

Executive Software®

Focused Development of System Management Tools



Reviewer's Guide for Undelete® for Windows® NT®/2000/XP

For the latest information on Undelete Server and Workstation versions,
check out our web site at: www.undelete.com

Why Undelete?

"It's a lifesaver in a small package..."

Eric D. Vasbinder, NetDefend Consulting

It fills a critical gap in data protection

"We purchased Undelete to recover important student work that had been lost, and it performed wonderfully. We were very pleased with the quality of the Undelete product."

—Bradley Gano, Assistant Director for Technology, Yale University

Undelete instant file recovery tool was first developed as a response to sys admin demand for a broader functioning undelete utility than was available in the Windows built-in Recycle Bin. They needed a quick and reliable way to recover *all* accidentally deleted files *anywhere* on the network. The Windows Recycle Bin catches only files deleted on local machines using Windows NT Explorer. All other deletions are either gone forever or buried in backup tapes (versions made between backups are gone forever). The critical gap is this: There is no way to safeguard all network data remotely on servers or on shared drives or even locally on workstations.

"Undelete just saved my company from re-creating 56 hours worth of work.... If this could happen to a company full of computer experts, it could easily happen to anyone."

—Eugene Elder, Computer Consulting Group

Isn't backup enough?

"Just before Christmas an angry employee left the company. When she came back during the weekend to pick up her personal stuff, she decided to do a real cleanup of any files where she had access on the network. So, we had a SURPRISE on Monday morning. Thanks to Undelete, in a very short time we recovered all the missing files and production restarted quickly. Of course, reloading the backup tapes was a solution, but it is a real pain."

—Robert Paquet, Canadian International Trade Tribunal

Simply put, system administrators want a faster and easier way to recover accidentally deleted files than any backup retrieval system can provide. Backup is vital but not designed to quickly recover files. And what about a security net between backups? Just protecting the new files generated between backups alone is worth more than Undelete costs. Undelete customers routinely report significant time savings and the recovery of files that would have been lost forever.

"Your Undelete product really saved my engineering VP's life by recovering over 700 MB of files that he accidentally deleted. Our help desk personnel told him, 'Sorry, they're gone.'"

—David Wolf, Principal Software Engineer, Siemens Building Technologies

Without Data You Have No Network —Or Business!

"Previously we used the salvage utility in Novell to retrieve accidentally deleted files, and based on testing I've done with Undelete, it will meet those requirements."

—Jason Miller, Network Administrator

Corporate data, stored electronically, has become more mission-critical, more crucial to competitive survival than ever before. Up to 66% of all data loss is due to accidental deletion. Many of these deletions occur on shared drives over the network, which until now couldn't be recovered. The financial impact this has had on corporations has been largely hidden, as there was no alternative to time-consuming searches through backup tapes. This enforced misuse of backup could be measured in considerable lost productivity, and still data was at risk. Data and document versions created between backups and data backed up improperly or onto faulty media had to be re-created and everyone just had to bite the bullet.

Undelete 3.0 represents major savings in time, money and manpower. Undelete is the first and most frequently accessed line of defense against data loss. While it is not intended to be used on a catastrophic data loss level such as complete loss of a drive or partition, what Undelete typically saves the average business in everyday productivity far exceeds what they would have lost due to catastrophe.

For the first time, system administrators and home users have a complete solution for data protection and recovery when they combine Undelete with traditional backup routines.

"One of my biggest concerns about using network drives is accidently deleting files. I can only recover them from backup and it is time-consuming. With Undelete, deleted files are just a few clicks away. Undelete easily pays for itself."

—Steven Beaver, Legal Reprographics, Inc.

Undelete 3.0

Summary of Benefits

"I'm very happy with Undelete. I used it first after accidentally deleting an entire hard disk drive that I was in the process of backing up. I managed to recover all 14,000 files. Recently, we used Undelete again for a similar problem and again it was totally successful."

