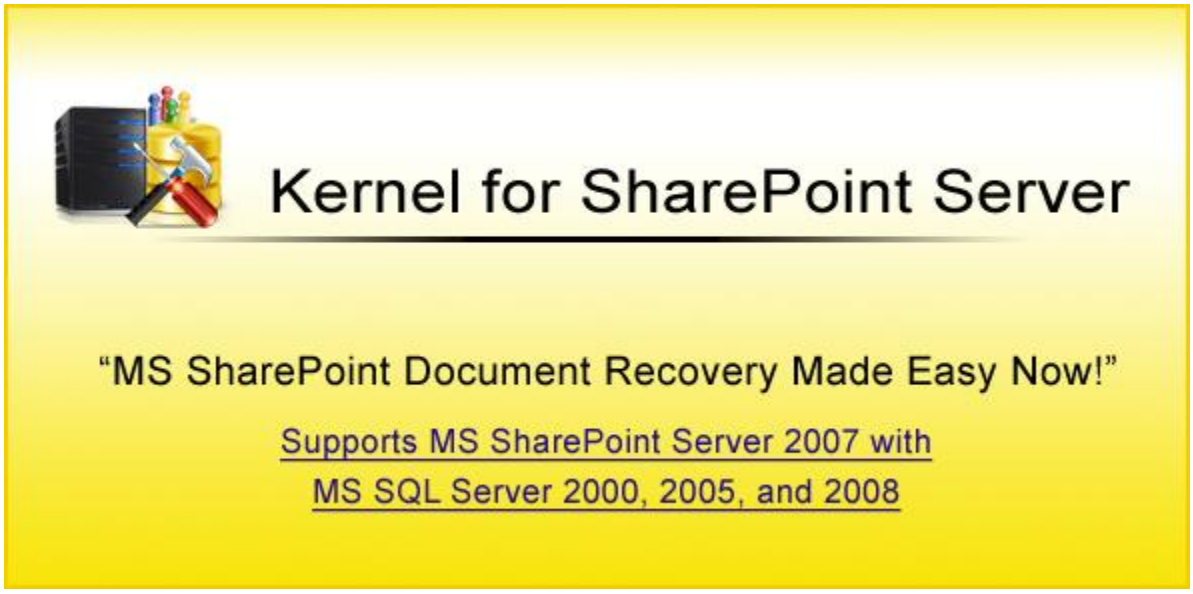
NUCLEUS DATA RECOVERY



PRODUCT GUIDE

KERNEL SharePoint Server Recovery

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KERNEL
SharePoint Server Recovery

1. Introduction to Kernel for SharePoint Server

Welcome to the user manual for Kernel for SharePoint Server, the most effective and outstanding recovery tool for MS SharePoint Server that recovers files from corrupt MDF database. This user manual comprises step by step guidelines on using Kernel for SharePoint Server.

1.1 Using this Manual

This user manual is intended to guide users on using Kernel for SharePoint Server. We suggest that first time users should read this user manual completely and carefully before proceeding to use the software. However, if you are an experienced user, you can use the table of contents to find out information pertaining to the tasks that you need to perform by using Kernel for SharePoint Server. You can use the table of contents to navigate through different sections of this user manual. The table of contents lists all the sections that are contained in this user manual in chronological order. The user manual comprises the following sections:

- Introduction
- Getting Started
- Software Interface
- How to Use Kernel for SharePoint Server?
- Saving Recovered Data
- Creating and Saving Report
- Full Version
- Support
- Troubleshooting
- Legal Notice

Certain abbreviations have been used throughout this manual. For clear understanding of the contents of this user manual, please go through the list of abbreviations, mentioned below, before reading the manual.

1.1.1 List of Abbreviations

MS: Microsoft

RAM: Random Access Memory

MB: Mega-Byte

GB: Giga-Byte

1.2 About Kernel for SharePoint Server

Kernel for SharePoint Server is database recovery software that extracts files and documents from MS SharePoint Server database and enables users to access the important files once again.

Kernel for SharePoint Server provides two repairing modes with which the MDF SharePoint database can be repaired online and offline; **Raw File and Live SQL Instance**.

'Raw file mode' is an offline option where the user can repair orphan .MDF database and recover the documents. The **'Live SQL Instance'** mode benefits the user to get connected online to MS SharePoint Server, select the MDF database and perform the data recovery operation.

Along with the two excellent modes, Kernel for SharePoint Server also facilitates users to test the SQL connections with UDL files and generate HTML reports for the recovered results.

Use of Kernel for SharePoint Server becomes indispensable in the cases of:

- Accurate and successful recovery of files from corrupt MDF database
- Rebuilding of databases and uploading again to MS SharePoint Server
- Document recovery when MDF database is corrupt and MS SharePoint Server is down
- Access important shared files that have become inaccessible due to corruption of MDF database
- Effortless and convenient extraction of files and folders from corrupt database

Kernel for SharePoint Server provides users with flawless and effortless document recovery and makes the corrupt files and files accessible once again.

1.3 Salient Features

Salient features of Kernel for SharePoint Server include:

- Extract files from MDF Database that is corrupt by employing embedded recovery algorithm
- All recovered files are restored in new database, which is again configured on MS SharePoint Server
- Maintains data integrity and security
- Report creation options for checking recovery degree
- Multiple recovery modes to perform recovery according to the requirement
- User friendly graphical user interface
- Free evaluation version to analyze the capabilities of the tool before purchasing it

1.4 Who Should Use this Software?

Kernel for SharePoint Server is an apt solution for MS SharePoint database administrators to deal with MDF database corruptions. MDF database that contains all files, folders and documents usually get corrupt and become inaccessible and hence, organizational work flow gets affected, as users are unable to access the important data and files. Kernel for SharePoint Server recovers files from MS SharePoint Server making the inaccessible documents accessible again.

Some of the reasons which create need for SharePoint Server Document Recovery software are:

- Lost Document Libraries
- Accidental file deletion on WSS Websites
- Server downtime and data inaccessibility due to drive failures
- Failed backups / Backups turn bad
- Inaccessibility of server due to virus attacks or human errors

1.5 How does Kernel for SharePoint Server Works?

Organizations employ MS SharePoint Server with a motive to enhance the data integrity level and make collaborative activities easy; in fact, MS SharePoint Server as portal collaboration software meets all their expectations. MS SharePoint Server is outfitted with exclusive features that prove its importance in successful accomplishment of major collaborative activities of any organization. As far as security is concerned, MS SharePoint Server provides any organization with additional level of security and data integrity.

But there are times when database that contains SharePoint data or MS SharePoint Server or both get corrupt and in such a situation, an efficient and hi-tech data recovery solution is required. Kernel for SharePoint Server is an apt solution, which performs efficient recovery and extracts all files and folders from corrupt database. Moreover, files that have been deleted through logical deletion can also be recovered with Kernel for SharePoint Server. Let us have a look at the process that Kernel for SharePoint Server follows for recovering files from corrupt MDF database:

- Normally, any requested data is processed via MS SharePoint Server and MS SQL Server but in case of SharePoint Server and MDF database corruption, the requested data becomes inaccessible. Kernel for SharePoint Server eliminates the dependency on MS SharePoint Server and enables the administrator to extract files from MDF Database that is corrupt.
- Kernel for SharePoint Server recovers files from corrupt MDF database through establishing connection with that database, which is stored in SQL Server.
- All recovered files are further restored in new database and the database is again configured on MS SharePoint Server.

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2. Getting Started

Now that you have understood the features and potential of Kernel for SharePoint Server, you are ready to get hands on experience of the software. To start the recovery process, you will first need to download and install this software. However it is strongly recommended that before installing Kernel for SharePoint Server, you should go through the installation pre-requisites for the software to ensure that your computer is appropriately configured to run the software.

2.1 Installation Pre-requisites

The various pre-requisites for installing and running Kernel for SharePoint Server can be broadly classified into two major categories – Hardware requirements and Software requirements.

2.1.1 Hardware Requirements:

The hardware requirements for installing the software are as follows:

- Pentium class processor
- Minimum 64MB RAM (128 MB recommended)
- 10MB for Software installation
- Disk Space - Enough space to store the recovered files

> You should have at-least 40 MB of free disk space if you want to recover and save 40 MB .MDF files.

