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BackItUp & Burn



Tutorial

Recovering data from scratched discs or bad burns with Nero RescueAgent

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Recovering data from scratched discs and bad burns with Nero RescueAgent


In this tutorial you can follow the step by step procedure on how to recover data from scratched discs and bad burns with Nero RescueAgent. 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 inserted the disc you want to recover data from.
- ▶ You have searched the disc 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 is displayed. You have recovered data from scratched discs or bad burns.