



## **Installation Guide**

# **Stellar Phoenix® (HP®-UX™) 1.0**

**Data Recovery Software for JFS (VxFS) file system drives**

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## Overview

According to Murphy's Law of Data Loss, "The probabilities of a hard-disk crash increase with the number of days since the drive was last backed up."

No hard disk is ever completely safe from crashing, and losing all the important data on it. A disk can be damaged due to a number of causes such as virus attack, voltage glitches, software malfunction, hard disk format, accidental file/directory deletion, human error or even sabotage. Such events cause corruption or damage to the disk drive, and make the data completely inaccessible to the user.

In most cases, retrieval of such lost data is practically impossible, and this can mean grave losses to the user. The user has to rebuild his files from previous backups and, if improper or no backup has been taken, even reconstruct the information from scratch. In today's age of information technology, data represents time as well as money, and such loss of data could be catastrophic.

This is precisely why a tool like Stellar Phoenix comes in handy to recover your lost data. Stellar Phoenix is a unique product, which allows you to recover precious data from inaccessible hard drives, which have been damaged due to a variety of reasons like

- Accidental format
- Partition loss
- Virus related corruption
- File/directory deletion

## How Stellar Phoenix works?

Stellar Phoenix is NON-DESTRUCTIVE and READ-ONLY Software. It will recover your data and copy it to another destination - a removable drive, another working partition, another hard disk, a floppy diskette or a network volume.

Stellar Phoenix is very easy to use. The software's fully automated wizard will walk you through the simple steps:

**Evaluate** - Phoenix identifies the device and locates all partition(s) on the inaccessible drive and presents them in a list.

**Analysis** - It examines the remains of the file structure (Super Block, Inodes) and the data area of the inaccessible drive and works out the best path to recover your files and directories.

**Recover** - All recoverable files and directories are presented in a tree structure. You can select your data files and directories and move the data to a safe location.

**NOTE:** *If you hear any strange noises (grinding or clicking) coming from your hard drive this might be an indication of a hardware/physical problem. Continuing to operate your system may damage your hard drive beyond repair and/or cause irretrievable data loss. If you suspect hardware problems visit : <http://www.stellarinfo.com/data-recovery-services.htm>*

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## **System Requirements**

- Pentium-class processor
- 64 MB RAM (128 MB recommended).
- Windows 9x/ME, Windows NT 3.51 and above, or Windows 2000 / XP / 2003
- 5 MB of free space (Required for Installation).

## Connecting IDE Drives

Setting up Stellar Phoenix and recovering data from a damaged disk drive is a very easy and simple procedure.

You need a working computer with a drive having enough free space to store your recovered data.

Identify a PC that confirms to the [System Requirements](#) and has a drive that has free space to store your recovered data.

Once you have found a system that conforms to the system requirements, verify that the disk in the PC is connected on the Primary Channel as Master.

You can connect the corrupt disk as:

- Slave on the primary channel OR
- Master or Slave on the secondary channel

The procedure for connecting the drive is detailed in the [attach disk topic](#).

**Note:** Take the help of a support executive in your office or your maintenance engineer if you are not comfortable with connecting the drives.

## Attaching Disk

There are three steps:

- Set the jumpers on the hard disk or CD ROM
- Plug and screw the disk in
- Boot the computer up and make sure the disk is detected

### Step 1: Setting the disk up

Let's take a look at the back of a hard disk to see the jumpers and IDE cable connectors.



**A** = This is the IDE cable plug. Attach one end of the cable here and the other into the motherboard. Remember that the end plug of the cable is the master and the middle plug is the slave. There is a notch that prevents incorrect insertion.

**B** = These are the jumper pins. Setup your disk as the master and the corrupt disk as the slave. The diagram for this jumper configuration should be on a sticker on the hard disk.

**C** = This is the power plug. Plug in the power cable from your power supply here.

**Here is a picture of an IDE cable:**



*The master plug is marked with a red arrow. The other end of the cable plugs into the motherboard while the middle plug is for disks in the "slave" configuration.*

You can have a "master" and a "slave" on the same cable. That is the whole point of the system!

Another option is to set the drive to "cable select" where it will adjust itself to whatever plug you attach it to. Not all disks support this however.

### Step 2: Installing the disk into the case

Here is a picture of a couple of hard disk's installed in a case. The power and IDE cables have been attached.



Simply screw in the disk to secure it in the case. It is time to make sure your system accepts your new disk.

### **Step 3: Setting up your system**

Now you must enter the system BIOS and make sure the appropriate IDE channel is set to AUTO, in order to autodetect the drives. Most motherboards ship with IDE channels set to AUTO by default.

To enter the system BIOS press 'Delete' or 'F2' shortly after powering the system on.

Simply search around until you reach the IDE menu. Remember to save when you exit the BIOS.

Now when the computer powers up the disk should be detected with it's given size.

Once you have attached the disk, you are ready to install the software on a working disk.

[Click here to see the installation procedure.](#)

## Installation

The software should be installed on a Windows® machine and the crashed HP-UX disk should be connected to the machine as secondary disk or as disk 2, with the Windows® disk serving as disk 1.

Run setup.exe from the Stellar Phoenix software CDROM or diskette. If you have downloaded Stellar Phoenix from [www.stellarinfo.com](http://www.stellarinfo.com) or a download engine, run the setup file from Windows Explorer to begin the installation process.

**Note : Make sure you are logged in as administrator before initializing setup, as the software installation requires local admin rights in Windows NT/2000/XP.**

Setup installs the software, creates a desktop shortcut and creates an entry in the Program groups menu. The default path for software installation is *C:\Program Files\Stellar Phoenix (HP-UX) 1.0\*

The install program also creates an entry in the 'Add/Remove Programs' group for software unistallation.