2.1.2 Software Requirements:

The software requirements for installing the software are as follows:

2.1.2.1 Operating System Requirements

Supported operating systems:

- Windows Vista
- Windows XP
- Windows Server 2003
- Windows 2000

2.1.2.2 MS SQL Servers Requirements

Supported MS SQL server versions:

- MS SQL Server 2000
- MS SQL Server 2005
- MS SQL Server 2008

2.1.2.3 MS SharePoint Server Requirements

- MS Office SharePoint Server 2007

2.2 Downloading Kernel for SharePoint Server for the First Time

After checking your computer with the prescribed system requirements for Kernel for SharePoint Server, you can download and install the software on your computer. You can buy the full version of the software from any one of our authorized resellers – Element5, Asknet and 2CO.

If you want to try using Kernel for SharePoint Server before buying it, you can download the evaluation version from the following link:

http://www.nucleustechnologies.com/download-sharepoint-document-recovery.html

> You can recover and extract documents from SharePoint database by using the evaluation version of Kernel for SharePoint Server; however, the recovered files and folders will not be saved until you purchase the full version of the software.

2.3 Install Kernel for SharePoint Server

After downloading the installer file for Kernel for SharePoint Server, you can install the software by running the file.

To install Kernel for SharePoint Server:

1. Double-click the Kernel for SharePoint Server installer.
2. Follow the on-screen instructions.

The **Setup Installation Complete** screen will be displayed.

3. Click **Finish** to launch the software.

2.4 Start Kernel for SharePoint Server

To start Kernel for SharePoint Server:

Click the **Start → All Programs →Kernel for SharePoint Server**

Alternatively, you can launch Kernel for SharePoint Server by double-clicking the shortcut icon available on the desktop and Quick Launch icon.

2.5 Uninstall Kernel for SharePoint Server

You may need to uninstall and re-install Kernel for SharePoint Server.

To uninstall Kernel for SharePoint Server:

1. Click the **Start → All Programs →Kernel for SharePoint Server → Uninstall Kernel for SharePoint Server**

A warning message will be displayed.

2. Click '**Yes**' to uninstall Kernel for SharePoint Server.

> Before proceeding to uninstall Kernel for SharePoint Server, you must ensure that the software is not running in the system background.

You can alternatively uninstall Kernel for SharePoint Server from the **Control Panel** by performing the following steps:

1. Click the **Start Menu → Control Panel** and then double click the **Add or Remove Programs** icon.

2. Select **Kernel for SharePoint Server** and click **Remove**.

A warning message will be displayed.

3. Click '**Yes**' to uninstall Kernel for SharePoint Server.

3. Software Interface

Now that Kernel for SharePoint Server has been installed on your computer, you can start using the software after getting acquainted with the software interface.

3.1 Menu-bar

The menu-bar of Kernel for SharePoint Server comprises two main menus – File and Help.

3.1.1 File Menu

The **File** menu comprises three menu items.

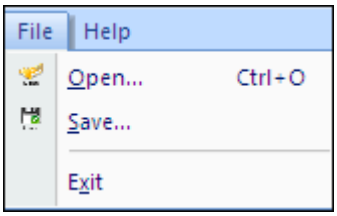


Figure: File Menu

Menu items in the **File** menu:

Field Name	Field Description
Open	Select to open Database Source Selection window
Save	Select to save the selected files and folders
Exit	Select to close the software

3.1.2 Help Menu

The **Help** menu comprises three menu items:

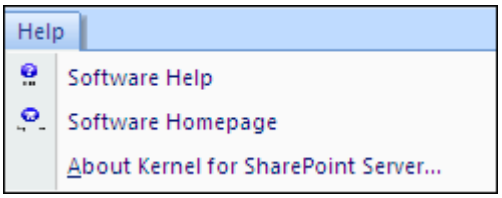


Figure: Help Menu

Menu items in the **Help** menu:

Field Name	Field Description
Software Help	Select to view the user manual of Kernel for SharePoint Server
Software Homepage	Select to go to the homepage of software website
About Kernel for SharePoint Server...	Select to view version-related and support information of Kernel for SharePoint Server

3.2 Tool-bar

The tool-bar in Kernel for SharePoint Server is displayed below the menu-bar. The tool-bar provides a convenient and user-friendly method to perform certain actions that can also be performed by using the menu-bar. Read the information in the table below to find out about the tool-bar buttons:

Button	Button Name	Button Description
	Open	Opens the Database Source Selection window
	Save	Saves the selected files and folders
	Help	Opens the user manual of Kernel for SharePoint Server
	Buy Online	Opens the website to purchase the software online

3.3 Status Bar

Status bar is displayed at the bottom of the software window. The text 'Ready' is displayed on the status bar if Kernel for SharePoint Server is ready to be used. Status bar also displays the text 'CAP', 'NUM', 'SCRL' which respectively correspond to the Caps Lock, Num Lock, and Scroll Lock keys on your keyboard. If any of these keys are pressed, the color of the corresponding text will turn blue/black.

Figure: Status Bar

3.4 Left Panel

Left Panel of Kernel for SharePoint Server displays recovered SharePoint folders and their sub folders in a hierarchical manner. Folders that are displayed at the left panel for Kernel for SharePoint Server are:

- Tables
- SharePoint
- SharePoint Actual

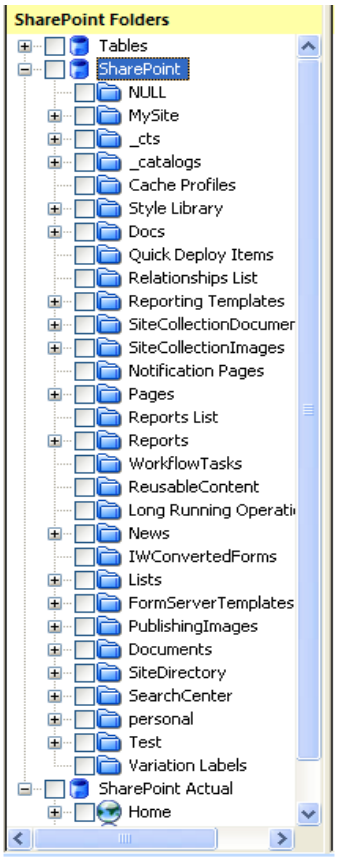
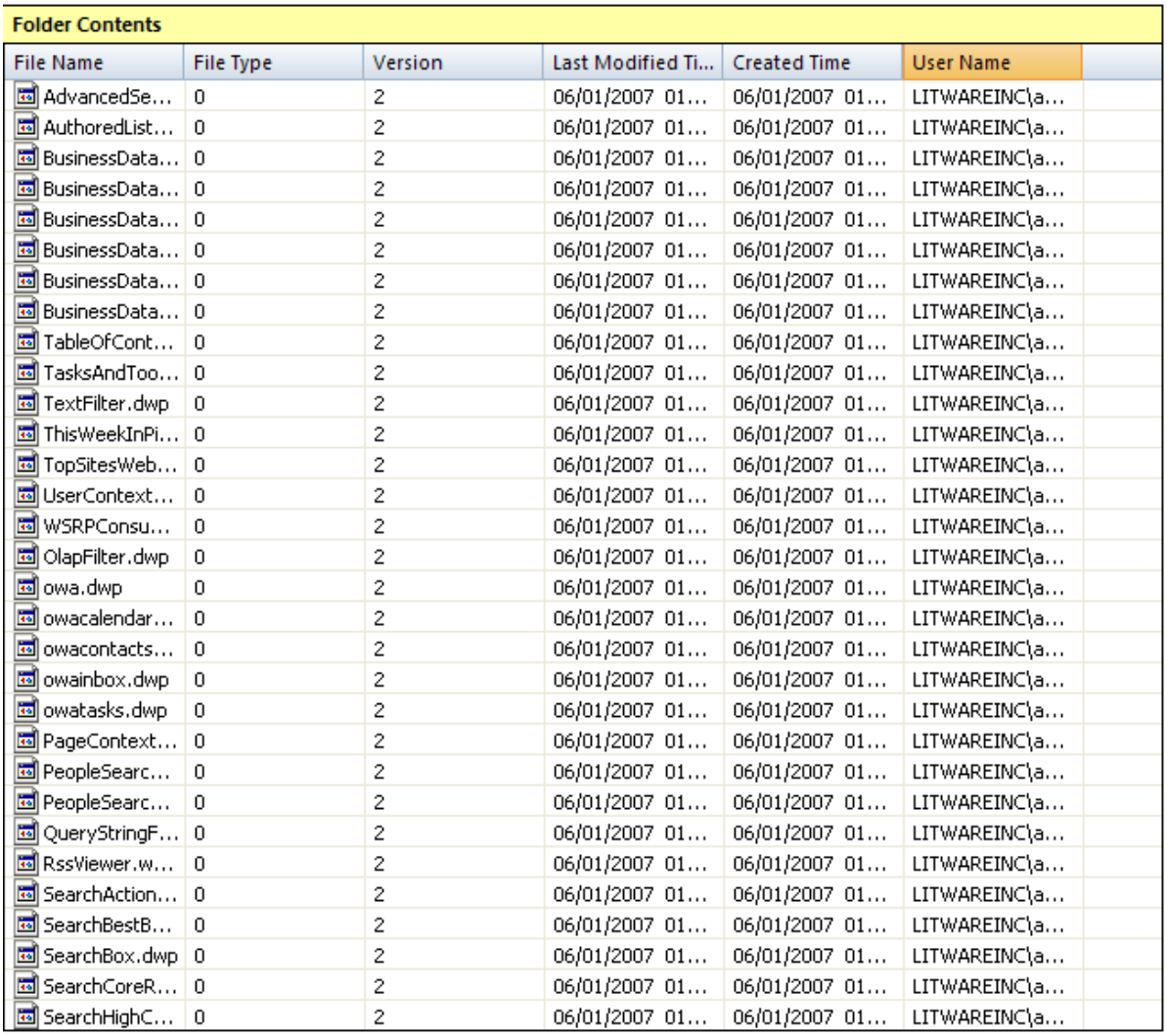


