

**nero**

Multimedia Suite 10

**Manual**

Nero RescueAgent

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## Table of contents





1	Start Successfully	4
1.1	About the Manual	4
1.2	About Nero RescueAgent	4
1.3	Working with Nero RescueAgent	4
2	Starting The Program	6
3	Start Screen	7
3.1	Select Storage Media And Scan Level	8
4	Files Found Screen	9
4.1	Select Specific Files / Show Only Specific Files Window	10
4.2	Select Files to Recover	11
5	Process Completed Screen	14
5.1	Save Log File	14
6	End Screen	16
7	Technical Information	17
7.1	System Requirements	17
7.2	Supported File Systems	17
7.3	Key Combinations	17
7.4	Versions of Nero RescueAgent	18
<b>8</b>	<b>Glossary</b>	<b>19</b>
<b>9</b>	<b>Index</b>	<b>20</b>
10	Contact	21

# 1 Start Successfully

## 1.1 About the Manual

This manual is intended for all users who want to learn how to use Nero RescueAgent. It is process-based and explains how to achieve a specific objective on a step-by-step basis.

To make best use of this documentation, please note the following conventions:

	Indicates warnings, preconditions or instructions that have to be precisely followed.
	Indicates additional information or advice.
<b>1. Start ...</b>	The number at the beginning of a line indicates a prompt for action. Carry out these actions in the order specified.
	Indicates an intermediate result.
	Indicates a result.
<b>OK</b>	Indicates text passages or buttons that appear in the program interface. They are shown in boldface.
<b>(see...)</b>	Indicates references to other chapters. They are executed as links and are shown in red and underlined.
<b>[...]</b>	Indicates keyboard shortcuts for entering commands.

## 1.2 About Nero RescueAgent

With Nero RescueAgent you can quickly and easily recover files from storage media which, for instance, have been corrupted by scratches or cannot be read correctly due to ageing.

The following storage media are supported by Nero RescueAgent.

- CD
- DVD
- Hard drive
- USB stick
- Memory card
- Floppy

For multisession disks and disks formatted for the UDF file system capable of packet writing, Nero RescueAgent also provides the option of recovering deleted files and older file versions.

## 1.3 Working With Nero RescueAgent

The Nero RescueAgent Assistant helps you to restore files in just a few steps.

The following individual steps are necessary.

- Select storage medium and scan level.
- Search storage medium for files that can be restored.
- Select files to be restored and define storage location for files.
- Start Restore.
- Save log file. (optional)


Then you can either start a new scan, scan the storage medium again, restore files or end Nero RescueAgent.

### See also

- 📖 [Select Storage Media And Scan Level](#) → 8
- 📖 [Select Files to Recover](#) → 11
- 📖 [Save Log File](#) → 14

