O&O software

O&O MediaRecovery 12

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Introduction

O&O MediaRecovery 12 recovers deleted media files: pictures, videos and music. It searches hard disks, memory cards, USB sticks and digital cameras for lost files, lists the files found and saves them to another drive, so that nothing overwrites the lost data.

> **Archived Manual**
>
> This is the manual of O&O MediaRecovery 12. It is no longer updated. The manual of the newer version is available at O&O MediaRecovery 14.

Where to start

You want to	Start here
Get to know the program	About O&O MediaRecovery 12
Know what to do right after data was lost	Important information on data recovery
Recover files in a few steps	Quick Start
Start a search	Select a drive
Save the files found	Save files
Check whether a file type is supported	Supported file types
Get help	Support and more from O&O

Licensing

O&O MediaRecovery is commercial software. The trial version finds lost files; restoring them requires a valid license.

About O&O MediaRecovery 12

Thank you, for choosing O&O MediaRecovery!

It's happened to the best of us: with the blink of an eye important files can be deleted and presumed lost forever. Whether the result of a computer virus, a software error, or user error, this can be devastating. Important documents and business data aside, in the age of digital photography the loss of a captured moment can be irreplaceable.

When such a disaster strikes, what can be done? Many users cut their losses and accept that their files are lost. However, this is not necessarily the way it has to be. O&O MediaRecovery is a software restoring media data, such as picture, video- or music data. Even if Windows, except the garbage bin, does not offer the possibility for restoration, you can now restore media data with O&O MediaRecovery. An easy quick and secure job. Accompanied by an on-screen assistant, you are guided through the data recovery process, step-by-step. When all is finished you will be able to use the once-deleted data just as before.

We hope this product is a joy for you to use and saves you valuable time at home and the workplace.

Yours O&O Software

www.oo-software.com

Features at a glance

Besides the continuous maintenance and enhancement of the existing program components, you will find several additional new and helpful features. Two additionally integrated search algorithms, known by our highly acclaimed test winner O&O UnErase, you can now search for lost data even more effectively with O&O MediaRecovery. The list of supported files was also enhanced so that more than 80 file types and file enhancements can be processed. The advanced data rescue assistant guides you intuitively through the search and restoration process.

- Additionally integrated search techniques: Quick search for files, even on very large disks (O&O UnErase)
- Enhanced file type recognition; more then 80 file types and different file extensions from all current media application can be processed.
- Support of Windows 10
- Deep search for files on destroyed partitions and disks
- Preview for some file types before the data restoration
- Disks will also be rescued, where file types have been damaged or destroyed by software
- Searches and restores especially small files (O&O-DeepScan-function)
- No unnecessary restoration of existing files. Thanks to the O&O-SmartScan function existing files are filtered and thus accelerates the search and restore process.
- The file system can be ignored, so that data can be recovered even from formatted drives.
- Supports all hard disks, changeable drives (e.g. ZIP) a memory cards as well as USB sticks, CompactFlash and most of the digital cameras
- Supported by 64-Bit

System requirements

- The system requirement of each operating system have to be fulfilled
- 50 MB free hard disk space
- Supported by 32 Bit/64 Bit
- Windows® Vista till Windows® 10 (all Editions)

In order to install and run O&O MediaRecovery, it is necessary for you to be a member of the local administrator group or own an equivalent level of privileges. Domain Administrators normally already possess these permissions.

Installation and licensing

:::warning

If you have already lost this file by accident, before having installed O&O MediaRecovery, use the Instant-Installation. To execute the Instant-Installation correctly, you will need a second computer and a portable disk or a network connection from which you can access the target computer.

:::

Installing O&O MediaRecovery is very easy. Please follow the steps below:

1. Start the computer on which you want to install O&O MediaRecovery.
2. Sign in as an administrator or equivalent.
3. Start the installation file of O&O MediaRecovery, which you have either downloaded from our Webserver or is located on your CD-ROM.
4. After the setup program has been successfully initialized, please follow the installation dialogue.
5. Also, you can decide if you want to grant access to O&O MediaRecovery the current or all users.

Enter license {#enter-license}

:::note

In order to activate the product after installation or to gain access to the Full Version at a later time, you must possess a valid license key. This license key is also called a registration code, serial number, or product ID.

:::

The dialogue for registration always appears automatically at the start to guide you if you are using an unregistered version or have entered the registration code incorrectly.

The registration wizard allows for a simple registration process. When you select the option **Enter your Registration Code**, a dialog box will appear where you can enter the registration code you received when purchasing the software. Please make sure that you do not confuse the digit “1” with “I” or enter any empty spaces where they don’t belong.

Press **Next** to save the registration data or **Cancel** to leave the dialog window without saving the data.

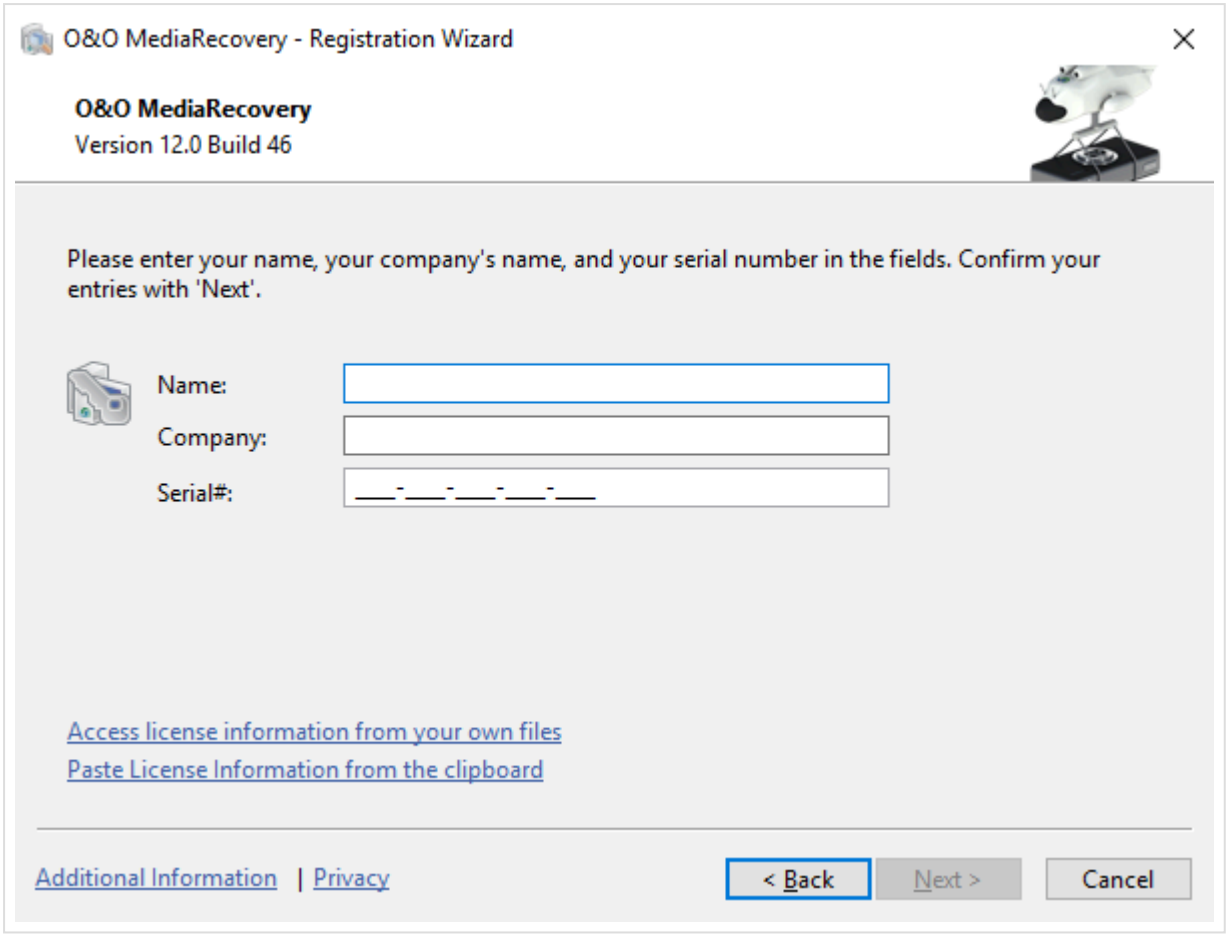
When you have correctly entered the license code you will receive a confirmation in the dialog window.

Should you run into any problems when entering your registration code, please contact our Support Team.

:::note

If you do not enter a valid license key, you can use O&O MediaRecovery as test version. The test version allows you to search for lost files, yet it cannot restore them. Restoration is only available in the full version. Should you have any questions, please contact our Support Team.

