



File List

User Guide (September 2026)

Introduction

The HelpDisc client portal allows clients to open and review a list of recovered data from their device. Generated using HddSurgery's proprietary File Lister application, this list provides a detailed overview of the recovered data structure, file statuses, and any detected damage. The redesigned list offers a clearer presentation of information and features that simplify navigation, searching, and analysis of recovered data. This guide explains the structure of the list, the meaning of individual columns and status indicators, and how to use the available options to review recovered files easily and efficiently.

Recovered File List

For clarity and ease of reference, this guide divides the recovered file list into three sections:

1. **Navigation Bar** – contains options for navigation, searching, and adjusting the list view.
2. **File List** – the central section displaying folders and files, along with their properties and status.
3. **Recovery Overview** – provides statistics and summary information about the recovered files.

The screenshot displays the HelpDisc software interface, divided into three main sections as indicated by the numbered markers 1, 2, and 3.

Section 1: Navigation Bar (top of the interface)

- Buttons: Structure, By type, By date, Job #Sample, Search...
- Dropdown: In folder
- View options: List, Gallery, Overview (selected)
- Language: EN
- Help icon

Section 2: File List (central area)

Left sidebar (Job Sample):

- Job Sample (331 files - 30.95 GB)
- Images (58)
- Images 2 (12)
- Images 3 (196)
- Videos (47)

Main table (Job Sample):

THUMBNAIL	NAME	SIZE	CREATED	MODIFIED	STATUS
	Images	19.3 MB	—	—	50 files
	Images 2	3.1 MB	—	—	6 damaged
	Images 3	240.2 MB	—	—	85 damaged
	Videos	30.69 GB	—	—	47 files
img	sample image 1.jpg	100.4 KB	19.10.2026.	19.10.2026.	Valid
img	sample image 10.jpg	77.3 KB	19.10.2026.	19.10.2026.	Valid
img	sample image 11.jpg	30.5 KB	19.10.2026.	19.10.2026.	Valid
img	sample image 12.jpg	45.6 KB	19.10.2026.	19.10.2026.	Bad header
img	sample image 13.jpg	88.3 KB	19.10.2026.	19.10.2026.	Valid
img	sample image 14.jpg	29.2 KB	19.10.2026.	19.10.2026.	Valid
img	sample image 15.jpg	121.5 KB	19.10.2026.	19.10.2026.	Bad sector
img	sample image 16.jpg	29.2 KB	19.10.2026.	19.10.2026.	Bad sector
img	sample image 17.jpg	91.0 KB	19.10.2026.	19.10.2026.	Bad sector

Section 3: Recovery Overview (bottom area)

Summary: job #Sample

69% VALID

TOTAL FILES: 331
RECOVERED: 30.95 GB

Legend: All 331, Valid 229, Partial 0, Damaged 102, Bad sector 96, Bad header 25

By format:

- MP4: 47 - 10.25 - 30.69 GB - 99.25%
- JPG: 284 - 81.85 - 264.2 MB - 8.85%

File type breakdown:

- Images: 284 - 264.2 MB
- Video: 47 - 30.69 GB
- Documents: 0 - 0 B
- Audio: 0 - 0 B
- Other: 0 - 0 B