—Mark Makies, Senior Design Engineer

- **Instantly protects and recovers data** that might otherwise have been lost through protection gaps.
- **Saves the time and manpower** of going to backup.
- **Finds files fast** by file name, date of deletion, owner, account or time period.
- **Restores files remotely** over the network (Server version with workstation versions) and provides **full network control** of deleted files.
- Recovery Bin **safely catches all deleted files**, including the many that completely miss the Recycle Bin.
- Can **recover files directly from disk**, where deletion has occurred prior to Undelete install or after being purged from the Undelete Recovery Bin.
- **SecureDelete™** makes sure **confidential "trash" is gone forever**.
- **Recover compressed files** directly from disk.
- Automated **time-based Recovery Bin purge**.

"I had accidentally deleted an accounting database (two weeks work I would have to redo!) off a mapped drive going to another workstation so the file did not go to the Recycle Bin. I immediately purchased Undelete. It was very easy and simple to use. Truthfully, Undelete saved my behind. If I never have to use it again, it was still worth the price!"

—Tara Price, CPA

A Review of Key Undelete Features

"Your Undelete program rescued my project at the Marine Corps Air Station in Miramar, California. I had directed a programmer to write some batch processes to backup all data, code, etc.—about 2+ years of labor. In the process, the programmer deleted all data and backup data. The website and all other applications instantly failed. With Undelete, we had a 100% recovery and I did not have to fire the programmer, or suffer complete embarrassment."

—Roy Interrante, Intergraph Government Solutions

Available in 3 versions

Undelete Server version: Recover files deleted on your server as well as on remote computers on the network that have Undelete installed.

Undelete Workstation version: Recovers files on a local workstation/desktop and enables a workstation to be run remotely by the server version.

Undelete Home Edition (currently available online only): The same as the workstation version except it does not support Undelete network functionality.

"I previously used Salvage from the Novell system. We upgraded to NT and I've had to rely on backups. I discovered Undelete server version and it's really saved the day. Now I don't have to waste time restoring through the backup program and can find files immediately."

—Bill Kruder, Network Administrator

Recovery Bin

"Before Undelete I would have to recover the file or files from a backup tape, which was time-consuming because I had to retrieve the tape, create a restore job, run the job, check to make sure it completed properly, put the tape back and inform the user. This process took an average of 20-30 minutes just to get the files off of the tape. Now when a user calls me and says they deleted something, I spend maybe one minute retrieving the file."

—Kent Maxwell, Fabio-Perini North America

The Recovery Bin feature is similar to the Windows Recycle Bin but far more powerful. Deleted files aren't really deleted—the deletion request is intercepted by Undelete and deleted files are rerouted to the Recovery Bin. Files stored here are safe from being overwritten and are easily recovered.

Recovery Bin vs. Recycle Bin

- Only the Recovery Bin allows you to restore files deleted by any method, including Windows Explorer, File Manager, or any other application capable of deleting files. It also recovers files deleted via the Windows command prompt.
- Undelete Server version allows you to see and recover the contents of Recovery Bins on remote computers anywhere on your network.

Key Recovery Bin features

"Undelete worked like a charm. I was able to restore all of the files (about 200 MB) in 8 different Quickbooks company files. This program has already paid for itself several times over."

—Wade Flannery, Design Services Group

- Fully supports Microsoft NTFS file security. You must have sufficient file permissions and ownership to recover a file from the Recovery Bin.
- You can adjust the size of the Recovery Bin by using the Recovery Bin Properties option.
- By default, when the Recovery Bin reaches the size you have specified, it is automatically partially purged to make room for the newly deleted files. This default can be changed to suit your disk space needs.
- A Recovery Bin exclusion option allows you to exclude files and types of files from being moved to the Recovery Bin so it doesn't fill with unnecessary saves such as temporary files.
- The Undelete Recovery Bin will safely supercede any other file recovery utility including the Windows NT/2000/XP Recycle Bin (you have the option to restore the Recycle Bin at any time).
- Undelete is built from the ground up for Windows NT/2000/XP and is completely safe and entirely compatible with these operating systems.

Undelete From Disk

Before Undelete, there was no easy and economical way to directly view deleted files that were still intact and available for salvage. Undelete From Disk allows you to recover files that have been purged from the Recycle Bin or deleted before Undelete was installed, provided they have not already been overwritten. It can also be used to recover files that have been excluded from Recovery Bin processing. Recovery is easily done from either the Undelete interface or the Windows Command Prompt. NTFS file security rules are fully supported.