Figure: Left Panel

> If the recovery is done through Live SQL Instance, the left panel will display only SharePoint and SharePoint Actual folders.

3.5 Right Panel

Right Panel of Kernel for SharePoint Server displays the content of subfolders. The file information is displayed along with details like File Name, File Type, Version, Last Modified Time, Creation Time and User name.



Folder Contents

File Name	File Type	Version	Last Modified Ti...	Created Time	User Name
AdvancedSe...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
AuthoredList...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
BusinessData...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
BusinessData...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
BusinessData...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
BusinessData...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
BusinessData...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
BusinessData...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
TableOfCont...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
TasksAndToo...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
TextFilter.dwp	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
ThisWeekInPi...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
TopSitesWeb...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
UserContext...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
WSRPConsu...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
OlapFilter.dwp	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
owa.dwp	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
owacalendar...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
owacontacts...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
owainbox.dwp	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
owatasks.dwp	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
PageContext...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
PeopleSearc...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
PeopleSearc...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
QueryStringF...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
RssViewer.w...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
SearchAction...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
SearchBestB...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
SearchBox.dwp	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
SearchCoreR...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...
SearchHighC...	0	2	06/01/2007 01...	06/01/2007 01...	LITWAREINC\a...

Figure: Right Panel

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4. How to use Kernel for SharePoint Server?

Now that you have complete familiarity of the user interface of Kernel for SharePoint Server, you are ready to perform the SharePoint document recovery from the inaccessible SharePoint Server database. Kernel for SharePoint Server provides two modes of recovery: **Raw File Mode** and **Live SQL Instance Mode**.

Raw Mode of recovery is used where only the MDF database is corrupt and MS SQL Server and MS SharePoint Server are in working condition.

- This recovery mode is applicable in conditions where only database is corrupt.
- In this recovery mode, MDF database is repaired as an orphan file and items are extracted from it.
- Use of Orphan database in Raw mode eliminates the dependency of MS SharePoint Server in recovery process.
- Raw Mode recovers Tables, SharePoint and Actual SharePoint folders and allows the user to view and save the files contained in these folders.
- In Raw mode, tables can be recreated by connecting created batch file to the SQL Server Database; once the tables are recreated the database is again ready to be configured in MS SharePoint Server.

In cases, where MS SharePoint Server is down or corrupt, **Live SQL Instance recovery mode** is used. This recovery mode is embedded with distinct features, which make it suitable for specified corruption conditions. Features of Live SQL Instance Mode are as follows:

- This recovery mode is applicable in conditions where MS SharePoint Server is down.
- In Live SQL Instance recovery mode, documents are extracted from the database.
- Recovered documents can be again uploaded in a new account created on SharePoint Server.
- UDL file connected to the SQL server can also be used for recovery.

4.1 Recovery through Raw Mode

With Raw mode, recovery process can be performed by following these steps:

1. Click **Open** from the tool bar or select **Open** from the **File** menu.

> When Kernel for SharePoint Server is launched, the **Source Selection** window appears by default. You can also start the recovery process by selecting recovery mode from Source Selection Window.

2. A Source Selection window appears. Select **Raw File** mode and click '**Next**'.

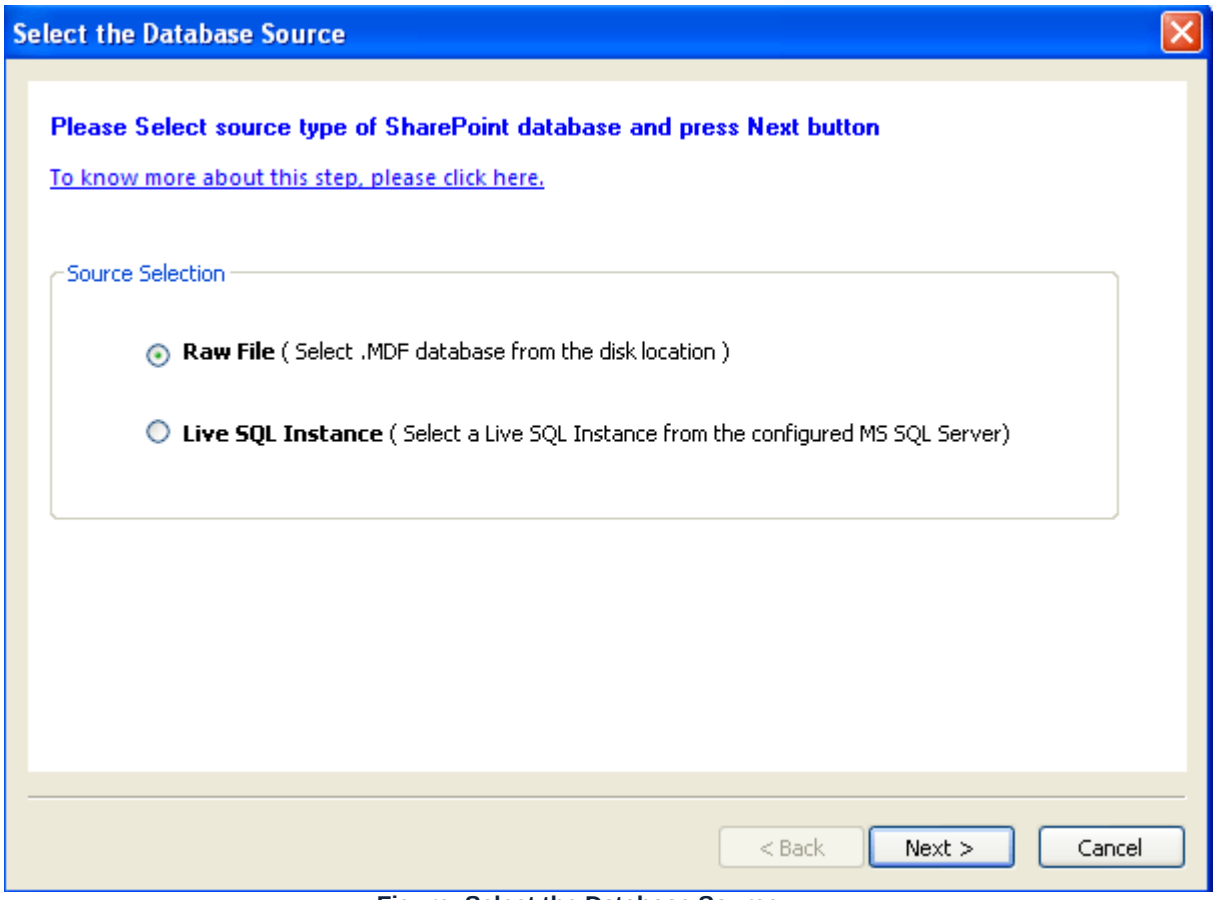


Figure: Select the Database Source

A new dialogue box – **Select Database Location** appears to select the database location.

