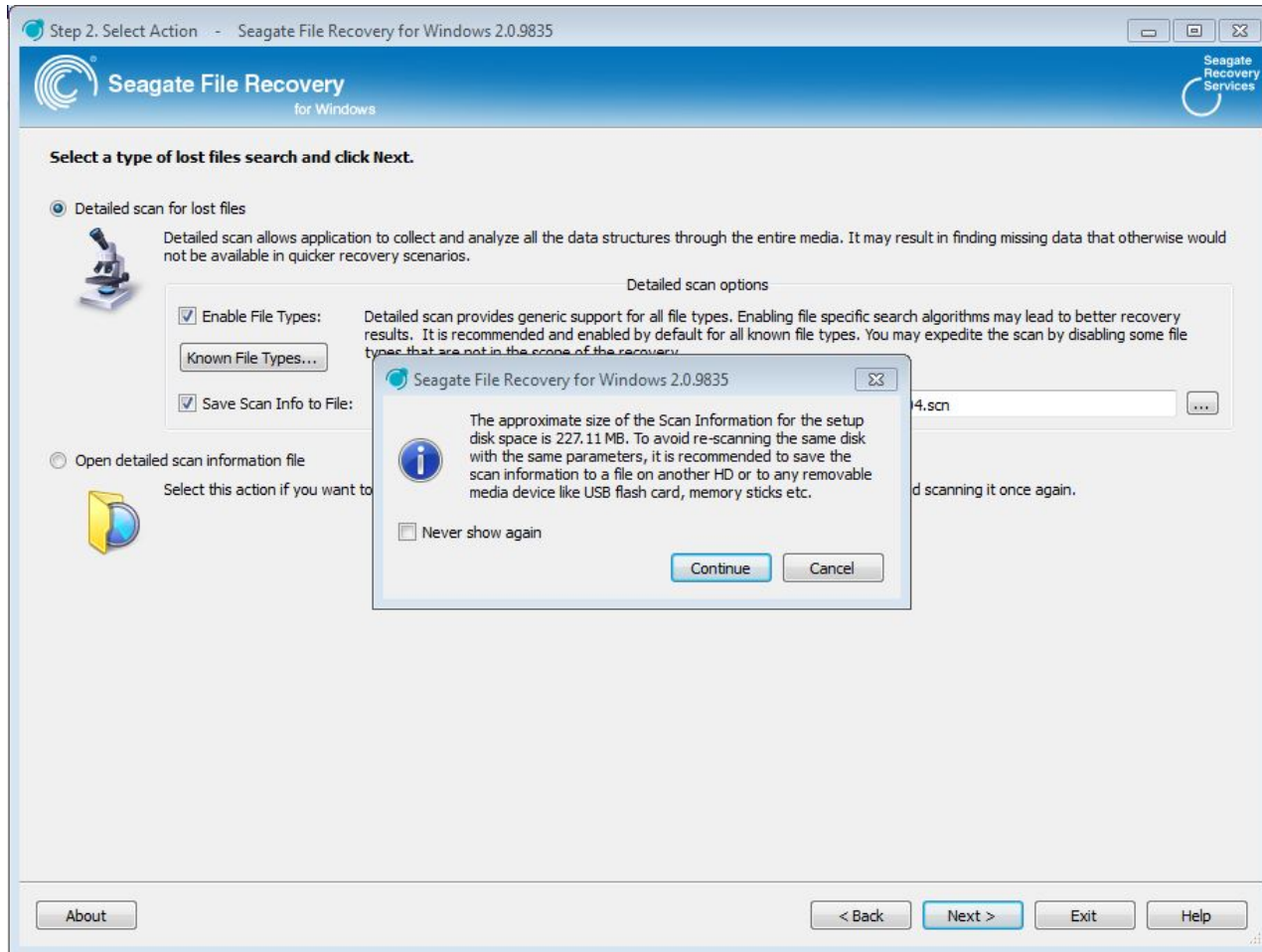


Select the drive by clicking this box.

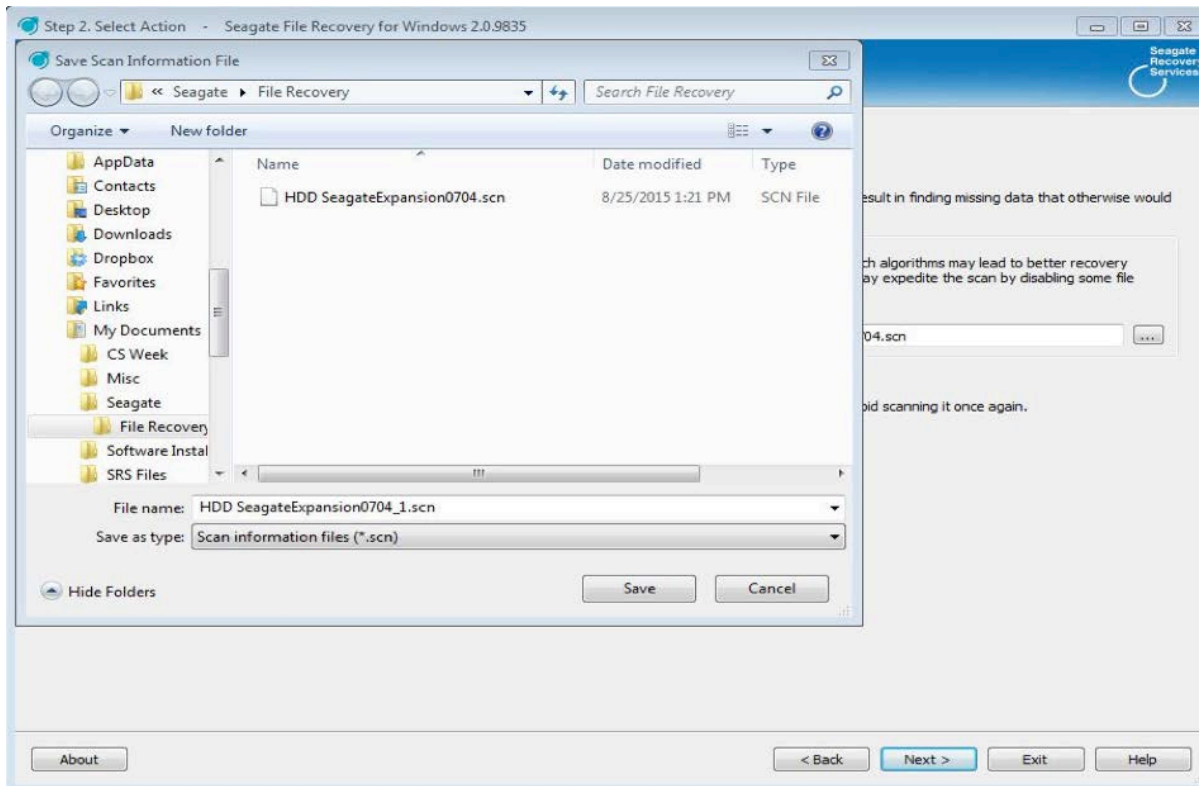
Step 9: We recommend you do the “Detailed scan for lost files” when choosing your recovery type. It will do the most thorough scan on the device. Click on the radio button next to that option to select it.



