



## Stellar Phoenix Oracle Recovery 3.1 **User Guide**



# Overview

**Stellar Phoenix Oracle Recovery** is designed to recover data from damaged and corrupt **Oracle 9i/10g/11g** database. Using strong algorithm, the software does a complete scan of the corrupt Oracle database and efficiently recovers almost every bit of information without deleting or modifying original data. Then it restores recovered data to a new blank database created by the user before initiating recovery process .

Even heavily damaged database can be optimally repaired and restored with this software.

Oracle 9i/10g/11g should be installed on a computer in which **Stellar Phoenix Oracle Recovery** needs to be installed.

After scanning, **Stellar Phoenix Oracle Recovery** shows the original contents of the selected database. You can also select and recover corrupt database manually using the software.

## Key Features of Stellar Phoenix Oracle Recovery:

- Recovers corrupt Oracle database.
- Preview of contents of databases.
- Supports Oracle 9i/10g/11g.
- Supports recovery of Index Organized Table (simple IOT).
- Supports recovery of Index Organized Table (Use Overflow Data Segment).
- Supports recovery of Nested Object type.
- Supports recovery of Nested Array type.
- Supports recovery of Table with Object type.
- Supports recovery of Table with Array type.
- Supports recovery of Table with nested Object type.
- Supports recovery of Table with nested Array type.
- Supports recovery of Nested Table.
- Supports recovery of role privilege for user.
- Supports recovery of system privilege for user.
- Supports recovery object privilege for user.
- Supports recovery of role privilege for role.
- Supports recovery of system privilege for role.

- Supports recovery of object privilege for role.
- Supports recovery of materialized view.
- Supports recovery of materialized view log.
- Supports recovery of database link.
- Recovers tables, views, table space.
- Recovers clusters and cluster tables.
- Recovers triggers, schemas, synonyms, roles, index, sequence.
- Recovers primary and foreign key associated with tables.
- Recovers user-defined data functions and stored procedures.
- Recovers queries of database links in .txt file.
- Allows you to store queries of objects such as, views, procedures and triggers in .txt file.
- Allows you to store queries of functions, package and package body in .txt file.
- Recovers packages, packages body.
- Manual selection of databases.

#### **Stellar Phoenix Oracle Recovery Limitations:**

- Tables present in SYS schema are not recovered.
- Tables containing XML Data type columns are not recovered.
- Compression Table & Encryption Table are not recovered.
- User login password is not repaired.
- Materialized view created using database link is not recovered.

# What is New in This Version?

## **Stellar Phoenix Oracle Recovery has the following new features:**

- Supports recovery of role privilege for user.
- Supports recovery of system privilege for user.
- Supports recovery object privilege for user.
- Supports recovery of role privilege for role.
- Supports recovery of system privilege for role.
- Supports recovery of object privilege for role.
- Supports recovery of materialized view.
- Supports recovery of materialized view log.
- Recovers queries of database links in .txt file.

## **In addition to all the previous features mentioned below:**

- Recovery of corrupt Oracle database.
- Preview of contents of databases.
- Supports Oracle 9i/10g/11g.
- Supports recovery of Index Organized Table (simple IOT).
- Supports recovery of Index Organized Table (Use Overflow Data Segment).
- Supports recovery of Nested Object type.
- Supports recovery of Nested Array type.
- Supports recovery of Table with Object type.
- Supports recovery of Table with Array type.
- Supports recovery of Table with nested Object type.
- Supports recovery of Table with nested Array type.
- Supports recovery of Nested Table.
- Recovers tables, views, table space.
- Recovers clusters and cluster tables.
- Recovers triggers, schemas, synonyms, roles, index, sequence.
- Recovers primary and foreign key associated with tables.
- Recovers user-defined data functions and stored procedures.
- Allows you to store queries of objects such as, views, procedures and triggers in .txt file.

- Allows you to store queries of functions, package and package body in .txt file.
- Recovers packages, packages body.
- Manual selection of databases.

# Installation Procedure

Before installing **Stellar Phoenix Oracle Recovery**, ensure that your computer meets the minimum system requirements.

## Minimum System Requirements:

- **Operating System:** Windows 2000/2003/2008/XP/Vista
- **RAM:** 1GB RAM minimum (2GB recommended)
- **Hard Disk:** 20 MB of free space
- **Oracle** 9i/10g/11g