:::



Information about licensing {#information-about-licensing}

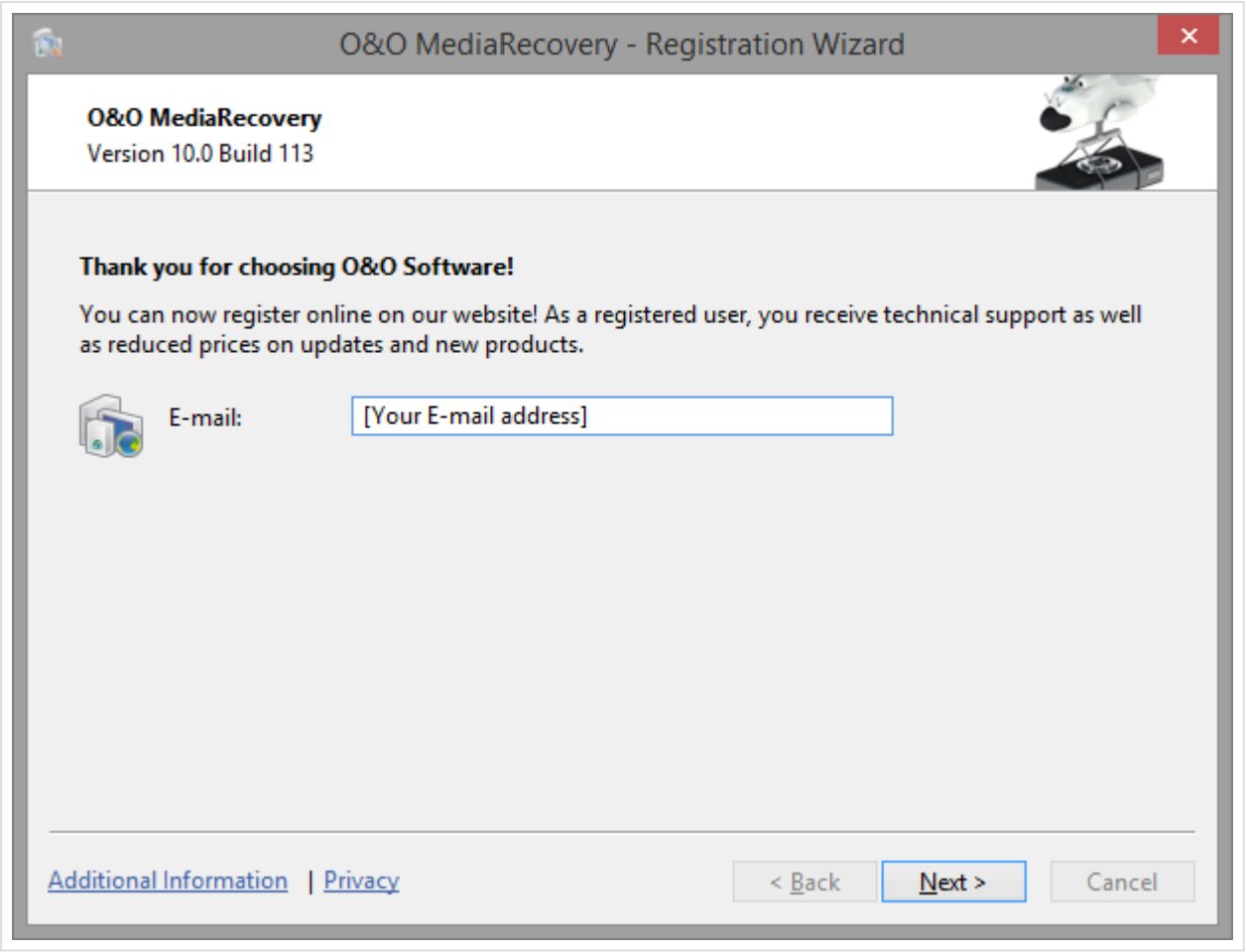
O&O MediaRecovery needs to be licensed for each computer, in other words, you need to acquire a license for each computer where you use O&O MediaRecovery. You are not allowed to transfer this license on another computer.

Testversion If you do not enter a valid license key, you can use O&O MediaRecovery as test version. The test version allows you to search for lost files, yet it cannot restore them. Restoration is only available in the full version. Should you have any questions, please contact our Support Team.

Online registration {#online-registration}

In order to register online, you will need the license key, which you have received when you purchased the program.

If you'd like to register online, start the O&O program. The questions related to online registration always appear at the start, provided you haven’t registered online.



What are the advantages of registering online? Online registration gives you the benefit of having your customer data kept safely in our files, which means we can provide you with even better service. This comes in very handy if, for example, you're unable to find the access code to your product. You can then quickly and easily request it from us. You will need the license key for updates or if you reinstall your O&O programs because you had to set up your computer again.

Further advantages will let you

- Be supplied with the latest information about our products
- Make free updates on new versions of purchased items (minor updates)
- Upgrade to a new version at a special discount price (major update)
- Obtain support from our customer service
- And much, much more...

How do I register online? If your O&O program was purchased on our Online Shop, you've automatically registered with us. If you start the Installation from the CD, you will be asked, if you want to register online. You then have the option of either registering immediately or at another time. All you'll need is a functioning Internet connection and a valid license key.

You may also complete the registration form right here: http://www.oo-software.com/register

Just return the completed online form by clicking “Send” and you’ll be eligible to take full advantage of our O&O Customer Service.

Uninstall {#uninstall}

1. To remove O&O MediaRecovery from your system, open the control panel from the Start menu settings and select **Software**.
2. Please select **O&O MediaRecovery** from the list of installed software products and click on **Add/Remove**.
3. Confirm the uninstall of O&O MediaRecovery. Once the uninstall process is complete you will receive a confirmation message. O&O MediaRecovery is now removed from your system.

Updates {#updates}

If you want to update O&O MediaRecovery to a newer version, you’ll need the license key. Please follow the following directions:

1. Start the installation of O&O MediaRecovery.
2. Follow the normal O&O MediaRecovery installation.
3. Once finished, the new version is fully installed.

Quick Start

Connect the drive, from which you would like recover data, to your computer. It is necessary that your computer is running a compatible version of Windows.

1. Start O&O MediaRecovery over **Start/All Programs/O&O Software/O&O MediaRecovery**.
2. After the start you will get to the drive selection by clicking on **Continue**. Select the drive on which you would like to recover data and confirm by clicking on **Next**.
3. Confirm the initial data recovery settings on the next page by click on **Next**.
4. After the scan for deleted data has been completed you may now select from the list of folders and files the deleted files you would like to restore. With some file types (e.g. pictures) you can see the content of the file. This function is activated with preview.
5. Clicking **Next** will lead you to the selection of the target folder. In this folder your restored files will be saved.
6. In the next step the files will be restored. After this is complete, you will be able to view a status report of all actions taken up to this point. You can now end O&O MediaRecovery.

:::note

Please make sure that there is sufficient disk space on your system and the target folder is not located on the drive where you would like to recover the deleted data.

:::

Important information on data recovery

If you would like to restore mistakenly deleted files, you should try to avoid, as much as possible, writing to the affected disk.

O&O Media Recovery is able to restore data, in which the directory structure and the information is already deleted or have been overwritten. This can happen when a partition is formatted or new files are created. O&O MediaRecovery can search out files and restore them as valid files thanks to special processes.

Unfortunately, not all files can be recovered without error. For example, highly fragmented files are more difficult to recover. In such a case, the regular use of a defragmentation tool such as O&O Defrag can not only help you avoid this problem, but also can strongly contribute to the improved performance of your system. Advice: Don't defragment your disk after your data got lost.

Please note, however, that it may not be possible to restore all deleted data If the areas, where the deleted data was located has already been overwritten, it is not possible to restore them with O&O MediaRecovery. If some areas have been partly overwritten, some files may be incomplete possibly leading to errors.

Should you have further questions, you can always contact our technical support team. Please note that we can only provide this support for registered users of the software according to their individual license agreements. However, in conjunction with our subsidiary, the support staff of O&O Services GmbH would be more than happy to offer you fee-based assistance in rescuing your lost data.

:::note

Please do not delete any data for fun or for test purposes without first making a backup copy using e.g. O&O DiskImage. We strongly recommend that you regularly make back up copies of your important data and store them in a safe place.

:::

What to do when data gets deleted accidentally {#what-to-do-when-data-gets-deleted-accidentally}

If possible, do not save anymore data onto the system after the data in question have been deleted. Close all applications without saving any data to the disk or other data storage media (if possible). Even searching or downloading data rescue programs from the Internet can overwrite areas of your hard disk, restoring your lost data is thus complicated or even becomes impossible.

If in doubt, shut down the computer!

