Seagate File Recovery for MAC

Seagate Recovery Services

SEAGATE

The Seagate File Recovery for Mac support includes:

- these specific error messages: broken file name; file already exists; bad sectors option; and unable to launch application
- billing inquiries and refund request
- payment issues/errors and/or declines
- verify $99 purchase in Digital River Global Commerce
- advice on processing time-frame (can take 2 - 48 hours to fully process)
- license key assistance (determining when software license was purchased/locate key and send via Digital River)

For issues beyond what is outlined above, you may want to consider the SRS In-lab Recovery option. Further information can be found at the following link:

http://www.seagate.com/services-software/seagate-recovery-services/in-lab-recovery/
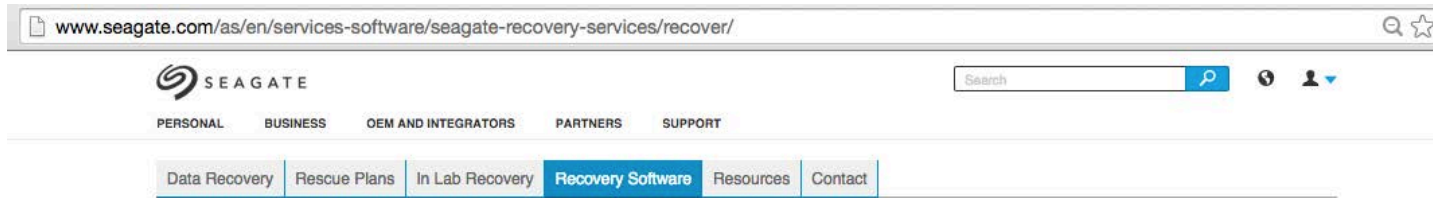
You are not required to use Seagate File Recovery for Mac software. There are multiple offerings for recovery software on the Internet. However, we recommend Seagate File Recovery Software. If your issue is listed above, email support is recommended. You can open a support case here:

http://support2.seagate.com/

Seagate File Recovery for Mac

Start by downloading the demo version of the software from seagate.com/recoverysoftware

Click here to download the Demo Version of the software

Recovery Software Download

Select your operating system

I own a PC

I own a Mac

TRY IT FREE   BUY LICENSE

TRY IT FREE   BUY LICENSE

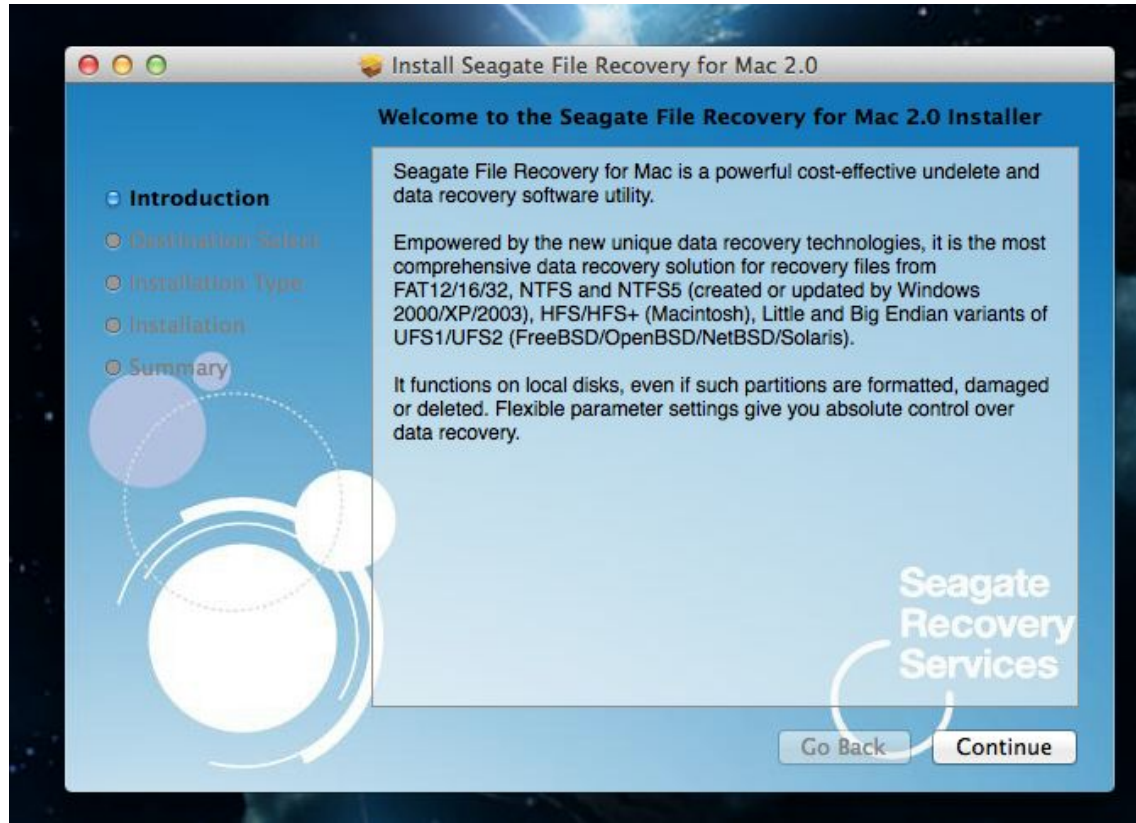Download user guide

Download user guide

Download the Mac Version of the Demo Software.