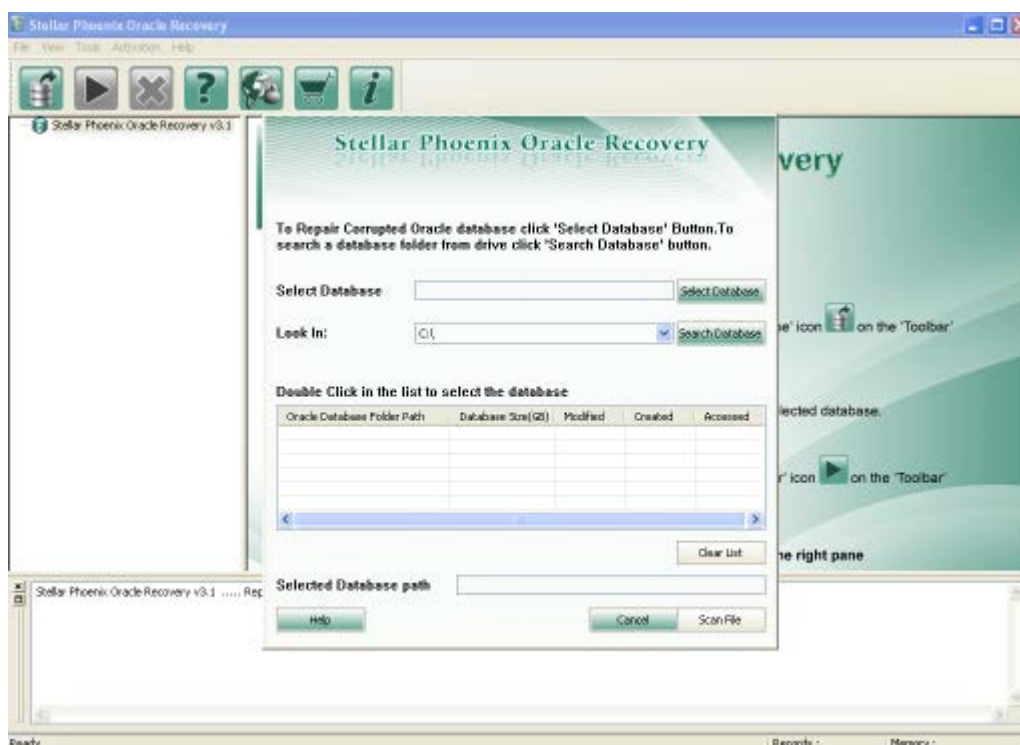
## To install Stellar Phoenix Oracle Recovery:

- Double-click **StellarPhoenixOracleRecovery.exe** to start setup process. *Setup - Stellar Phoenix Oracle Recovery* dialog box opens. Click **Next**.
- In the *License Agreement* window, select *I accept the agreement* option. The Next button will be enabled. Click **Next**.
- In *Select Destination Location* window, provide the path to store setup files using **Browse** button. Click **Next**.
- In *Start Menu Folder* window, provide the path to store the program's shortcuts using **Browse** button. Click **Next**.
- In *Select Additional Tasks* window, check required check boxes. Click **Next**.
- In *Ready to Install* window, review the settings. Click **Back** to change settings. After confirming the settings, click **Install**. The Installing window shows the installation process.
- After the process is finished, *Completing the Stellar Phoenix Oracle Recovery Setup Wizard* window opens. Click **Finish**.

You can clear **Launch Stellar Phoenix Oracle Recovery** check box to stop automatic launch of the software.

# User Interface

After you [launch](#) the application, you get an user interface as shown below:



[Menubar](#) and [Toolbar](#) on the main user interface let you access various features of the software with ease.

# Menubar

The Menubar of **Stellar Phoenix Oracle Recovery** includes the menus and items given below:

- **File**

- **Open Database:** Use this option to select Oracle 9i/10g/11g database for recovery.
- **Start Repair:** Use this option to start repairing process.
- **Stop:** Use this option to stop an ongoing repairing process.
- **Exit:** Use this option to close **Stellar Phoenix Oracle Recovery**.

- **View**

- **Toolbar:** Select this option to view toolbar in the main user interface.
- **Status Bar:** Select this option to view Status Bar in the main user interface.
- **Message Log:** Select this option to view Message Log in the main user interface.
- **Search Bar:** Select this option to view search bar in the main user interface. Search bar is used to find database items.

- **Tools**

- **Save Log:** Use this option to save record of all processes performed by **Stellar Phoenix Oracle Recovery** in a text file.
- **Clear Log:** Use this option to clear the record of all processes performed by **Stellar Phoenix Oracle Recovery**.

- **Activation**

- **Activate Online:** Use this option to register **Stellar Phoenix Oracle Recovery** online.
- **Manual Registration:** Use this option to register **Stellar Phoenix Oracle Recovery** manually.

- **Help**

- **Stellar Phoenix Oracle Recovery Help:** Use this option to open user guide of **Stellar Phoenix Oracle Recovery**.
- **Purchase Stellar Phoenix Oracle Recovery Online:** Use this option to purchase **Stellar Phoenix Oracle Recovery** online.
- **Updates:** Use this option to download new updates for **Stellar Phoenix Oracle Recovery**.
- **About Stellar Phoenix Oracle Recovery:** Use this option to view End User License Agreement and general information about **Stellar Phoenix Oracle Recovery**.