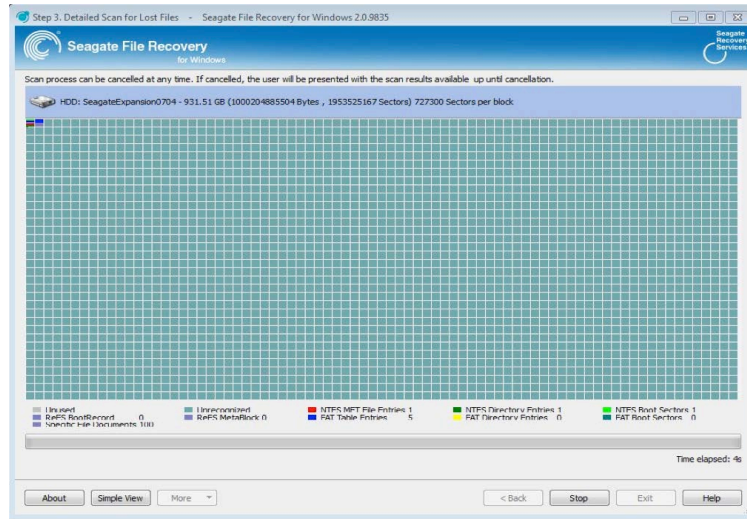
Step 10: We recommend that you save a copy of the scan data so that if you cannot complete the process, you don't have to start the process from scratch. To do this click on the box next to "Save scan info to file:" which will populate a message telling you how large that file will be. Click "Continue" on that message.



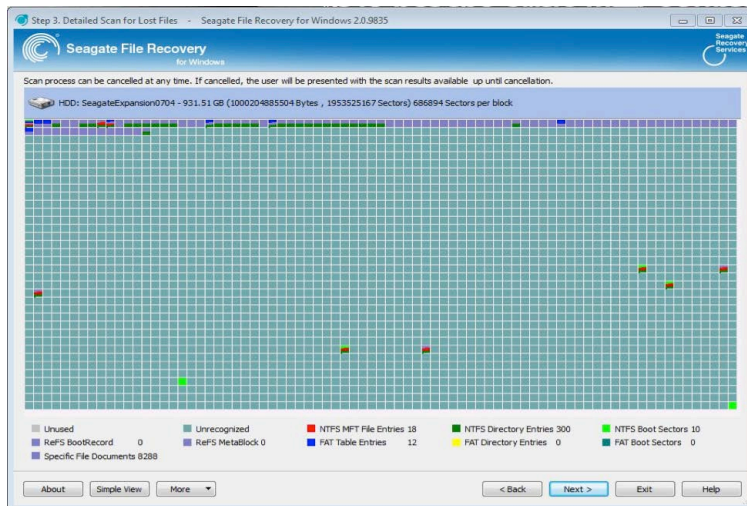
Step 11: If you would like to change the save destination of that scan file click on the “...” (browse) button all the way to the right of the existing file path and then select your destination of choice. Click “Save” and the “Next” to start the scanning process.



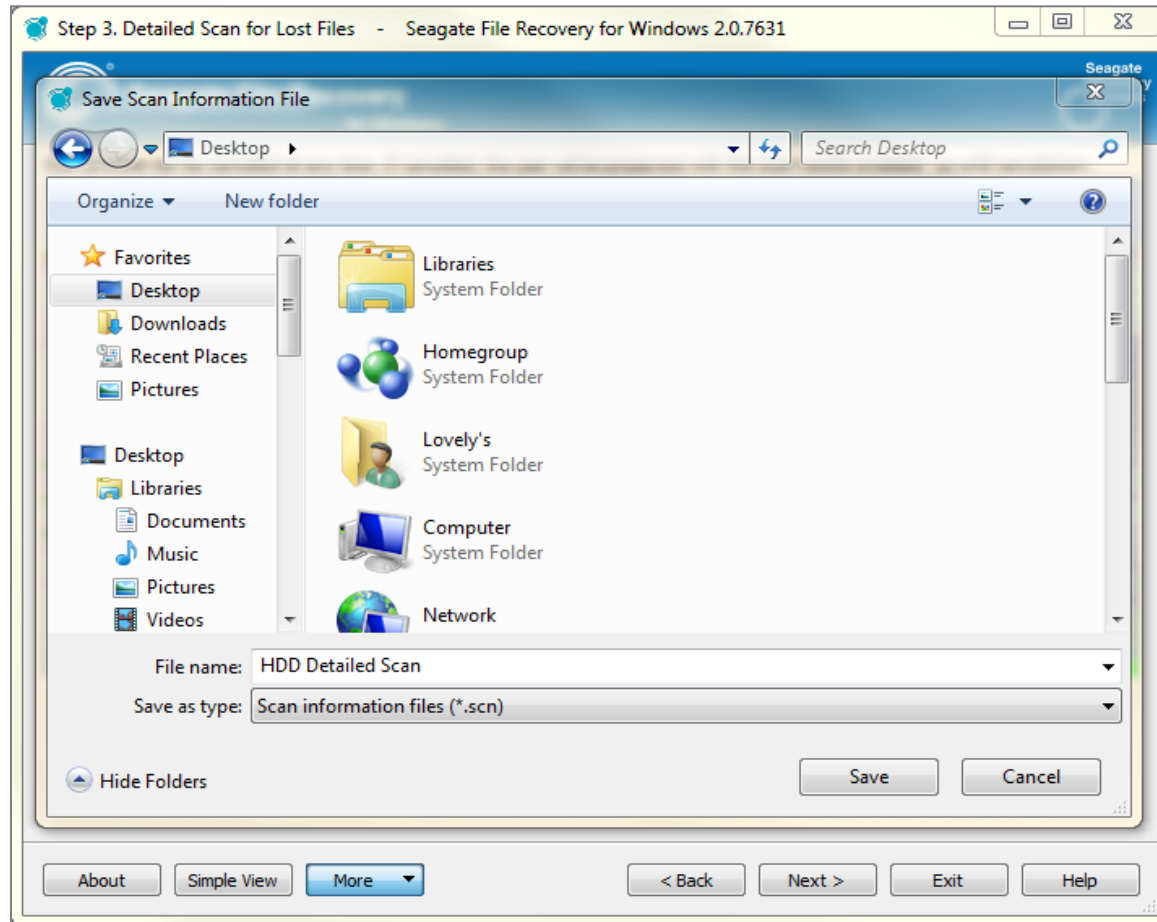
Step 12: Now you wait. This process will take a very long time to complete and it is very possible that it takes 12 or more hours all depending on the size of the drive. Once it has completed, you will be able to click “Next” to view the results.