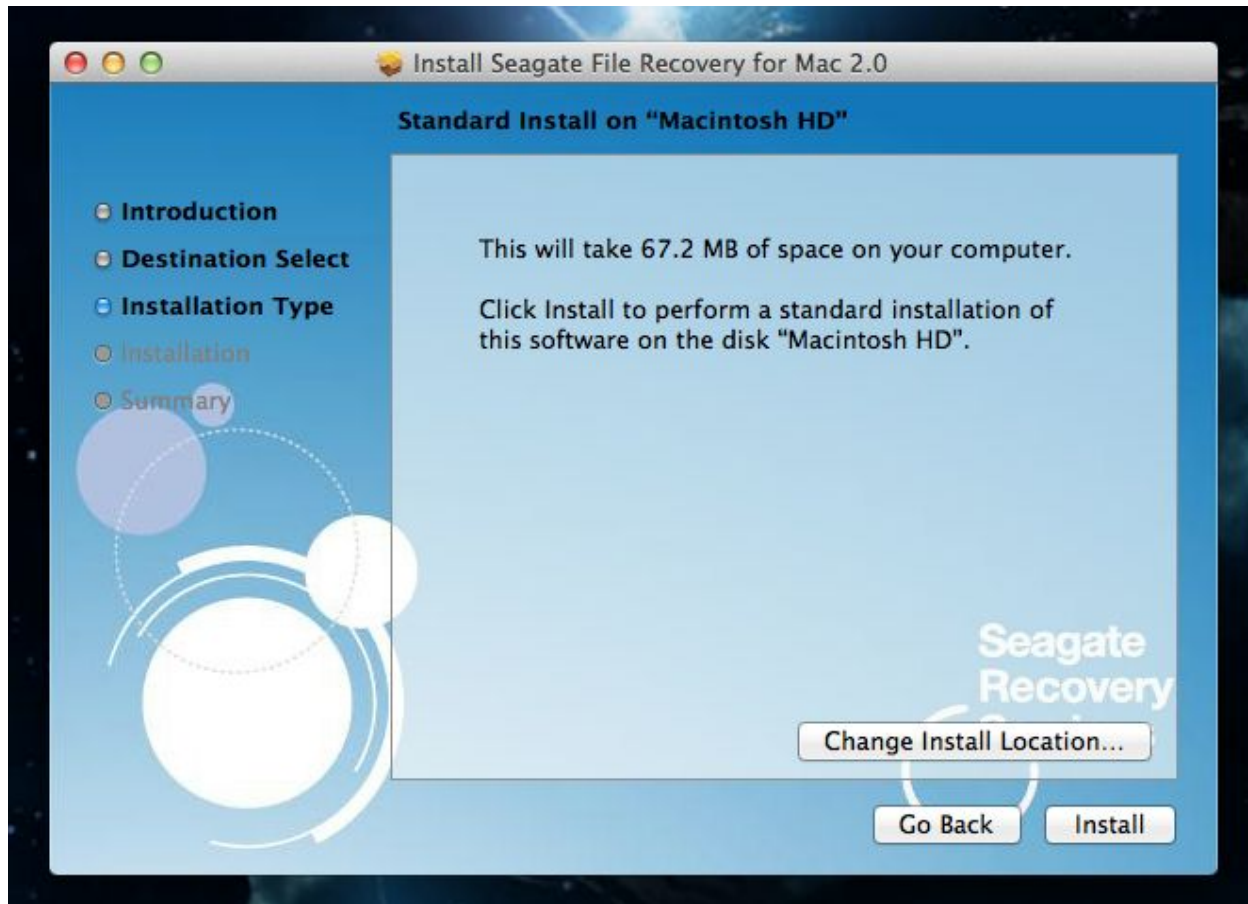# Seagate File Recovery for Mac Step-by-Step Guide

Step 1:   After downloading the installer file, double Click on "file-recovery-soft-mac.dmg" and then click on the opened box that says "Install Seagate File Recovery."
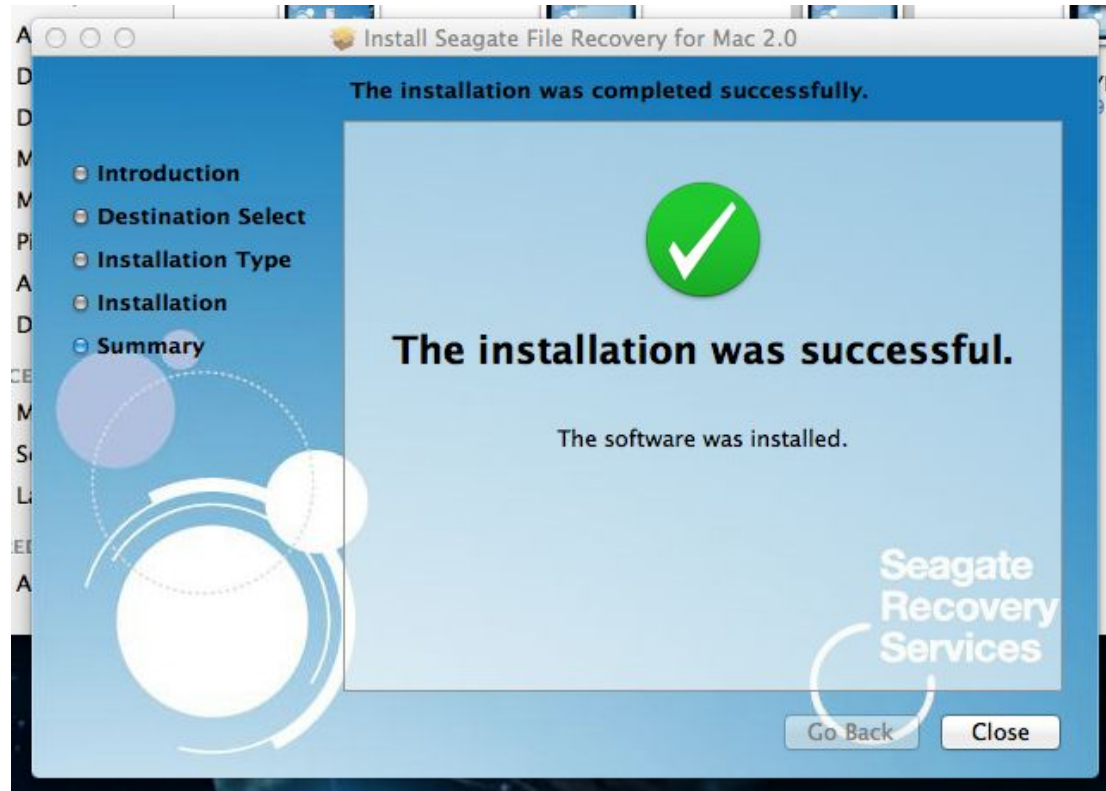
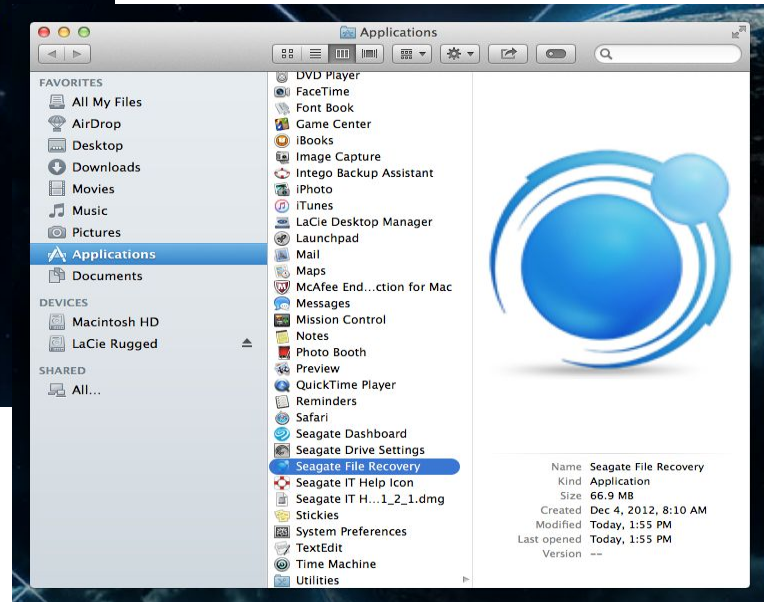**Step 2:** Click "Continue" on the first screen of the installation process .

