

## MICRO SD DATA RECOVERY

# FAILED MICRO SD CARD REQUIRES CUSTOM BGA REBUILD TO RESTORE DATA

### CLIENT

Scott Dainty, based in Calgary in Alberta, Canada, recently had trouble accessing his microSD memory card.

### HARDWARE

Mr. Dainty used a Lexar Professional 1000x 32 GB microSD flash memory card formatted for use with macOS to store personal and family photographs that held significant sentimental value.

### CAUSE OF DATA LOSS

With no advance warning and in the absence of any physical damage, Mr. Dainty's Lexar microSD card began showing a prompt that asked if he wanted to initiate reformatting. Doing so would have permanently deleted the existing contents of the memory card. He reached out to one of our local Canadian partners to see if Secure Data Recovery Services could help restore access to the failed microSD card.

### DATA RECOVERY

Mr. Dainty took advantage of Secure Data Recovery Services' free inbound shipping service and sent the failed memory card to our data recovery lab. Our data recovery engineers performed a thorough diagnostic to evaluate the cause of data loss. They found numerous physical issues that prevented normal access to data stored on the microSD card.

Secure Data Recovery Services engineers had to solder off the memory chip and rebuild the ball grid array (BGA) before dumping the memory using custom adapters and utilities. Next, they manually assembled an image of the data and scanned the contents of the entire file system to locate all available data. All user data was then successfully extracted to a secure storage server.



### OUTCOME

Secure Data Recovery Services' expert engineers successfully recovered all of Mr. Dainty's image files, some 641 files totalling nearly 15 GB, and transferred the data to a FIPS-validated and hardware-encrypted SecureUSB KP flash drive for secure return shipment.

NAND-based memory devices require special recovery procedures, many of which have been pioneered by Secure Data Recovery Services engineers. All our customers receive a free diagnostic and no-obligation price quote, and our "no data, no recovery fee" guarantee. We maintain an industry-leading 96% success rate, but in the event that we can't recover your data, you pay nothing.

Customers can also choose from a variety of data recovery options, including emergency 24-hour recovery services. Call us now at 800-388-1266 for a free consultation or to open a data recovery case.

Signature 

Scott Dainty