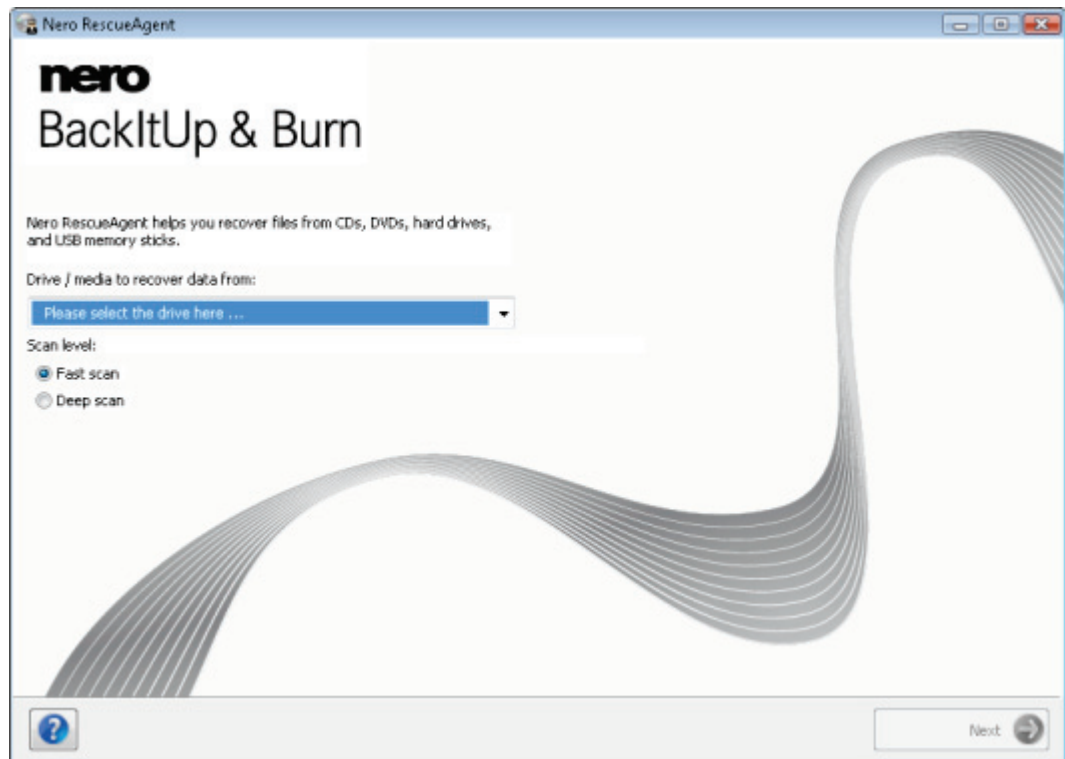
## 2 Starting The Program

To start Nero RescueAgent, proceed as follows:

1. If you use the Nero Multimedia Suite and have Nero StartSmart available:
    1. Click the **Nero StartSmart** icon.  
→ The Nero StartSmart window is opened.
    2. Click the  button.  
→ The list of Nero applications is displayed.
    3. Select the **Toolbox** > Nero RescueAgent entry in this selection list.  
→ The Nero RescueAgent window is opened.
  2. If you use Nero BackItUp & Burn:
    1. Click the **Nero BackItUp** icon.  
→ The Nero BackItUp window is opened.
    2. Click the Nero RescueAgent button.  
→ The Nero RescueAgent window is opened.
- You have started Nero RescueAgent.

### 3 Start Screen

In the start screen of Nero RescueAgent, you can select the storage medium from which to restore data. In addition you can choose between a fast and a deep scan.



Start screen

The following setting options are available:

Drop-down menu <b>Drive/media from which to recover data:</b>	Selects the storage medium from which data is to be restored.
Option button <b>Fast scan</b>	Selects the faster scan. The fast scan searches only the <b>FAT</b> file system of the storage medium. With the aid of the fast scans, deleted files and older file versions are found.
Option button <b>Deep scan</b>	Selects the deep scan. The deep scan searches the whole storage medium. With the deep scan you will find individual faulty meta-file entries, corrupted files, unreadable sectors as well as files that have been deleted and that are no longer visible in the FAT file system. The deep scan takes much longer than the fast scan.
Button <b>Help</b>	Opens the Help window and displays information on program and version number.

Button <p style="text-align: center;"><b>Next</b></p>	Starts the search for files that can be recovered.
--	--

### 3.1 Select Storage Media And Scan Level

To select the storage medium and the scan level, proceed as follows:

1. Insert the desired disc into the drive or connect the desired storage medium to your computer.
2. Select the storage media from the **Drive / media to recover data from** drop-down menu.
3. Select the desired scan level.





The fast scan only searches the FAT file system of the storage medium. The fast scan finds deleted files and older file versions.

The deep scan searches the whole storage medium. With the deep scan you can find individual faulty meta-file entries, corrupted files, unreadable sectors as well as files that have been deleted and which are not visible in the FAT file system.

The deep scan takes much longer than the fast scan.

4. Click the **Next** button.
  - The **Fast Scanning** or **Deep Scanning** screen is displayed. Progress can be followed here. After completion of the search, the **Files Found** screen is displayed.