Step 3: There is no need to change the install location, simply click "Install" to continue.
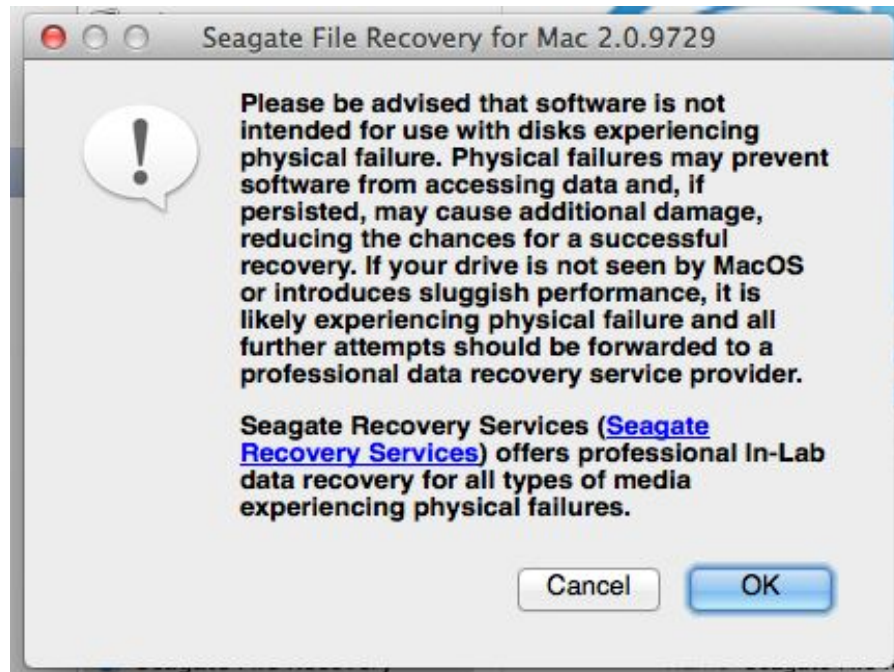
Step 4: If asks you for a password to continue, put in your Mac login password to continue. It will ask you whether or not you want to put a shortcut in your Dock, the choice is yours. After that the installation should complete and you can click "Close" in the bottom right corner.
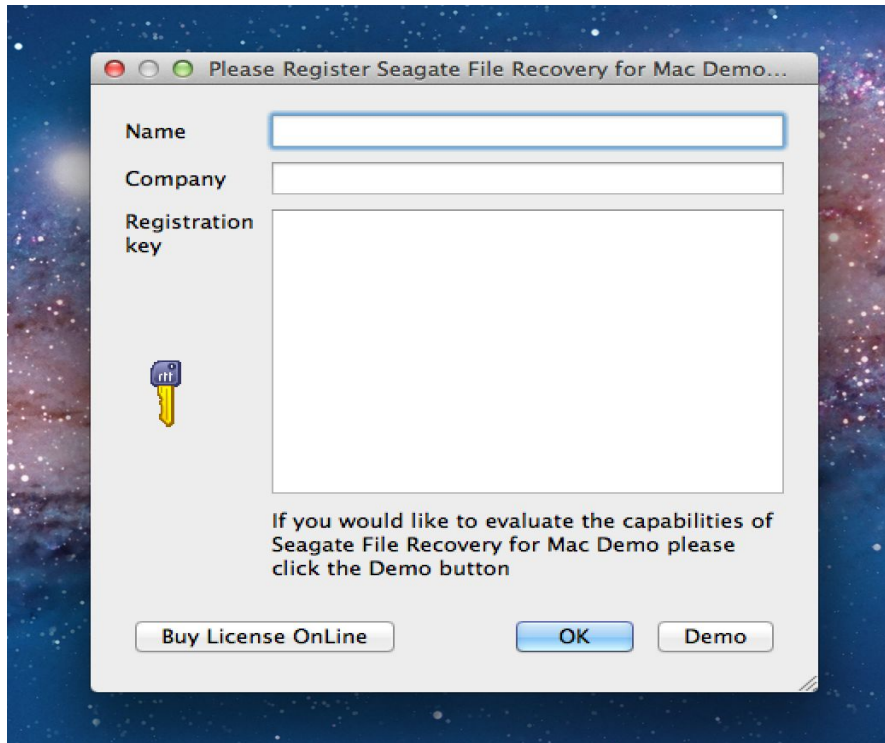
Step 5: If you put a shortcut in your dock, simply click on that. If you chose not to create a short cut, you can access the software by clicking on "Go" and then "applications."
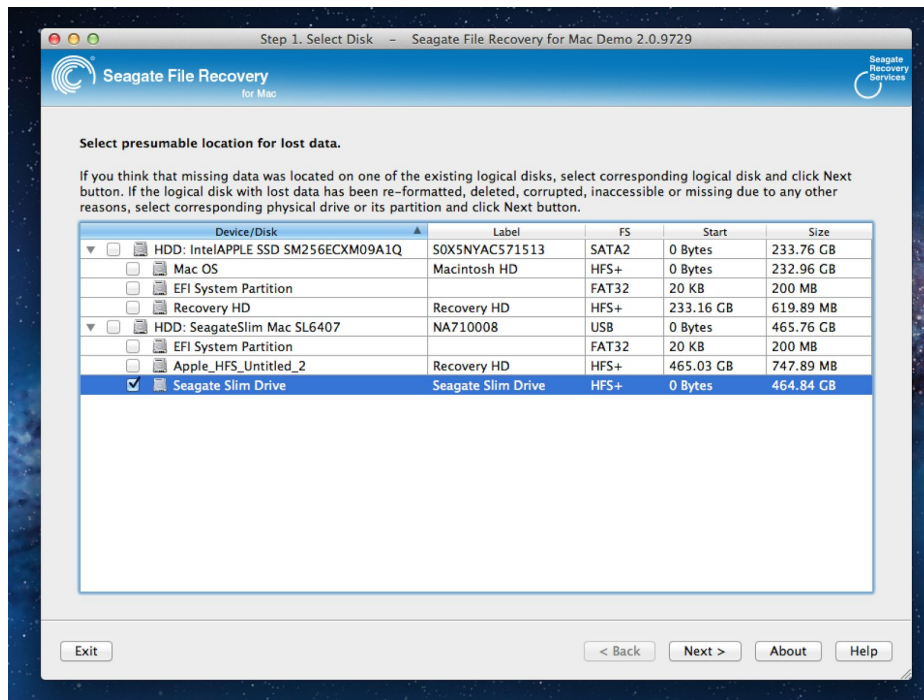
Step 6: You will see a warning telling you that this program will not work for drives with physical problems. We do not recommend running this software on drives that are experiencing physical issues as it could ruin any chance of recovering the data. Click "Demo" to close this message.