# Toolbar

The toolbar of **Stellar Phoenix Oracle Recovery** includes these tools:



**Open database:** Use this icon to locate and open database that needs to be repaired.



**Start Repair:** Use this to start repairing a selected database.



**Stop Repair:** Use this to stop database repairing process.



**Help:** Use this to open user guide of **Stellar Phoenix Oracle Recovery**.



**Updates:** Use this to download latest updates for **Stellar Phoenix Oracle Recovery**.



**Purchase:** Use this to purchase **Stellar Phoenix Oracle Recovery**.



**About:** Use this to view End User License Agreement (EULA) and general information.

## How to Order?

The software can be purchased online using a credit card. Please visit <http://www.stellarinfo.com/database-recovery/oracle-recovery/buy-now.php?Order> for more information and to place an order.

Alternatively, if the demo version is installed on your computer, then you can register the demo version. To register the demo version, on the Activation menu select Activate Online to start the registration process.

Once the registration is complete, an activation serial number along with activation details is sent through email. This activation serial number is required to register the software.

## How to register?

Demo version of **Stellar Phoenix Oracle Recovery** is just for evaluation purpose and to use all functionality of the software, you have to register it. To register the software you need a valid serial number supplied by us.

You can register the software either over Internet or manually / through e-mail if for any reason, Internet connection is unavailable .

Start **Stellar Phoenix Oracle Recovery**, click **Activation** menu and go through the registration process following any of the methods given below:

[Registration over Internet](#)

[Manual activation](#)

[Registration through email](#)

## Registration over Internet

- After you select **Online Activation** option in **Activation** menu, you get a software license warning message. Click **OK**.
- **Stellar Phoenix - Electronic Software Registration wizard** opens. Click **Next**.
- In the window that appears, type the Serial number (received through email after purchasing the product) in the text box.



- Click **Next** to continue. The software would automatically communicate with registration server and would activate the software.
- Click **Finish** to complete the activation process.

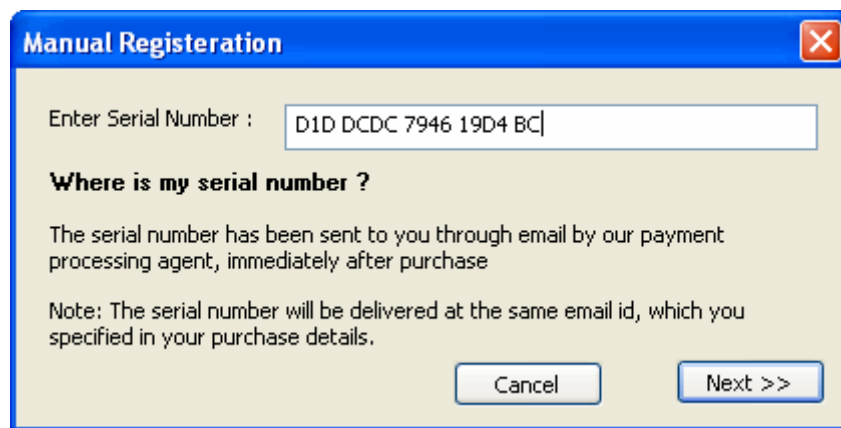
# Manual Activation

To register the software manually:

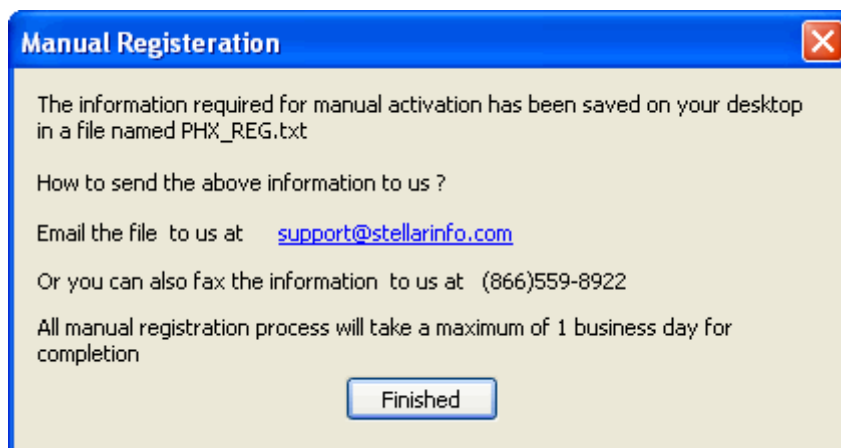
- On the **Activation** menu, select **Activate Online**. You get a software license warning message. Click **OK**.
- In **Stellar Phoenix - Electronic Software Registration wizard** dialog box, click **Cancel**. The **Stellar Phoenix Oracle Recovery v 3.1** dialog box opens, click **Yes**.



- In the Manual Registration window, enter the serial number that is received after the purchase of the software. Click **Next**.



- A PHX\_REG.txt file will be created on desktop.
- Email the text file to the email address [support@stellarinfo.com](mailto:support@stellarinfo.com). You can click the link given in the window as shown below to launch default e-mail client for composing email for the given email address. Click **Finished**.