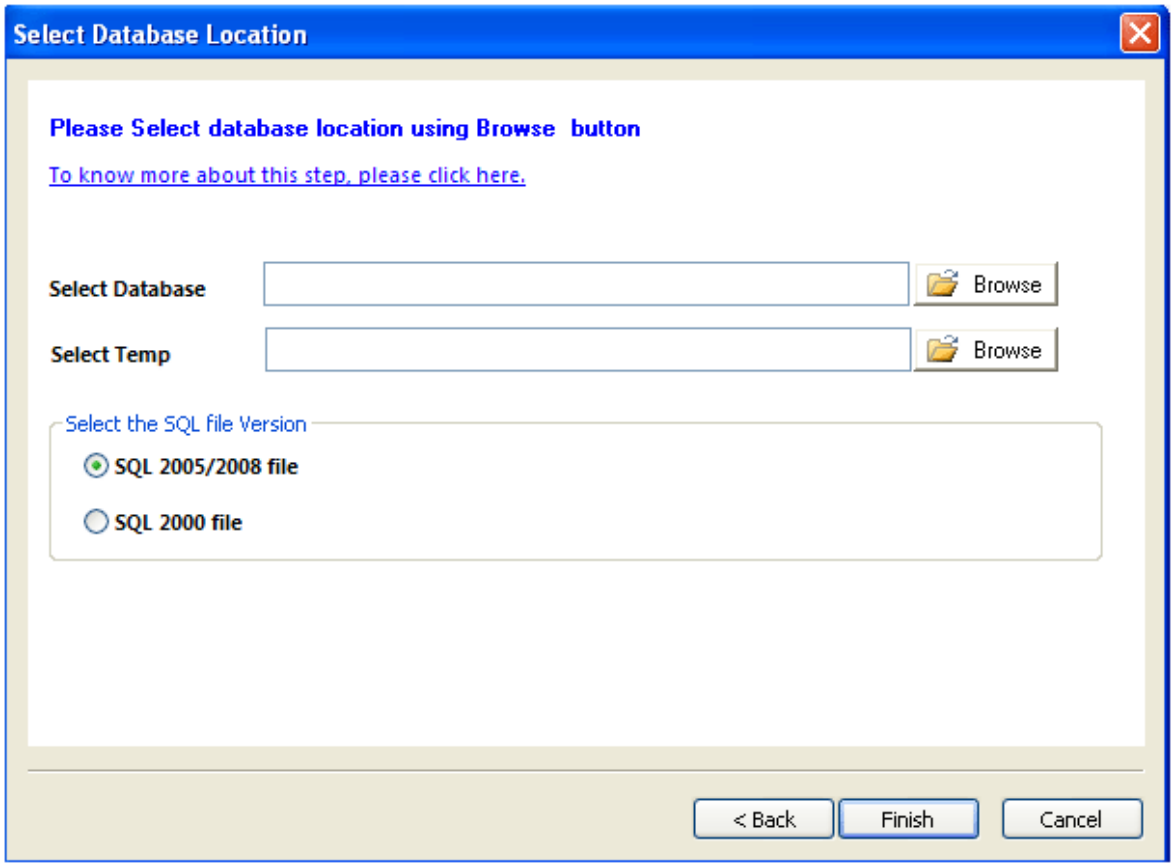
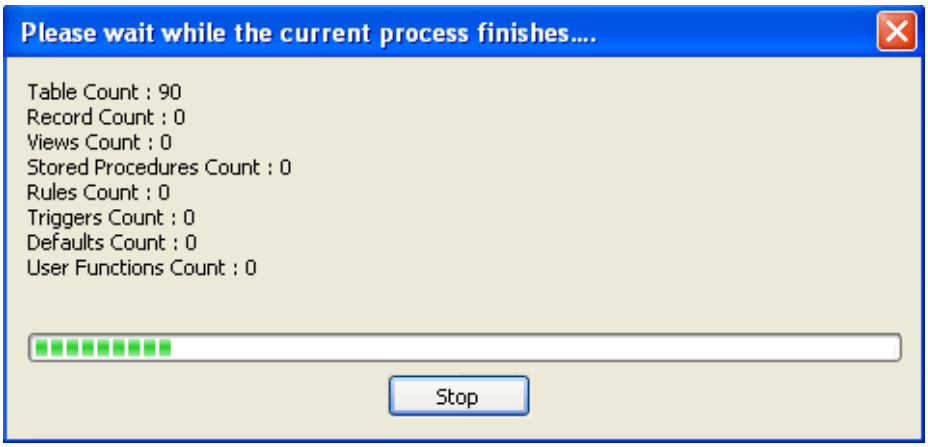


Figure: Select Database Location in Raw File Mode

3. Click **Browse** and select the location where the corrupt MDF database is stored. Click **Select Temp** to select the location to save the temporary files which are generated by the software while performing various functions.

4. Select SQL file version and click **Finish**.

The recovery process starts and a window showing the process status appears.



KERNEL
SharePoint Server Recovery

Figure: Scanning Process – Raw File Mode

5. Once the recovery process is complete all the recovered Tables, SharePoint Actual and SharePoint folders get listed at the left panel of the software.

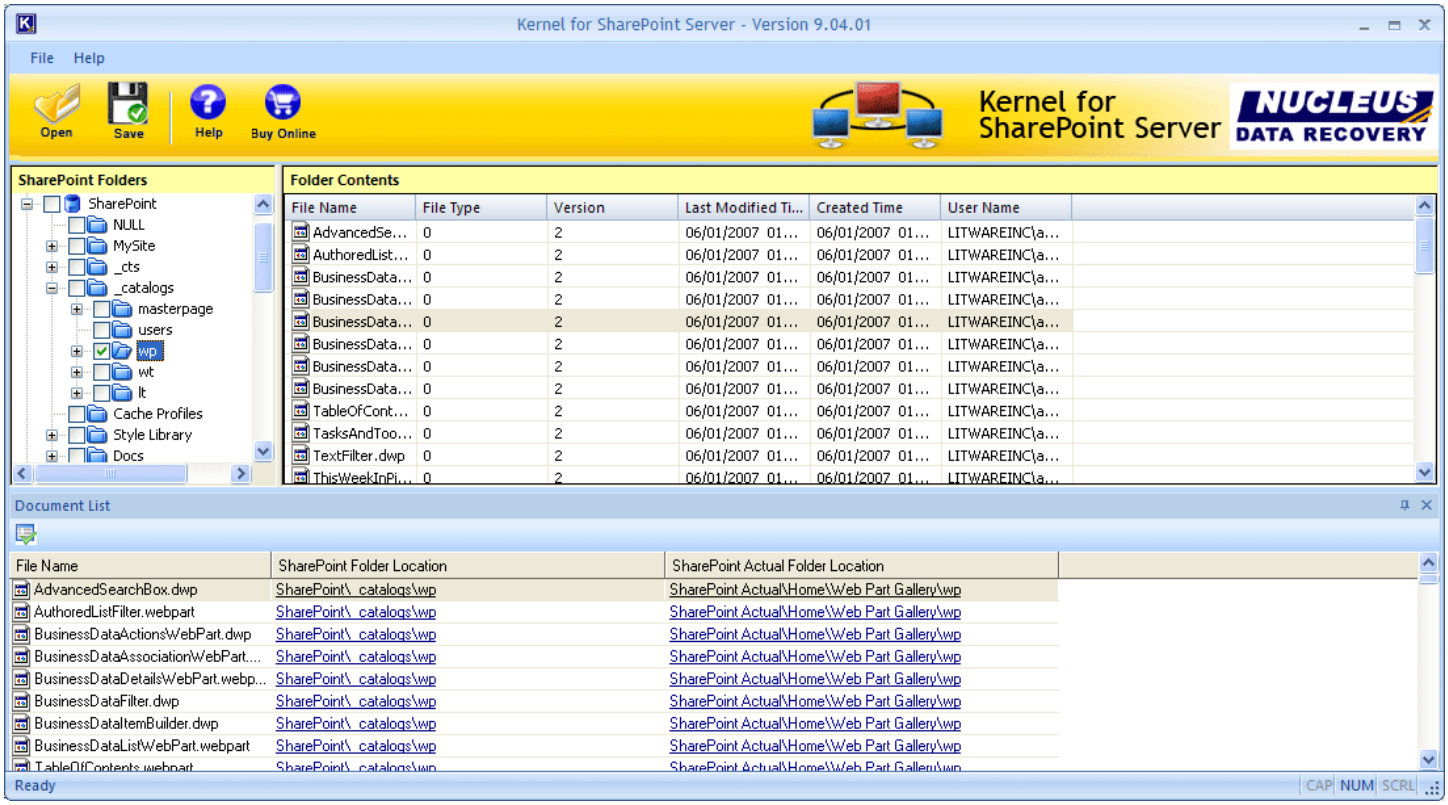


Figure: Preview Recovered Documents through Raw File mode

6. Select folders you want to save from the left panel.

7. Click **Save** on tool-bar or select **File→Save** from menu bar.

A dialogue box: **Select Path for Saving** appears which asks for the saving location.