Emergency Undelete®

The CD-ROM versions of Undelete include Emergency Undelete, a unique feature used to recover accidentally deleted files and directory folders *before* you've installed the full Undelete product. Emergency Undelete provides the Undelete from Disk functionality, but installs a bare minimum image on your system. This eliminates the danger of installing over the files you want to recover. As with any recovery by Undelete, full NTFS file security requirements are supported.

"Undelete saved me a ton of time. I thought I was copying my customer access database file to another directory but in fact I had moved it. After I deleted the 'copy' I realized what I had done. Backup was a couple of days old and it would take a day or two to manually rebuild the order history—the online store would be down the whole time. I ordered Undelete online, downloaded it and was back in business in about 30 minutes."

—Hampton Keathley IV, Galaxie Software

What's New in Undelete Version 3.0

- **SecureDelete permanent file deletion.** Some deleted files are confidential and require immediate "shredding" to eliminate the possibility of being salvaged off a disk by a hacker or other unauthorized person. When SecureDelete is activated, the user is allowed to permanently erase any file that is deleted from the Recovery Bin. This is done by overwriting it with certain bit pattern specified for this purpose by the National Security Agency (NSA) for the Department of Defense (DOD). Finally, after the file has been overwritten, it is deleted. Now it is virtually impossible for anyone to access that data.

Note: SecureDelete file erasure requires increased disk traffic and should only be enabled when security reasons require the removal of specific files.

- **Expanded search criteria.** Deleted file searches are even faster with a number of new ways to search.
 - **Date file was deleted.** Search for files deleted within a given date range. Also select a search date range by opening the calendar display and browse to the desired data and click on it.
 - **Date file was created.** Search for deleted files based on date of creation by defining a date range manually or by clicking on a calendar display.
 - **Files deleted/created in the last "N" (user-specified number) days.**
 - **Search by file owner.** Locate deleted files that were "owned" by a specific user.
 - **Search by the account the file was deleted by.** By using the "deleted by" option and entering the user name of the person who deleted a file or files, specific files are easily found and restored.
- **Capture and display the name of the account used to delete each file.** By capturing the account name of the person who deleted a file, the deleted files in the Recovery Bin can be sorted by this data.
- **Time-based purge of Recovery Bin.** By enabling the "Purge Files Older Than 'N' Days" option, files in the Recovery Bin that are more than a selected number of days old will be purged. This option works independent of other purge options.

- **Stopping truncation of files in the Recovery Bin due to viruses.** Enables virus protection within the Recovery Bin for this type of virus activity. Some viruses do their damage by forcing the length of a user's file to zero, rendering it unusable. If an earlier version of the destroyed file is in the Recovery Bin, the damage is lessened because the user can at least recover the earlier version.
- **Ability to recover compressed files directly from disk.** With Undelete 3.0, files compressed using NTFS File Compression can be recovered with the Undelete from Disk feature.


"We have experience handling unexpected data loss. We are a manufacturing site and we are networked as well. If we didn't have Undelete we would have lost 5 customer information files, crippling us for weeks trying to work backward."

—Dietmar Pielmeier, Special Projects Manager

REVIEWING UNDELETE 3.0 FEATURES

Once you've installed Undelete 3.0, use the following guide as an introduction to Undelete's features.


See what is still on your hard drive that may be recovered.

1. On your desktop, double-click the Recovery Bin icon. This opens the Undelete user interface. If this is the first version of Undelete installed, you'll find a Recovery Bin with no contents.
2. Under the **file** pull-down menu, click **Undelete File(s) from disk**. Or you can click on the  in the Undelete Toolbar. This brings up a search interface that enables you to search by file name and drive.
3. In the Names & Location section, under "Named" put an asterisk (*) to name all files. Under **Look in** browse to your C:\ drive and click **Find Deleted Files**.
4. This displays a list of all the deleted files on your disk that are not completely overwritten. Some of these files may be restorable, some partially restorable and some too overwritten to recover. Deleted files on the disk are unprotected and at the mercy of the next write-to-disk. Also, if you do not know the name of the file, you have to wade through lists and lists of files to find the one you want, if it still exists.
5. To restore the file, simply highlight it and click the Undelete File(s) button. You will be prompted to choose a path to the destination for your restored file. Click the browse button to easily choose one.