- After verifying the purchase details, you will receive the site key that is required to register the software using manual activation.
- When you receive the site key, open **Stellar Phoenix Oracle Recovery**, On the **Activation** menu, select **Manual Registration**.
- In the **Manual Registration** window, type the site key, which is received through email after sending the PHX\_REG.txt file, in *Enter Site Key* text box. Click **Validate** to register the software.

**Enter Site Key**

Enter Site Key :

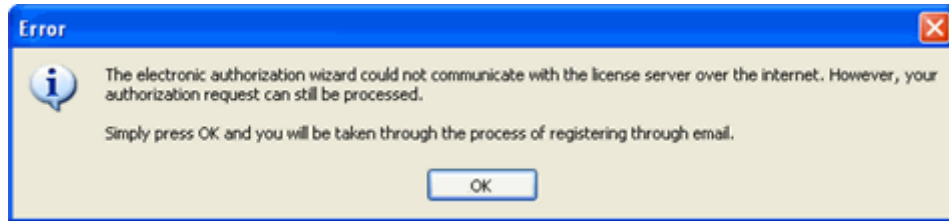
**Where is my Site Key ?**

Site key is the pre-paid serial number, which you have received from Stellar's payment gateway after a successful purchase.

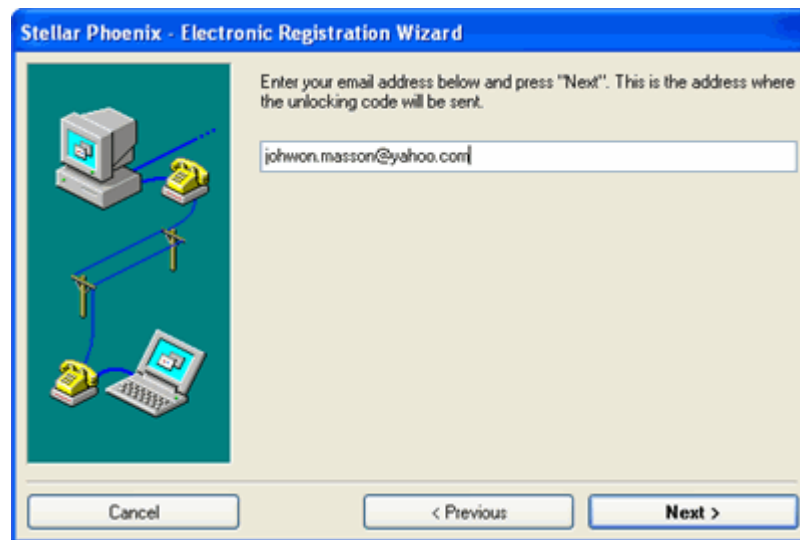
All Manual registration process will take maximum of one business day for completion.

# Registration Through Email

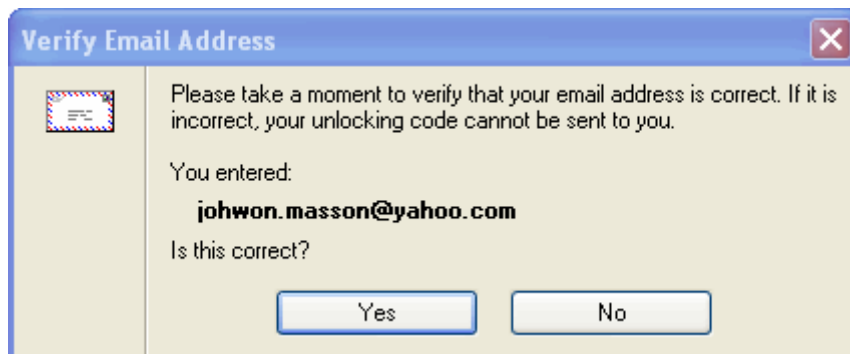
While activating the product over Internet, if the software could not communicate with the server, following error message will popup.



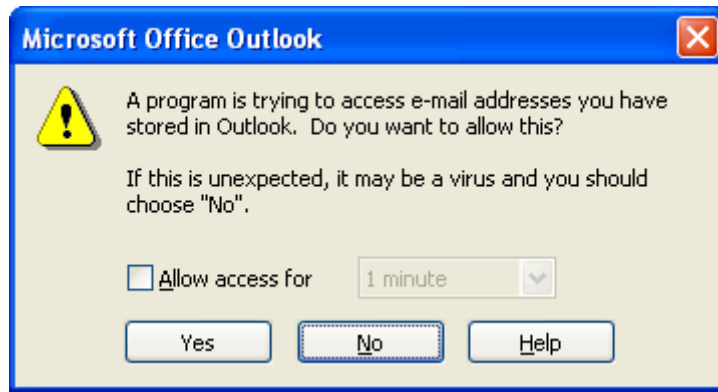
- Click **OK**, to start the registration process through email. **Stellar Phoenix - Electronic Registration Wizard** for sending the authorization request will appear.
- Leave the **Manually send email** option unchecked and click **Next** to continue. .
- Type your email address in the text box. The unlocking code will be sent to this email address. Click **Next**.



