

Ontrack® Web VeriFile™ - Quick Reference Guide

Thank you for choosing Kroll Ontrack for your data recovery needs.

Using **Ontrack® Web VeriFile™** you can quickly review the list of recoverable files and their state of completeness, and make an informed decision on whether to proceed with the recovery of the data or not.

Ontrack® Web Verifile™ - system requirements

The Ontrack Web Verifile tool works **in all browsers – you just need to ensure pop-ups are enabled in your internet settings.**

Access to Ontrack Web Verifile

Access to the portal is easy and safe, as you will receive access credentials via email. See below an **example** of what the credentials will look like:

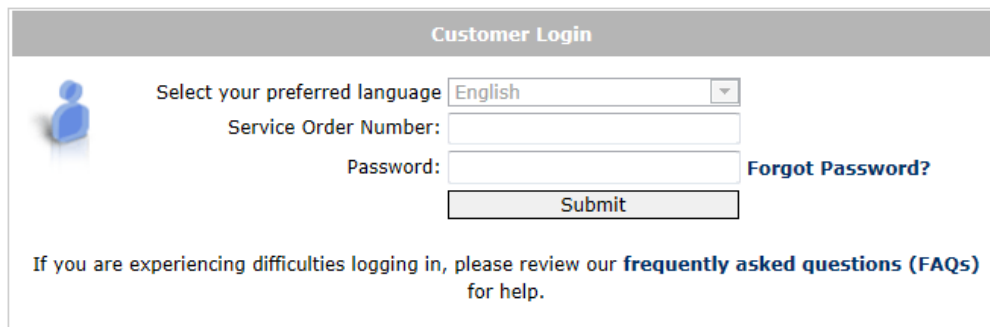
Page link <https://ontrackonline.ontrack.com>

Service Order Number: 5094307

Password: WT65QPTNCVHQ8VS

The image below shows the access page of Ontrack Web Verifile. In the field “Service Order Number” enter the access code provided (in our example it would be 5094307).

Enter the provided password in the relevant field (WT65QPTNCVHQ8VS in this example). **Warning:** Make sure you do not enter any additional spaces in any of the fields. In this case access will be denied.



Customer Login

Select your preferred language

Service Order Number:

Password: [Forgot Password?](#)

If you are experiencing difficulties logging in, please review our [frequently asked questions \(FAQs\)](#) for help.

Select your preferred language

Service Order Number:

Password:

You will be offered the option to change your password.


Please note. We strongly suggest you change your password as the one provided will expire in 4 days and you will no longer be able to access the report.

Ontrack® Online Job Tracker

Password Expire

Your password will expire in 4 days. Would you like to change your password now?


Change Password

 New Password:


Confirm New Password:

Type in the New Password and Confirm it (passwords must be identical), then Submit. Wait for the Change Password confirmation window and click “here” to continue.

Change Password


 Thank you. Your new password is now active. Click [here](#) to continue.

Please note the Job Tracker is currently not available for jobs opened in your Country. The information on the following page does not contain details related to your case. **Please ignore the content of the page and continue to Ontrack Web Verifile as it is the only active feature for your case.**


Complete


Data Recovery Job Received
 Your hard drive has been received. Our receiving department will document all equipment received and transfer it to our evaluation lab.

11/26/2014 21:30 *


Complete


Initial Evaluation
 Our Engineers are currently evaluating your hard drive. A number of pre-diagnostic techniques will be performed to determine the condition of your data and the best course of action for recovery.

11/26/2014 21:30 *


Complete

Data Structure Evaluation
 Our Data Recovery Engineers are analyzing the data structures of your hard drive. This process involves rebuilding the file system or data structures. Once completed, our engineers will know which files can be recovered.

11/26/2014 21:31 *


In Progress


Your current status: Evaluation Complete

11/26/2014 21:31*

ⓘ A full evaluation of your media is now complete. You will receive access to a detailed data report, which lists all of your recoverable files. A Service Representative will contact you shortly to discuss your authorization to proceed with recovering your data.

In the “Verifile Reports” section click on the green button “Click here to view your reports.” If the text is grey the report is not ready yet – in this case please contact your Data Recovery Specialist.

Job Status


Available!


Verifile Reports
 Your Verifile reports are available!
Click here to view your reports.