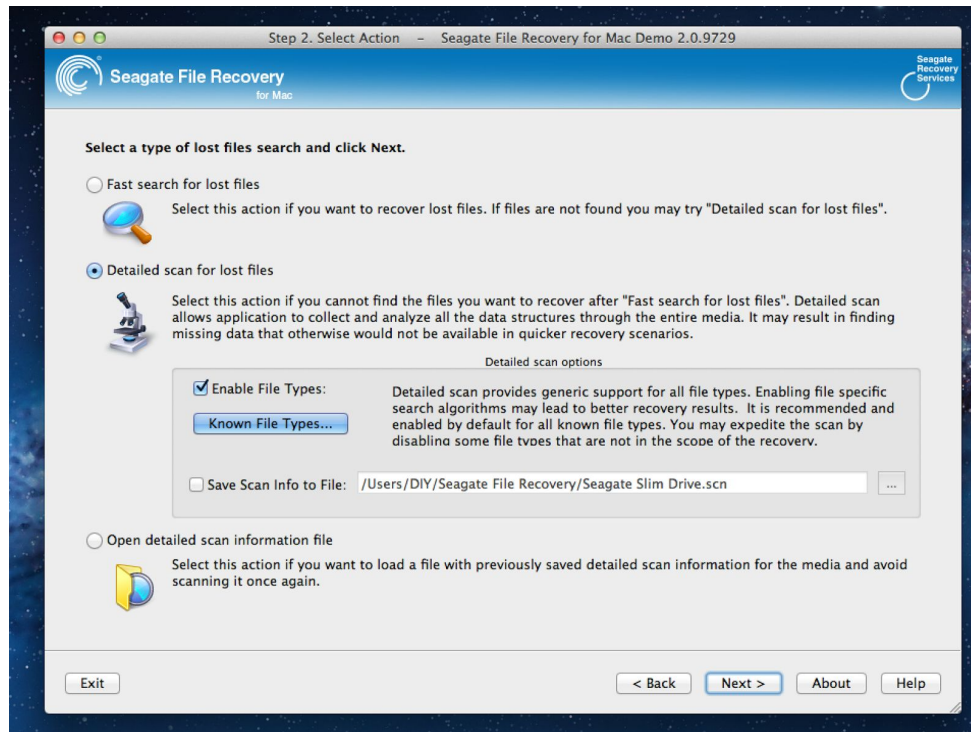
Step 7: You should now get a window showing fields for your name and company and a license key for the software. If you are using this program for the first time, you don't have to fill those fields in. Click on "Demo" in the bottom right corner to use the software for a free scan.
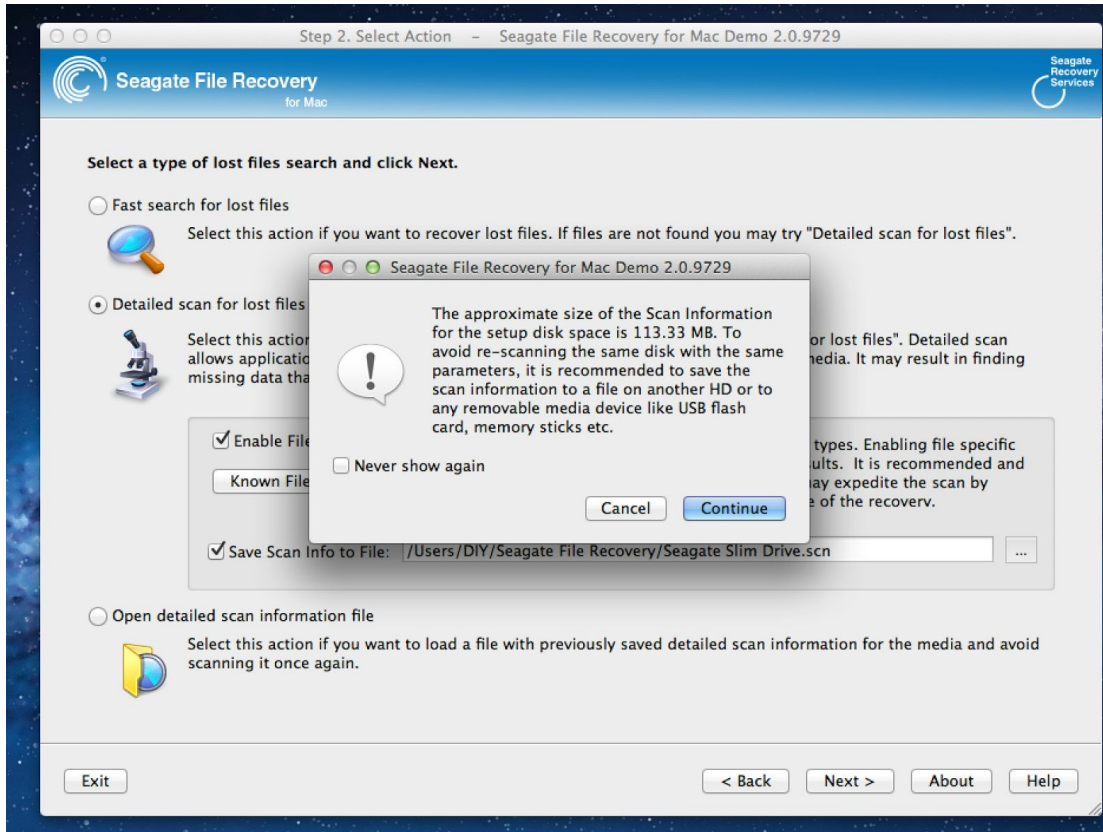
Step 8: Step 1 of the scan and recovery process is selecting the hard drive to recover data from. Select the first line of the drive to scan the entire drive, which performs a thorough scan of the data on the drive for recovery. Once selected click "Next."
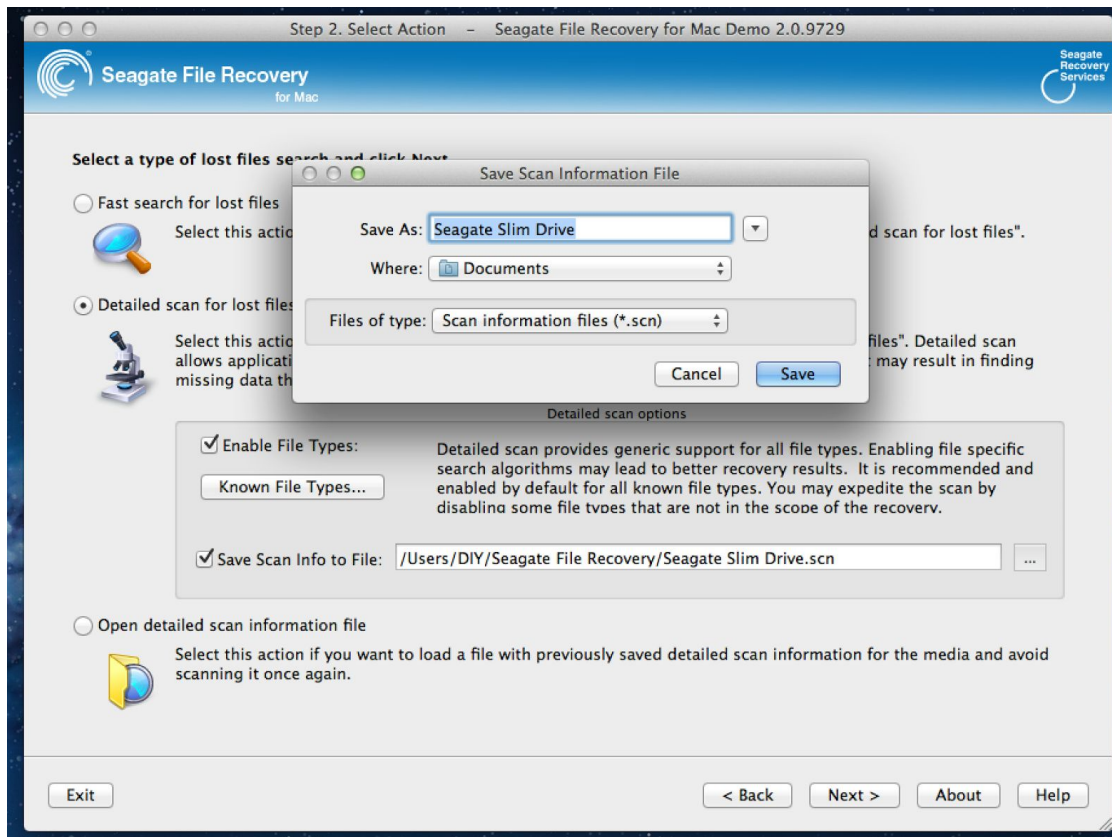
Step 9: We recommend you do the "detailed scan for lost files" when choosing your recovery type. It will do the most thorough scan on the device. Click on the radio button next to that option to select it.
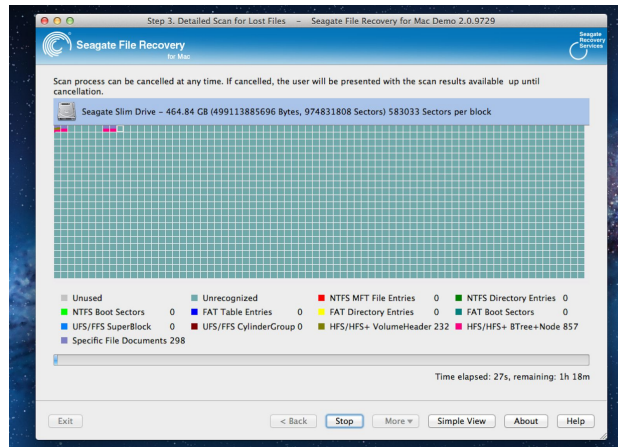