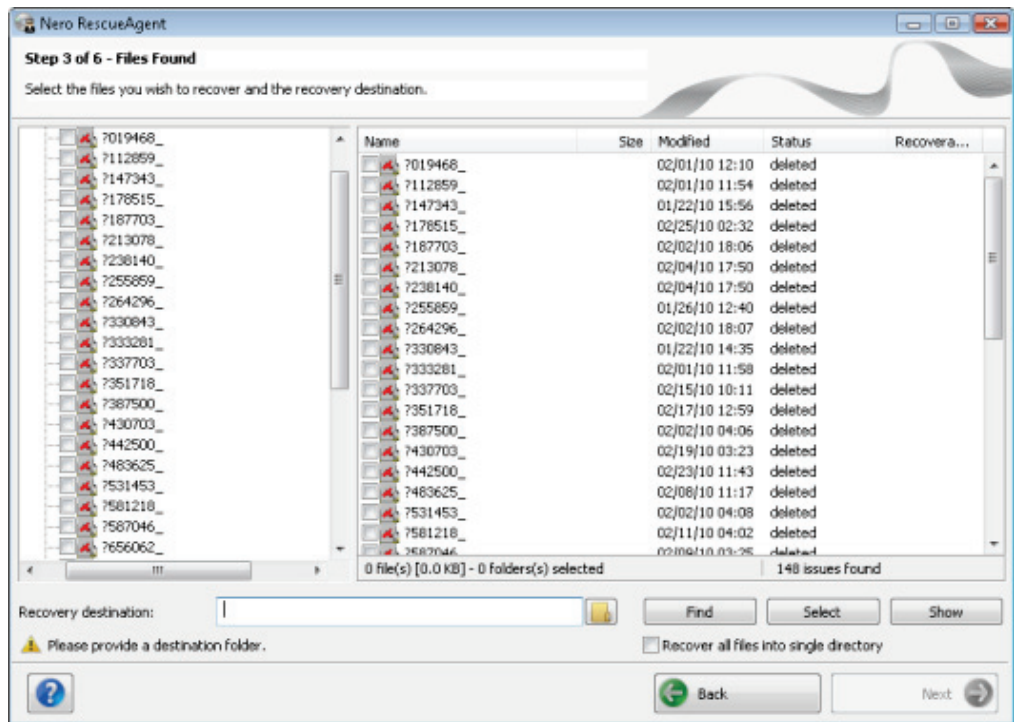
#### See also

-  [Select Files to Recover](#) → 11
-  [Start Screen](#) → 7




## 4 Files Found Screen

The **Files Found** screen lists all files that can be restored. If files can only to be partly restored, they are marked in yellow. If there is only a small probability that files can be restored, they are marked in red.



Files Found screen

The following setting options are available:

Button <b>Find</b>	Opens the <b>Find file</b> window which allows you to search for a specific file via its file name.
Button <b>Select</b>	Opens the <b>Select specific files</b> window. Here files can be selected according to particular criteria and problem categories can be chosen for restoring.
Button <b>Show</b>	Opens the <b>Show only specific files</b> window. Here files can be selected according to particular criteria and problem categories can be chosen for restoring.
Button 	Opens the <b>Browse For Folder</b> window. Here you can define the folder in which the restored files are to be saved.
Check box <b>Recover all files into single directory</b>	Recovers all files into the directory you have defined in the <b>Browse For Folder</b> window.

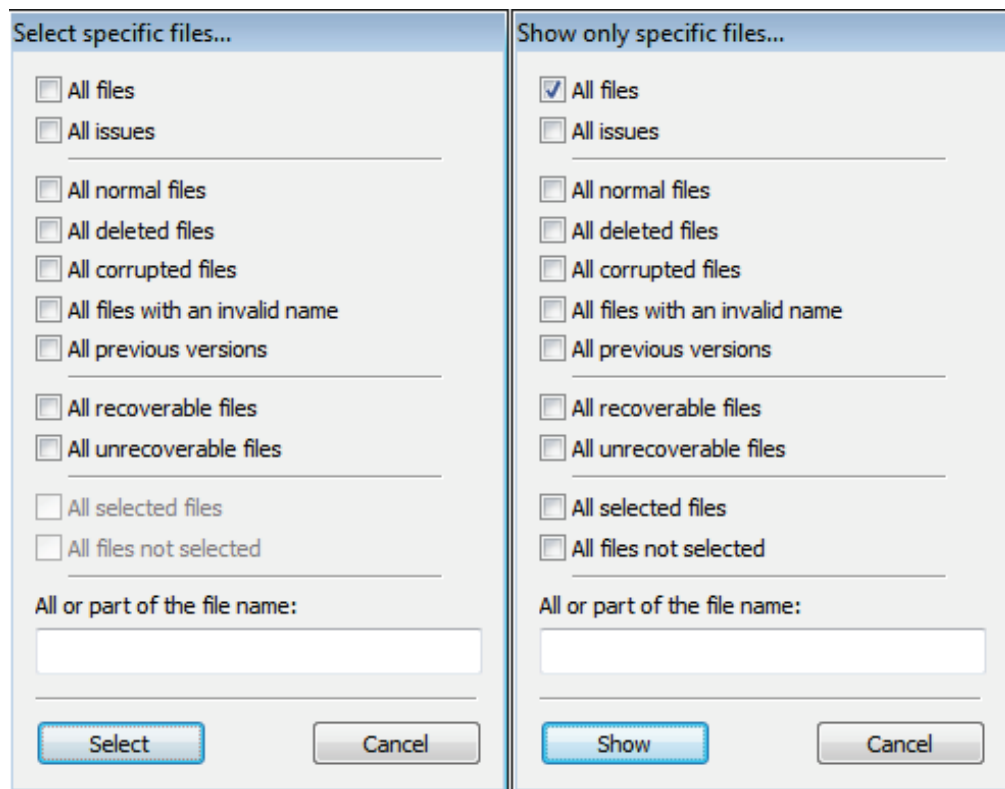
Button <b>Back</b>	Returns to the start screen.
Button <b>Next</b>	Starts the recovery of the selected files. Only available when a storage locality for the files to be restored has already been defined.