**NOTE: Do not install Stellar Phoenix to the partition from which you are trying to recover data. This may result in your lost data getting overwritten and could also cause permanent damage.**

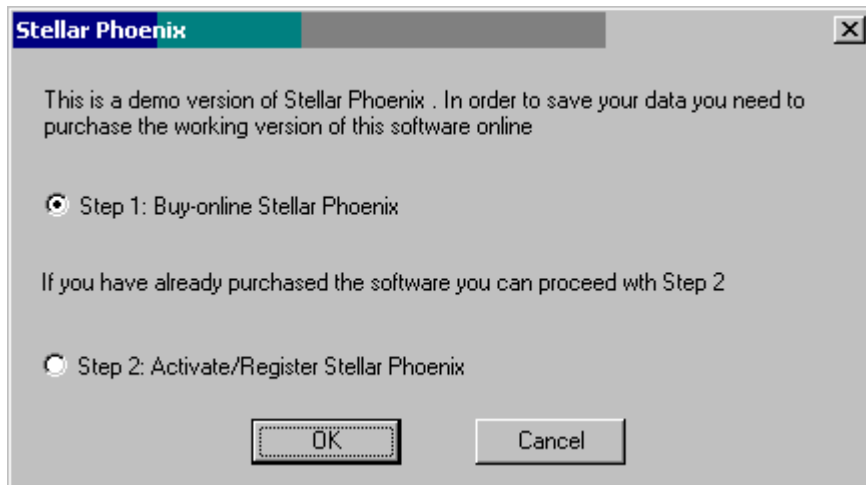
## How to Order ?

### Order Online:

You can purchase the software by making payments online through credit card. Please visit <http://www.stellarinfo.com/disk-recovery-prices.htm> to have a look at the pricing details and to place the order through credit card.

### Otherwise

Run the demo version of the software on the machine where you want to install the software, then analyse the crashed drive. Once you select a recovery option i.e. 'Recover selected', 'Recover Deleted' or 'Recover All', the software will launch a wizard as shown below, if the product is not registered.



**Step1:** If you haven't purchased the product, select the 'Step1' option and click 'OK' - you will be given an option to purchase the software online using a Credit Card. Once you have made the purchase you will receive payment confirmation from the payment gateway, and you will receive an email having your serial number for authorization.

**Step2:** Once you have received the serial number select the 'Step2' option and click 'OK'. You can directly select the 'Step2' option, if you have already completed the purchasing process and you have the serial number ready with you.

**Serial Number :** This is the pre-paid key, which is used to activate the product or to get the unlock code.

**Site-Key :** It is the unlocking code for the software.

**Site-Code :** It is the unique number for the machine in which Stellar Phoenix is installed. This is required when you are activating the product using manual activation.

## How to Activate?

Stellar Phoenix software license is available for instant delivery over the internet by means of electronic software registration.

Once you place the order online you will receive a serial number.

This serial will be emailed to you by our payment processing agent.

Upon entering the serial number, the software registration wizard will automatically complete the activation process.

If the software does not get activated, you need to check your firewall settings, or else you can activate the product using the manual activation method.

**Note : All Manual registration process will take a maximum of 1 business day for completion**

Detailed description for activation is on this link : <http://www.stellarinfo.com/activate-software.htm>

## Technical Support

If you have any *questions/problems* with *any* of Stellar's products, we have an extensive support system available to answer your queries.

You can either **call us** or **go online** to our support section ([www.stellarinfo.com/support](http://www.stellarinfo.com/support)).

### **Support Help line:**

**USA (Toll free) 1-866-978-0600**

**UK (Europe) 44-207-993-2293**

**Timings: Monday – Friday**

**05:00 - 20:30 GMT**

**Midnight - 15:30 EST**

### **Online Help:**

**Chat liveChat live with an online technician**

**Search in our extensive Knowledge Base**

**Submit a TicketSubmit a Ticket (if our Knowledge Base does not answer your question)**

**Login and view Ticket Status (if you already have a valid Ticket with you)**

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### File System

File System is a component of operating system which manages data on any storage media.

### FAT

FAT (File Allocation Table) is a type of file system which is supported by all Microsoft Operating Systems. It has variants like FAT16 and FAT32. FAT32 is not supported in Windows NT 3.5 / 4.0 operating system.

### NTFS

NTFS (New Technology File System) is a file system, which is supported by Windows NT/2000/XP.

### NTFS5

NTFS5 is the new version of the NTFS file system, which is only supported by Windows 2000 and Windows XP operating systems.

### Partitioning in HP-UX

**In Windows: C: D: E:**

**In HP-UX: /dev/vgx/vol1;/dev/vgx/vol2;/dev/vgx/vol3**

*Note: The <partition number> for logical partitions starts from 5.*

### Blocks

The basic unit of storage on a logical drive. A cluster is a group of sectors. One cluster is allocated to a single file only. Cluster sizes can vary from 512 bytes to 256k bytes, depending on the particular file system and the partition size.

### Sector

The smallest storage units on a disk. A sector can hold 512 bytes of information.

### SuperBlock

In HP-UX file systems superblock is the area which can be accessed by the super user only. It stores information about the number of free blocks, free inodes, logical block size, and the number of times the volume has been mounted and other accounting information about the file system.

### Inode

Inodes are data structures that contain information about files in Unix / HP-UX file systems. Each file has an inode and is identified by an inode number (i-number) in the file system where it resides. Inodes provide important information on files such as user and group ownership, access mode (read, write, execute permissions) and type.