

Question:

The file(s) restored by NTFS Undelete are corrupt or not useable. What can I do to increase the likelihood of recovering useable data?

Answer:

1. Confirm you have the latest version of NTFS Undelete by downloading/reinstalling NTFS Undelete from here: [http://ntfsundelete.com/files/NTFSUndelete\\_setup.exe](http://ntfsundelete.com/files/NTFSUndelete_setup.exe)
2. Now perform another NTFS Undelete scan with the latest version and attempt recovery to a new folder or drive location.
3. Still can't open/use the file(s) recovered by NTFS Undelete? Perform one more scan with NTFS Undelete and confirm the status of the files you are trying to recover. If the status is "Good" it is likely that the file that can be recovered will be intact and useable. If the status is "Unknown" NTFS Undelete was unable to estimate the condition of the file and this file may or may not be corrupt/overwritten. If the status is "Overwritten" there is still a file that can be recovered but it is unlikely that this file will be intact and useable. If the status is "Good" or "Unknown", continue following the next steps to see if any of NTFS Undelete's more sophisticated but longer scan technologies can recover a more useable file. If the status is "overwritten" it is less likely that using the advanced scan technologies will recover a more useable file but it doesn't hurt to try. Also keep in mind, that even if a file is corrupt or partially overwritten, not all data may be lost, it may be possible to recover some useable data from this file.
4. Now we will configure NTFS Undelete to use one of its more sophisticated scan technologies the DeepScan. Click on Settings at the top of NTFS Undelete. In the Settings window that opens select "Enable deep scan", then click OK.
5. Now scan your computer again and restore your files to yet another new folder. Can these files be opened? Are the files intact? If not, proceed to step 6.
6. If the files still cannot be opened we can enable one more additional scan technology within settings. Open Settings and Select "Ignore current file system (RAW-scan)". Additionally, you can try moving the DeepScan Quality Slider more towards the left (towards Quality). Each tick to the left is an increase in how thorough the DeepScan is. Keep in mind, the more thorough/the higher the quality of the DeepScan Engine, the longer the scan will take to complete. The highest Quality Scan takes much longer even on smaller drives, so if you select this setting, be patient, NTFS Undelete is not frozen, the scan is just being that thorough. Click OK when you have made your selections. Restore your files to a new folder once again.
7. If your last scan still did not recover more useable files it is likely that your files were partially overwritten before NTFS Undelete was able to recover them for you. Again, that does not mean that there is no possibility in recovering useable data from the recovered files. In fact, you may still be able to recover some or all of the original data that may still be contained within the recovered files. To learn what additional steps you can take in an attempt to recover any useful data stored in the recovered files, or to repair the recovered files, please download the "Recover Data From Restored Files" document here: <http://support.ntfsundelete.com/files/docs/NTFSRecoverDataFromRestoredFiles.pdf>