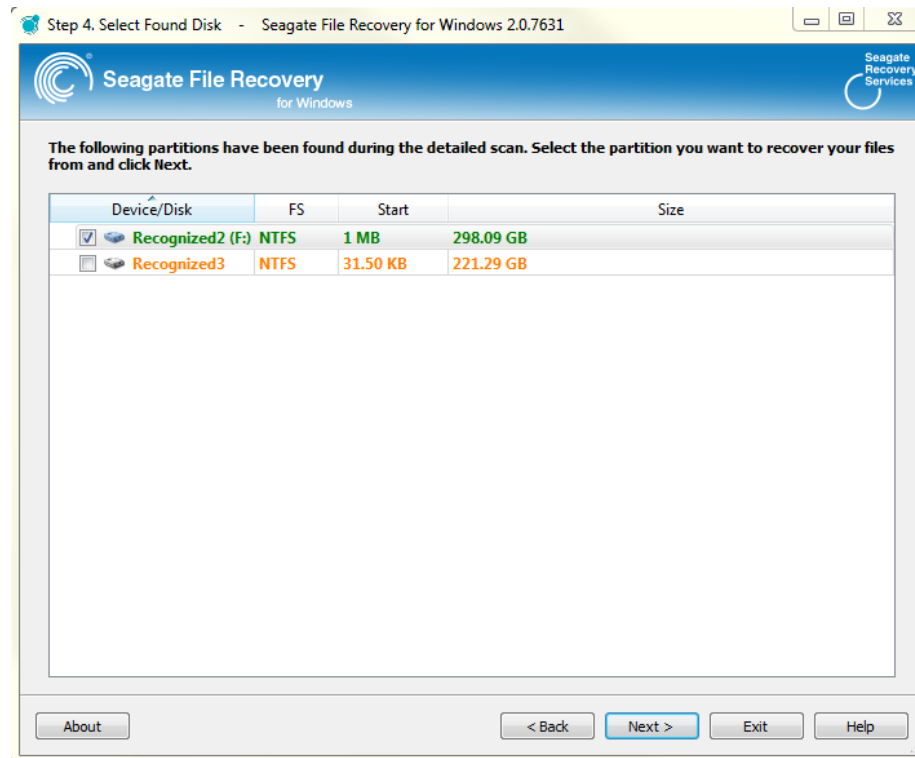
Your completed scan will look similar to this. Click "Next" to continue and see the results.



Step 13: Save the scanned information by clicking the "More" button and selecting "Save scan Information". You should save the scan to your desktop. Note: Your saved scan can be opened by selecting "Open detailed scan information file" in step 2 of the software. This will keep you from having to run the scan again, if the software should close unexpectedly. Click "Save", then click "Next".



Step 14: In step 4 of the process you will have a list of “Recognized” partitions on the drive. The very top option in black would be the best option, the green partitions being your next best, with any orange and red options as your final choice, both likely producing very little results. Choose a partition and then click “Next” to view the file structure.



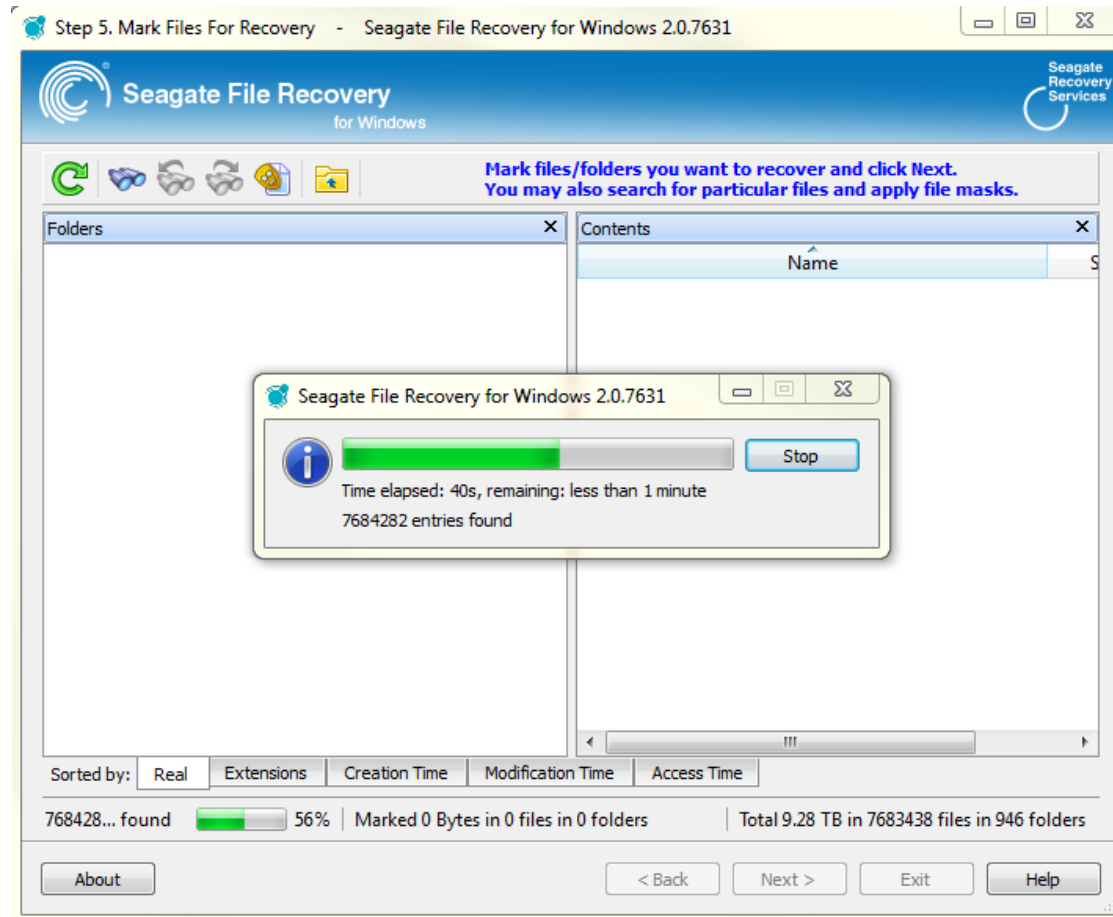
Recognized (F:) - An existing logical disk or partition.