Think calmly about how the data were deleted. Try not to panic and quickly restore the data in question. Reckless behavior can lead to even more data loss.

Make sure that the files are **not** located in the Windows Recycle bin.

If the data is really deleted, you should employ O&O MediaRecovery for the data rescue.

Prepare for an emergency {#prepare-for-an-emergency}

1. Install O&O MediaRecovery on the computer, on which you want to restore data if an emergency arises.
2. Register O&O MediaRecovery with the acquired license code . Without a valid license code it will not be possible to restore data with O&O MediaRecovery.
3. All necessary preparations are now complete. If you have to restore data due to an emergency, follow the instructions in the section Getting started or Quick Start.

Start a data recovery

For this start O&O MediaRecovery either over the desktop link or under **Start/All Programs/O&O Software/O&O MediaRecovery**. You can also have online help displayed by clicking **Help** or pushing **F1**.

As soon as O&O MediaRecovery starts you start with the data recovery or continue with a previously saved data rescue. Clicking **Next** will take you to the Drive Selection dialog box. O&O MediaRecovery may be **Cancelled** at any time.

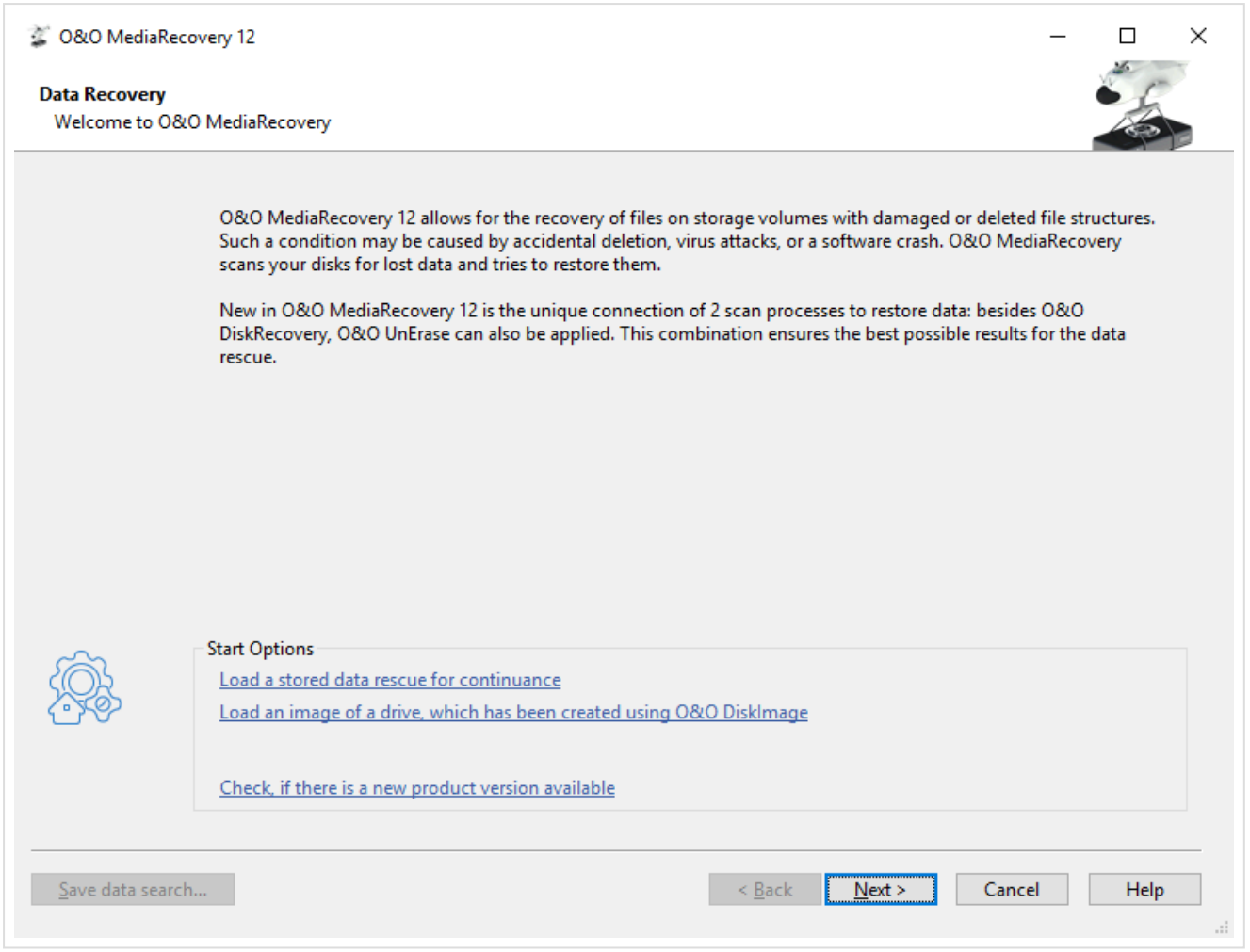
Loading a Saved Data Recovery

1. Select **Load a stored data rescue for continuance** and select the file with the data rescue. Such a file generally has the extension DRD.
2. The data recovery information will then be loaded. Then you will be able to continue with your data rescue. If the data volume on which you would like to recover data is not present on your system, an error message will appear.

Execute data rescue from an image

Our data imaging programm O&O DiskImage can be used to create a direct forensic 1:1 image of the affected disk. This image (*.omg) can be mounted under Windows as a drive, and you can then try to rescue you data with O&O MediaRecovery. The advantage is that the original disk will no longer be needed and thus can be used for other measures, such as sending it to a data rescue facility.

- Under **Load an image of a drive, which has been using O&O DiskImage** you can load a created image(*.omg), and then run the data rescue from there.


O&O MediaRecovery 12
Data Recovery
Welcome to O&O MediaRecovery
O&O MediaRecovery 12 allows for the recovery of files on storage volumes with damaged or deleted file structures. Such a condition may be caused by accidental deletion, virus attacks, or a software crash. O&O MediaRecovery scans your disks for lost data and tries to restore them.
New in O&O MediaRecovery 12 is the unique connection of 2 scan processes to restore data: besides O&O DiskRecovery, O&O UnErase can also be applied. This combination ensures the best possible results for the data rescue.
Start Options
Load a stored data rescue for continuance
Load an image of a drive, which has been created using O&O DiskImage
Check, if there is a new product version available
Save data search...
< Back
Next >
Cancel
Help

