

DELL LAPTOP DATA RECOVERY

CUSTOM DATA RECOVERY FROM DELL E6320 LAPTOP SSD

CLIENT

Michelle Guo contacted Secure Data Recovery Services through our local office in Honolulu, Hawaii, after her laptop computer stopped booting.

HARDWARE

Michelle uses a Dell Latitude E6320 laptop computer equipped with a Micron 2.5 mSATA SSD with 256 GB of storage space.

CAUSE OF DATA LOSS

The Dell laptop began experiencing boot problems. The device would turn on, but it would return a Blue Screen error. This so-called “blue screen of death” means that Windows has experienced a full system error at the kernel level. Your laptop might have a software driver issue, a problem with hardware, or both.

DATA RECOVERY

We arranged for the free shipment of the Dell laptop's SSD device to our secure data recovery lab for a free and full diagnostic analysis. Our engineers were able to access the drive using a proprietary utility and conducted a SMART analysis. The drive showed indications of degraded memory and hard read errors.

Successful recovery of Michelle's lost data required a manual rebuild of the drive's damaged file system as well as locating and analyzing all available user data. Our data recovery engineers used custom utilities to find and extract all files and transferred the drive's contents to our secure storage servers.

OUTCOME

Our engineers recovered about 65 GB of lost data from the failed Micron SSD comprising more than 99% of the device's original contents. We transferred all recovered files to a FIPS-validated and hardware-encrypted SecureDrive BT for return shipment.



SSDs like Michelle's Micron device can experience data loss for a number of reasons ranging from failed controllers and corruption in the file system caused by issues with the operating system, to memory wear from excessive overwrites.

Timing is critical in the recovery of lost data from SSD devices because of the way information gets stored on flash-based memory systems. In Michelle's case, our engineers were able to access the drive before any lost data could be overwritten.

For more than a decade, our engineers have specialized in innovative solutions for failed or malfunctioning SSD storage systems, and our results speak for themselves. We maintain a documented 96% success rate, and we guarantee our results.

If for any reason we can't recover your lost data, you pay nothing. That's our “No Data, No Recovery Fee” pledge.

Call us at **800-388-1266** for a free consultation or to open a new data recovery case. Our customer support team is available 24x7.

Michelle Guo
Honolulu, HI