Recognized2 - Both boot records and file entries are found for this partition.

Recognized1 - Only file entries are found for this partition.

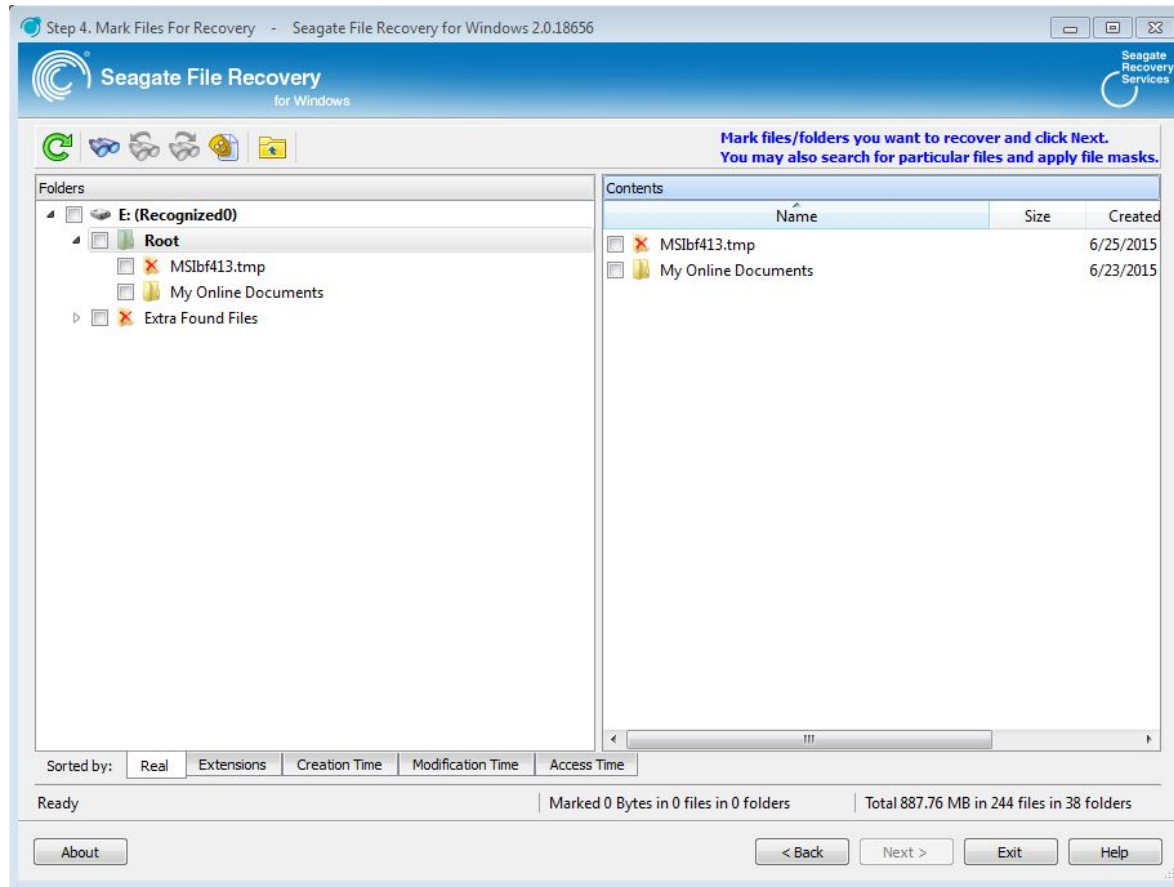
Recognized3 - Only boot records are found for this partition.

The scanned disk will load.



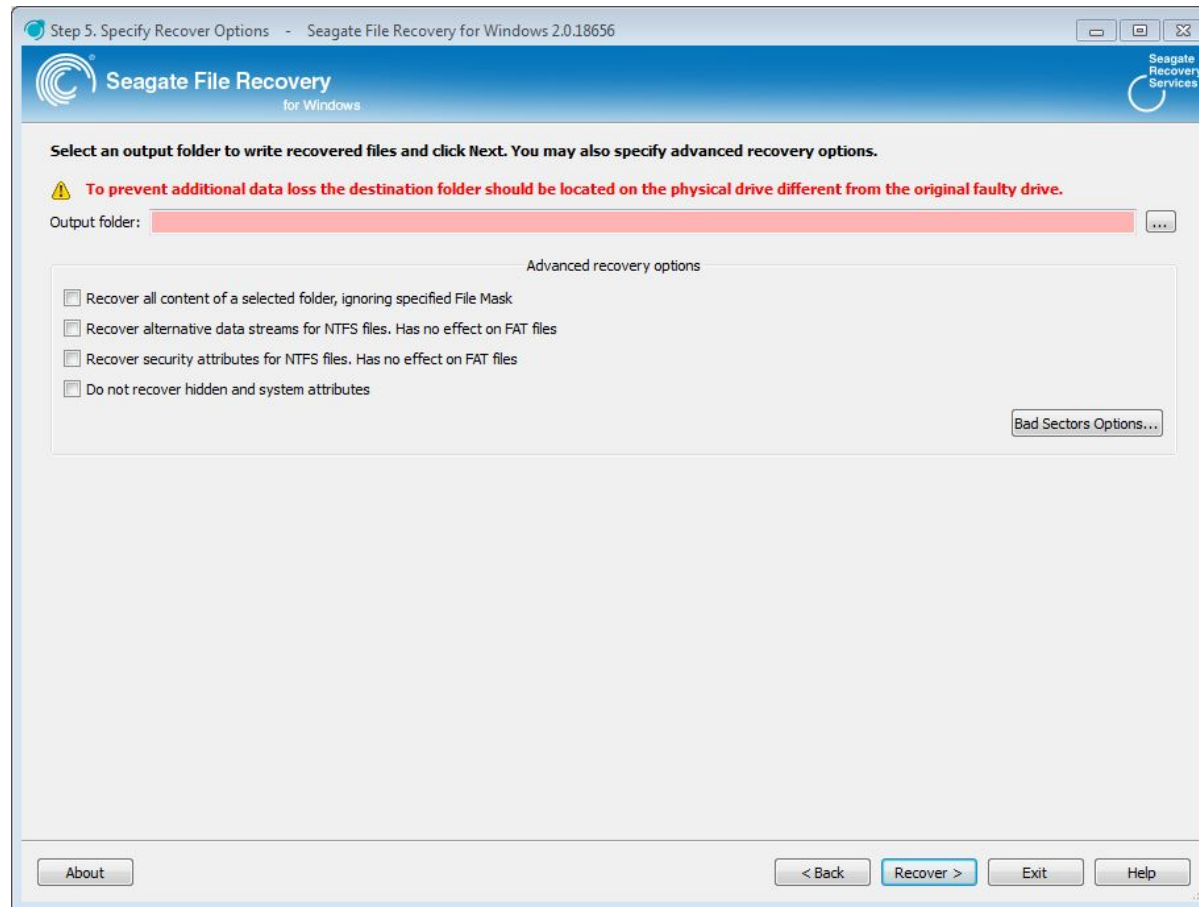
Step 15: Once the scan has completely loaded, you will see all files folders. In order to view the contents of each folder, you will need to click on the folder, on the left side. On the right side you will be able to see all available data contained in that folder.