**See also**

 [Select Files to Recover](#) → 11

## 4.1 Select Specific Files / Show Only Specific Files Window

In the **Select specific files** and **Show only specific files** windows, files can be selected and displayed in the **Files Found** screen. The files can be selected according to particular criteria and also problem categories whereby an easy overview is obtained even for long lists.



**Select specific files...**

All files

All issues

---

All normal files

All deleted files

All corrupted files

All files with an invalid name

All previous versions

---

All recoverable files

All unrecoverable files

---

All selected files

All files not selected

---

All or part of the file name:



---

**Show only specific files...**

All files

All issues

---

All normal files

All deleted files

All corrupted files

All files with an invalid name

All previous versions

---

All recoverable files

All unrecoverable files

---

All selected files

All files not selected

---

All or part of the file name:



---

Select specific files and Show only specific files window

The following setting options are available:

Check Box <b>All files</b>	Selects all files or shows them
-------------------------------	---------------------------------

Check Box <b>All problems</b>	Selects all files from all problem categories or shows them.
Check Box <b>All normal files</b>	Selects all files or shows files in which no faults have been found.
Check Box <b>All deleted files</b>	Selects all deleted files or shows them.
Check Box <b>All corrupted files</b>	Selects all corrupted files or shows them. Nero RescueAgent finds corrupted files only when the <b>Deep Scan</b> option has been selected in the start screen.
Check Box <b>All files with incorrect file names</b>	Selects all files with incorrect file names or shows them. Nero RescueAgent finds files with incorrect names only if the <b>Deep Scan</b> option has been selected in the starting screen.
Check Box <b>All previous versions</b>	Selects all older file versions or shows them.
Check Box <b>All recoverable files</b>	Selects all files that can be restored or shows them.
Check Box <b>All unrecoverable files</b>	Selects all files that cannot be restored or shows them.
Check Box <b>All selected files</b>	Shows all selected files Only available in <b>Show only specific files</b> window.
Check Box <b>All files not selected</b>	Shows all files that have not been selected. Only available in <b>Show only specific files</b> window.
Input field <b>All or part of the file name:</b>	Enter a search term here which is to be searched for in the listed files in the <b>Files Found</b> screen. All files that contain the search term are listed or shown.
Button <b>Select</b>	Closes the <b>Select specific files</b> window and marks all the selected criteria and problem categories in the <b>Files Found</b> screen.
Button <b>Show</b>	Closes the <b>Show only specific files</b> window and shows all the selected criteria and problem categories in the <b>Files Found</b> screen.
Button <b>Cancel</b>	Closes the <b>Select specific files</b> or the <b>Show only specific files</b> window.


## 4.2 Select Files to Recover

The **Files Found** screen lists all files and folders that can be restored. As the list can be very long, it is possible to show files according to certain criteria and problem categories. The files can also be selected from the folder tree.

The following requirements must be fulfilled:

- ▶ You have searched the desired storage medium for files to be restored.
- ▶ The **Files Found** screen is displayed.