Now you should be able to see all the reports created on Ontrack Web Verifile. If you click on one of the reports it will be highlighted in blue. The integrity level of the files will be shown in the table as Good (green) / Repairable (yellow) / Partial (red).

The green files resulted complete after a software analysis of their structure and have very high chances of working correctly within the applications you normally use. The yellow and red files have a very low chance of working correctly. For further information on the report please contact your Data Recovery Specialist.

Click “View Details” on the left below the table to open the reports.




Ontrack® Data Recovery
Verifile Data Reports

Help 

Summary Information

Customer Name:	● Good: 40,776 Files, 5.02 GB	
Service ID:	● Repairable: 41 Files, 16.95 GB	
Drive name: Dell HU5155014	● Partial: 4,536 Files, 2.43 GB	
Partition name: OS		

Report Name	Good	Repairable	Partial
Device_0_Partition_2_CustGB.ODR	40,776 Files, 5.02 GB	41 Files, 16.95 GB	4,536 Files, 2.43 GB
Device_0_Partition_2_SigSrch.ODR	25 Files, 46.33 MB	6,267 Files, 14.02 GB	243 Files, 408.53 MB
Device_1_Partition_2_CustGB.ODR	21,741 Files, 71.98 GB	0 Files, 0 Bytes	0 Files, 0 Bytes
Device_1_Partition_2_SigSrch.ODR	40,779 Files, 5.18 GB	39 Files, 16.46 GB	4,536 Files, 2.43 GB
Device_1_Partition_2_SigSrch.ODR	25 Files, 46.33 MB	6,267 Files, 14.02 GB	243 Files, 408.53 MB
Device_1_Partition_3_CustGB.ODR	21,741 Files, 71.98 GB	0 Files, 0 Bytes	0 Files, 0 Bytes

 View Details
 Use Wizard
 Create Report



A “Help” button is available, more information at this link:

https://www.krollontrack.com/verifile/help/using_the_verifile_online_data_report_viewer.htm

VeriFile is very similar to File Explorer in Windows. It provides you with an overview of the recoverable files and their level of completeness, which is shown under the headings “Condition” and “%”.

Name (Click to sort)	Size	Type	Modified Date	Condition	%
Downloads		File Folder	8/11/2009 5:02:14 PM		
Gemeinsame Daten		File Folder	12/17/2013 5:14:48 PM		
My Company_Clients		File Folder	11/24/2014 11:55:37 AM		
My Company_Server1		File Folder	6/3/2014 3:41:13 PM		
RECYCLER		File Folder	11/20/2014 7:53:05 AM		
Router_Backup		File Folder	11/20/2014 3:41:13 PM		
Sicherung		File Folder	11/20/2014 7:53:05 AM		
Database		File Folder	8/9/2014 5:24:46 PM		
		File Folder	12/29/2009 3:08:52 PM		
		File Folder	12/29/2009 2:35:30 PM		
		File Folder	11/22/2011 12:28:51 PM		
		File Folder	6/15/2009 4:20:32 PM		
		File Folder	12/29/2009 1:48:04 PM		
		File Folder	11/2/2009 7:32:41 AM		
		File Folder	1/9/2010 1:16:48 PM		
		File Folder	3/4/2014 4:21:08 PM		

14 Objects | _Device_0_Partition_3_CustGB.ODR

Total files: 21,741
 Total bytes: 71.98 GB



You can see more details for each folder: right-click on the desired folder icon and select “properties”.

Gemeinsame Daten Properties

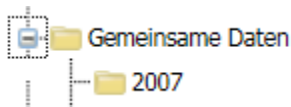
Folder Properties

Gemeinsame Daten

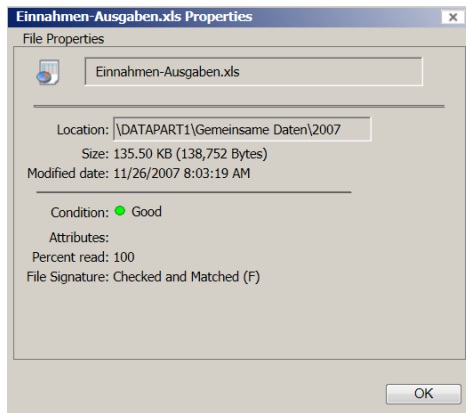
Location: \\\DATA PART1

Total folders: 239 Folders
 Total files: 7193 Files
 Size: 4.03 GB (4,322,698,304 Bytes)

By using the “+” button you can see the sub-folders as well.