Select all files folders you want to recover by clicking the box next to the file folder, then click "Next".

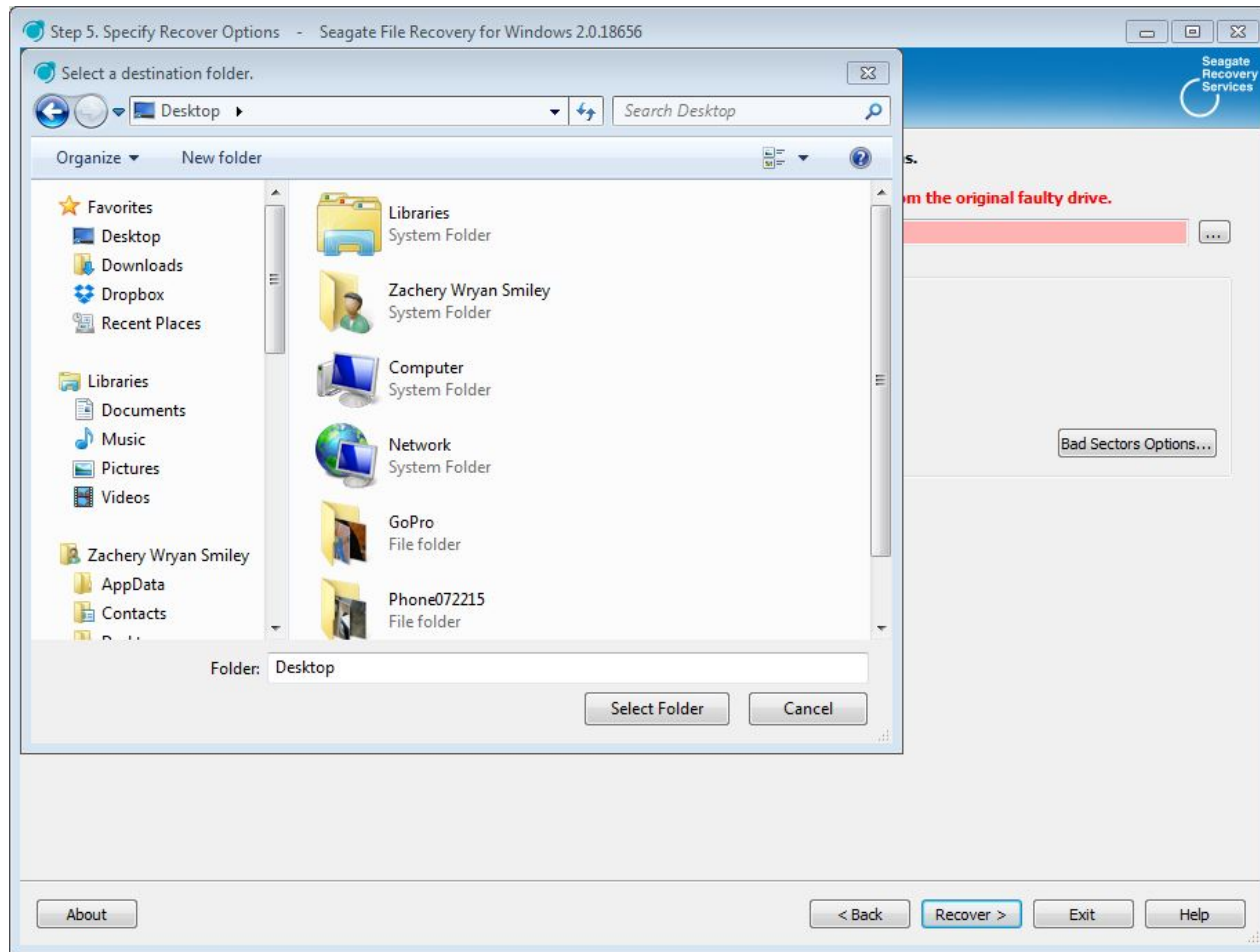


Step 16: Before continuing, you will need to ensure that you have another destination source (second location), with adequate space for your recovered data. You will need to create a new folder on that destination drive for your recovered data. Click on the "Select..." button to continue.