- In the **Verify Email Address** window, verify the email address you have entered and click **Yes**.



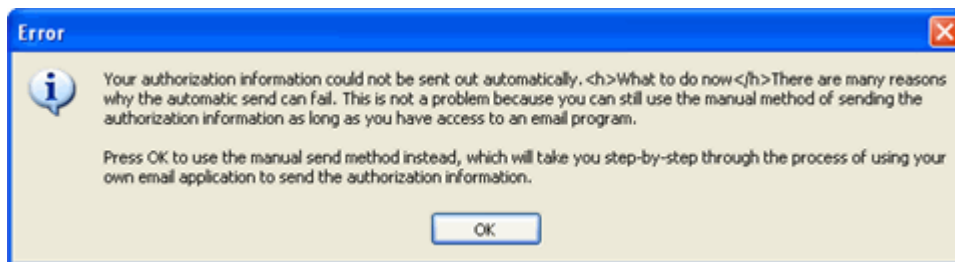
- If your email client is blocking the process, following dialog box appears,



- The email client shown in the dialog box as above is the email client configured on your computer. In this example, it is **Microsoft Outlook**. Click **Yes**, and then **Finish**.

If you click **Previous** button then you will need to type the serial number, which is received after purchase of the software and email address, the remaining procedure is same as mentioned above.

- Software automatically launches the default email client, and sends an email containing your unique site code with registration request to the registration server.
- If the registration wizard could not launch the default email client, following message will appear.



Click **OK**, to continue the process manually.

- Open your email client (like Outlook Express, MS outlook, Eudora etc) and create a new message.
- Place the cursor in the box labeled **To** and press **CTRL+V** to paste address. If it does not work, right-click on the **To** box and select **Paste** from the popup menu. The To box contains [online-register@stellarinfo.com](mailto:online-register@stellarinfo.com) address. Click **Next**.
- Place the cursor in the **Subject** box in the same message window and paste (method same as above) the text. The Subject box will contain the **Registration Request** text. Click **Next**, do the same process mentioned above to paste the encrypted text content in the body of the message.
- Click **Next** to finish the procedure. After clicking **Finish**, click send button in your email client to send the email.
- After processing your email, registration server would send you an email containing unlocking code/site-key.



## Error Handling

While registering the software, you may encounter some errors. Details of these errors, their descriptions and how to handle them are given below:

**Error:** Casper default value: -10004 (in runwiz ).

**Description:** -10004 error occurs after entering an invalid registration key again.

**Solution:** Kindly enter the correct registration key provided by **Stellar**. There should be no space between characters. We recommend you copy and paste the registration key instead of typing it.

**Error:** Casper default value: --10006 ( in runwiz ).

**Description:** User cannot use this registration key for activating the product.

**Solution:** User needs to contact **Stellar Technical support** at [support@stellarinfo.com](mailto:support@stellarinfo.com).

**Error:** Getting "Unable to get side code in the function myLoadLibrary()" error on activating the software.

**Description:** CrypKey license service is not installed.

**Solution:** User needs to contact 'Stellar Technical support' at [support@stellarinfo.com](mailto:support@stellarinfo.com).

## How to Update?

There are periodical software updates for **Stellar Phoenix Oracle Recovery**. The software updates should be done to keep the software up-to-date. The updates can be a newly added functionality, a new feature, a new service or any other information that can be important for improvement. **Stellar Phoenix Oracle Recovery** can be updated over internet. Note that the demo version of the software can not be updated.

To update the application, follow these steps:

- Click on **Updates** button in application tool bar. **Update Wizard** dialog box is displayed.
- Click **Next**. A busy timer shows that updates are being searched. If it finds any new version, a message indicates the availability.
- If a message is displayed that no updates are available, click **Cancel** to close the wizard.
- Click **Next**. The software will start downloading the updated files from the server. When the process is complete, the software will upgrade to the latest version.

# Uninstall the Application

**Stellar Phoenix Oracle Recovery** can be removed either using Uninstall **Stellar Phoenix Oracle Recovery** program in the software or from **Add/Remove** programs in the **Control Panel**.

**To uninstall the application using Uninstall Stellar Phoenix Oracle Recovery:**

- Click **Start -> All Programs -> Stellar Phoenix Oracle Recovery -> Uninstall Stellar Phoenix Oracle Recovery**. Follow on screen instructions to completely remove the software, including registry entries from your computer.

**To uninstall the application using Control Panel:**

- Click **Start -> Control Panel -> Add Or remove Programs**.
- Select **Stellar Phoenix Oracle Recovery** entry from the displayed list and click **Change/Remove**. Follow on screen instructions to completely remove the software as well as registry entries from your computer.

# Stellar Support

Our **Technical Support** professionals will give solutions for all your queries related to **Stellar** products.