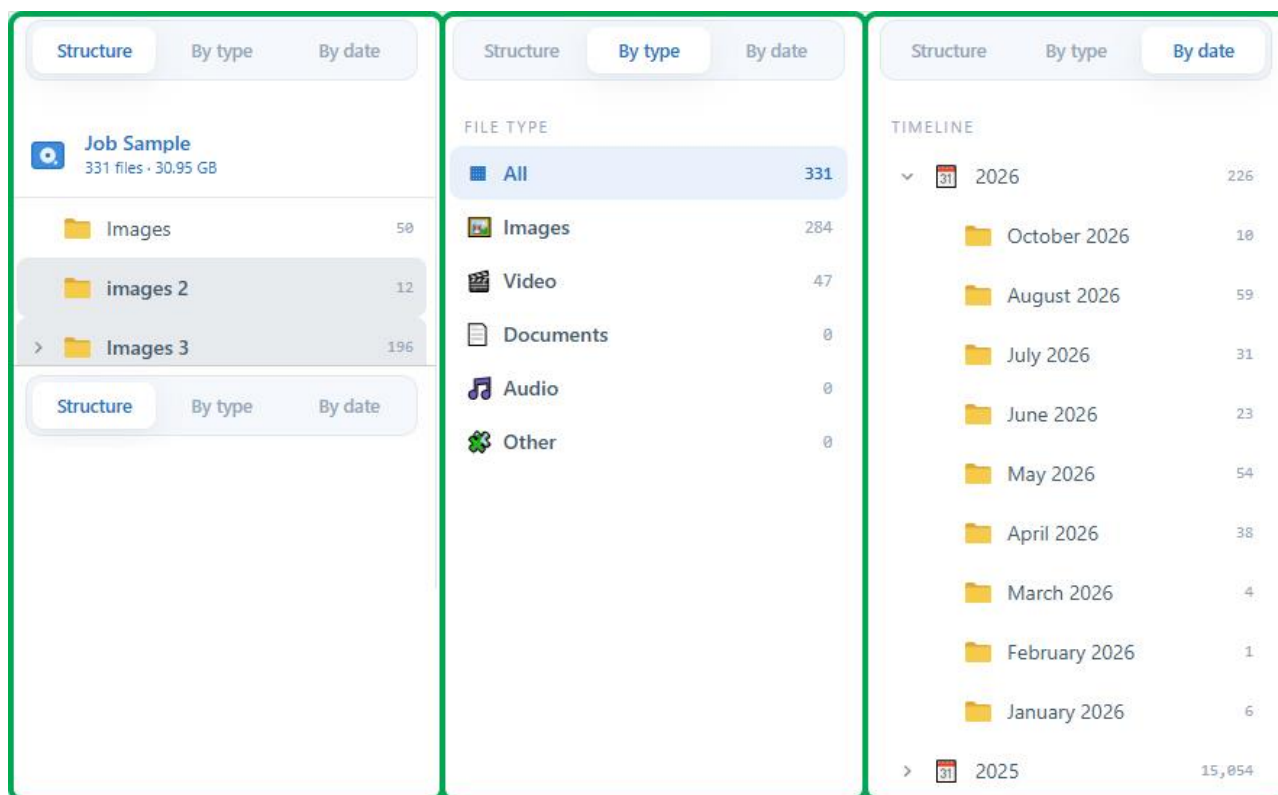
1. NAVIGATION BAR



The navigation bar is located at the top of the list and contains options for managing the display and accessing various features. It allows you to change the file view mode, search the contents, use the “Overview” option to show or hide the “Recovery Overview” section, download the file list in EXE and HTML formats, select the language, and switch between light and dark modes. These features allow you to customize the display and make browsing and searching the recovered data easier.

Changing the Folder and File View

Three viewing modes are available on the left side of the navigation bar: Structure, By type, and By date. Each view organizes the recovered data differently, making it easier to find specific files depending on how you prefer to browse them.



- Structure – displays folders and files according to their original structure on the device, allowing you to browse the folder hierarchy and its contents.
- By type – groups files by content type, such as images, videos, documents, audio files, and other files. The number of files in each category is displayed next to it.
- By date – organizes files by date, grouping them by year and month. This makes it easier to find files associated with a specific time period.

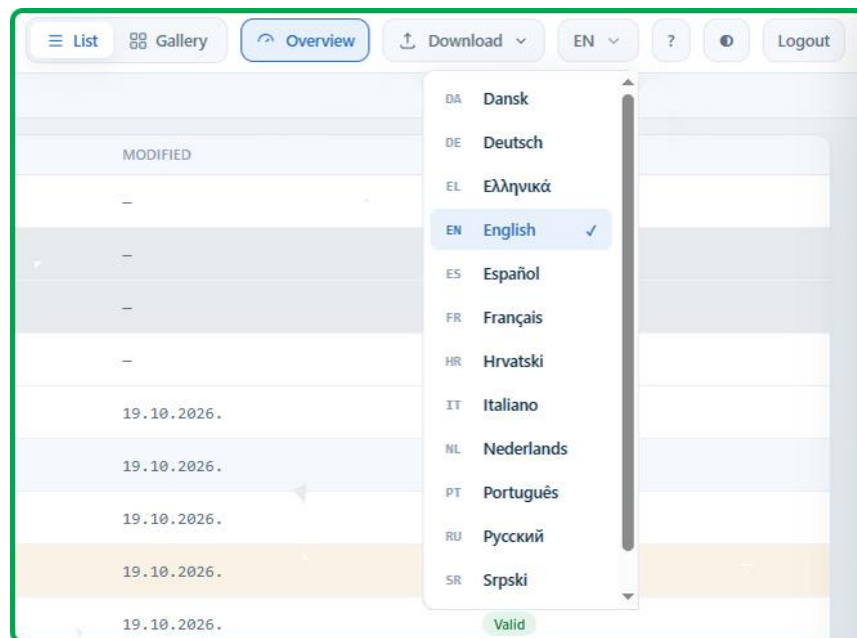
Switching between these views does not change the recovered data; it only affects how the files are organized and displayed in the list.