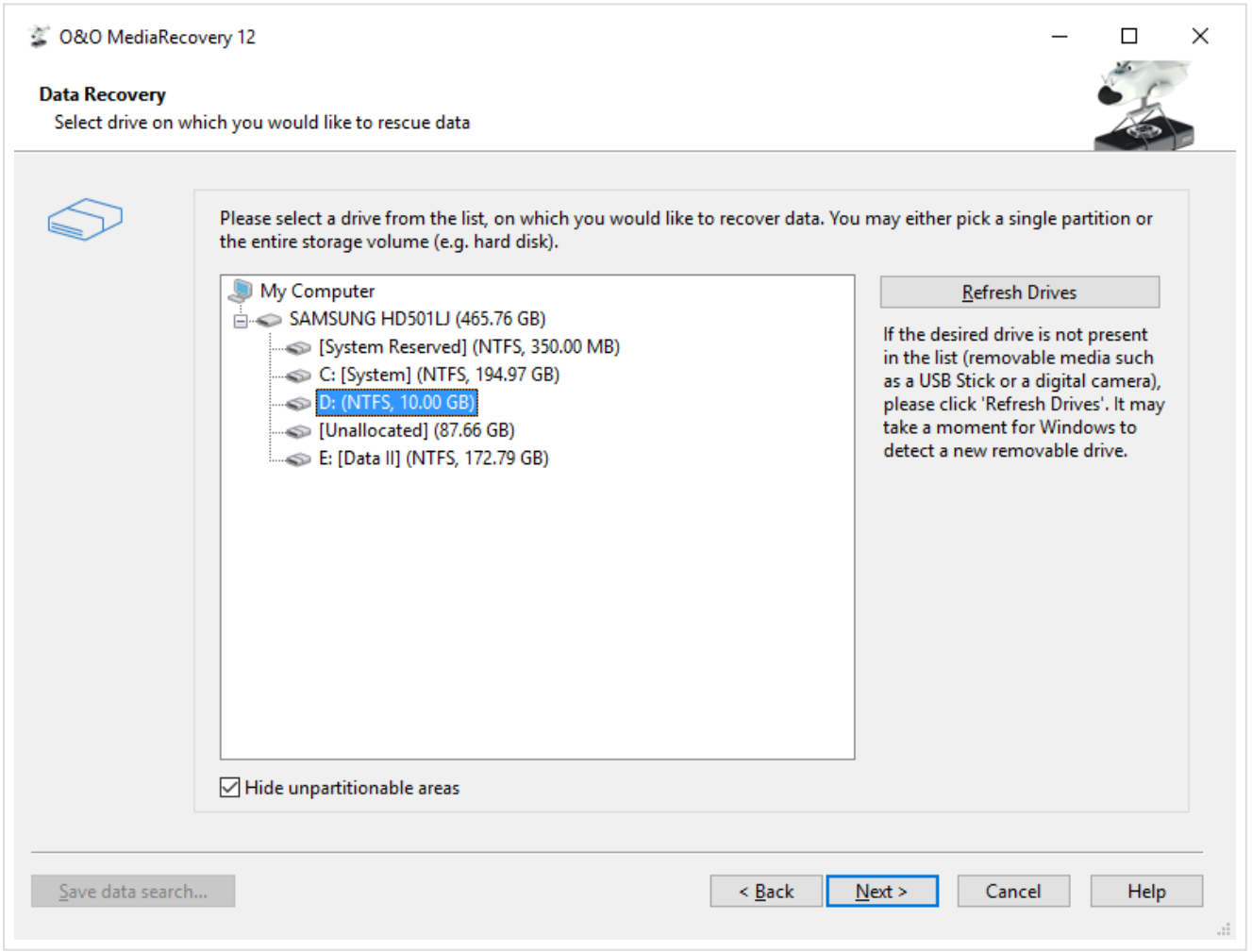
Select a drive

Select the drive, where you want to search for the deleted data. You can either select a partition (e.g.C: or D:) or an entire hard disk. You can also select as many storage volumes as you want, e.g. USB Sticks and Memory-Cards of digital cameras. Clicking Next will end the Drive Selection dialog.

As a standard, the areas which cannot be partitioned are hidden. Unselect **Hide unpartitionable areas**, if you want to make these areas visible.

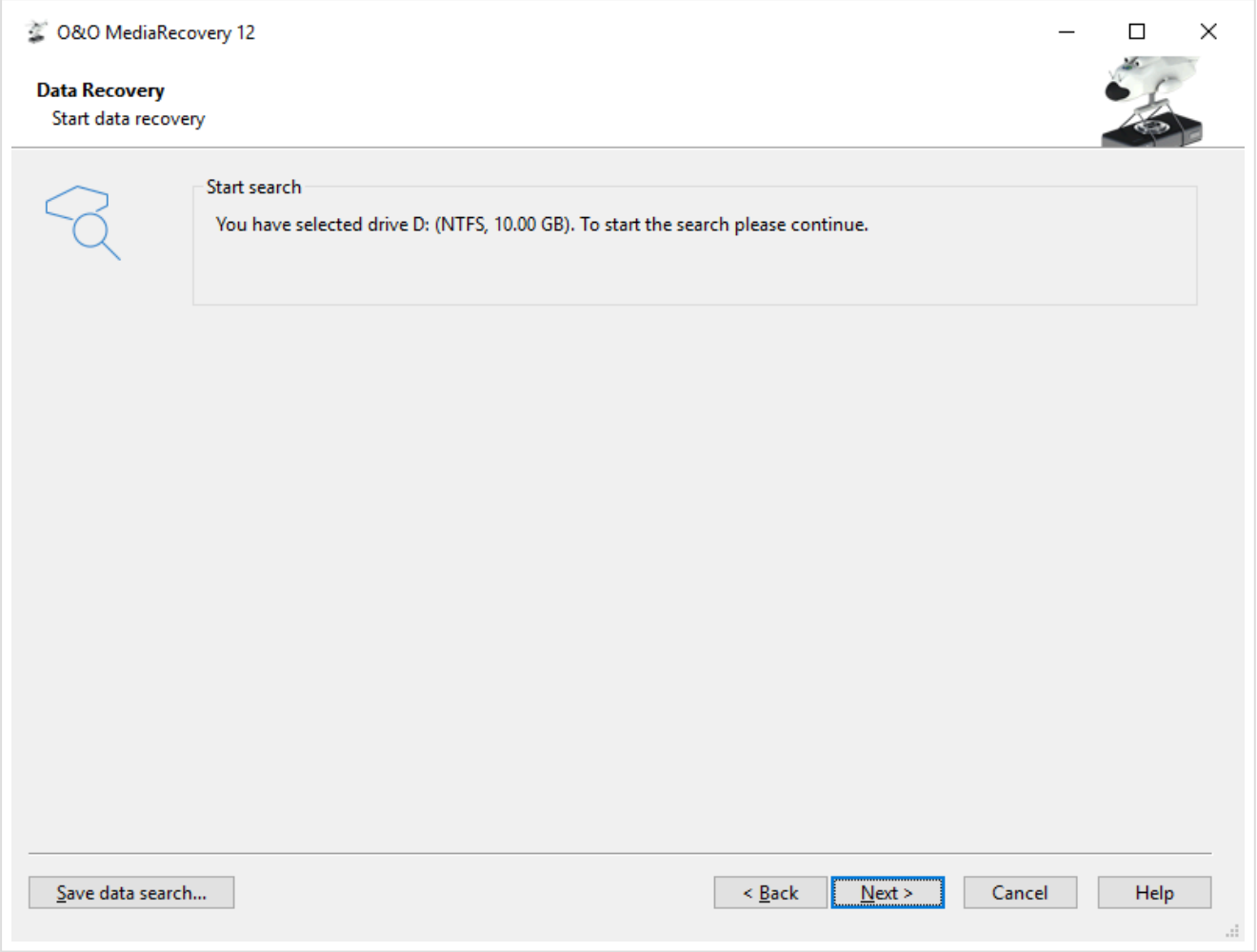
Compared to the areas that cannot be partitioned there might also be areas, which are not partitioned. These areas are not available as partitions for Windows, but can be searched by O&O MediaRecovery. These areas are displayed in the partition list of a hard disk as RAW or "not allocated".

If you want to add drives after starting O&O MediaRecovery (e.g. USB-Sticks or digital cameras), then they will be displaye whenever you update the drives. Then the drive list will be scanned once more and displayed.



Start and run the search

Click in the dialogue on **Continue** to start the search for deleted files. Depending on the size of the disks, this procedure can take several hours.

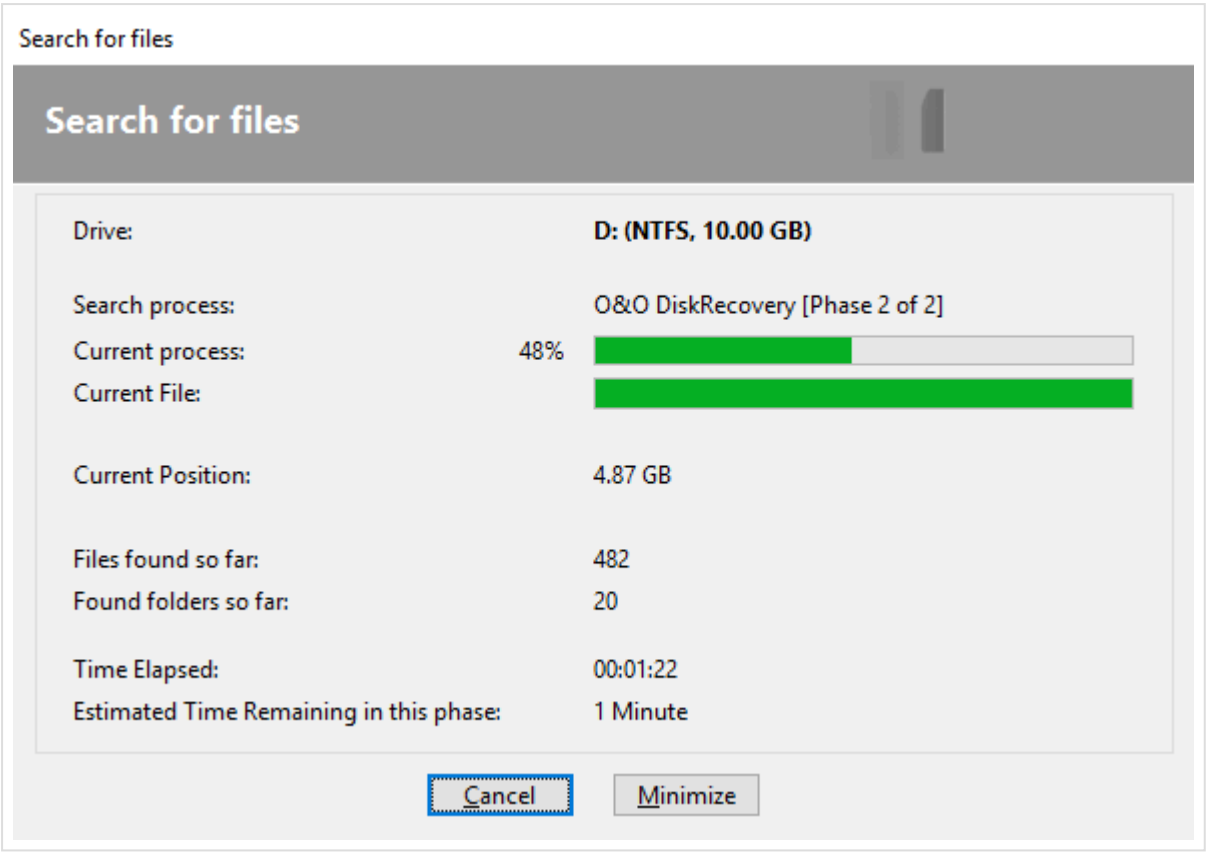


Run the search {#run-the-search}

During the scan you will receive information regarding the scan by way of a status dialog box. In it you will find the overall progress of the scan, the progress pertaining to a specific file, and the number of files found to this point.