Step 10: We recommend that you save a copy of the scan data so that if you cannot complete the process, you don t have to start the process from scratch. To do this click on the box next to "Save scan info to file:" which will populate a message telling you how large that file will be. Click "Continue" on that message.
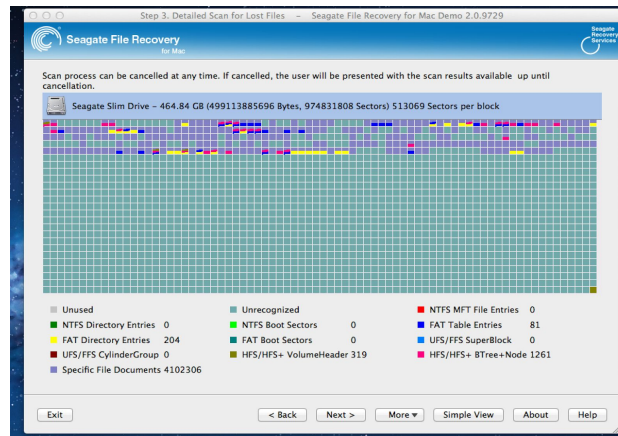
Step 11: If you would like to change the save destination of that scan file click on the "..." (browse) button all the way to the right of the existing file path and then select your destination of choice. Click "Save" and the "Next" to start the scanning process.
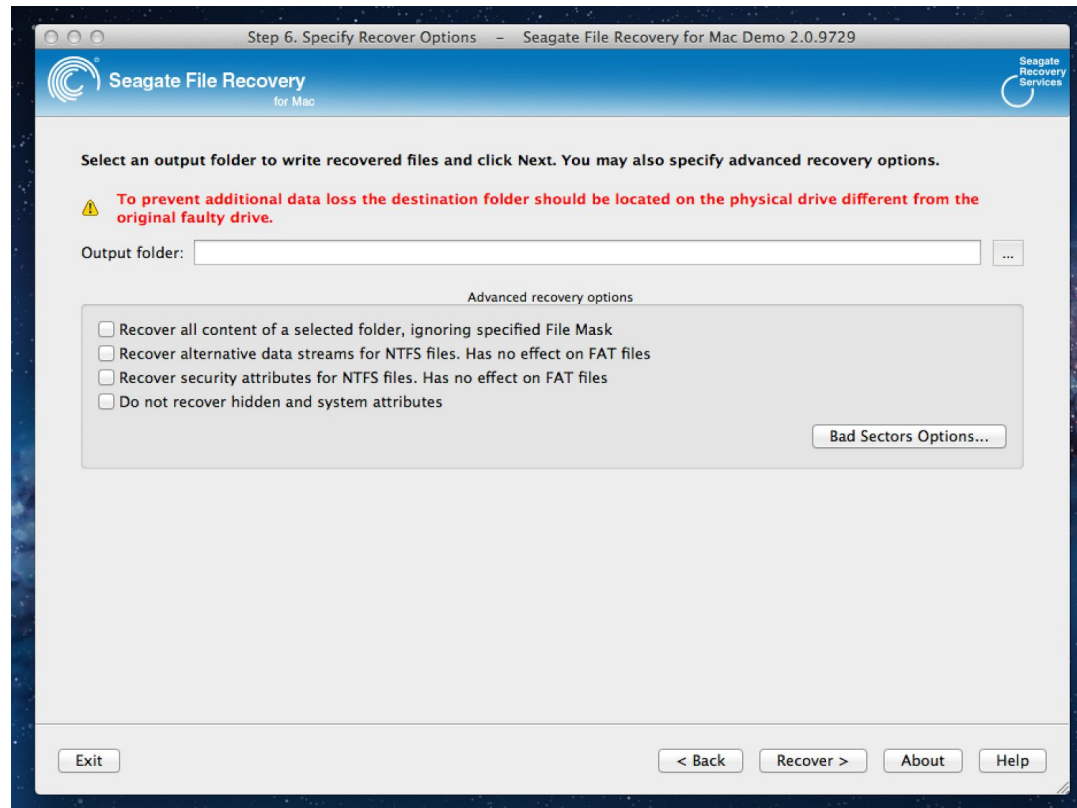
Step 12:   This process will take a very long time to complete and it is very possible that it takes 12 or more hours all depending on the size of the drive. Once it has completed you will be able to click "Next" to view the results.
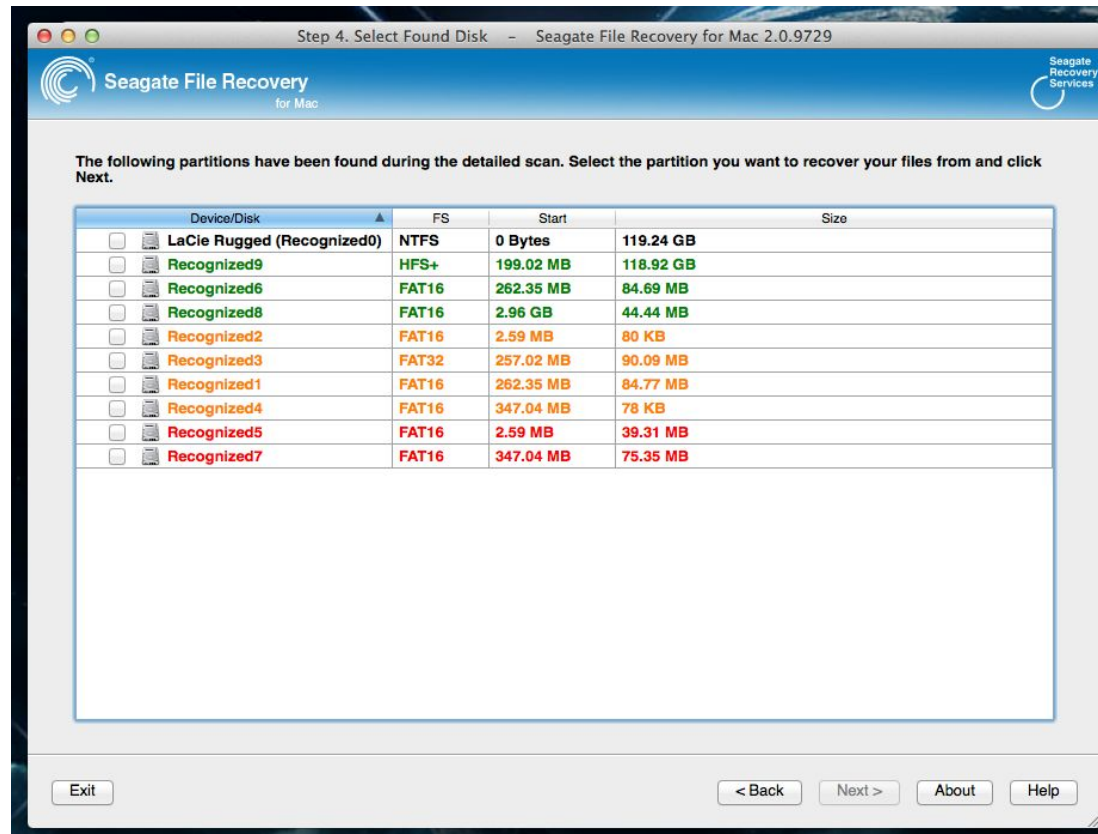