You can use the same procedure (right-click and select “properties”) to see details on a single file.



Generally when the Condition shows a green (Good) symbol and the File Signature is reported as “Checked and Matched (F)” there are very good chances that your file will be working correctly. The (F) symbol is immediately visible in the details or in the text reports.

By selecting “Use Wizard” or “Filter Options” you can perform further searches.

These functions deliver different views; see below to get an idea of how you can use them.



“Use Wizard” allows you to search by type of file:

- ➔ **Pictures, music or video**
- ➔ **Documents (word processing, spreadsheet etc.)**
- ➔ **All email files**
- ➔ **All files and folders**

Simply select the category of interest, enter the criteria you are looking for and click on “Search”.

Search by any or all of the criteria below.

All or part of the file name:

Look in:

Modified date



Size (files only)



More advanced options



Searching

Searching for files. Found 1000 so far.
-Looking in all folders
-Looking for any date
-Looking for files of any size
-Looking for any file condition
-Looking for files of type: Document Files

Name (Click to sort)	In Folder	Size	Type	Modified Date	Condition	%
<input type="checkbox"/> ArthHistorie.xls	\CALLICO\Dat\	21.50 KB	XLS	2/18/2008 5:52:14 PM	● Good	100
<input type="checkbox"/> CallicoNK.xls	\CALLICO\Dat\	28.00 KB	XLS	2/3/2009 6:02:04 PM	● Good	100
<input type="checkbox"/> Kostenliste.xls	\CALLICO\Dat\	15.50 KB	XLS	7/24/2007 4:16:44 PM	● Good	100
<input type="checkbox"/> KundenAdr.xls	\CALLICO\Dat\	20.00 KB	XLS	7/1/2008 12:24:46 PM	● Good	100
<input type="checkbox"/> KundenListe.xls	\CALLICO\Dat\	19.00 KB	XLS	5/6/2008 5:36:00 PM	● Good	100
<input type="checkbox"/> KundenNT.xls	\CALLICO\Dat\	19.50 KB	XLS	5/7/2008 9:52:08 AM	● Good	100
<input type="checkbox"/> nk.xls	\CALLICO\Dat\	20.00 KB	XLS	6/26/2008 10:34:34 AM	● Good	100
<input type="checkbox"/> OPS.xls	\CALLICO\Dat\	17.50 KB	XLS	7/20/2007 3:48:52 PM	● Good	100
<input type="checkbox"/> praemie1.xls	\CALLICO\Dat\	19.50 KB	XLS	3/23/2009 6:19:16 PM	● Good	100
<input type="checkbox"/> praemie2.xls	\CALLICO\Dat\	20.50 KB	XLS	3/27/2009 2:08:30 PM	● Good	100
<input type="checkbox"/> Verkauf.xls	\CALLICO\Dat\	16.00 KB	XLS	7/27/2007 10:07:58 AM	● Good	100
<input type="checkbox"/> VProfil.xls	\CALLICO\Dat\	16.00 KB	XLS	7/27/2007 10:31:18 AM	● Good	100
<input type="checkbox"/> waren.xls	\CALLICO\Dat\	17.50 KB	XLS	7/27/2007 11:31:56 AM	● Good	100
<input type="checkbox"/> Warengruppen.xls	\CALLICO\Dat\	17.00 KB	XLS	7/27/2007 12:51:22 PM	● Good	100
<input type="checkbox"/> ZProfil.xls	\CALLICO\Dat\	16.00 KB	XLS	7/27/2007 10:17:06 AM	● Good	100

Use the button to stop the search at any point.

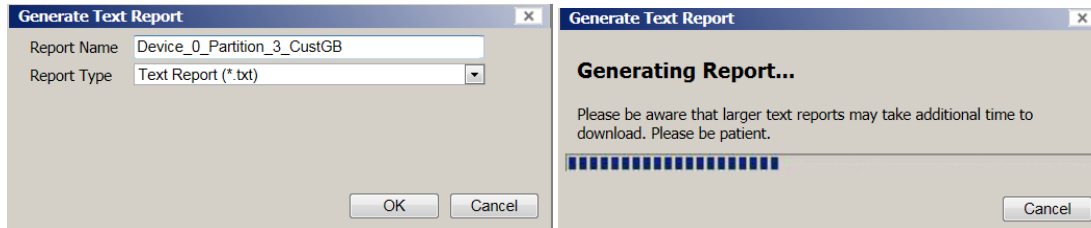


When the search is finished, a message will notify you of the number of files meeting the criteria.