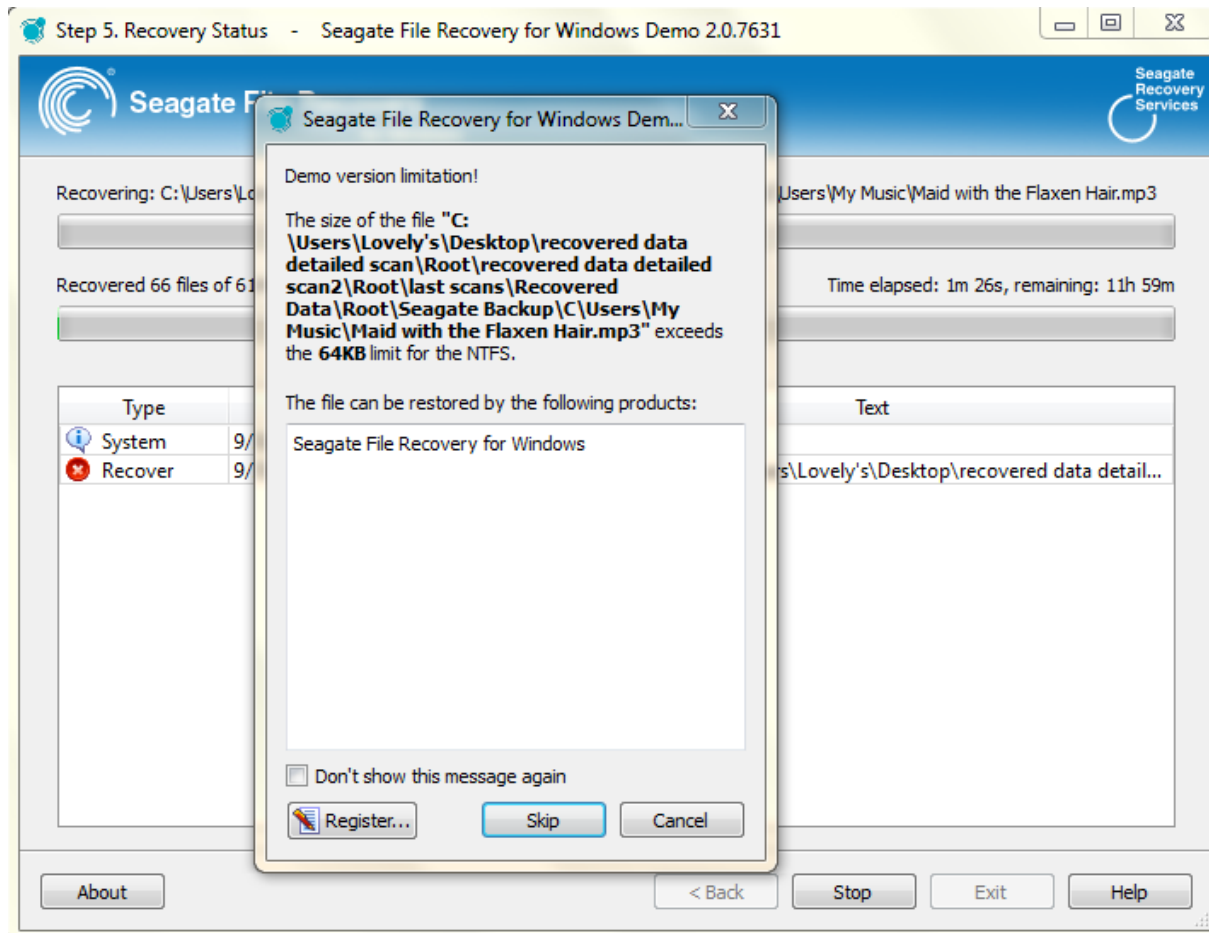
The Advance recovery options are optional. Click "Recover" to start the recovery process.



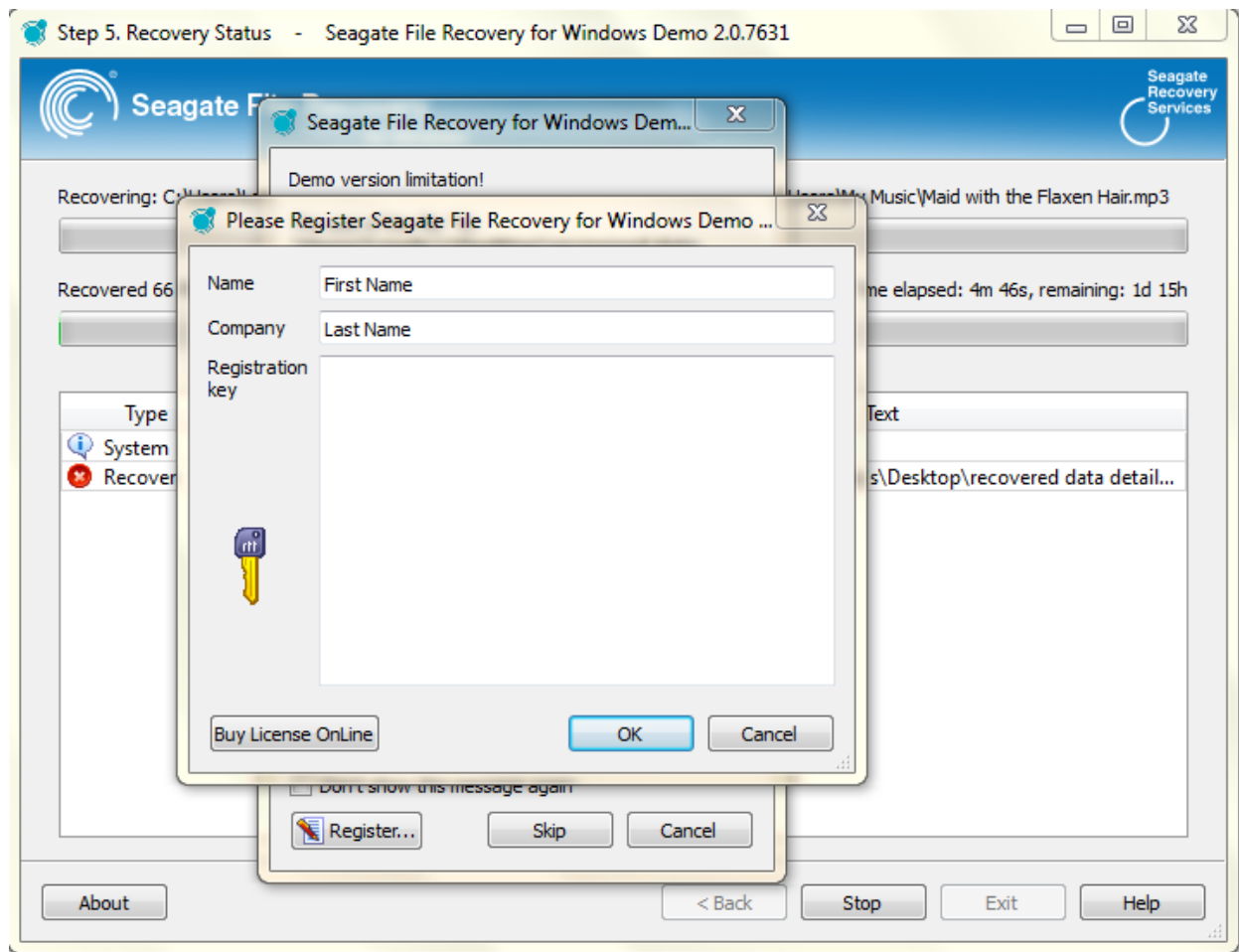
Step 17: Use the folder panel (on the left) to locate your output folder (destination). Use the scroll bar to assist you in locating the destination folder. Once you have located the destination folder, click on it. It should be listed in the bottom box, next to "Folder:" Now you can click on "Select Folder" in the bottom right to continue.