See how the Recovery Bin handles file deletions.

"This was one of those freak accidents that hopefully won't happen again. Undelete is definitely a savior. I chose it because of just plain ease-of-use and to get back data as soon as possible."

—Doug Daus, Accountant

1. Find or create a file and delete it.
2. Open the Undelete user interface.
3. In the left panel you will see a replica of the directory tree from which your file was deleted. This display helps direct you to exactly the file you want to restore.
4. Open the directory tree by expanding the folders and subfolders until your deleted file appears in the right panel. Notice the information given: Name, Size, Date Deleted, Date Created, Deleted by, Owned by and the File ID (an identification used internally by Undelete to speed the recovery of a deleted file from disk). Each of these types of data can be used to search for a file. So, no matter how many files there are in the Recovery Bin, you can always pick a search or sort criteria that brings up exactly the file you want.
5. To restore this file, simply click the Recover Selected file(s) icon . You will see an interface that gives you the option to restore the file to its original location or to an alternate location of your choice.

Help! You need a file back and you don't have Undelete installed yet: How to use Emergency Undelete.

1. Relax. But realize that any writes to your disk can potentially overwrite the data you want to get back. Stop using that computer. Instead, insert the Undelete CD and follow directions to install Emergency Undelete. This installation program writes a minimum amount of data to the registry file.
2. Locate the Emergund.exe file on the CD and double-click it.
3. This brings up an interface you can use to find your file and restore—if it hasn't been overwritten. Many happy Undelete customers began this way, but the smartest ones already had Undelete installed before disaster struck.

UNDELETE

Instant File Recovery Utility

Publications Reviews

Network Computing

Executive Software International has a solution to prevent accidental data loss. Undelete 3.0 is a file-recovery utility for Microsoft Windows NT/2000/XP that lets system managers and users recover deleted files from any program or command line. The new version of the software has enhanced Windows Bin-search capabilities, including a tracking feature that displays which user account was used to delete a file. Compressed files can be recovered, too. Version 3.0 also offers SecureDelete, which lets you overwrite deleted files so they cannot be found.

Microsoft Certified Professional Magazine

Why would you want a file undelete utility when all of Window's current versions already include a Recycle Bin? Because Executive Software's Undelete does a better job than the Recycle Bin and has a more flexible interface...Undelete also supports a search of the entire Recovery Bin for a particular file—useful when you remember a name or partial name but don't remember where the file was located. And, file recovery is fast and foolproof.

PC MAGAZINE

Most experienced PC users will tell you that it's not a matter of whether or not you'll need a file you deleted, but when. That is why Microsoft added the Recycle Bin to its OS with Windows 95. Machintosh users have had the capability for several years. Unfortunately, the Windows Recycle Bin cannot restore a deleted file across the network, and once you empty the bin, the files are gone for good.

In an effort to fix these limitations, Executive Software designed Undelete. Its new version is certified to work with Windows 2000 Professional and Windows 2000 Server and offers the ability to recover files even when you empty the "trash," as long as the files have not been overwritten on the hard drive.

CRN TEST CENTER RECOMMENDED

Undelete has the ability to recover files deleted from the PCs on a network. What clearly separates this product from the standard Windows Recycle Bin is the ability to recover files deleted from Explorer, the command prompt, or even after they have been purged from the recycle bin. PC users are bound to experience erroneous deletions, resulting in losses of productivity, but Undelete spares everyone the "dog-ate-my-homework" excuse.

IEEE SPECTRUM

Undelete is simple to install, learn and use successfully. What Undelete does, it does very well. Its options, support and usability make it very valuable in the real world. No matter how careful a person is, accidents do happen, and when they do, it is best to have Undelete operating!

NETWORK WORLD CANADA

Executive Software's Undelete has taken steps to assure that it can capture and recover any program on any drive, across the network, eliminating the trouble of searching through tapes to recover data.

TechRepublic

Undelete is a powerful utility. In this Daily Drill Down, I've shown that Undelete is easy to use and that its ability to recover files from a variety of file systems and disk types makes it invaluable.