Language Selection

The language selection option is located in the upper-right corner of the navigation bar. Clicking the currently selected language indicator opens a drop-down menu with the available languages. Once you select your preferred language, the text elements of the user interface are displayed in that language.

The following languages are available: Danish, German, Greek, English, Spanish, French, Croatian, Italian, Dutch, Portuguese, Russian, Serbian, and Swedish.

The selected language affects the interface display, while file and folder names remain unchanged.



2. FILE LIST

The file list occupies the central part of the screen and serves as the main area for browsing recovered data. It displays folders and files from the analyzed device, along with information about their properties and status.

Depending on the selected view, the content can be organized according to the original folder structure, file type, or date. For each file, information such as its name, size, creation date, last modified date, and status is available. The status indicates whether the file is valid or has any damage.

Clicking a folder opens its contents, while navigating through the structure allows you to browse subfolders and files. The available search and view-switching options make it easier to find the desired data.

File Damage

The Status column displays the type of damage identified during file verification:

- **Bad sector** – damage caused by the inability to read certain areas of the disk where the file data is stored.

THUMBNAİL	NAME ▲	SIZE	CREATED	MODIFIED	STATUS
	sample image 1.jpg	4.0 MB	19.10.2026.	19.10.2026.	Bad sector

The data recovery procedure at HelpDisc involves cloning the client's original, or “patient” drive, onto a functional “clone” drive. Before cloning, a pattern consisting of a sequence of repeated, identical markers is written to the “clone” drive.

After extracting the data from the “clone” drive using specialized software, we generate a list of recovered files using software we developed specifically for this purpose. The software recognizes the markers from the previously written pattern and identifies files that contain them.

The presence of markers in a file indicates that the corresponding data could not be read from the same location on the “patient” drive during cloning. This occurs when data cannot be read from certain sectors, most commonly due to physical damage to the platters on which the data is stored. As a result, such files are marked as damaged in the recovered file list and assigned the status “Bad Sector” in the “Status” column.

- **Bad header** – damage caused by overwriting or corruption of the beginning of the file, which contains information defining its type and structure.

THUMBNAIL	NAME ▲	SIZE	CREATED	MODIFIED	STATUS
	sample image 1.jpg	3.6 KB	19.10.2026.	19.10.2026.	Bad header

A bad file header is a header whose content is missing, corrupted, or inconsistent with the expected structure of the file type. The header is located at the beginning of a file and contains identifying information, including the file signature, which helps determine its format.

If the header is damaged or invalid, the file may not open or function correctly in the appropriate application. However, a bad header does not necessarily mean that the rest of the file is damaged, as its contents may be partially or fully intact.

Example: A JPEG image typically begins with the characteristic byte sequence FF D8 FF E0. If this signature is missing or altered, the file may be flagged as having a bad header, even if most of its content remains intact.

Files and folders are visually marked according to the detected data status:

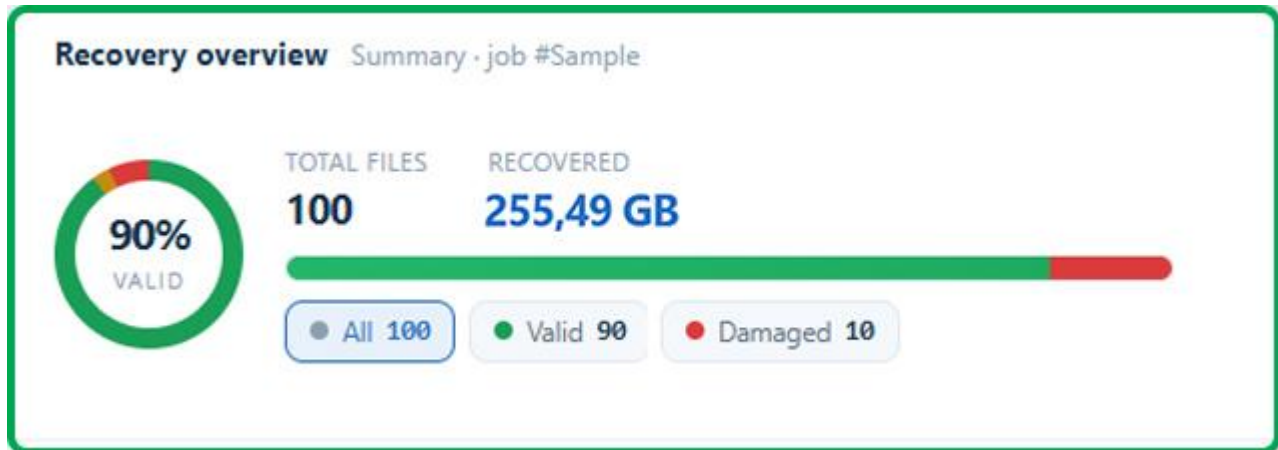
- **Files marked in red** – files damaged by bad sectors.
- **Files marked in orange** – files with damaged headers.
- **Files in the default color** – files for which no damage was detected during the check.
- **Shaded folders** – folders containing damaged files, either directly or within their subfolders.
- **Unshaded folders** – folders in which no damaged files were found, either directly or within their subfolders.

Important: The indication that no damage was detected does not guarantee that the file is completely intact. The result depends on the type of verification performed on the file.

Important: The fact that no damage has been detected does not guarantee that a file is completely intact. The result depends on the type of check performed on the file. Furthermore, we cannot verify the overall integrity of every recovered file with 100% accuracy, so some types of damage may go undetected during the file checks performed by our software.

3. RECOVERY OVERVIEW

The “Recovery Overview” section displays summary information about the data recovery results and provides a quick overview of the total number of files, the amount of recovered data, and the condition of the files.



Total Number of Files and Amount of Recovered Data

This section displays the total number of files and the total size of recovered data in the currently open folder or subfolder.

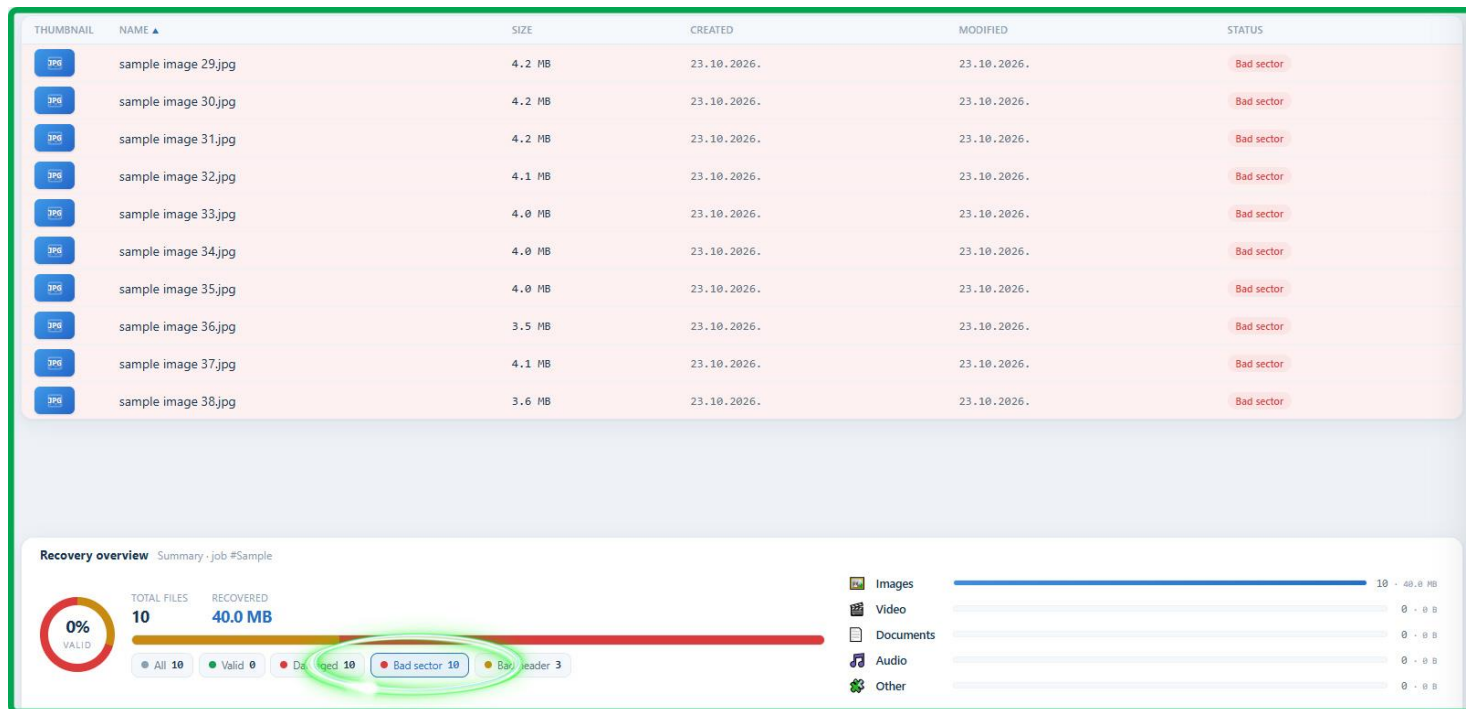
The doughnut chart on the left shows the percentage of intact files. This percentage always refers to the currently active folder or subfolder in the file list window and represents the proportion of intact files relative to the total number of files, not their total size.