The elapsed time, as well as the estimated time remaining, can also be found here.

You can minimize O&O MediaRecovery while pressing minimize in the task bar. By clicking **Cancel**, you can stop the scan at any time. When the scan is interrupted you will be returned to the previous page of the assistant where you will be given the option of resuming the scan or running it again.


Search for files
Search for files
Drive:
D: (NTFS, 10.00 GB)
Search process:
O&O DiskRecovery [Phase 2 of 2]
Current process:
48%
Current File:
Current Position:
4.87 GB
Files found so far:
482
Found folders so far:
20
Time Elapsed:
00:01:22
Estimated Time Remaining in this phase:
1 Minute
Cancel
Minimize

Supported file types

O&O MediaRecovery can search and recover the following media file types:

File extensions	Description	Publisher	File group
3GP	3GP Multimedia Container Format	Third Generation Partnership Project (3GPP)	Movies
AI	Adobe Illustrator Format	Adobe	Graphic
AIF	QuickTime File	Apple	Movies
AM	Sound File Format		Audio
ANI	Animated Pointer	Microsoft	Graphic
ASF	Advanced Streaming Format	Microsoft	Movies
AU	Sound Player File	Sun Microsystems	Audio
AVI	Audio Video Interlaced File	Microsoft	Movies
BLD	3D Home Architect	3D Home	Graphic
BMP	Windows Bitmap	Microsoft	Graphic
BOO	FrameMaker Format	Adobe	Graphic
CDR	Corel Draw 8/9/10/11/12/X3	Corel	Graphic
CDT	Corel Draw Template File	Corel	Graphic
CIFF	CIFF Format	Canon	Digital camera RAW-Format
CLP	Windows Clipboard Format	Microsoft	Graphic
CMX	Corel Clipart	Corel	Graphic
CONT	Contax Raw Format	Contax	Digital camera RAW-Format
CPT	Photo-Paint Image	Corel	Graphic
CR2	CR2 Format	Canon	Digital camera RAW-Format
CRAFT	Serif CraftArtist	Serif	Graphic
CUR	Cursor File Format	Microsoft	Graphic
DBx	Microsoft Picture Catalog	Microsoft	Graphic

File extensions	Description	Publisher	File group
DCM	DICOM Medical Imaging Data		Graphic
DCR	Shockwave Director File	Macromedia	Graphic
DIB	Device-Independent Bitmap graphics	Microsoft	Graphic
DICM	Digital Imaging and Communications in Medicine (DICOM)	DICOM	Graphic
DPP	Serif DrawPlus	Serif	Graphic
DRW	Micrografx Designer Format	Micrografx	Graphic
DSC	Rollei Raw Format	Rollei	Digital camera RAW-Format
DWG	AutoCAD File Format	Autodesk	Graphic
DXR	Protected Movie File	Macromedia	Movies
EMF	Windows Enhanced Meta File	Microsoft	Graphic
FH8	Freehand File Format	Macromedia	Graphic
FLA	Flash Movie Authoring File	Adobe (Macromedia)	Movies
FLC	Autodesk Animator File	Autodesk	Graphic
FOV	Foveon Raw Format	Foveon	Digital camera RAW-Format
FPX	FlashPix Format	Kodak	Graphic
FUJI	Fujifilm Raw Format	Fujifilm	Digital camera RAW-Format
GIF	GIF 87a/89a	Compuserve	Graphic
ICO	Windows Icon File	Microsoft	Graphic
IFF	Deluxe Paint Image	Electronic Arts	Graphic
IMG	GEM Paint	Digital Research, Inc.	Graphic
INDD	InDesign	Adobe	Graphic

File extensions	Description	Publisher	File group
JP2	JPEG 2000 File	Joint Photographic Experts Group	Graphic
JPG	JPEG	Joint Photographic Experts Group	Graphic
JPG	JPEG (EXIF Format)	Joint Photographic Experts Group	Graphic
JPG	JPEG (JFIF Format)	Joint Photographic Experts Group	Graphic
LBM	DeluxePaint Bitmap	Electronic Arts	Graphic
LRCAT	Adobe Photoshop Lightroom Catalog File	Adobe	Graphic
M4A	MPEG-4 Audio Layer	Moving Pictures Experts Group	Audio
MID	MIDI File Format	Microsoft	Audio
MINO	Minolta Raw Format	Minolta	Digital camera RAW-Format
MOD	CAD File	Dassault Systèmes	Graphic
MOV	Quicktime Movie Format	Apple	Movies
MP3	MPEG 1.0 Layer 3 (V2.0)	Moving Pictures Experts Group	Audio
MPE	Media Player Format	Microsoft	Movies
MPG	MPEG 1 Video	Moving Pictures Experts Group	Movies
MSP	Microsoft Paint	Microsoft	Graphic
MTS	Advanced Video Coding High Definition (AVCHD)	Panasonic/Sony	Movies
MVP	Serif MoviePlus	Serif	Graphic
MXF	Material Exchange Format (SMPTE 377M)	SMPTE/EBU/AAF	Movies
NCR	NCR Image	NCR	Graphic
PAL	Palette Format	Microsoft	Graphic

File extensions	Description	Publisher	File group
PBM	Unix Portable Bitmap Graphic	Free Software Foundation	Graphic
PCX	PCX File Format	Zsoft	Graphic
PGM	Portable Graymap Graphic		Graphic
PIC	PC Paint	IBM	Graphic
PNG	Portable Network Graphics	Free Software Foundation	Graphic
PPM	PBM Portable Pixelmap Graphic	Free Software Foundation	Graphic
PPP	Serif PagePlus	Serif	Graphic
PSD	Photoshop Graphic	Adobe	Graphic
PSP	Paint Shop Pro Graphic	Jasc Software, Inc.	Graphic
PXN	Fotoman Raw Format	Logitech	Digital camera RAW-Format
QXD	QuarkXpress	Quark	Graphic
RAS	Sun Raster Image	Sun Microsystems	Graphic
RAW	RAW RGB 24-bit Graphic		Graphic
RGB	Silicon Graphics RGB Bitmap	Silicon Graphics	Graphic
RLE	Run Length Encoded Bitmap		Graphic
RM	RealPlayer File	RealNetworks	Audio
RMI	MIDI Sequence File	Microsoft	Audio
RTD	Render File	Ragtime	Graphic
SBP	Serif Digital Scrapbook Artist	Serif	Graphic
SCT	SciTex Continuous Tone	Kodak	Graphic
SKF	AutoSketch File	Autodesk	Graphic
SWF	Shockwave Flash File	Adobe (Macromedia)	Movies
TGA	Truevision Targa Graphic		Graphic
TIF	Tagged Image File Format	Adobe	Graphic