To find and select files according to specific criteria and problem categories, proceed as follows:




1. If you want to find a certain file via its file name:
  1. Click the **Find** button.
    - The **Find file** window is opened.
  2. Enter the full file name or a part of it in the **File name** input field.
  3. If you want Nero RescueAgent to search for the file name as a separate word, select the **Match whole word** check box.
  4. If you want Nero RescueAgent to respect the spelling (upper case or lower case) of the file name, select the **Match case** check box.
  5. If you want Nero RescueAgent to select the found file, select the **Select found file** check box.
  6. Click the **Find** button.
    - If a file matching your search criteria is found, it is highlighted in the list of files of the **Files Found** screen.
  7. Click the Close button.
    - The window is closed.
2. If you want to select specific files:
  1. Click the **Select** button.
    - The **Select specific files** window is opened.
  2. Select the check box of the desired criteria or enter a search term in the **All or part of the file name** input field and click the **Select** button.
    - The **Select specific files** window is closed. The **Select** button is now highlighted.
3. If you want only specific files to be shown:
  1. Click the **Show** button.
    - The **Show only specific files** window is opened.
  2. Select the check boxes of the criteria and problem categories or enter a search term in the **All or part of a file name** input field and click the **Show** button.
    - The **Show only specific files** window is closed. The **Show** button is now highlighted.
4. Click the  button in order to define the target folder of the files to be restored.
  - The **Browse For Folder** window is opened.



The folder in which the files are to be stored must not be situated on the same storage medium from which the files are to be restored.

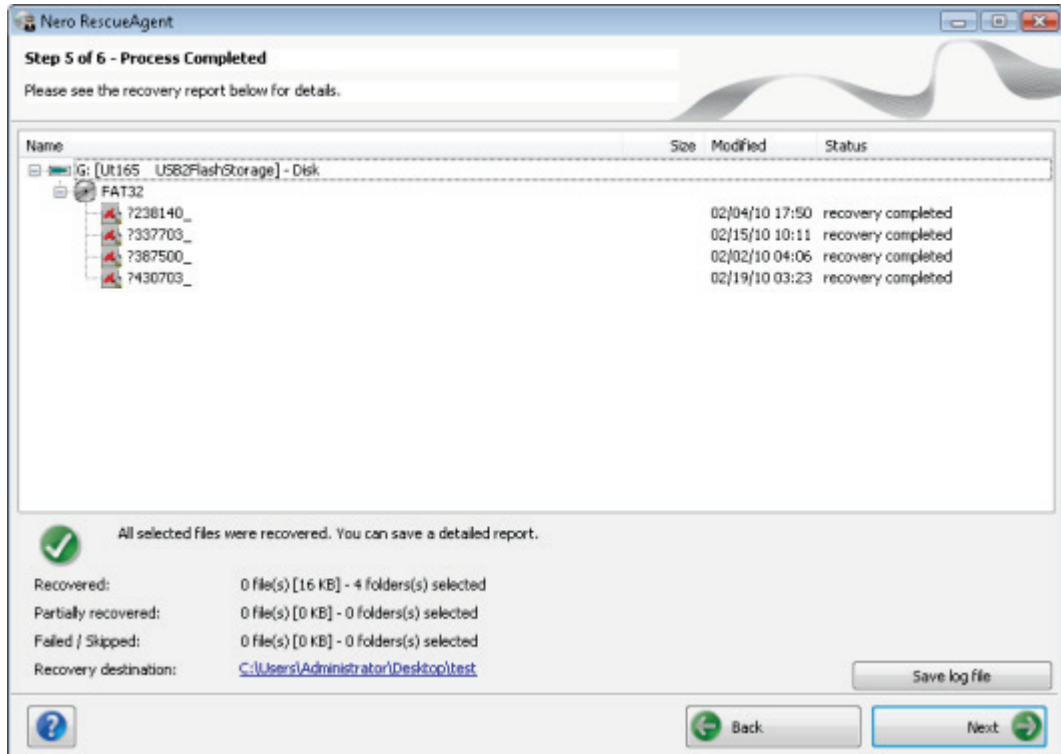
5. Select the folder in which the files are to be stored and click the **OK** button.  
→ The **Browse For Folder** window is closed.
6. Click the **Next** button.  
→ Nero RescueAgent begins restoring the selected files. This can take some time depending on how severely the storage medium is damaged. After recovery is complete, the **Process Completed** screen appears.

#### See also

-  Save Log File → 14
-  Files Found Screen → 9
-  Select Specific Files / Show Only Specific Files Window → 10

## 5 Process Completed Screen

All recovered files are displayed in the **Process Completed** screen. The screen also indicates how many files could not be recovered. You can save a log file as a summary of the recovery performed.



