



Don't Panic - Photo Edition

Reviewers Guide

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What to look for when evaluating photo recovery software

1) Is the product easy to use?

With its user-friendly GUI, Don't Panic guides users through an easy process to extract files from the card's internal data structure. Don't Panic is a simple software installation that does not require additional custom hardware, only a standard USB card reader or USB Mass Storage compatible camera.

2) Does the product offer camera users features that aid in recovery and management of images?

There are four updated professional features in Don't Panic Photo Edition. A CD/DVD writer allows users to save recovered photos directly to CD or DVD. The card drive is now automatically detected creating better user experience when recovering data. You can also backup and restore your device for extra protection.

3) Does the product support the necessary digital formats?

Don't Panic Photo - Edition recovers files from almost every digital camera file format, including JPEG, CRW, CR2, X3F, RAF, NEFF, PEF, ORF, DCR, PIX, RAW, TIDD, MRW, MPG, AVI, MOV, WMV and WAV. It can also be easily updated to support even more.

4) Does the product support a wide variety of memory cards?

Don't Panic - Photo Edition recovers files from all digital media including:

- CompactFlash,
- Secure Digital
- Memory Stick
- Microdrive
- MultiMedia Card
- xD Picture Card

And now new formats such as:

- RS-MMC
- Mini SD
- Micro SD

5) Does the product endanger lost photos by writing to the memory card during the recovery process?

Some software recovery programs can write incorrect file descriptors to the card and cause the actual data content to become corrupted. This makes a secondary recovery process even more difficult or impossible. Don't Panic - Photo Edition's recovery process performs no write operations and will not harm the card in any way.

6) What is the product's success rate?

Don't Panic - Photo Edition boasts a 95 percent recovery success rate when photo data still exists on the memory card.

7) How is the product supported?

End user support is available by phone or email for customers.

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Installation

Follow these quick and easy steps to get your copy of Don't Panic – Photo Edition up and running.

(Please note that for installation of a file that has been downloaded from the Internet, double-click the downloaded file and go immediately to step 5).

- 1) Insert the Don't Panic CD into your CD-ROM drive.
- 2) The CD should then auto play. (If it does not, click Start, Run and type X:\Autorun.exe where X is the letter of your CD-ROM drive)
- 3) The CD Menu will then appear.
- 4) Click Install. The Installation program will then appear.
- 5) Follow the on-screen instructions to set-up and install Don't Panic - Photo Edition.
- 6) Once the file copying has completed, click Finish.
- 7) Don't Panic - Photo Edition is now installed and is ready to be run from either your Start Menu or the Desktop.

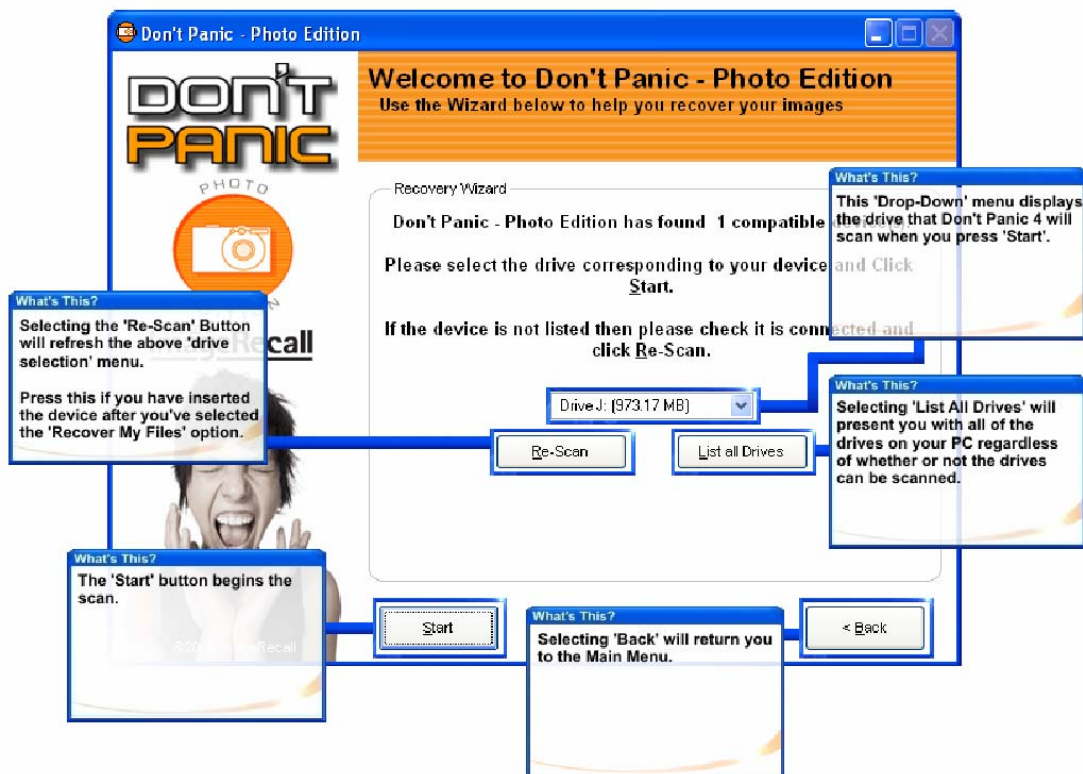
Suggested ways to test Don't Panic Photo - Edition