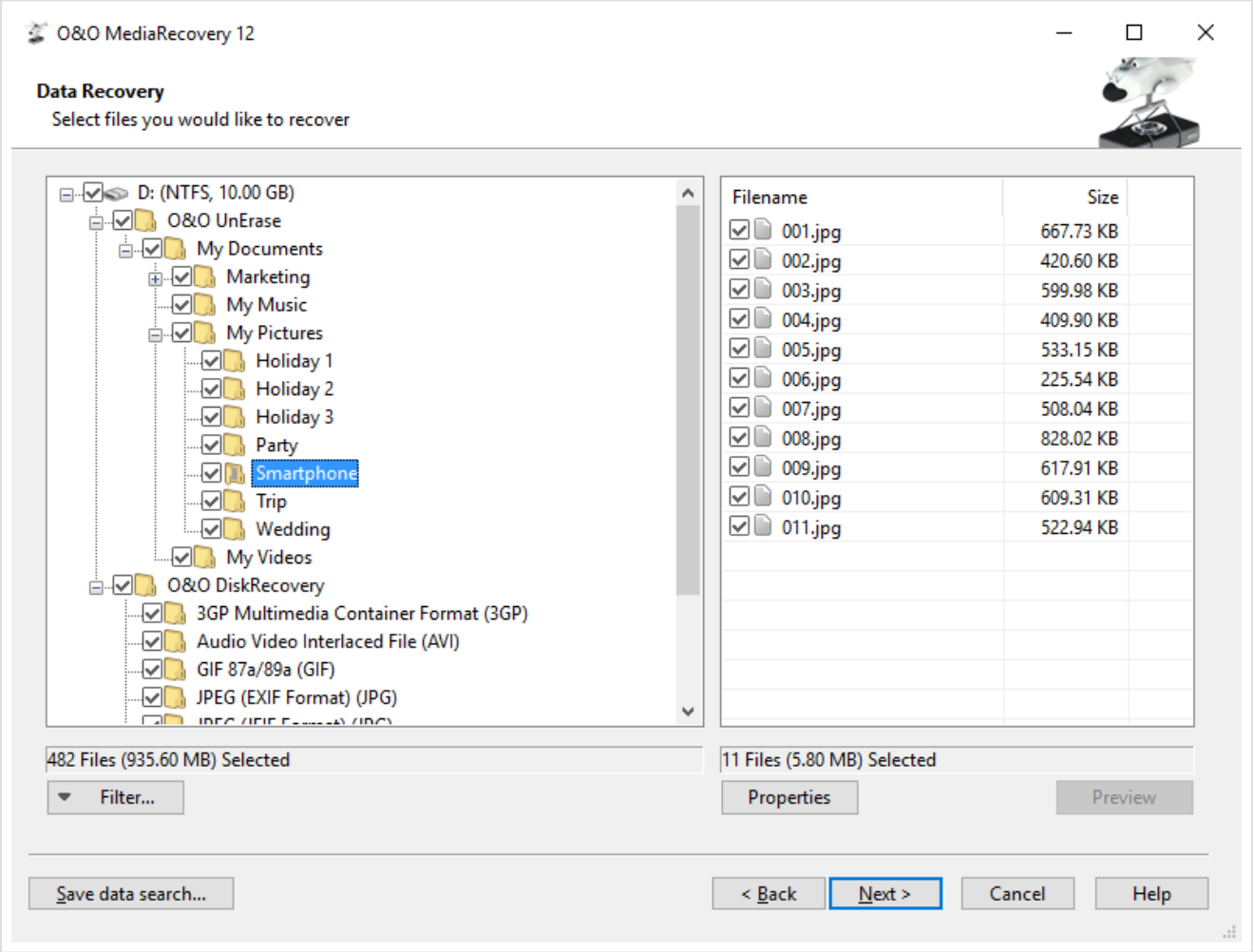
File extensions	Description	Publisher	File group
VOB	DVD Video Movie File	Moving Pictures Experts Group	Movies
WAV	Windows Audio	Microsoft	Audio
WBMP	Wireless Bitmap File Format		Graphic
WMA	Windows Media Audio File	Microsoft	Audio
WMF	Windows Metafile Format	Microsoft	Graphic
WMV	Windows Audio/Movie File	Microsoft	Movies
WPG	WordPerfect Bitmap/Vector	Corel	Graphic
WPP	Serif WebPlus	Serif	Graphic
XBM	X Bitmap Graphic		Graphic
XPM	X Picsmap Graphic		Graphic

The listed company and product names are trademarks of the corresponding owner.

Select files to be restored

After the scan has been completed, the files found will be displayed in two lists; The left list includes folders, which were found for each data rescue option (O&O UnErase, O&O DiskRecovery), the right list includes found files of the selected folders. By selecting a specific file type, the corresponding files on the right list will change.

When your selections are made, click on Next to continue to the next step.



Preview {#preview}

Many picture and text files can be immediately previewed without having been previously recovered.

To activate the preview select the file type group on the left and then click on **Preview**. If the button is grayed-out, these types of files cannot be previewed.

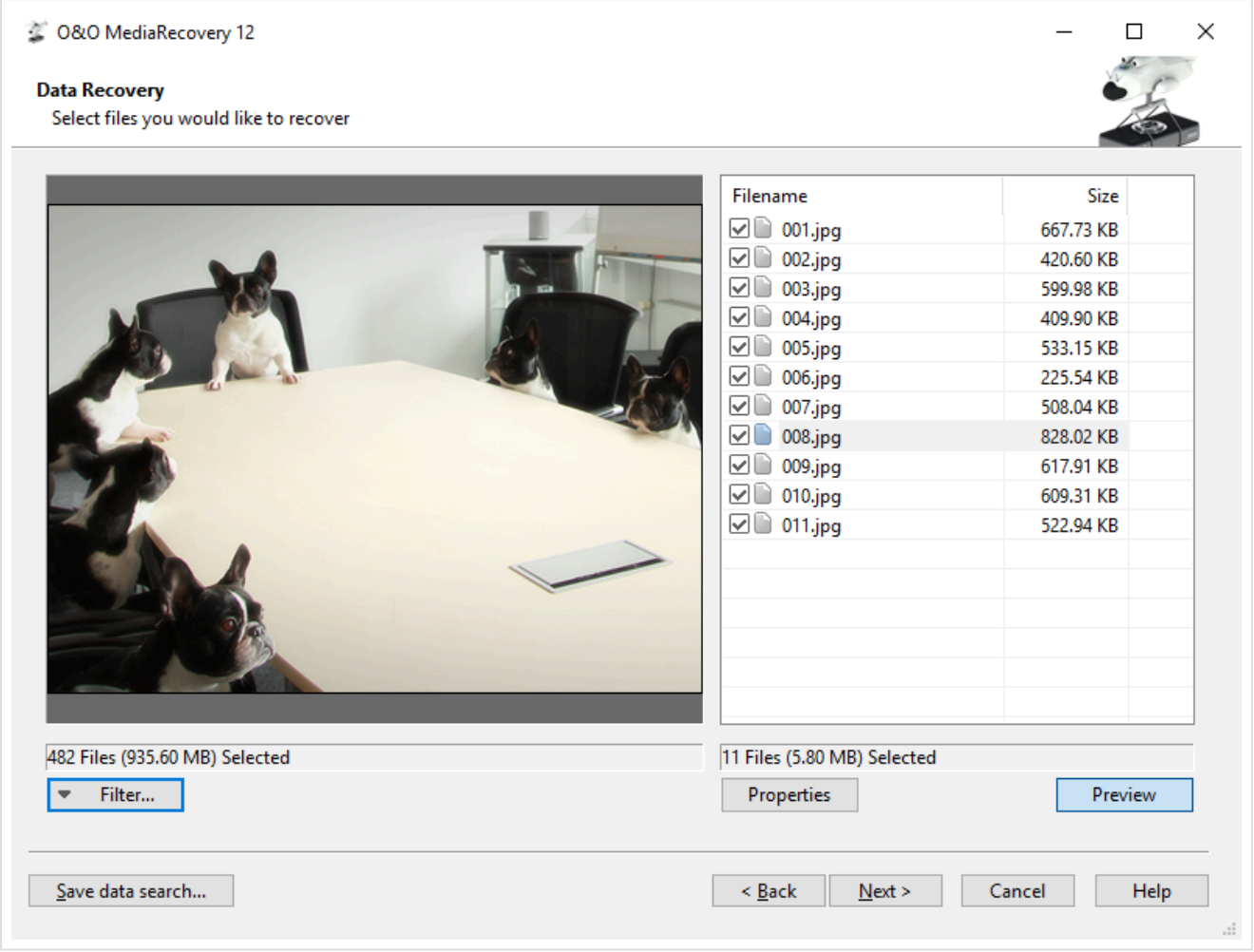
With the preview function active, click on the file you would like to preview.

- To **deactivate** the preview function, click again on **Preview**.