8. Browse ... for the location where you want to save the recovered files.

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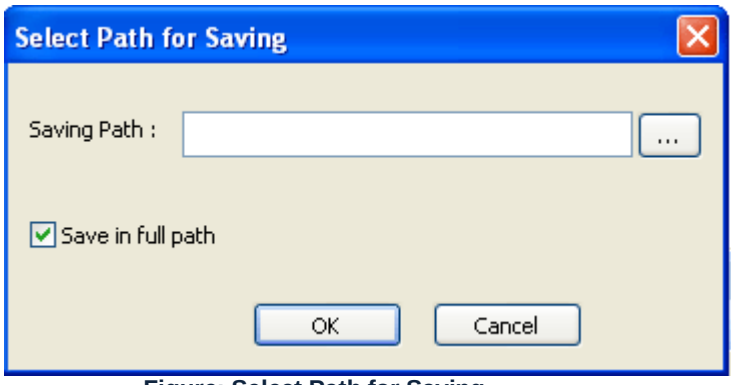

Figure: Select Path for Saving

9. Select or de-select the **Save in full path** checkbox. This option, if checked saves the recovered files with complete hierarchy of the table listed in left panel, but if un-checked then the software only saves the respective folder with its contents.

10. Click **OK** and files get saved in defined location.

4.2 Recovery through Live SQL Instance Mode

In cases, where MS SharePoint Server is down, Live SQL Instance Mode is used. To perform recovery through Live SQL Instance Mode, two options to connect with the database are available.

These options are:

- Connecting through SQL Server
- Connecting through UDL File

4.2.1 Connecting through SQL Server

To perform recovery by connecting with the database through MS SQL server, follow these simple steps:

1. Click **Open** from the tool bar or select **Open** from the **File** menu.

2. A new dialogue box - **Select the Database Source** will appear. Select **Live SQL Instance** mode and click '**Next**'**.**

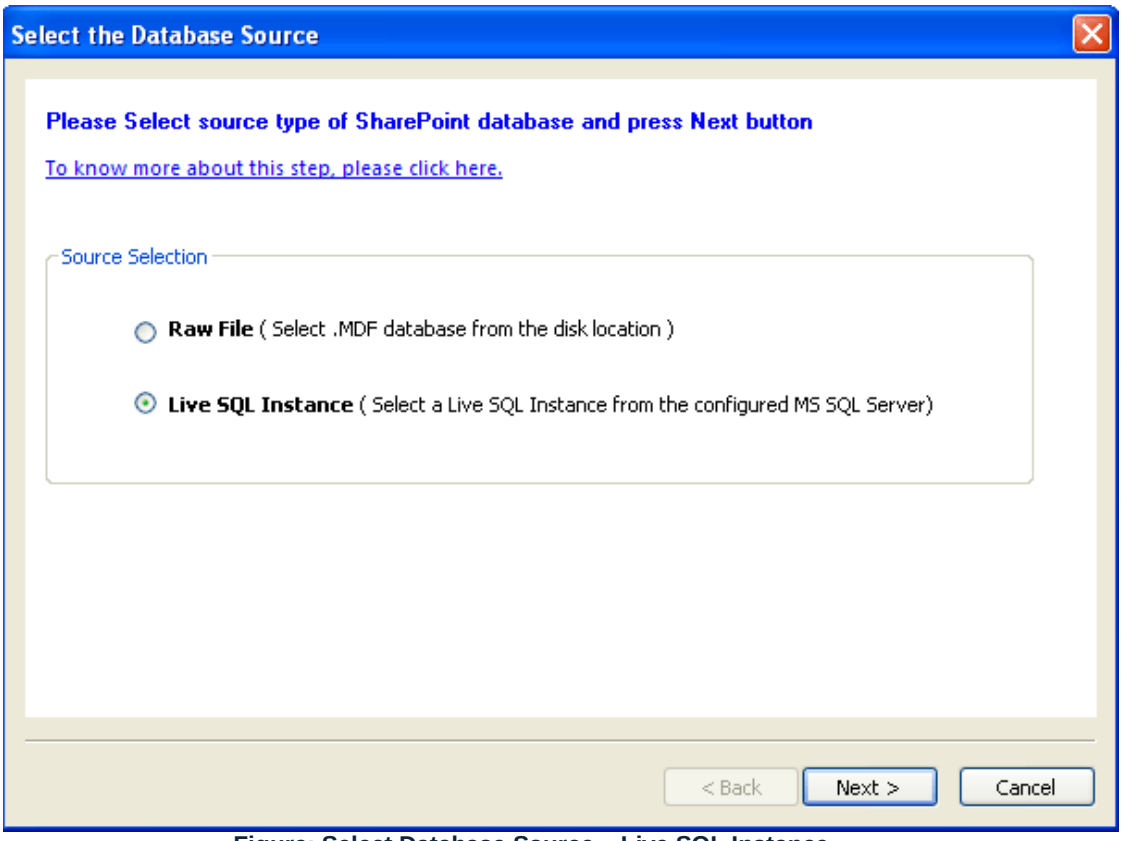

Figure: Select Database Source – Live SQL Instance

3. Select Database Location window appears which asks for server name, authentication and database name. Enter the details for the same and click **Finish**.