Process Completed Screen

The following setting options are available:

Button <b>Save log file</b>	The <b>Save as</b> dialog appears. You can specify the storage location for the log file here. The log file is saved in TXT format.
Link <b>Recovery destination</b>	Opens the folder in which the restored files were saved.
Context Menu <b>Explore this folder</b>	Opens the folder in which the marked file was saved in Windows® Explorer.
Button <b>Back</b>	Returns to the <b>Recovering</b> screen.
Button <b>Next</b>	Changes to the end screen of Nero RescueAgent.

## 5.1 Save Log File

The following requirements must be fulfilled:

- ▶ You have restored files with Nero RescueAgent.
- ▶ The **Process Completed** screen is displayed.

To save a log file, proceed as follows:

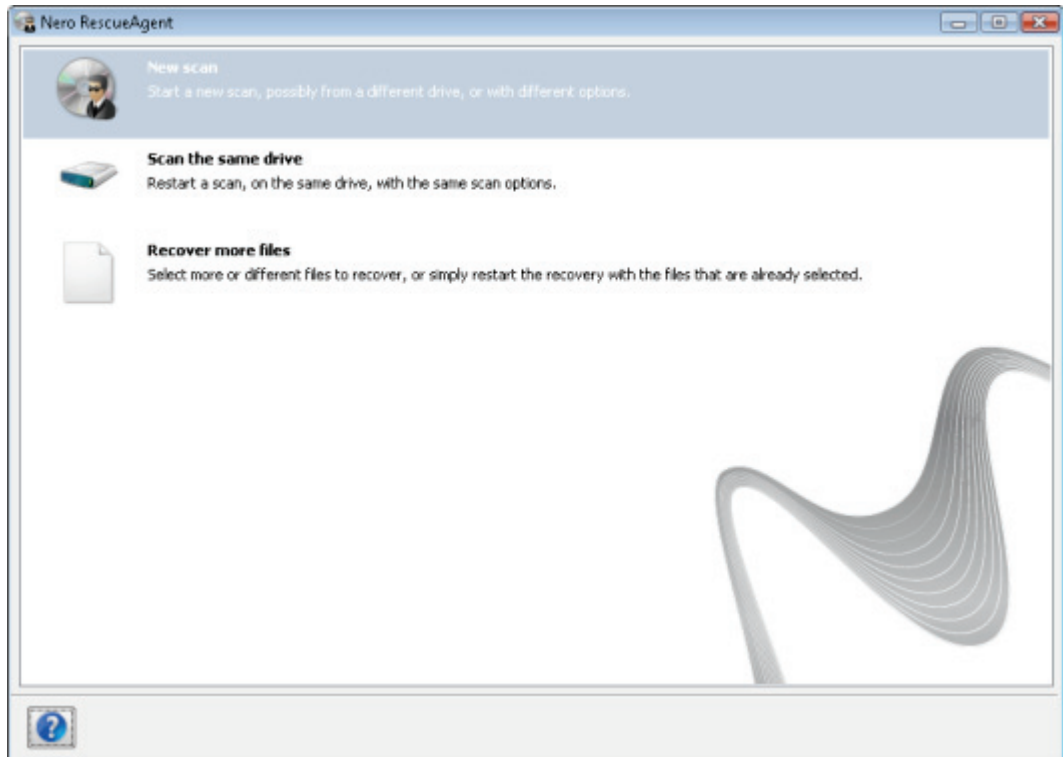
1. Click the **Save log file** button.
  - The **Save As** window is opened.
2. Select the folder to which the log file is to be saved and click the **OK** button.
  - The **Save As** dialog is closed.
3. Click the **Next** button.
  - The end screen of Nero RescueAgent is displayed. You can now either start a new scan, scan the same storage medium again, restore further files, or close Nero RescueAgent.

### See also

📖 [Process Completed Screen](#) → 14

## 6 End Screen

In the end screen you can either start a new scan, scan the same storage medium again, or restore further files.



End screen

The following menu icons are available:

<b>New scan</b>	Returns to the start screen.
<b>Scan the same drive</b>	Restarts a scan on the same drive with the same scan options.
<b>Recover more files</b>	Changes to the <b>Files Found</b> screen. Here you can select further files to restore, or simply restart restoring with the files that are already selected.