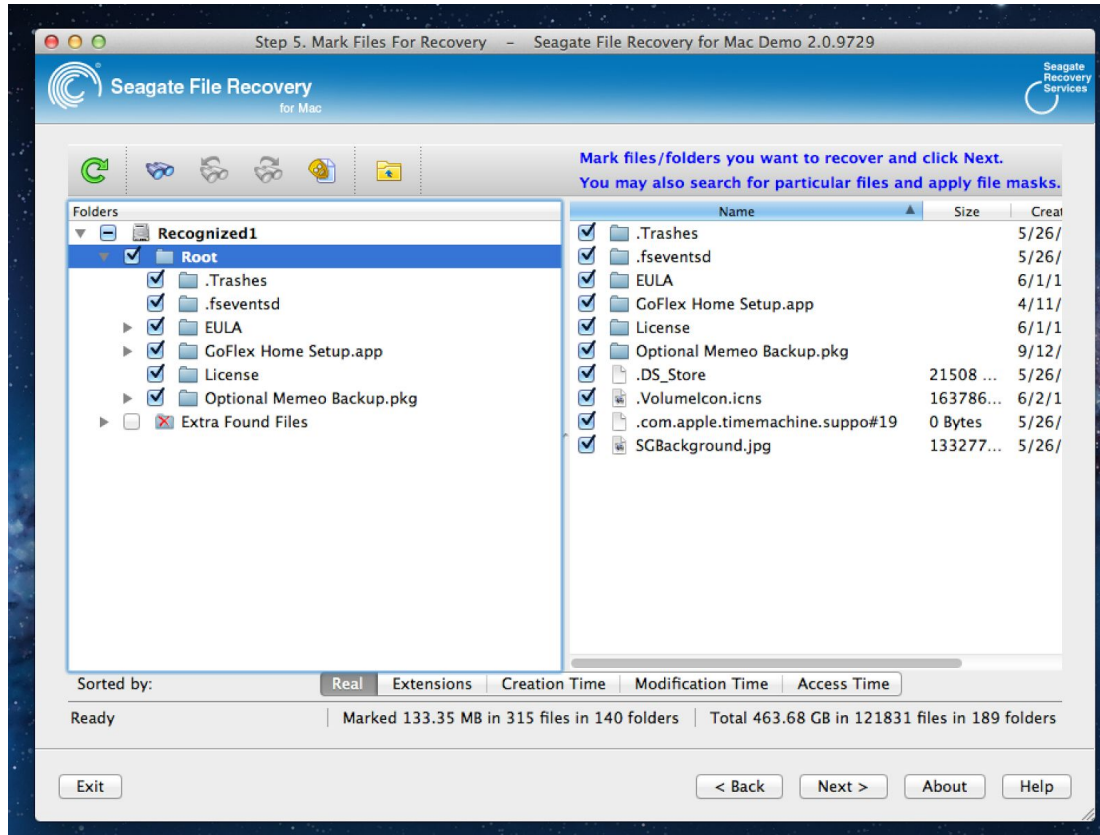Your completed scan will look similar to this.