You can either call us or go online to our support section at <http://stellarinfo.com/support/>.

For price details and to place the order, click <http://www.stellarinfo.com/database-recovery/oracle-recovery/buy-now.php?Order>.

Chat Live with an **Online** technician at <http://stellarinfo.com/support/>.

Search in our extensive **Knowledge Base** at <http://www.stellarinfo.com/support/kb.php>.

Submit enquiry at <http://www.stellarinfo.com/support/enquiry.php>.

E-mail to **Stellar Support** at [support@stellarinfo.com](mailto:support@stellarinfo.com).

<b>Support Helpline</b>	
<b>Monday to Friday [ 24 Hrs. a day ]</b>	
<b>USA (Tollfree- Pre Sales Queries)</b>	+1-877-778-6087
<b>USA (Post Sales Queries)</b>	+1-732-584-2700
<b>UK (Europe)</b>	+44-203-026-5337
<b>Australia &amp; Asia Pacific</b>	+61-280149899
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<b>Worldwide</b>	+91-921-395-5509
<b>Skype Id</b>	stellarsupport
<b>Email Orders</b>	<a href="mailto:orders@stellarinfo.com">orders@stellarinfo.com</a>

# Features

The features of **Stellar Phoenix Oracle Recovery** can be summarized as:

- [Search Database](#)
- [Preview Database](#)
- [Log Report](#)

## Search Database

**Stellar Phoenix Oracle Recovery** gives an option to search for a database if its location is not known. The application searches through the specified drive and folder and lists all the databases stored in it. Searched result list contains database information like its path, modification date, creation date, its size and accessed date. These details help in locating the right database if there are multiple databases with same name. To know more about how to select a database after searching, visit [Selecting Database](#) topic of help.

## Preview Database

**Stellar Phoenix Oracle Recovery** gives an option to preview the corrupt database before repairing it. Preview of the database shows the tables, constraints, schemas stored in the database. There is also an useful **Find** option given in the application to search for items in database shown in the preview window. User can analyse the database preview and start the recovery after being satisfied with the preview. Oracle software is not needed to be installed for previewing the database but Oracle must be installed for repairing the database. To know more about preview, visit [Scanning and Saving Database](#) topic of this help

# Log Report

**Stellar Phoenix Oracle Recovery** generates a log report of the recovery process. Log report helps user analyze the recovery process in detail at a later stage. Log report shows the process start and end date, time, records and items recovered in the process, etc.

A log report is displayed in a frame in the application window. Save the log report to view it at a later stage.

- To save log report, click on **Tools** menu and select **Save Log** option.
- Clear the old log report to save a new one. To clear log report, click on **Tools** menu and select **Clear Log** option.
- To view the log report, visit the location where the log report is saved in text format.



# Oracle Database Recovery - Prerequisites

There are certain prerequisites for starting the repair process:

- Oracle 9i/10g/11g should be installed on the system where repair process is to be performed.
- User needs to create a new blank Oracle database. The recovered data from the corrupt files will be restored to this blank database
- Make sure that there are no active connections or users with the corrupt database.

## Possible Error(s) while Saving Repaired Database

While saving the repaired database, you may encounter error(s). Details of these errors, their descriptions and how to handle them are given below:

**Error ORA-12154** :TNS: could not resolve the connect identifier specified.

**Description:** This error may occur if database listener is not running or has got corrupted.

**Solution:** In case listener is not running, start it from **Services** window. In case of corruption, create another database and then save repaired database.

**Error ORA-12541** :TNS: no listener.

**Description:** This error may occurs when database listener is not running.

**Solution:** Start listener from **Services** window.

# Recover Database

To recover corrupt or damaged database, you need to go through the following steps:

- [Selecting Database](#)
- [Scanning and Saving Database](#)

# Selecting Database

You can select corrupt database to be repaired in two ways:

1. Browse for corrupt database and select it if you know the location of the file.
2. Search for corrupt database using **Stellar Phoenix Oracle Recovery** and select database from the list of found databases.

## To browse for corrupt database

- Click **Select Database** button and browse to select file in **Open** dialog box. Path of the selected file is displayed in the **Selected Database Path** space..

**Stellar Phoenix Oracle Recovery**

To Repair Corrupted Oracle database click 'Select Database' Button.To search a database folder from drive click 'Search Database' button.

Select Database:

Look In:

Double Click in the list to select the database

Oracle Database Folder Path	Database Size(GB)	Modified	Created	Accessed

Selected Database path:

## To search for corrupt database:

- Specify drive to be searched for corrupt Database in **Look In** list box.
- Click on **Search Database** button.
- The application starts searching for databases in the specified drive and after the search is finished, displays the result as shown here,

## Stellar Phoenix Oracle Recovery

**To Repair Corrupted Oracle database click 'Select Database' Button.To search a database folder from drive click 'Search Database' button.**

**Select Database**

**Look In:**

**Double Click in the list to select the database**

Oracle Database Folder Path	Database Size(GB)	Modified	Created	Accessed
D:\app\5\user\pash\ora\oradata...	0.00	11/29/20...	11/17/20...	11/29/20...
D:\app\5\user\pash\ora\oradata...	19.03	12/8/201...	11/29/20...	12/8/201...
D:\app\5\user\pash\ora\oradata...	1.63	12/9/201...	12/8/201...	12/9/201...