Step 18: If you are using the demo version of the software you will now get a message telling you that you can't recover files larger than 64KB. To continue from here, you will need to purchase a license for this software which is \$99 (works with all hard drives). Click on the "Register" option to continue.



Step 19: From this screen you can click on “Buy License Online” to take yourself straight to our website where you can purchase the license - seagate.com/recoverysoftware



Step 20: Click on “purchase the software license” on the right hand side or scroll down to find the option for purchasing a license. Click on “Buy the License” to proceed through the checkout process.

SEAGATE

PERSONAL BUSINESS OEM AND INTEGRATORS PARTNERS SUPPORT

Data Recovery Rescue Plans In Lab Recovery **Recovery Software** Resources Contact

Using our recovery software

Try it risk-free. Our software will tell you whether your files can be recovered before buying it. Recover deleted, formatted, inaccessible data and all types of lost files, including photos, documents, videos, audio, emails, compressed files etc.

Download the software
Download the software for Free. You'll need at least 512 MB of RAM and enough storage space for recovered files.

Run the software
Launch the software and follow the guided steps. You can choose what discs to check and what file types to look for.

Purchase the software
Once the software has successfully found your files, purchase the software license and enter the information to permanently recover your files.

The software will not work with a device that has sustained physical damage. If your device has been damaged please use our in-lab recovery service.

Recovery Software Download
Select your operating system

I own a PC
Download user guide
[TRY IT FREE](#) [BUY LICENSE](#)

I own a Mac
Download user guide
[TRY IT FREE](#) [BUY LICENSE](#)

You can still send it to us!
Run the software with no success? Our technicians may be able to extract files your computer can't find for itself. Read all about our in-lab recovery services.

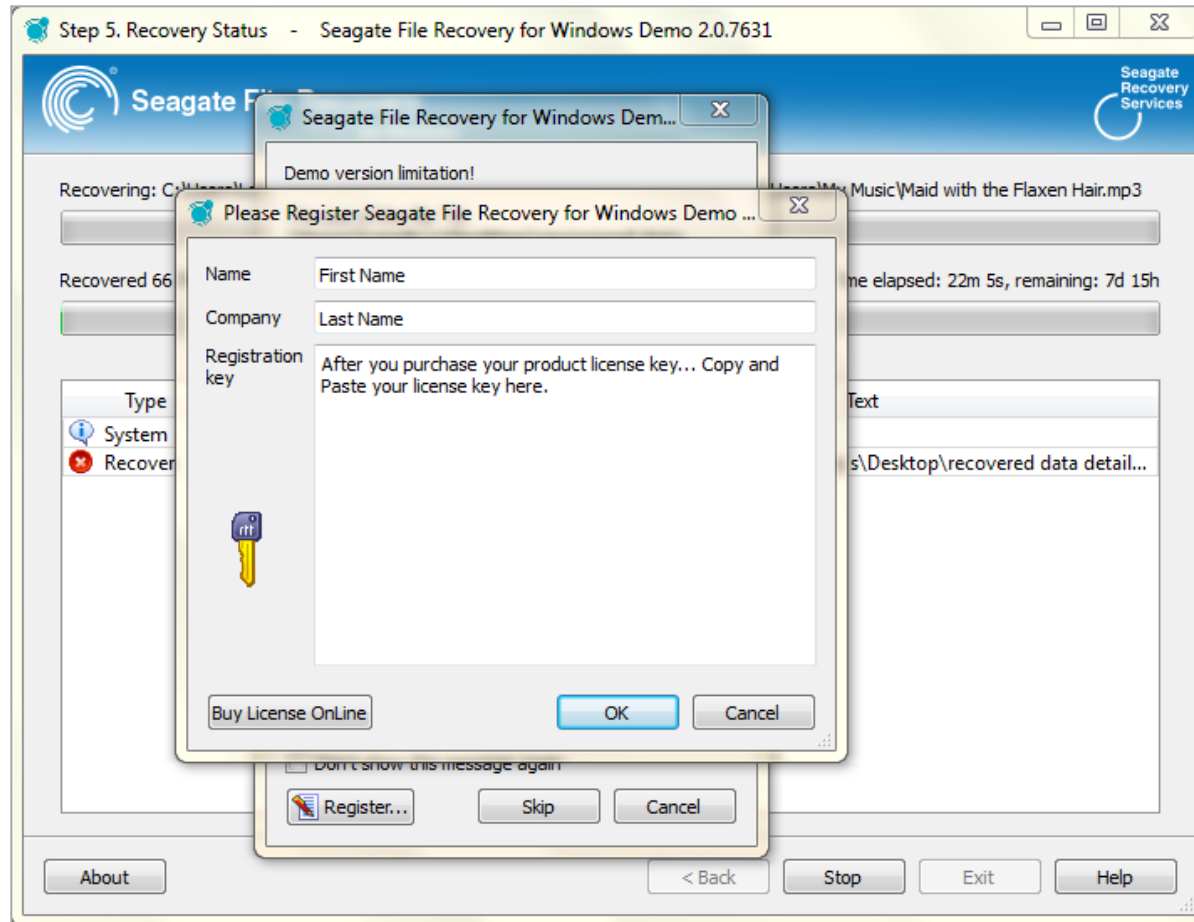
United States (English)

Site Map About Seagate News Partner Login Jobs at Seagate Investors Blog Global Citizenship Product Finder Where To Buy Contact Us