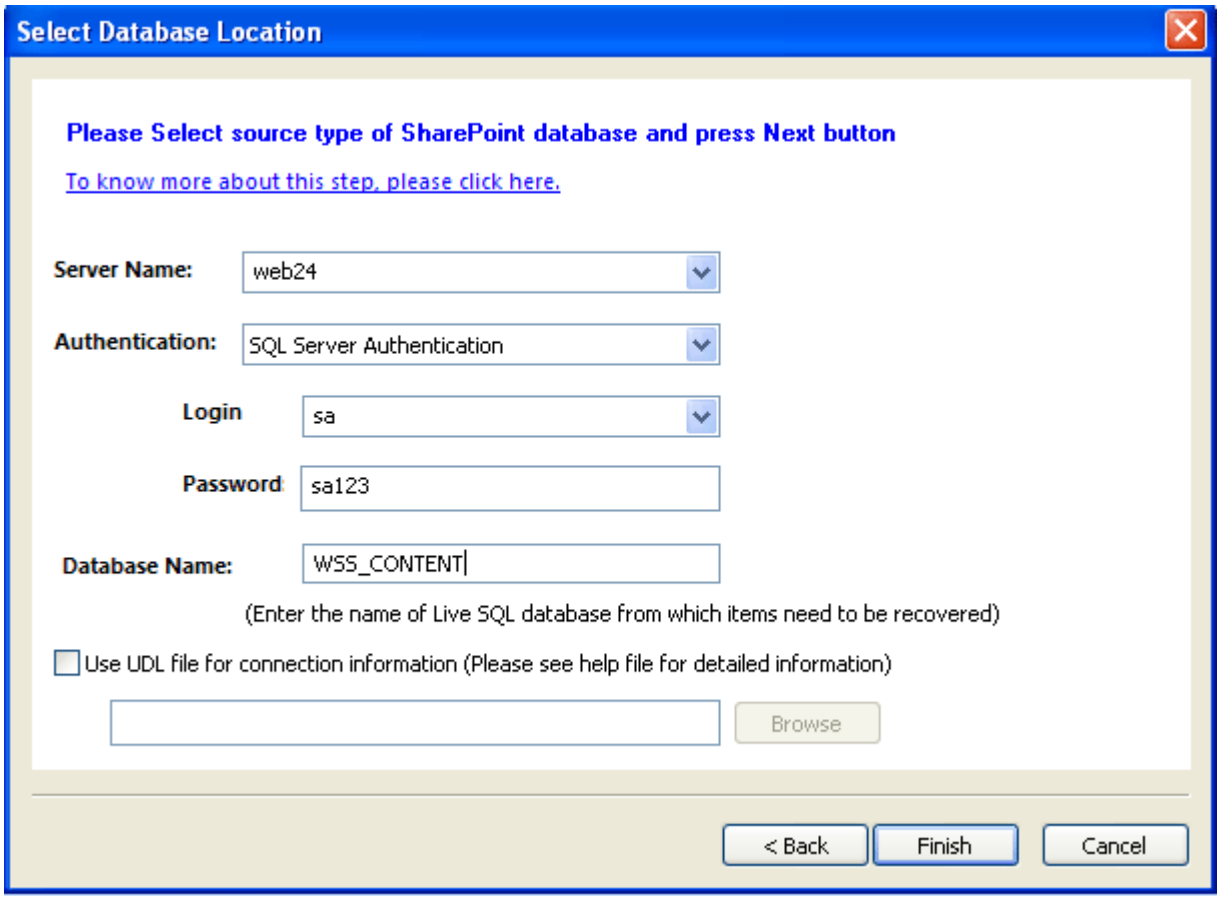

Figure: Select Database Location – Live SQL Instance

> Keep the **Use UDL file for connection information** option unchecked in this recovery process.

A window showing status of the scanning process appears.

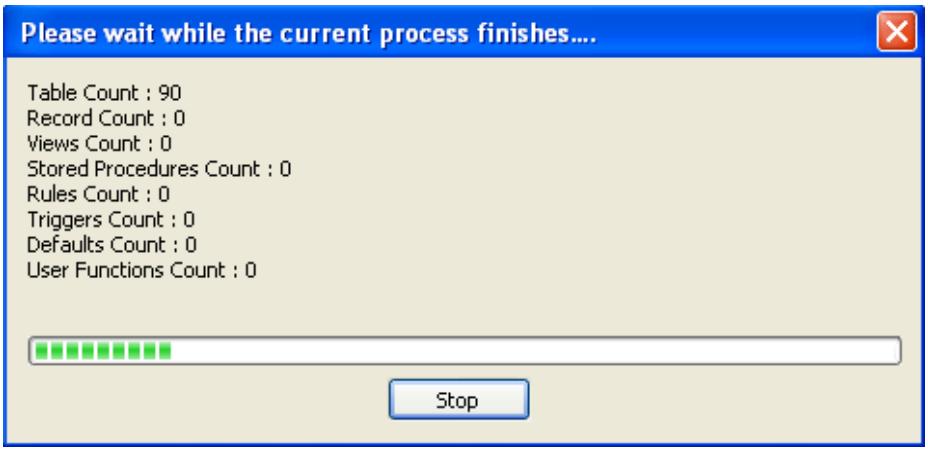

Figure: Scanning and Recovery In Process

4. Once the recovery process is complete the recovered SharePoint Actual and SharePoint folders get listed at the left panel of the software.

5. Next steps of saving are same as steps 6 to 10 of above mentioned **Recovery through Raw Mode**.

4.2.2 Connecting through UDL File

Universal Data Link file (.udl) helps to specify connection information to a data provider on Windows 2000 and above operating systems. Kernel for SharePoint Server helps to achieve quick recovery of files by allowing to get connected to the MS SQL Server through UDL file and perform the recovery operation.

To perform recovery by connecting the database through UDL file, follow the given below steps:

1. Click **Open** from the tool bar or select **Open** from the **File** menu.

2. A new dialogue box - **Select the Database Source** will appear. Select **Live SQL Instance** mode and click '**Next'.**

3. For establishing connection with database from which files need to be recovered, enable **Use UDL file for connection** option on Database Location Selection dialogue box.

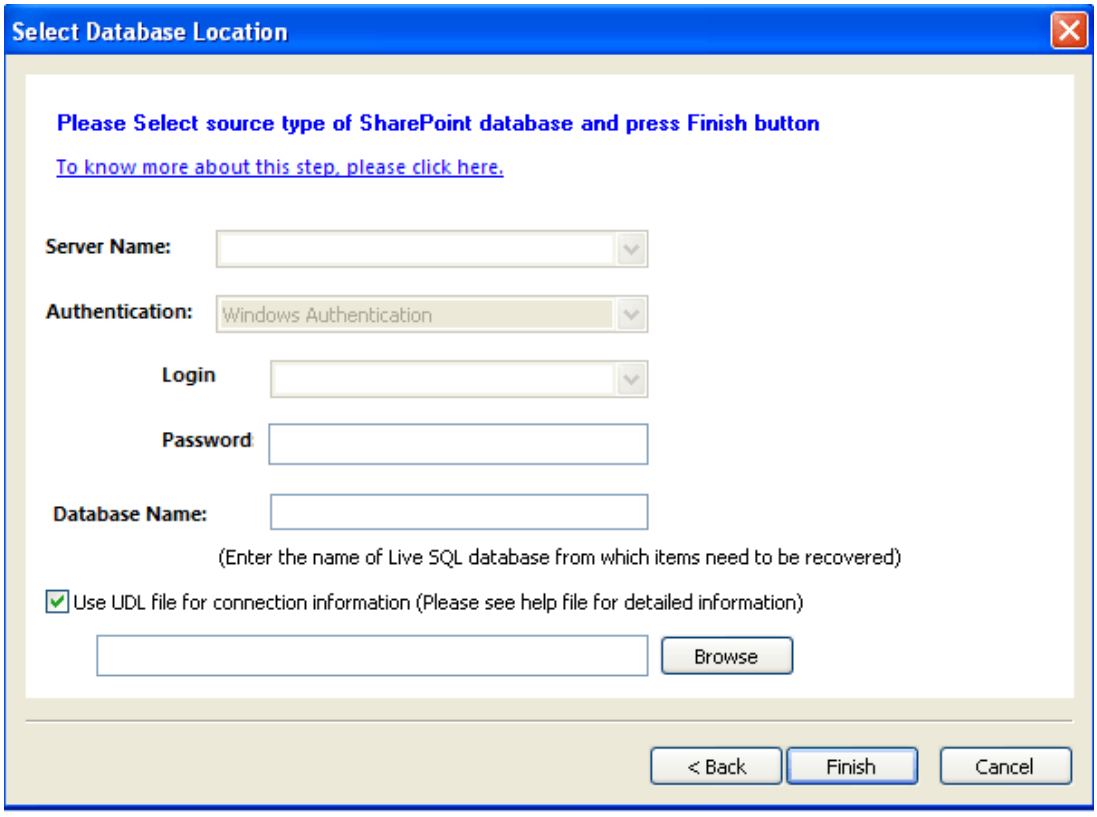

Figure: Connecting through UDL File

For connecting with the database with this option, you will need to create an UDL file

4.2.2.1 Creating an UDL file

- Create a New Text Document (.txt) at the desired location.
- Rename the file to 'test.udl'.
- Double click the 'test.udl'. Data Link Properties dialogue box will appear.