:::note

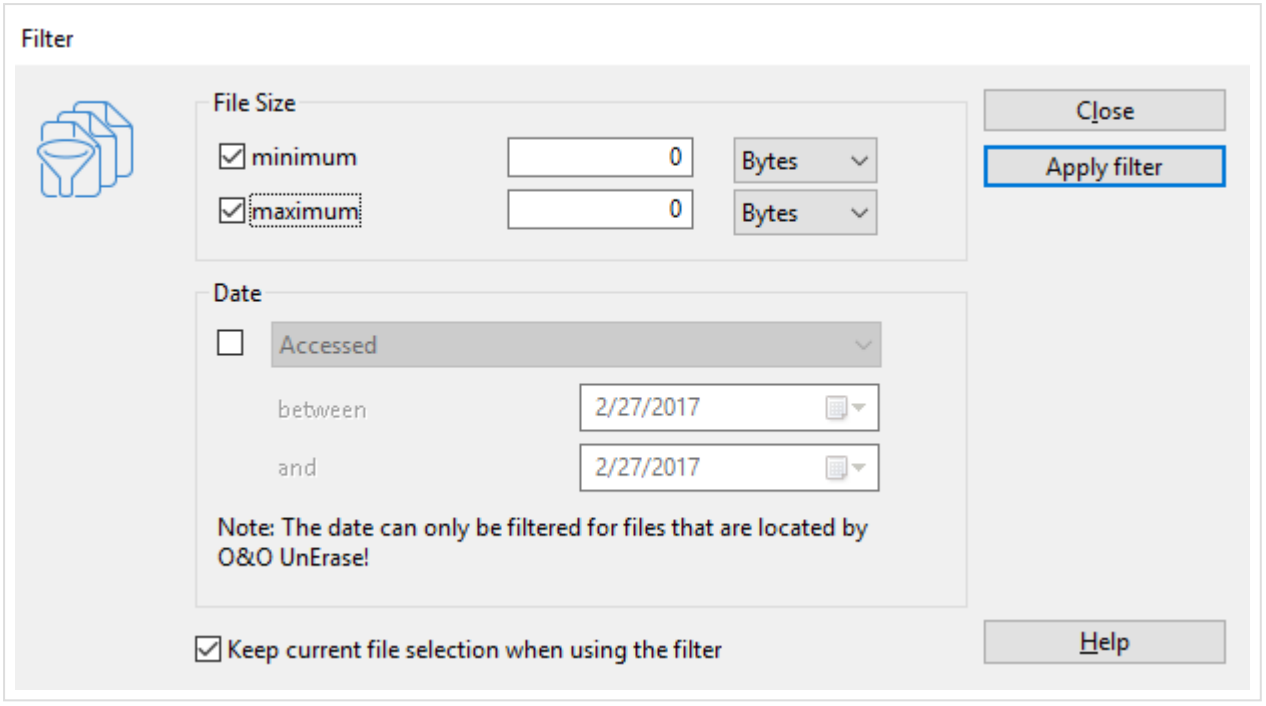
The fact that a preview is not available for some files does not rule out the chance for a successful and flawless restoration of those files. This function should not be seen as a way to judge the quality of a pending restoration, but rather as a means to make the file identification process easier.

:::



Filter {#filter}

Many picture and text files can be immediately previewed without having been previously recovered. To do so, enter the size range in which the desired files should fall. You can also stipulate whether the filter should consider all files, only those previously selected, or only those you previously left unselected.


Filter
File Size
minimum
0
Bytes
maximum
0
Bytes
Close
Apply filter
Date
Accessed
between
2/27/2017
and
2/27/2017
Note: The date can only be filtered for files that are located by O&O UnErase!
Keep current file selection when using the filter
Help

Select the target folder

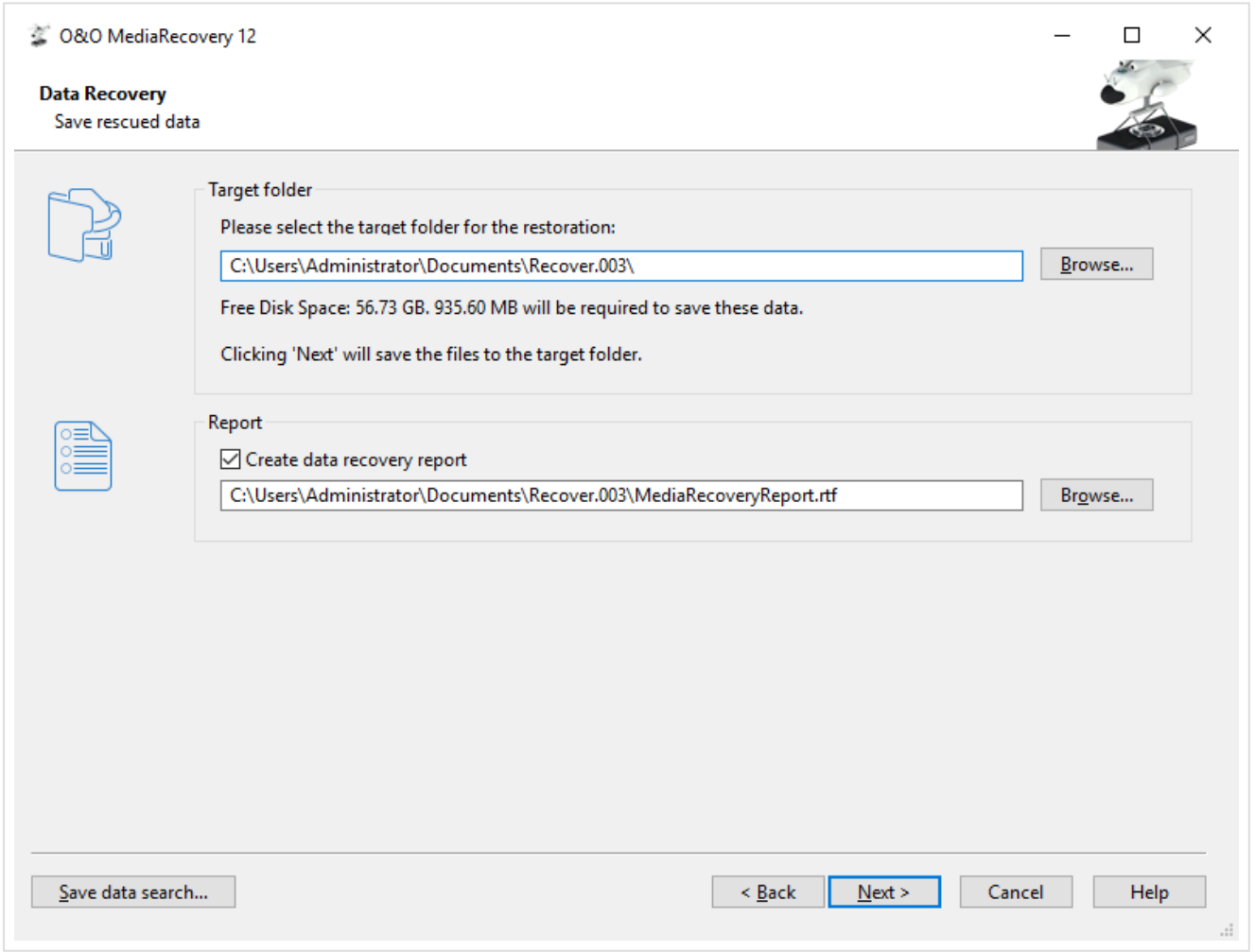
To recover selected files you need to enter a saving location. By default your 'My Documents' folder is set, but any folder, including network folders, may be selected for this. O&O MediaRecovery automatically creates a subfolder into which the files are recovered. Because an individual subfolder is created for every file type recovered, it is advised that you select a target folder that is new or empty. In addition, it is possible to create a report regarding the completed data recovery.

- Enter the target folder for the data to be rescued. If it does not exist yet, it will be created automatically. Confirm the corresponding dialogue question.

:::note

Also do not forget to make sure you have enough storage capacity on disk to facilitate the newly recovered files. If you only have one partition (e.g. only "C:"), you will need an external disks to save the data to be restored, e.g. USB Stick.

:::



Create report on data rescue Activating this option will enable you to view a detailed report regarding the completed data recovery session. You can have this report saved to a different target folder as that in which the recovered files are to be saved. As a standard it will be created with the name "MediaRecoveryReport.rtf" in the target folder.