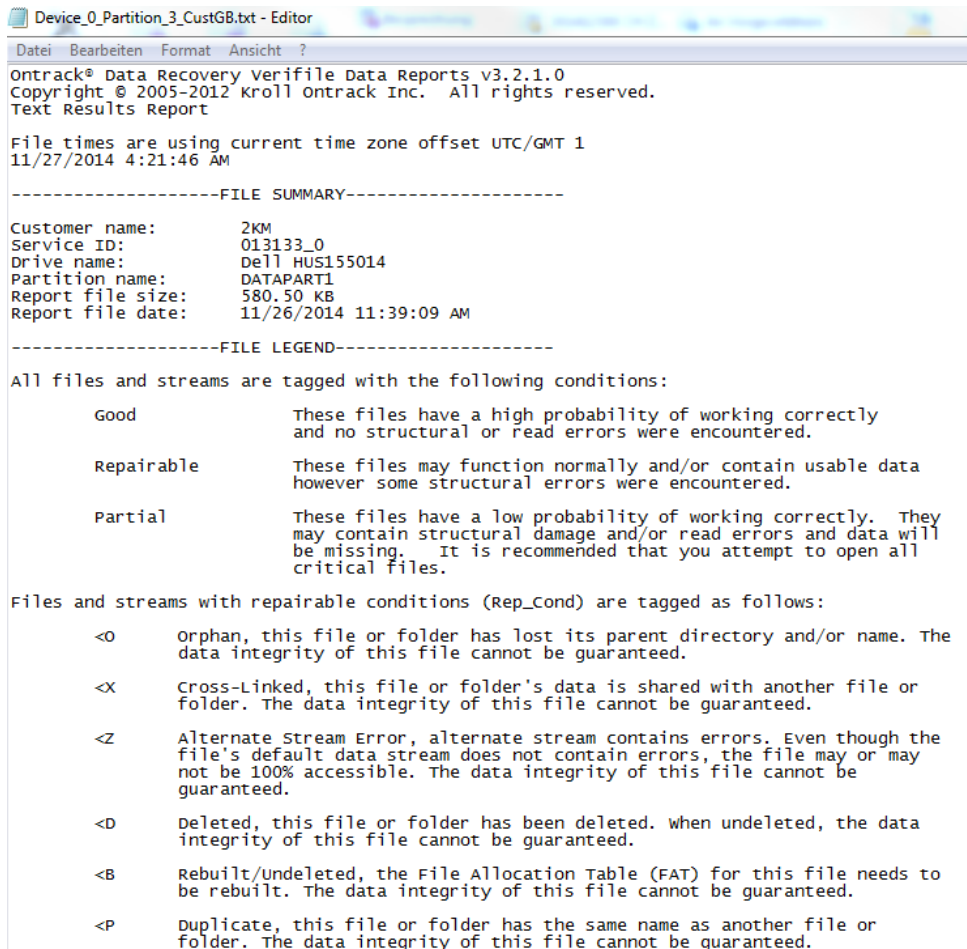
Search completed with 3958 matches. Did you find what you wanted?



You can also create a text file report.



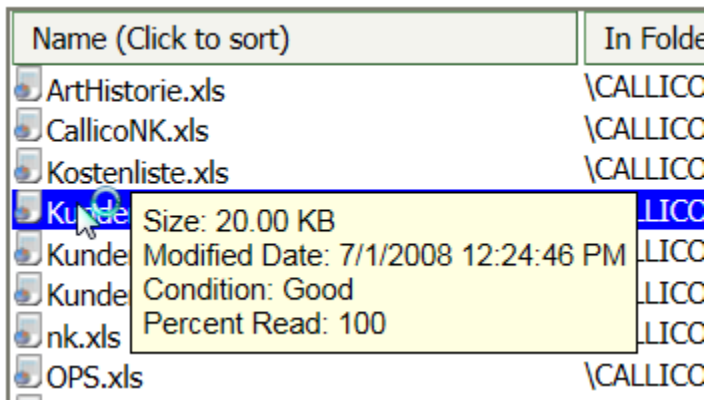
The text report features a detailed explanation of the files' condition. We strongly recommend creating a text file and reviewing the information in it carefully (full example in the appendix):