Overview by File Status

Below the basic statistics, a breakdown of the number of files by status is displayed:

- **All** – total number of files.
- **Valid** – number of files in which no damage was detected.
- **Damaged** – number of damaged files.
- **Bad sector** – number of files with damage associated with bad sectors.
- **Bad header** – number of files with an invalid header.

Clicking an individual status filters the file list to display only the files that belong to the selected category.



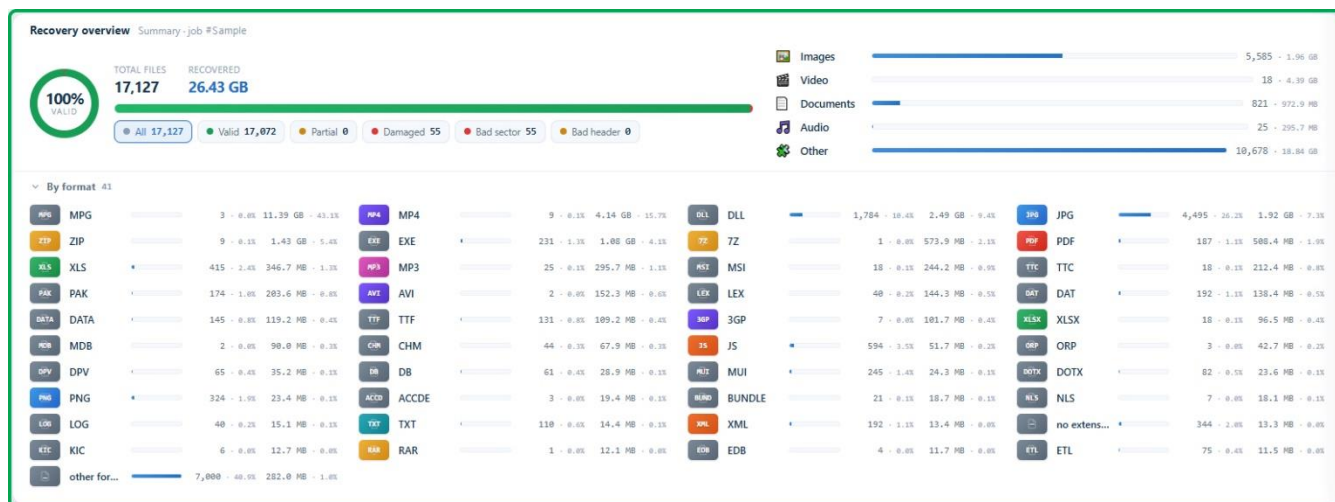
Data Distribution by File Type

The right side of the section displays the distribution of files by content type: images, videos, documents, audio files, and other files. For each category, the number of files, total size, and a graphical representation of its share of the total data are displayed.

Overview by File Format

At the bottom of the section, the “By format” option allows you to expand an additional overview of file distribution by specific formats, such as JPG, MP4, and others. For each format, statistics on the number of files and their total size are available.

This section provides a quick overview of the recovery results and makes it easier to identify file categories you want to examine in more detail.



Final Note

We hope this guide helps you navigate the recovered file list and understand the information displayed. The list provides an overview of the data structure and file status. However, please keep in mind that a file marked as valid is not guaranteed to open and function properly in every case.

If you have any further questions regarding your data recovery results, you can contact the HelpDisc team at office@helpdisc.rs. We will be happy to assist you.

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