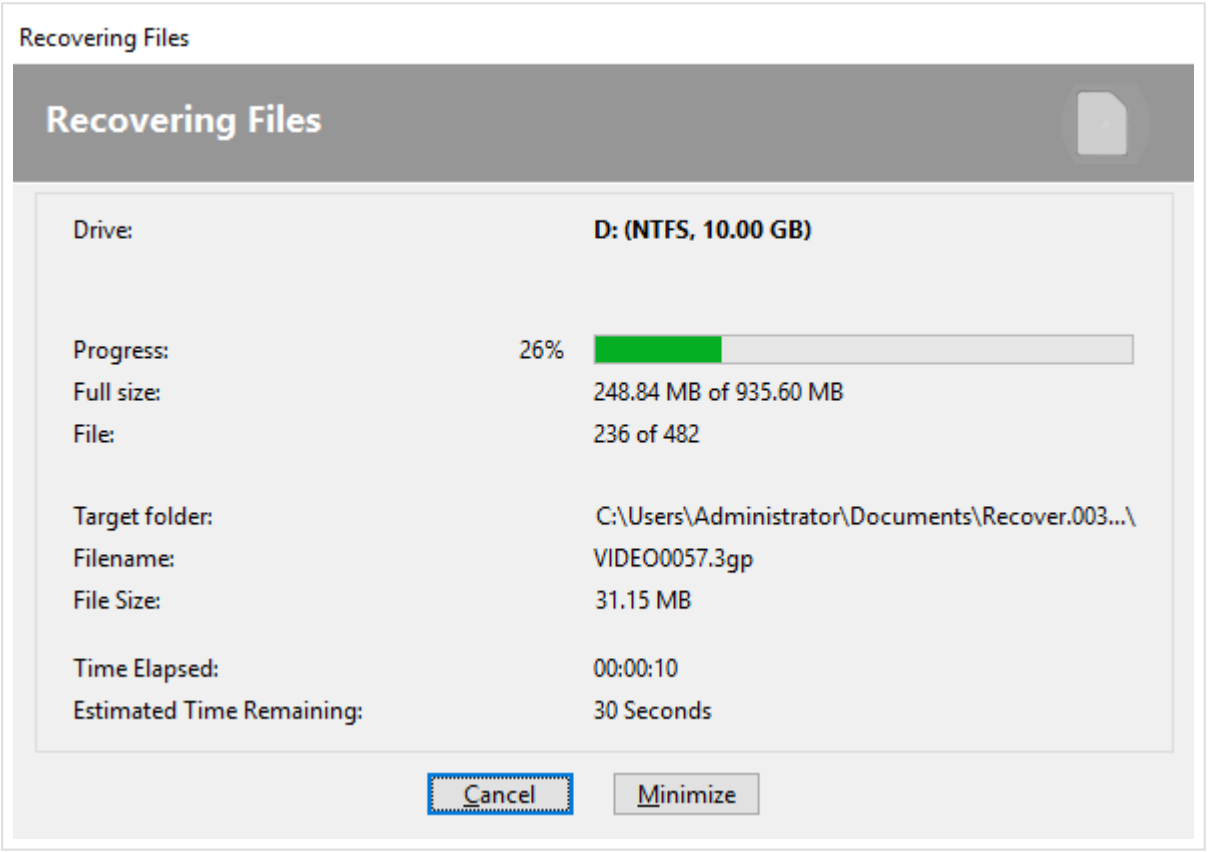
The reports are saved in Rich Text Format (RTF) and can be viewed and printed with the help of applications such as WordPad, Microsoft Word, or any other text editing programs.

Save files

While saving files, you will be informed on the progress in the status dialogue of O&O MediaRecovery. Information, such as overall progress and the total size of the saved files, is displayed in real-time as the operation progresses.

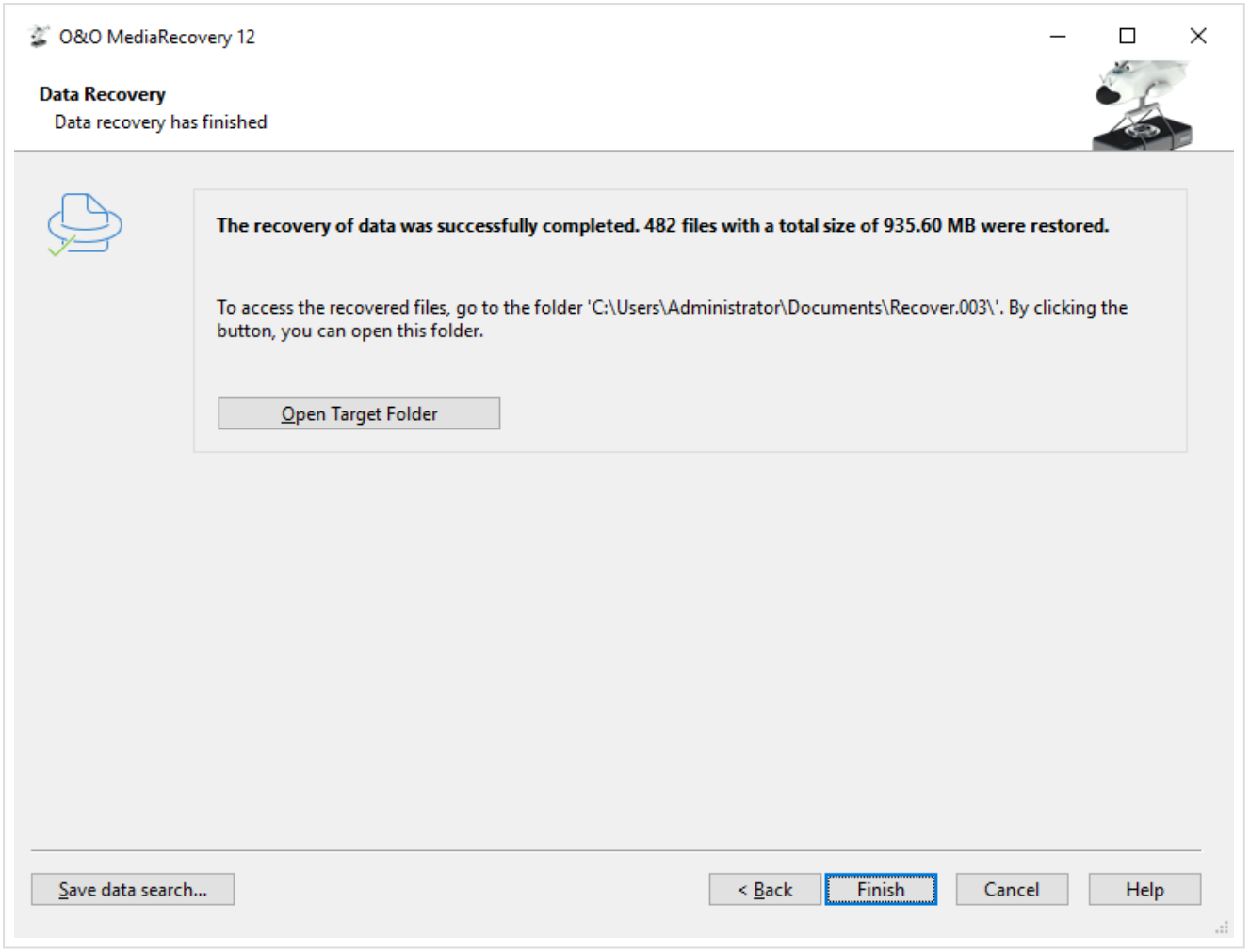
The elapsed time, as well as the estimated time remaining, can also be found here.

You can minimize O&O MediaRecovery while pressing minimize in the task bar. Pressing Cancel will interrupt the saving operation. When the operation is interrupted you will be returned to the previous page of the assistant where you will be given the option of changing the target directory and reselect the files to be recovered. Please note that all files that have already been successfully saved will be unselected so that you can continue to save files where you left off.



Complete the data recovery {#complete-the-data-recovery}

After the successful recovery of files is completed, a summary of the data recovery will appear. From here you can Open Target Folder and immediately access the restored files. By clicking **Finish** O&O MediaRecovery will be closed.


O&O MediaRecovery 12
Data Recovery
Data recovery has finished
The recovery of data was successfully completed. 482 files with a total size of 935.60 MB were restored.
To access the recovered files, go to the folder 'C:\Users\Administrator\Documents\Recover.003\'. By clicking the button, you can open this folder.
Open Target Folder
Save data search...
< Back
Finish
Cancel
Help

Save a data recovery and continue it later

At any time you can interrupt the data recovery operation and continue it at a later time. In the bottom-left-hand corner of the Assistant you will find a button entitled Save Data Recovery. This will open a dialog box that will allow you to save the current data recovery.

After the data rescue is successful saved, it is possible to start the with O&O MediaRecovery at a later time. Further information on this subjet can be found in the section "Start O&O MediaRecovery".

Please note that the save function is only available when you have made changes to the default data recovery settings.

Support and more from O&O

O&O Software support helps with questions and problems concerning O&O MediaRecovery 12.

Contact support

Open O&O Software support. Include:

- The version of O&O MediaRecovery.
- The Windows version of your computer.
- The drive you searched (type and file system) and how the files were lost.
- The complete error message, if any.

Never send passwords or license keys. O&O support does not need them.

Licensing

O&O MediaRecovery is commercial software. The trial version finds lost files; restoring them requires a valid license. Information on the product is available on the O&O MediaRecovery product page.

More from O&O

Product	Purpose
O&O DiskImage	Backup and recovery of drives and complete systems
O&O SafeErase	Secure deletion of files, drives and entire computers
O&O Defrag	Storage optimization for PCs and servers
O&O DiskRecovery	Recovery of deleted files

See all O&O products.