**Total Database is : 3**

**Selected Database path**

only connected databases are shown in the list.

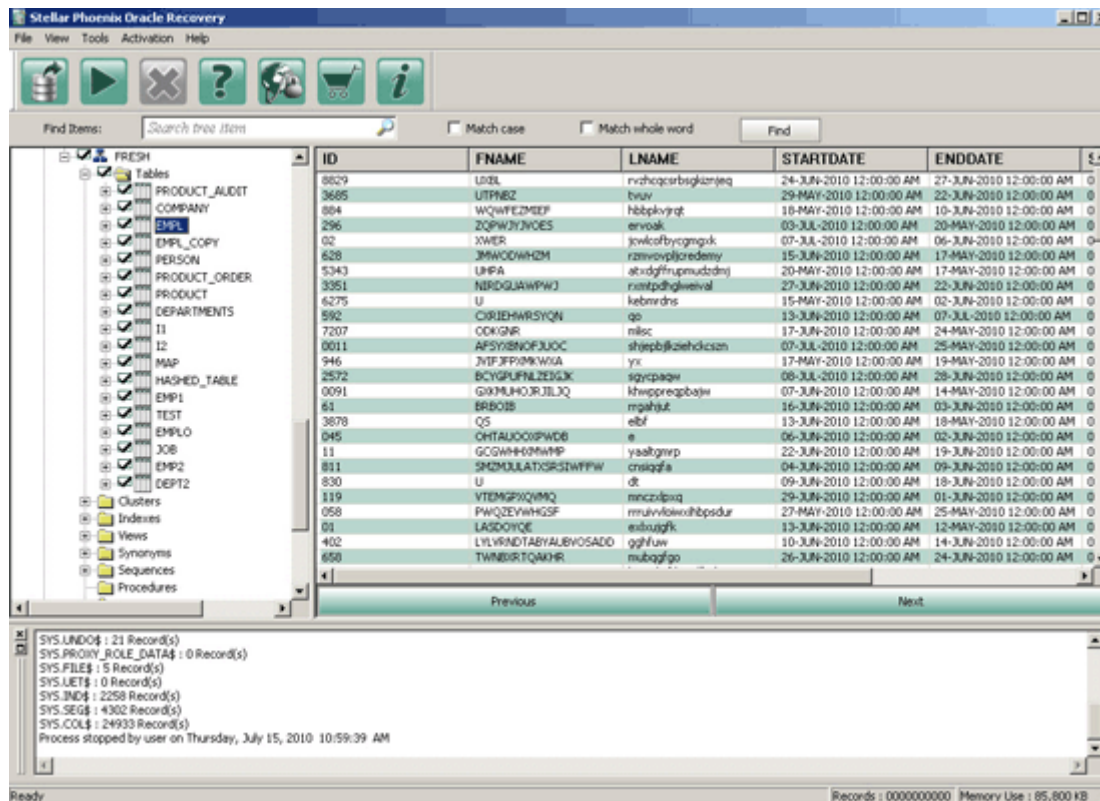
- Select System01.dbf file
- Click **Scan File** button to start scanning process.

Installed Oracle application and selected oracle database to be repaired should be of the same version.

# Scanning and Saving Database

After scanning, **Stellar Phoenix Oracle Recovery** lists all recoverable tables in a tree view on left frame of software window.

You can view content of tables by selecting the particular table in the tree view. You can view the status of other components of database (e. g. stored procedures, views, triggers, synonyms, sequence) in the log created while scanning the corrupt database. Log report is shown in the bottom frame of software window.

