

RAID DATA RECOVERY

IMAGE ARCHIVE RECOVERED FROM WD SCORPIO BLUE HDD AFTER SEVERE MECHANICAL FAILURE

CLIENT

When Stephen Nehemia of Ewa Beach, Hawaii, rediscovered an old external hard drive that had stopped working a few years back, he remembered that it held a large collection of personal images

HARDWARE

He actively used the 500 GB Western Digital Scorpio® Blue external hard drive, formatted for use with a Windows PC, until it had stopped working. Now he wanted to find out if his image files could be successfully recovered.

CAUSE OF DATA LOSS

Mr. Nehemia's drive made a buzzing sound whenever it tried to power on, and he was unable to get it to mount. He arranged to have the drive shipped by FedEx free of charge to our secure data recovery lab.

DATA RECOVERY

Secure Data Recovery Services technicians conducted a free comprehensive diagnostic to determine what had caused the WD drive to fail. They found severe mechanical damage, including failed read/write heads stuck to the platter and light platter damage where they made contact. In such cases, partial data loss is almost always expected.

Once they determined that data recovery was possible and received authorization to proceed, our expert technicians replaced the drive's failed read/write heads. Next, they successfully cloned the drive's contents in a certified Class 10 ISO 4 cleanroom to prevent any additional media damage during the recovery process.

Finally, our technicians scanned the drive's file system for available user data. All user files were safely extracted and transferred to our secure storage server, pending a secure return shipment to Mr. Nehemia.

OUTCOME

Platter damage always complicates the data recovery process. Files generally cannot be extracted from the magnetized surface of the drive platter if the media itself has sustained physical damage. However, our engineers were able to access all available user files, comprising 363 GB in 16,524 files.



As a Platinum Data Recovery partner with Western Digital, we specialize in successful data recovery from the full range of WD products, including external hard drives, Cloud/NAS and RAID drives, and SSD devices. Our data recovery process never jeopardizes any existing warranties on WD devices. Our custom tools and utilities also keep pace with the rapid evolution of WD drive technology.

Secure Data Recovery Services is the most trusted name in the industry. Our facilities and security certifications provide the highest level of protection for your data throughout the recovery process. Our documented 96% success rate demonstrates the skill and commitment of our data recovery team.

Call us at 800-388-1266 for a free consultation or to open a new case. We offer a free diagnostic and no-obligation price quote. We also stand by our "no data, no recovery fee" guarantee. If for any reason we can't recover your data, you pay nothing.

Signature _____

Stephen Nehemia
Ewa Beach, Hawaii