In order to test Don't Panic - Photo Edition, you'll need to give it cards that have lost or corrupted files. Here are two suggested ways to create these conditions. You can use Don't Panic to recover the lost or missing files that result after any of these steps. (Caution: Steps 3 through 9 could damage your memory card. Don't Panic - Photo Edition can recover images from damaged cards. However, these tests go beyond recommended usage for most memory cards. Hence, lost files and damaged cards.)

- Delete all the files on the card (or format the card) in the camera. (Note: If you do this with Fuji, Olympus, or some Sony cameras, the images are erased permanently and cannot be recovered by Don't Panic or any other software).
- Delete the files and/or format the card while it is connected to a computer via a USB card reader.
- Use an existing memory card that has been reused several times.
- Take enough pictures to fill a card to full capacity, then one by one start editing pictures in the camera.
- Pull a card out of a card reader while the activity light is still blinking.
- Remove the card from the camera immediately after taking a picture, before the camera has completed writing the image to the card.
- Shut the camera off immediately after taking a picture, before the camera has completed writing the image to the card.
- Drain the battery to near empty capacity. Then start taking lots of pictures.

Recovering your images

One of the new features of Don't Panic – Photo Edition is that the software will automatically detect which drives are available to scan, once again improving the simplistic nature of the software. When you select 'Recover My Images', Don't Panic - Photo Edition will list all the drives that you can possibly scan and it is purely a case of pressing 'Start'. The following image demonstrates the functionality of the 'Recover My Images' screen.



If the drive you wish to scan is not listed, there are two options you can select.

Rescan

Rescan will refresh the list of drives available in the drop down box. Use this if you have inserted the card after opening 'Recover My Files'

List All Drives

List all drives will amend the drop-down box so that it presents all the available drives on your system, regardless of whether or not the drive can be accessed.

Viewing Your Recovered Images

Viewing your recovered images with Don't Panic - Photo Edition could not be simpler. After selecting 'View My Recovered Images', Don't Panic presents you with a thumbnail viewer showing you the files that were recovered during your previous scan (s). This file should be a direct interpretation of what is in your 'My Recovered Files' directory. The following image demonstrates the functionality of the 'Recovered Images' screen.



Recovery Hints and Tips

- If you've lost your digital images, stop doing anything more to the card. Use Don't Panic - Photo Edition or other recovery software especially designed to recover digital images from memory cards.
- Make sure you have the card connected to your computer properly via a standard USB card reader or PCMCIA adapter (do not use the camera or camera dock).
- If auto detect fails check My Computer for the letter drive of the card. Don't worry that Windows may show gibberish for file names or may not display the capacity of the card or even asks you to reformat the card. Even under these conditions, Don't Panic - Photo Edition can often still access the card and recover your pictures.
- After selecting the letter drive, look for Don't Panic to display the capacity of the card. If nothing is displayed, or an error message appears, Don't Panic Photo Edition cannot begin and will display this. If the connections look OK, the card may be completely dead and the pictures non-recoverable.
- If you start to get read errors at the beginning of the card, the card is corrupted beyond what Don't Panic can recover. However, you may still be able to recover your pictures using an outside recovery service like Ontrack (www.ontrack.com) or DriveSavers at www.drivesavers.com
- Once Don't Panic - Photo Edition starts its recovery (without read errors), let it do its work and completely examine the card. Read errors at the very end of the card are normal and can be ignored. The last file saved may be larger in size, that's ok too.
- If you deleted or formatted your SmartMedia, xD card, Memory Stick or any media card with your camera, and no images are recovered using Don't Panic, you can almost be certain that your camera is from one of the manufacturers (Fuji, Olympus, and Sony, eg.) that permanently erase data from the card.
- Don't Panic automatically selects the best method to recover the files, either by logical or physical access to the card. For the deep scan recovery is sequential and filenames are automatically assigned.
- Sometimes only partial images are found. This means the picture data on the card ended abruptly. Don't Panic depends on recovered files being contiguous from beginning to end. Cameras do not always record the pictures this way, especially if a lot of pictures already exist on the card. That is one reason we recommend formatting a new or used card in the camera each time before use (after you've saved the pictures on your computer, of course).
- Always make regular backups of your picture files and your computer files.