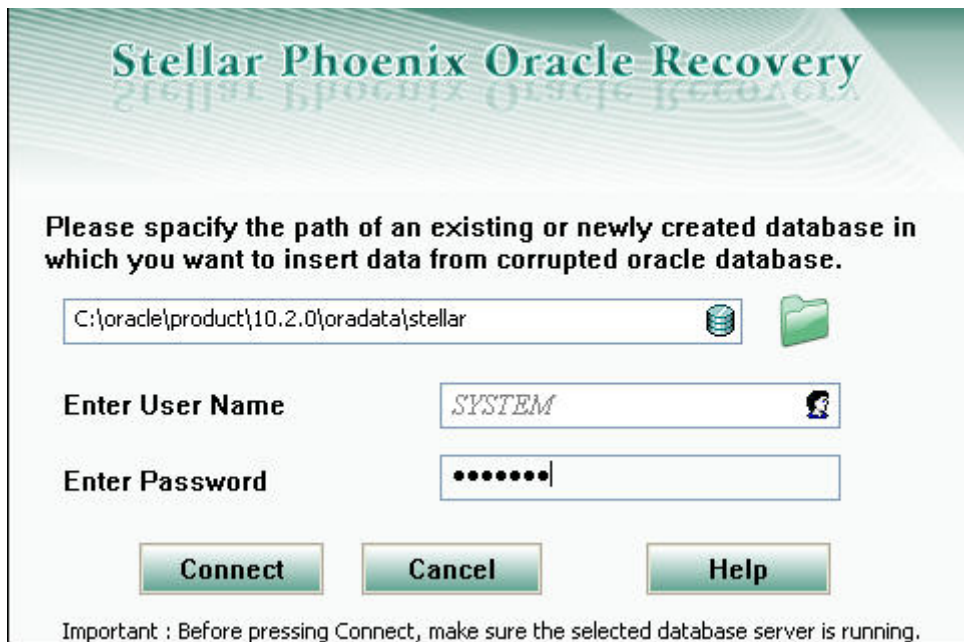


To save repaired database you need to follow steps listed below:

- Click **Start Repair** button in the toolbar. A dialog box showing the steps is displayed.



- Click **Next**.
- A new window pops up. You need to enter the name and password of the blank database .



- Click **Connect** to start saving repaired database.

All recoverable data of corrupt database is stored in this new database supplied by you.

## Recover Database on a New System

You may need to repair your Oracle 9i/10g/11g database on a new system if something has gone wrong with the Operating System or Oracle 9i/10g/11g has developed some issues.

To make your database usable, you need to prepare a new system with Oracle 9i/10g/11g installed on it. After this, copy database folder and paste it at a location of your preference in the newly installed system.

Make sure that all table spaces and data related to this database is pasted in this database folder. Once all files are moved to this new system, you need to follow the procedure listed in [Selecting Database](#) and [Scanning and Saving Database](#)



# Export the Database/User/Table

To Export database/user/table, follow these steps:

- Run command prompt.
- Type Exp.
- Enter Username and Password.
- Enter buffer size of an array.
- Type path to create the dump file.
- Choose appropriate option and write "Yes/No" accordingly.

# Import the Database/User/Table

To Import database/user/table, follow these steps.

- Run command prompt.
- Type Imp.
- Enter Username and Password.
- Type path of the created dump file.
- Enter buffer size of an array.
- Write "Yes/No" accordingly.

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Stellar Phoenix Oracle Recovery

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# FAQs

## 1. What does the demo version of the software do?

Demo version of the software only shows the preview of the database.

## 2. Will the recovery software make changes to my original file?

No. The software saves the repaired data in a new separate target file. The corrupt file is only read by the recovery software.

## 3. How to know whether the software will be able to recover my database or not?

To know whether the software will be able to recover your corrupt Oracle database or not, please try the demo version of the software. Scan your file using **Stellar Phoenix Oracle Recovery** and preview the results for your satisfaction.

## 4. Can Stellar Phoenix Oracle Recovery recover my deleted Oracle database?

No.

## 5. I don't have internet connection. How can I activate the demo version?

You should activate your demo version by manual activation method. Cancel the online activation and mail the PHX file generated to us. We will send you the key. Input the key in **Manual registration** option. Your product will be activated.

## 6. Can I preview my corrupt database before saving it?

Yes, you can preview the database. Preview of the database is shown after scanning of the database is over.

## 7. How much time Stellar Phoenix Oracle Recovery will take to scan and repair the database?

The time taken in scanning and recovering database is totally dependent upon size of the database file.

## 8. Is Oracle needed to be installed on the system for recovering database?

Yes, Oracle must be installed on the system to execute the recovery process.



# About Stellar

Stellar Information Systems Ltd. is a trusted name in the field of Data Recovery and Data Protection Software for more than a decade.

We provide the widest range of Data Recovery Products. Our range includes Data Recovery Software for almost all Operating Systems and File Systems.

## Product line

### Data Recovery

Widest range of data recovery software that help you recover your valued data lost after accidental format, virus problems, software malfunction, file/directory deletion, or even sabotage!. [More Info >>](#)

### File Recovery

Most comprehensive range of file undelete and unerase software for Windows and MS office repair tools. [More Info >>](#)

### Email Recovery

A wide range of mail recovery, mail repair and mail conversion applications for MS Outlook, Outlook Express and MS Exchange useful in instances of data loss due to damages and corruption of Email. [More Info >>](#)

### Data Protection

A wide range of Prevent Data Loss, Data backup and Hard Drive Monitoring Applications to ensure complete data protection against hard drive crash. [More Info >>](#)

For more information about us, please visit [www.stellarinfo.com](http://www.stellarinfo.com)

### Data Sanitization

Data cleanup and file eraser utility can delete selected folders, groups of files, entire logical drives, System Traces & Internet traces. Once the data have been removed using Stellar Wipe - Data File eraser utility, it is beyond recovery limits of any

Data Recovery Software or utility. [More Info >>](#)

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