## 7 Technical Information

### 7.1 System Requirements

Nero RescueAgent is installed along with the Nero products. The same system requirements as for the installed products apply. You can find detailed information on the system requirements at [www.nero.com](http://www.nero.com).

### 7.2 Supported File Systems

- [UFD](#) (Version 1.0 to 2.6)
- [CDFS](#) (ISO 9660, including [Joliet](#)).
- [Multisession Disc](#)
- [UDF/ISO Bridge Disc](#)
- [NTFS](#)
- [FAT 16](#), [FAT 32](#), [ExtFAT](#)

### 7.3 Key Combinations

In Nero RescueAgent menu commands can be carried out on-the-fly via predefined key combinations.

The following key combinations are available:

<b>[Ctrl+B]</b>	Returns to the previous screen.
<b>[Ctrl+R]</b>	Starts recovery. Only available in the <b>Files to Recover</b> screen.
<b>[Ctrl+S]</b>	Starts the search for files on the selected storage medium. Only available on the starting screen.
<b>[Ctrl+C]</b>	Aborts restoring of the files. Only available in the <b>Files Are Being Recovered</b> screen.
<b>[Ctrl+A]</b>	Selects all files from the disk. Only available in the <b>Files to Recover</b> screen.
<b>[Ctrl+P]</b>	Selects all files for which problems have been determined and restoring is required. Only available in the <b>Files to Recover</b> screen.

<b>[Ctrl+D]</b>	Opens the <b>Find Folder</b> window. Only available in the <b>Files to Recover</b> screen.
<b>[Ctrl+L]</b>	The <b>Save as</b> window appears. Here you can store a log file and specify the storage location. Only available in the <b>Recovery completed</b> screen.
<b>Ctrl+Pos 1</b>	Returns to the start screen. Only available in the <b>Recovery completed</b> screen.
<b>Alt+Plus button</b>	Expands all entries in the folder tree starting from the selected entry or from the root if no entry is selected. Only available in the <b>Files to Recover</b> screen.
<b>Alt+Minus button</b>	Hides all entries in the folder tree starting from the selected entry or from the root if no entry is selected. Only available in the <b>Files to Recover</b> screen.
<b>Esc</b>	Closes Nero RescueAgent.

## 7.4 Versions of Nero RescueAgent

Nero RescueAgent is available in versions with different features. In addition to the full Nero RescueAgent version, there are other versions with restricted features.

Nero RescueAgent Essentials and trial versions of Nero RescueAgent have the following restriction:

- Files to be recovered are limited to five per session

## 8 Glossary

### Bridge Disc

A Bridge Disc is a variant of a CD-ROM that can be read from CD drives but also from CD-I devices such as a Photo CD for example. It is defined in the White Book Standard and contains extra information in an XA (Standard Architecture) track on the CD-ROM.

### FAT

FAT (File Allocation Table) is a file system developed by Microsoft. The FAT 12, FAT 16 and FAT 32 file systems are used on all types of mobile storage media (e.g. USB sticks, memory cards).

### ISO 9660

The International Organization for Standardization defined the Universal Standard 9660 which determines the features of the CD. This format is platform-independent and can thus be read by computers with different operating systems. In order to ensure universal readability, the file names used should be as short as possible. (In a DOS environment no more than eight characters may be used).

### Joliet

Joliet refers to an extension of the ISO-9660 standard for file names. Joliet was designed by Microsoft in order to represent more characters. The file name can be up to 64 characters long and contain the letters A-Z, a-z, umlauts, as well as characters from Chinese, Japanese, and Korean.

### Multisession Disc

A multisession disc can contain several sessions that are not fixed. This way, more data can be added in new sessions at a later point in time, and the disc is not closed until it is full.

### NTFS

New Technology File System is a Windows® file system. Its advantages include differentiated access and rights management, as well as defragmented data storage, which allows the processing speed to remain high.

### Packet-writing

Packet-writing refers to a procedure for writing to optical media incrementally. An optical medium, e.g. a DVD, can be used as a hard drive as a result. This way, files can be copied, moved, changed, or erased on the respective optical medium.

### UDF

The Universal Disc Format is a platform-independent file system. File names can be up to 255 characters long; 8 and 16 bit character sets are supported.



## 10 Contact

Nero RescueAgent is a Nero AG product.

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