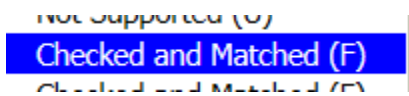
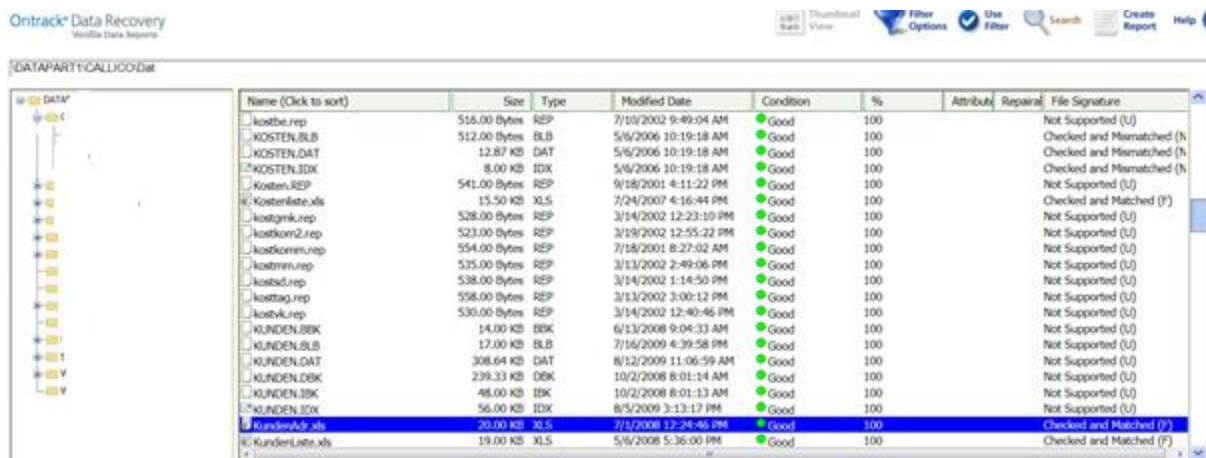
At the end of the text file you will find a summary like the one available in the browser view:

```
-----REPORT SUMMARY-----
Matched folders:           253
Matched good files:       3,958
Matched good bytes:      184.78 MB
Matched repairable files: 0
Matched repairable bytes: 0 Bytes
Matched partial files:    0
Matched partial bytes:    0 Bytes
```

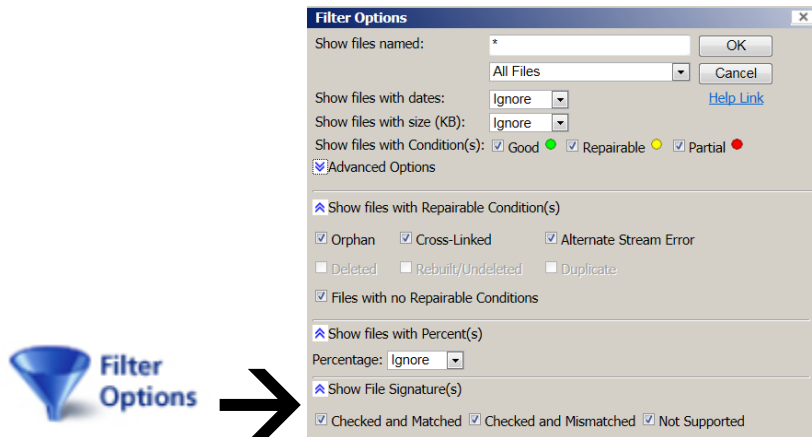
In the browser view you can hover over the file with the mouse pointer and get additional information:



In this case you can see the Condition “Checked and matched (F)” as described earlier:



Select the funnel icon to use the filter options:



During the diagnosis phase, preview files (thumbnails) may be made available for some image files. Select “Thumbnail View” to use this function (the process may take a few minutes). The image files should appear as thumbnails, like in the below example. Multiple files may be arranged in chronological order according to EXIF metadata, if available.