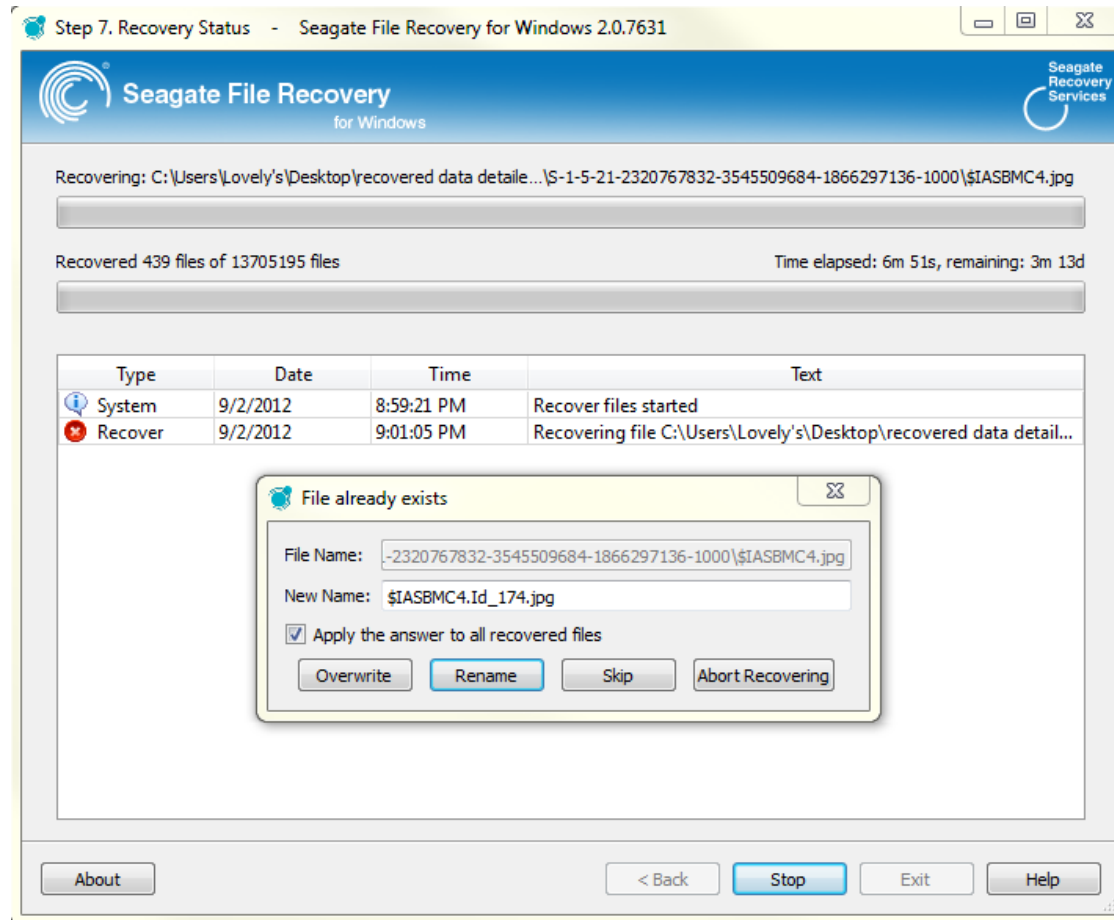
©2015 Seagate Technology LLC | Legal & Privacy

Click here to buy the license for PC

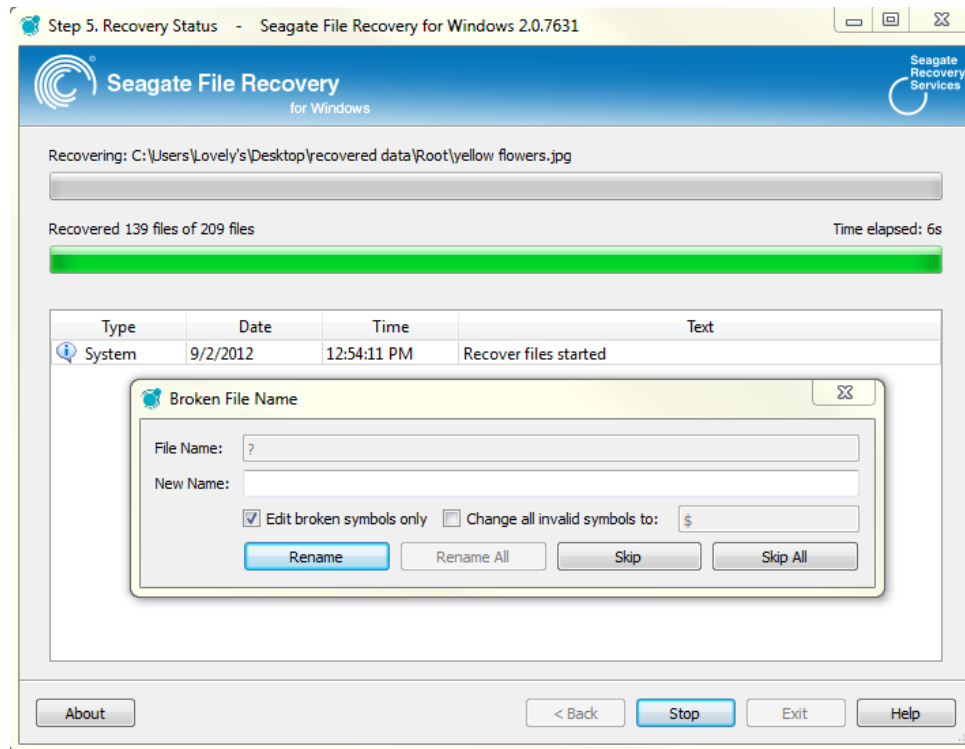
Step 21: Once completed you will be shown your license key on screen and be sent a copy of that via email as well. The email can take up to 48 hours to be received. Copy the license key and then paste it into the “Registration Key” field in the Seagate File Recovery software. Click “Ok” to proceed and you should see the next window confirming your successful registration. Click “Close” to continue with the recovery process.



Step 22: If there are any file(s) with the same name in the output folder, the **File already exists** dialog box will appear. You may overwrite, rename, skip the file, or abort the recovery.



Step 22a: If a file to be recovered appears to have an invalid name, a **Broken File Name** dialog box will appear. To recover this file, type a new name then resume the recovery. Once the recovery has completed and you are unable to recover your data using the fast search for lost files, you may perform the detailed scan for deleted files.



Once the recovery has completed, **please remember to immediately backup your data to a secondary location.**

We hope that the software has successfully recovered your files.

**If in lab recovery is necessary, please call us to discuss
our No Data –No Charge Guarantee
1.800.475.0143**

