

CBL Data Recovery Newsletter March 2009

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The recovery process begins with you

Irish playwright, poet and author Oscar Wilde once stated "It is always with the best intentions that the worst work is done."

You may know someone whose hobby is tinkering with computers. When you have a 'computer problem' such as not being able to access your data, you call them first. However, when it comes to attempting to fix a hard drive and the root of the problem is unknown, that aforementioned sentiment holds true, especially if the hard drive is opened.

While the majority of drives sent to CBL laboratories have not been tampered with, CBL occasionally does receive a hard drive that has been opened.

Believe it or not, one CBL lab manager actually received a drive from a customer who had removed the read/write heads and taped them to the top of the case.

Another lab manager recalls one customer who removed all the screws and then placed them inside the hard drive for safekeeping.

It is also not advisable to place a drive in a towel and then proceed to use a rubber mallet to reconnect it to the pc, in an attempt to repair a head failure.

Unfortunately, attempts by such computer users--made with the best intentions--to 'fix' their hard drive frequently compound the initial problem and can create catastrophic problems.

This can make recovery of the data more difficult, time consuming, and consequently more expensive. Sometimes attempts by your friendly D-I-Y computer enthusiast can result in the destruction of the data residing on your hard drive's platters.

Here's some advice that CBL lab managers and technicians around the globe recommend you follow when you cannot access your data:

- Do not open the affected drive.
- Do not power up a damaged drive.
- Do not shake a drive.
- Do not run CHKDSK.
- Don't use software tools on a clicking drive.
- Do not install or run data recovery software on the affected drive.
- Do not format an affected disk.
- Do not remove or replace the drive's original PCB.
- Do not initialize RAID Arrays.
- Do not force RAID Arrays back online.
- Do not put the drive in the freezer.

And the last, but certainly not least, bit of advice...

Contact CBL or a CBL Data Recovery Advantage Partner.

The recovery of your data doesn't start with CBL. The recovery process begins with you. Improve the odds of a successful recovery of your data. Send your drive to CBL.

If you loved the work that CBL technicians performed on your behalf, we would love to hear from you. Please send an email to pr@cbltech.com outlining your data loss and why the recovery was critical..

Contact Us

Your views and comments on the newsletter are welcomed. If you would like to share your thoughts, drop us a line at newsletter@cbltech.com

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