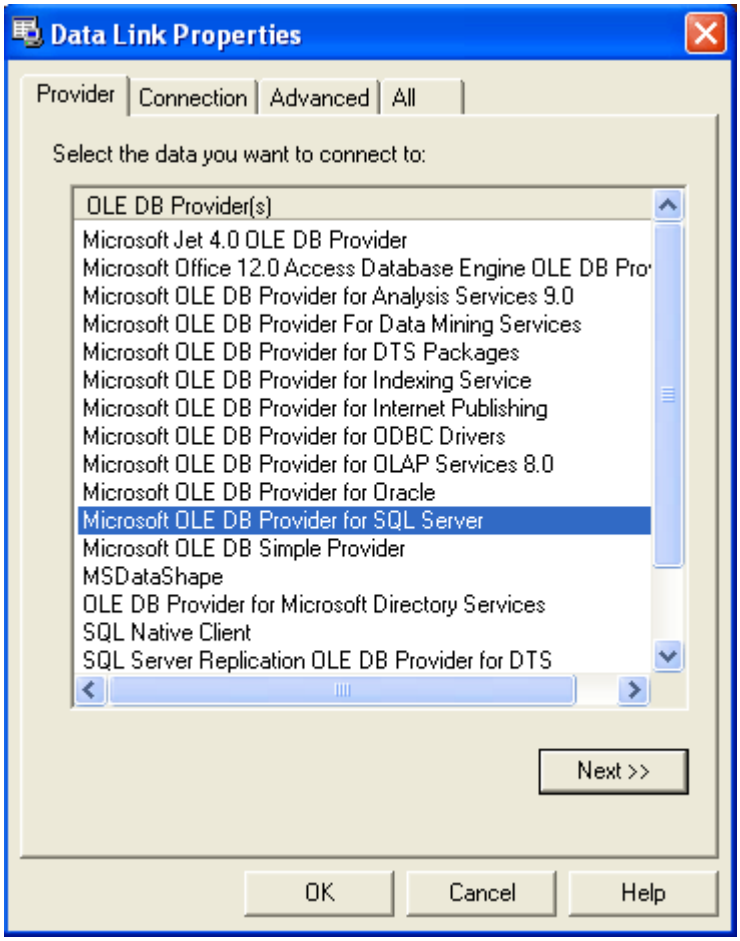

Figure: Data Link Properties – Provider tab

- In **Data Link Properties** dialog box, click **Provider** tab.
- Select the Provider that will be used to connect to your database. For example, if you need to check the availability of a Microsoft SQL database, you would need to select '***Microsoft OLE DB Provider for SQL Server'***.
- Select the appropriate option and click **Next** to continue to the **Connection** tab. The Connection tab will request authentication information which is used to access your database.

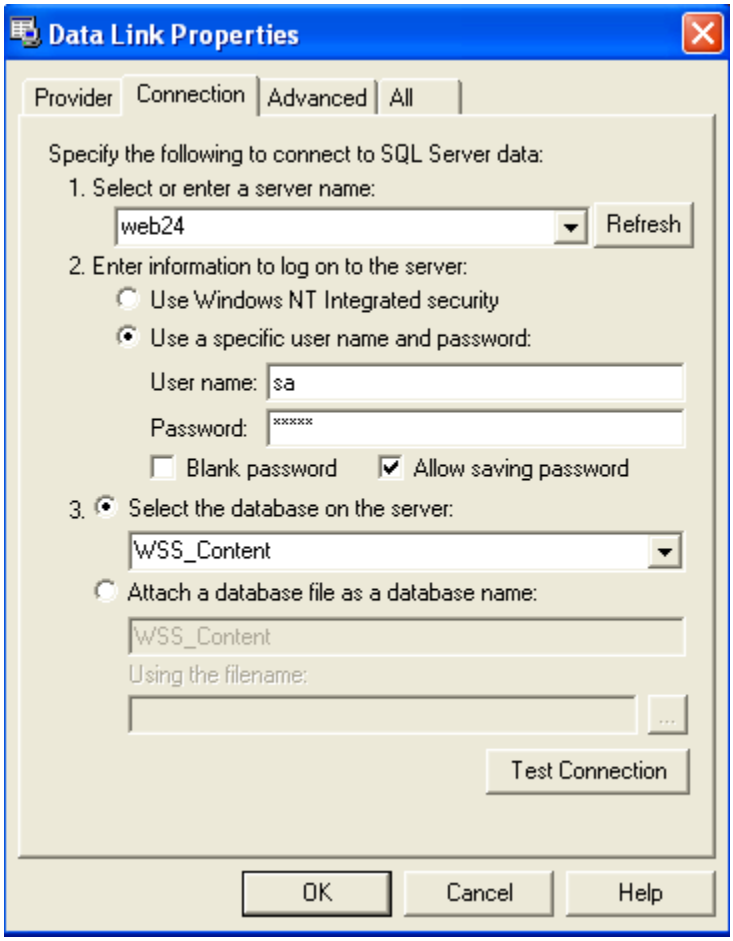

Figure: Data Link Properties – Connection tab

- Select or enter the Server name and the username and password used to access the database.

> You need to select the **Allow saving password** option for saving the password. If the password is not saved at the time of Data Link Properties configuration, the software fails to get connected with the database and a message regarding login failure appears on the Screen of Kernel for SharePoint Server.

- Click the **Test Connection** button to confirm the connection to the server and database using the provided information.
- Open 'test.udl' with notepad. The file will contain a line with your connection string, which will be similar to:

  Provider=SQLOLEDB.1;Password=YourPassword;Persist Security Info=True;User ID=YourUserID;_Initial Catalog=YourDB;Data Source=YOUR_LOCAL_SERVER_NAME

4. Once UDL file is created, select **Use UDL file for connection** and browse the UDL file.
5. Click **Finish**. A window showing status of the scanning process appears.

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6. Once the recovery process is complete the recovered SharePoint Actual and SharePoint folders get listed at the left panel of the software.

7. Next steps of saving are same as steps 6 to 10 of above mentioned **Recovery through Raw Mode.**

5. Saving Recovered Data

With Kernel for SharePoint Server recovered files can be saved very easily. Recovered files that are saved in any specified location are restored according to the mode used for performing recovery process. Since Raw and Live SQL Instance recovery modes are used in specific corruption conditions, post-saving procedures for making the recovered files accessible again, are different. However, process for saving recovered files is same in both modes.

To save recovered files, you need to follow these steps:

- Go to the left panel and select folders you want to save.
- Click **Save** on tool bar.
- A dialog box: **Select Path for Saving** to select the saving path will appear. Type the location or **Browse** the location where you want to save the recovered files on your system. When you click **Browse,** a dialog box to browse the folder will appear. Select the folder or create a new folder to save selected files.

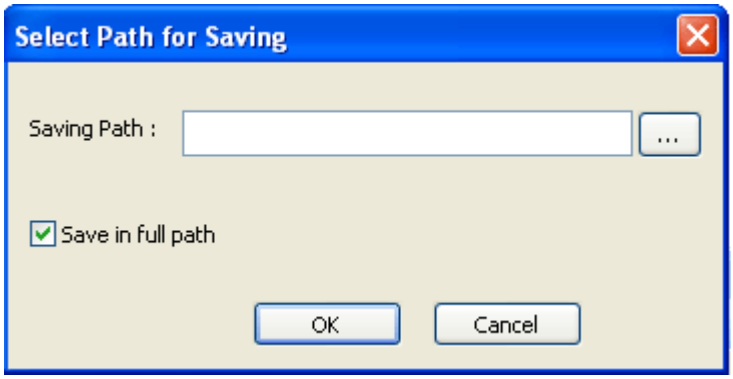


Figure: Select Path for Saving

- Select or de-select the **Save in full path** checkbox. This option, if checked saves the recovered files with complete hierarchy of the table listed in left panel, but if un-checked then the software only saves the respective folder with its contents.
- Click **OK** and the files will be saved in defined location.

When using Raw Mode of recovery, Kernel for SharePoint Server generates a **Commit.bat** file which contains the recovered tables from the corrupt MDF file. The Commit.bat file is then easily attached and connected to the MS SQL Server and items from recovered tables are restored to new database on the server.

5.1 Process to restore from Commit.bat file

Follow the simple steps to create new database.

1. Go to SQL Server Management Studio.
2. Create a New Database.
3. Go to Command Prompt (Start menu->Run-> cmd)
4. Change the path to recovered folder (cd PathName)
5. Run the Commit.bat file by typing ***"commit.bat servername newcreateddatabase sqlserverusername sqlserverpassword"*** > press **Enter key** and all tables will be copied to the new created database.
6. Once all tables are copied in database, the database is ready to be configured in MS SharePoint Server.

> This option is applicable when only the MDF database is corrupt and recovery is performed through **Raw** recovery mode.

5.2 Upload recovered files through Live SQL Instance

When Live SQL Instance mode is used for recovery, SharePoint and SharePoint Actual folders are generated. These folders contain all the recovered files, which are further restored in a new account configured on MS SharePoint Server. Once new account is created and configured on MS SharePoint Server, all files that are recovered through Kernel for SharePoint Server can be uploaded on that account.

6. Creating and Saving Report

Kernel for SharePoint Server generates a list of path location where the files are positioned: **SharePoint Folder Location** and **SharePoint Actual Folder Location**. Report of extracted files and documents can also be saved with Kernel for SharePoint Server in HTML format.

To save any report, the following steps need to be performed:

1. At the bottom of the screen a window titled **Document List** is displayed. This list contains fields such as File Name, SharePoint Folder Location and SharePoint Original Folder Location.

To create report click SharePoint folder location of file for which you want to create report.