You can easily detect the image quality: are the pictures complete, partial or empty?



Click on the thumbnail icon to go back to Detailed View:

Name (Click to sort)	Size	Type	Modified Date
322745A8.JPG	1.41 MB	JPG	8/3/2008 11:15:00 PM
322EB400.JPG	1.39 MB	JPG	8/10/2008 9:03:06 PM
32330628.JPG	760.00 KB	JPG	8/16/2008 10:18:31 PM
3233B860.JPG	3.21 MB	JPG	8/16/2008 10:49:33 PM
3233EEA0.JPG	1.59 MB	JPG	8/16/2008 10:57:15 PM
323A7A10.JPG	604.00 KB	JPG	8/31/2008 8:48:36 PM

Appendix

Text report example

Ontrack® Data Recovery Verifile Data Reports v3.2.1.0
Copyright © 2005-2012 Kroll Ontrack Inc. All rights reserved.
Text Results Report
File times are using current time zone offset UTC/GMT 1
11/27/2014 4:21:46 AM

-----FILE SUMMARY-----

Customer name: 2KM
Service ID: XXXXXXX
Drive name: Dell HUS155014
Partition name: DATAPART1
Report file size: 580.50 KB
Report file date: 11/26/2014 11:39:09 AM

-----FILE LEGEND-----

All files and streams are tagged with the following conditions:

Good: These files have a high probability of working correctly and no structural or read errors were encountered.

Repairable: These files may function normally and/or contain usable data however some structural errors were encountered.

Partial: These files have a low probability of working correctly. They may contain structural damage and/or read errors and data will be missing. It is recommended that you attempt to open all critical files.

Files and streams with repairable conditions (Rep_Cond) are tagged as follows:

- <O Orphan, this file or folder has lost its parent directory and/or name. The data integrity of this file cannot be guaranteed.
- <X Cross-Linked, this file or folder's data is shared with another file or folder. The data integrity of this file cannot be guaranteed.
- <Z Alternate Stream Error, alternate stream contains errors. Even though the file's default data stream does not contain errors, the file may or may not be 100% accessible. The data integrity of this file cannot be guaranteed.
- <D Deleted, this file or folder has been deleted. When undeleted, the data integrity of this file cannot be guaranteed.
- <B Rebuilt/Undeleted, the File Allocation Table (FAT) for this file needs to be rebuilt. The data integrity of this file cannot be guaranteed.
- <P Duplicate, this file or folder has the same name as another file or folder. The data integrity of this file cannot be guaranteed.

Files and streams with special attributes are tagged as follows:

- <A Archive, files or folders selected for archiving; an attribute some programs use to control which files and folders are backed up.
- <H Hidden, files or folders you cannot see or use unless you know its name.
- <R Read-Only, files or folders that cannot be changed or accidentally deleted.
- <S System, files or folders used by the file system.
- <C Compressed, file has been compacted to preserve space on the file system.
- <E Encrypted, file requires a password before opening. These types of files require additional work to recover.
- <L Hard Link, file points to another file. Data for this file may be located in a different directory or volume.
- <M MAC Streams, file created on a Macintosh (MAC) computer must be viewed on a MAC to be read properly. Data contains a MAC-specific alternate stream.
- <T Alternate Streams, file contains multiple data streams.
File signatures (SIG) are tagged as follows:
 - <F File Signature checked and matched, the file extension matches the signature of the file data. The file has a high probability of working correctly.
 - <N File Signature checked and mismatched, the file extension does not match the signature of the file data. The file will need to be tested by the customer to determine recoverability.
 - <U File Signature unsupported, the signature of the file data cannot be verified to match with the file extension. The file will need to be tested by the customer to determine recoverability.

-----FILTER SETTINGS-----

Filter settings:

No filter used

-----SEARCH SETTINGS-----

Search Settings:

Show files named: *.doc | *.dot | *.xls | *.xlw | *.ppt | *.docx | *.docm,dotx | *.dotm | *.xlsx | *.xlsm | *.xltx | *.xltm | *.xlsb | *.xlam | *.pptx | *.pptm | *.ppsx | *.potx | *.potm | *.ppam

Show files with dates: Ignore

Show files with size (KB): Ignore

Show files with Condition(s): Good – Repairable - Partial