Step 13: Now you will be selecting the destination of the files you are recovering. You can NOT select the device you are recovering from as the destination. Your recovery location should be another storage device. Click "..." at the end of the "Output folder" field to browse locations on your system and to choose your preferred save location. Disregard the "Advanced Recovery options."
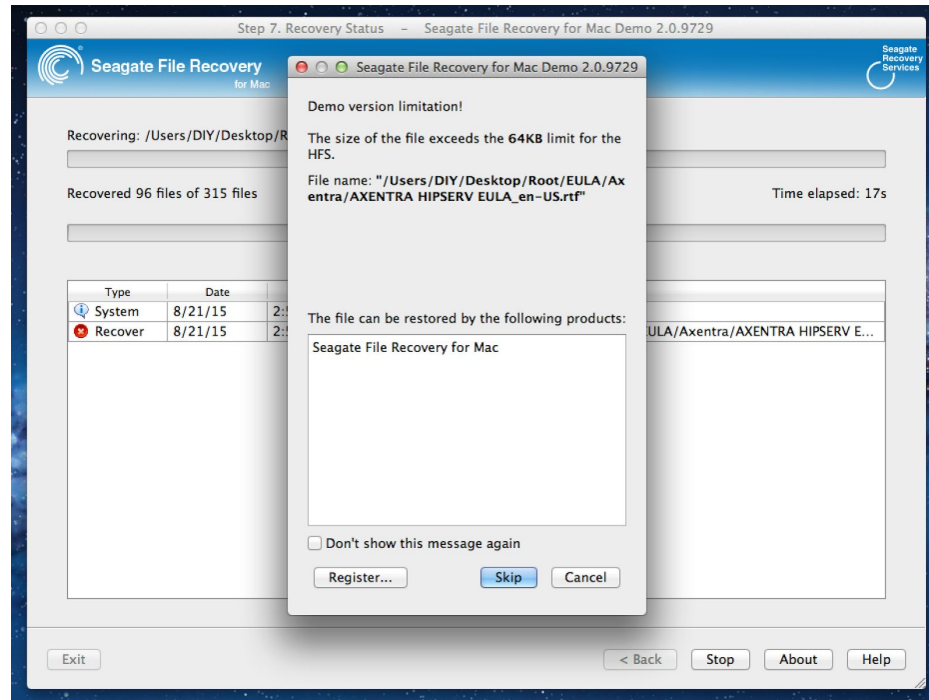
Step 14: In step 4 of the process you will have a list of "Recognized" partitions on the drive. The very top option in black would be the best option, the green partitions being your next best, with any orange and red options as your final choice, both likely producing very little results. Choose a partition and then click "Next" to view the file structure.
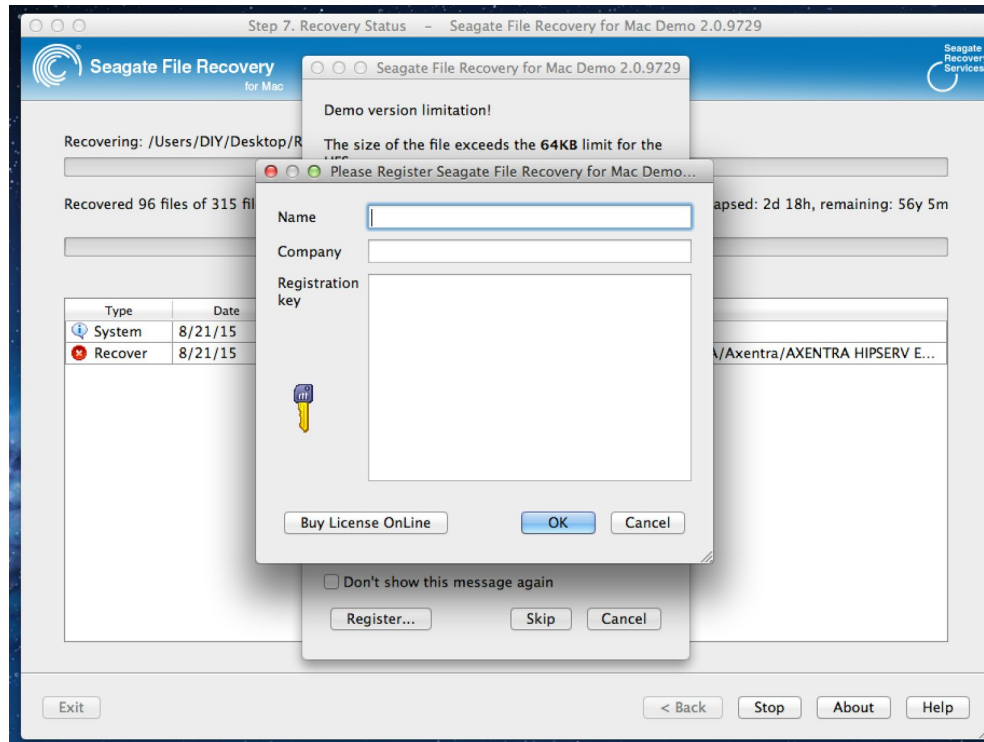
Step 15: Review the recovery results you have. If you see the files you recognize and wish to recover, place a check-mark on the box to the left of those items. Then click "Next" to proceed.