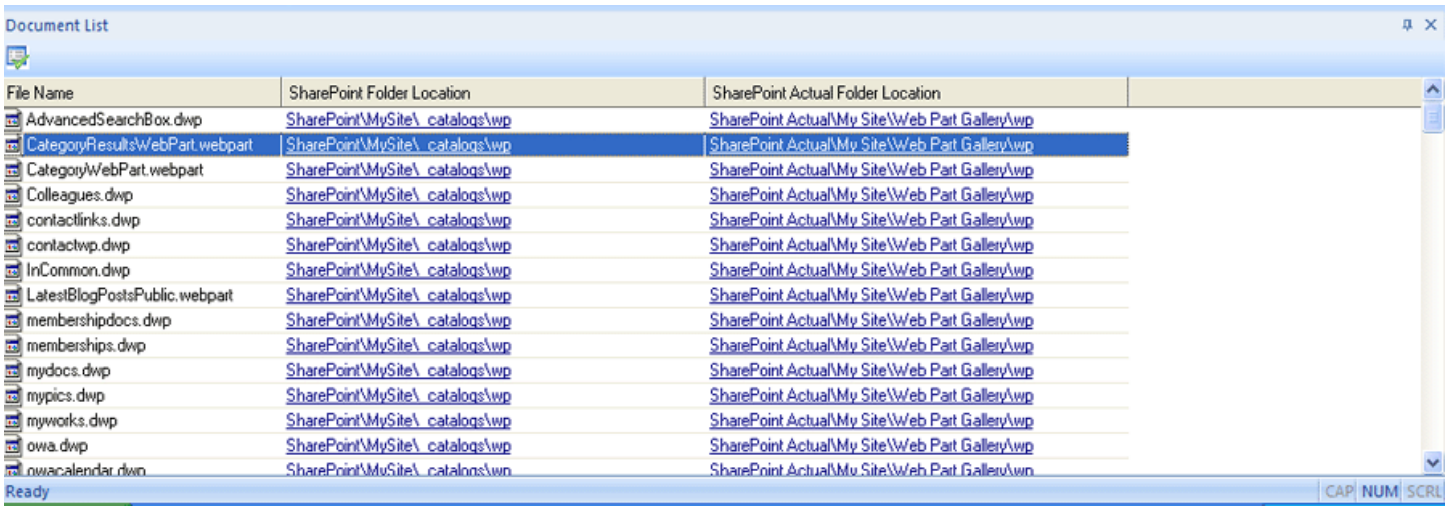


Figure: Document List

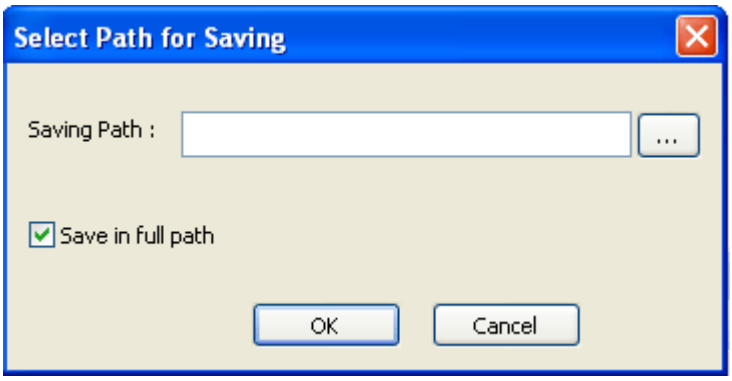
> Document List window also helps to filter or search for specific files and other items if you know the saving location of those files. Search and click the appropriate link and locate the files.

The report will get displayed at the right panel. The created report will contain fields like file name, file type, version, last modified time, created time and username.

2. Select the relevant folder to save.

3. Click **Save** on tool bar or go to **File** menu and select **Save.**

4. A dialogue box to select saving path will appear. Browse the desired location, select folder and click **OK.**



5. If you want to save list content in HTML file, then click **Save in HTML** option from document list window.

> **Important:** To view and hide the **Document List window**, right-mouse-click the Toolbar and check or uncheck the Document List option.

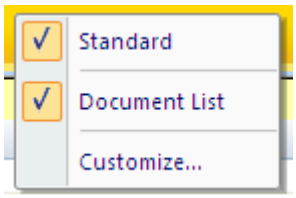
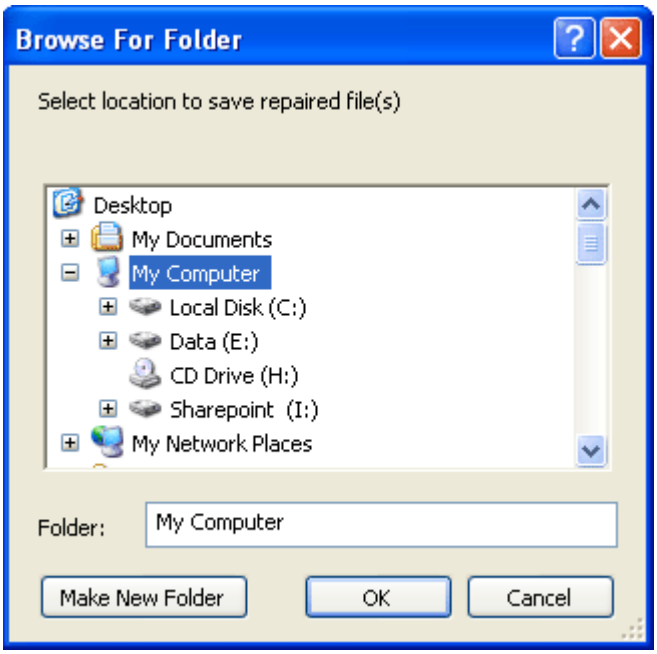


Figure: Show/Hide Document List

6. A dialogue box to select the saving location will appear. Select the desired location and folder.



KERNEL
SharePoint Server Recovery

7. Click **OK** and the report will be saved in HTML file.

7. Full Version

Although you can use Kernel for SharePoint Server evaluation version for free and experience the capabilities of the software, there are certain features that are not available in the evaluation version.

7.1 Requirement of Full Version

Kernel for SharePoint Server is available for free trial download. The evaluation version is fully functional and provides the user with a fair idea about the efficiency and accuracy of the software. **Free version of the software displays preview of every file restored and recovered but will not save them.**

You will need to buy the full version of the software to save the recovered files and folders.

7.2 Purchasing Full Version

You can buy the full version of Kernel for SharePoint Server from any one of our authorized resellers – Element5, Asknet and 2CO.

As soon the purchase transaction with our resellers gets completed, our sales team will send you an email comprising the URL to download the full version of Kernel for SharePoint Server and activation details of the software.

Buy Kernel for SharePoint Server: http://www.nucleustechnologies.com/buy-sharepoint-document-recovery.html

8. Support

We have an extensive and efficient support system in place to assist our customers with all issues related to using Kernel for SharePoint Server. The software comes with an embedded help manual that can be accessed by clicking **Help→Software Help** in the menu-bar. You can also press the F1 key on the keyboard of your computer to access the embedded help of Kernel for SharePoint Server.

You can access the online help for Kernel for SharePoint Server at
http://www.nucleustechnologies.com/Online-Helps.html

We also have live support wherein you can chat with our software experts at
http://www.nucleustechnologies.com/Support.html .

To talk on phone with our software experts call:

Help line:

+91-9818725861

1-866-348-7872 (Toll Free for USA/CANADA)

You can also email us about your queries at;

sales@nucleustechnologies.com for Sales

support@nucleustechnologies.com for Support

contact@nucleustechnologies.com for General Queries

9. Troubleshooting

This section deals with your generic and specific queries pertaining to using Kernel for SharePoint Server.

9.1 Common Issues

Why does Kernel for SharePoint Server have limitations in evaluation copy?

The free evaluation version of Kernel for SharePoint Server is intended to enable you to experience the capabilities of the software. You will need to buy the software to save the recovered files and folders.

9.2 Frequently Asked Questions

How to Buy Kernel for SharePoint Server?

You can buy Kernel for SharePoint Server online at http://www.nucleustechnologies.com/Buy-Data-Recovery-Software.html

I have lost my full version for Kernel for SharePoint Server. Can you help me?

Please email us at sales@nucleustechnologies.com. Please include your name, address, email address, and order confirmation number (if you have it). We will be happy to help you.

10. Legal Notices

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