

Undelete 4.0 Professional Edition

Review by: Chuck Reisz

Undelete 4.0 is manufactured and marketed by Executive Software of Burbank, California.

Introduction: Undelete 4.0 comes in three editions. They are the Server Edition, the Professional Edition and the Home Edition. The Professional Edition was available for this evaluation. Undelete 4.0 is a complete file delete and recovery system which replaces the Windows delete and recycle bin functions and enhancements and additional features.

System Requirements: Undelete 4.0 supports Windows Operating systems NT/2000/XP. The higher level editions do support more Operating System versions than the lower level editions. For example the Home Edition will not support Windows XP 64-Bit Version but the Professional Edition and the Server Edition of Undelete 4.0 will support it. The Home Edition and the Professional Edition of Undelete 4.0 requires less than 4 megabytes of disk space for installation. The server edition requires up to 35 megabytes of disk space.

Undelete from Disk: The Undelete from disk or as it is sometimes called the emergency recovery is a function of Undelete 4.0. Its purpose is to attempt to recover files that have been completely deleted and not simply deleted to the recovery bin. Undelete from disk can be run direct from the Undelete installation disk in order to minimize any disk writes until the file is recovered. Undelete from disk can not retrieve a file that has been overwritten so it is very advisable to stop and read the instructions before proceeding with use of this function. The manual has instructions for the Delete from Disk program. These instructions will help minimize the chance that the target file may be overwritten. This function can be a life saver if you totally delete an important file.

I ran undelete from disk before installing Undelete 4.0 and it ran as intended without a hitch.

Installing Undelete 4.0: Following the user's guide that was enclosed in the box, I installed Undelete 4.0, registered it and installed the latest update that I found on Executive Software's web site. All of that went smooth with no problems that I was aware of.

After restarting the system, I clicked on the recovery bin icon that Undelete 4.0 put on my desktop in place of the normal Windows recycle bin and it shows the contents in tree view fashion much like Windows Explorer. The only contents were some files generated during startup which I do not want filling up the recovery bin. There is a provision to exclude certain files or types of files from passing thru the recovery bin so that is easy enough to take care of.

My next step was to go about deleting files for test purposes. I then went to the recovery bin to find the deleted files and much to my surprise they were nowhere to be found in the recovery file. First, I searched the user guide included and could not find a solution using the user guide and the on screen tools. Next I downloaded a full User Manual. There is a User Manual on the installation Disk but I always consider any online manual more likely to be up to date than one included with the system. I still found no solution.

Technical Support: As a last resort I turned to see what was available in the way of Technical Support. Executive Software offers a free 90 days of Technical Support by phone with registration of Undelete 4.0. This support is available 7:00 am to 5:30 pm Pacific Time Monday thru Friday but by now I am outside that time window.

A user can contract for 24/7 Technical Support if it is required.

Their user guide does mention that most technical questions can be answered from the Technical Support section of their web site. I encountered problems finding technical support for undelete. As I clicked thru the web site, I kept ending up at technical support for their Diskeeper system.

Uninstall program: Undelete instructs you to use the normal Windows uninstall program. I uninstalled the system to start over. The uninstall of the program went smooth and returned my system to the delete and recycle system in use prior to the installation of Undelete 4.0.

Re-Installation: Next I reinstalled Undelete 4.0 and the system worked. I am not aware of what I did different than the first installation which did not work.

Features:

- Uninstall 4.0 system has a **Secure Delete** program which permanently erases deleted files.
- The **Undelete from Disk** option facilitates the recovery of files deleted from the recovery disk unless they have been overwritten.
- Uninstall displays contents of the Recovery Bin in **Tree View Pane** format much like Windows Explorer uses.
- The system provides **file search** capabilities.
- It supports **multiple disks and multiple types of disks**. Logical drives, primary partitions, extended partitions and many removable disks.
- There can be a **single recovery bin** for the system or a recovery bin for each disk drive.
- **Network remote computers** can be accessed by computers using the Professional Edition or the Server Edition of Undelete 4.0.
- **Push Install** is available in the Server Edition which allows a system administrator to load Uninstall 4.0 onto an offsite network computer. Note that you must have a license for each computer or workstation that you load the Uninstall system onto.

Documentation:

The boxed version of Uninstall 4.0 that I worked with had a copy of an abbreviated user's guide included in the box. In addition there is a manual available at Executive Software's web site which is www.execsoft.com.

Summary Opinion:

I think the Secure Delete program and the Undelete from Disk program are great tools to have and worth having just in case they are needed.

I have no ability to evaluate network capabilities and do not need them but they have good potential for use in a network environment.

The basic Uninstall system is a little more complicated to install and operate than using the Recycle Bin. The value of using it in a single computer environment as a replacement for the Windows recycle bin does not seem to me to offset the trouble installing the system and dealing with the added complications of the system even though the added complications are small.