Step 16: In the DEMO version of the software, when you attempt to recover data, you will receive a message stating you can't recover files larger than 64KB. To continue from there, you will need to purchase a license for this software, which is $99 (works with all brands of storage devices). Click on the "Register" option to continue.

Step 17: From this screen you can click on "Buy License Online". You will then be linked to the website to purchase the license.
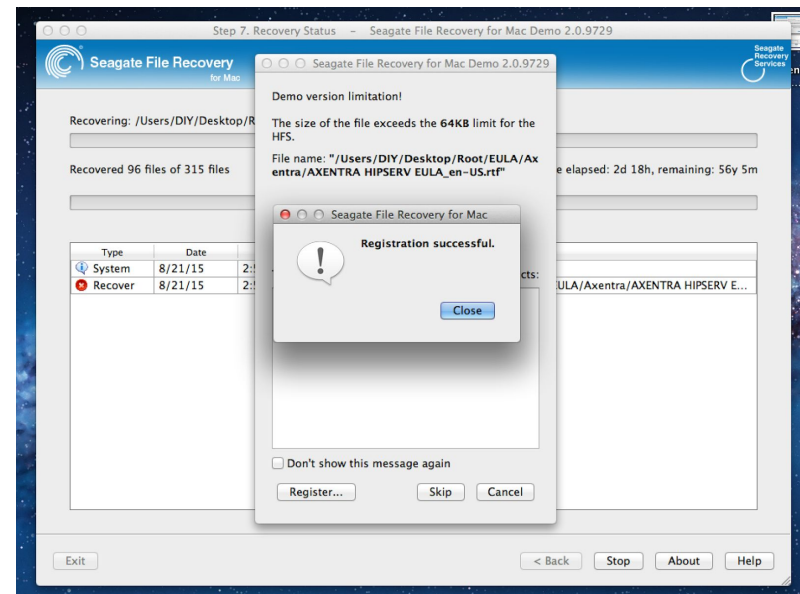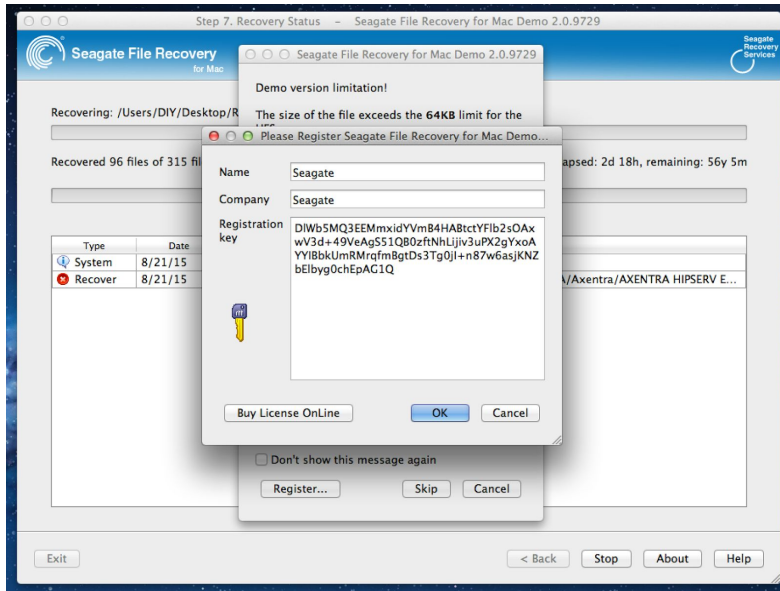
Step 18: Click on "Purchase the software license" on the right hand side or scroll down to find the option for purchasing a license. Click on "Buy License" to proceed through the checkout process.
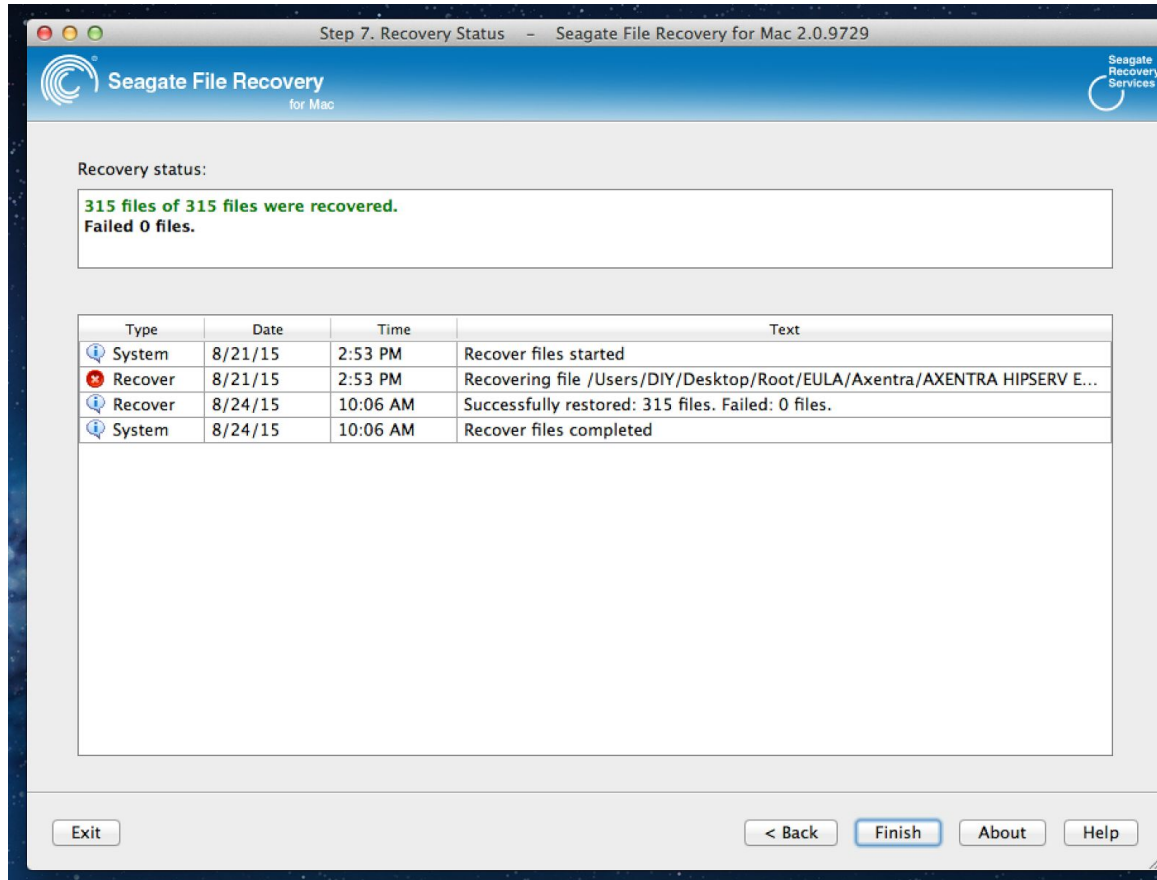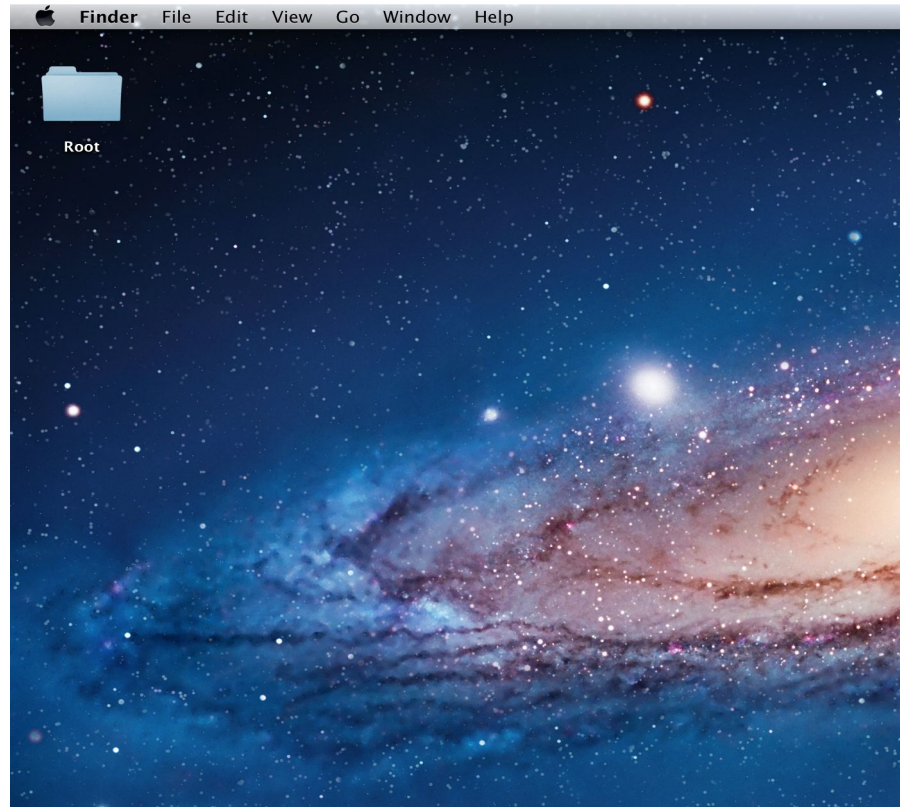

Click here to 'Buy License'

Step 19: Once completed, you will be shown your license key on screen and also receive a copy of that via email. The email can take up to 48 hours to be received. Copy the license key and then paste it into the "Registration Key" field in the Seagate File Recovery software. Click "OK" to proceed and you should see the next window confirming your successful registration. Click "Close" to continue with the recovery process.

Step 20: When it has completed, it will show you how many files it recovered in green text in the "Recovery status" section. Click "Finish" to close out of the recovery details.

Step 21:   Now that your recovery is complete, you should be able to find the files in a folder labeled "Root" in the location you chose as the destination for the recovery. In this example we saved it to the desktop.

We hope that the software has successfully recovered your files.

If in lab recovery is necessary, please call us to discuss
our No Data –No Charge Guarantee
1.800.475.0143