



Data Recovery Tips

Kroll Ontrack®
Authorised Partner

Tips for a Successful Data Recovery

Perhaps the most important tip is to never assume that data is irrecoverable.

Professional data recovery services offer the expertise and tools required to recover data quickly and successfully.

With the rapid diffusion of data storage technologies as well as increase in the volume of data stored, the importance of data is greater than ever.

Cases Requiring Data Recovery

- » **When there are no back-ups:** In this instance, Ontrack® Data Recovery services use cutting-edge tools and technology to recover your clients' critical data.
- » **When the backup and restore system fails:** Failure is caused by unreadable backups, corrupted data and improper backup procedures. Even when backups are successful, there is a time gap between the last backup and the data loss.
- » **When the data cannot be re-created:** Data re-creation involves a great deal of time and money and increases the chance for user error. In contrast, Ontrack® Data Recovery services provide fast and cost-effective solutions for customer data loss.

Data Protection Tips

- » **Store computer equipment in a safe environment:** A computer should be in a dry, cool, controlled environment that is clean, dust-free and secluded.
- » **Back-up the data regularly:** Data should be backed up at least once a week with reliable tapes or other storage devices, always verifying that the correct data is saved.
- » **Use an uninterruptible power supply (UPS):** In the event of a surge of electricity or lightning strike, a UPS protects the computer from becoming damaged. In addition, a UPS has a battery backup that keeps the computer running, allowing clients to save the data and avoid data loss. If UPS is not a viable solution, a surge protector is also a good investment.
- » **Run a virus scan regularly and update it four times a year:** Good anti-virus software test their system for sequences of code unique to each known computer virus and eliminate the infecting invader.
- » **Be aware of strange noises:** Should your customers hear strange noises or grinding sounds, they should turn off their computer immediately and call an expert. Further operation may damage their hard drive beyond repair.

Physical Damage to Storage Media

Physical damage can manifest itself in many forms including clicking, grinding, spinning or other strange noises. If you suspect physical damage, these tips can help reduce further data loss:

- » Do not shake, disassemble or attempt to clean any hard drive or server that has been damaged – improper handling can jeopardise the data recovery process.
- » Never attempt to operate any visibly damaged devices.
- » Turn off the computer immediately – further operation may damage data beyond repair.
- » Do not use recovery software since it may destroy what was otherwise recoverable data.
- » Do not place a fire-damaged drive in refrigerator to cool media and do not try to remove hard drive – ship entire computer for recovery.
- » Never attempt to dry water damaged media by exposing it to heat. Instead, place the media in a container that will keep it damp before shipping.

Physical damage, no matter what the cause, requires specialised clean room attention.

Non-Physical Damage to Storage Media

- » Users may see messages such as “No OS found”, “Corrupt Volume” or may simply be missing files and folders.
- » Shut the computer down immediately. The longer a damaged hard drive is left running, the more data that can be irretrievably lost.
- » Do not run “CHKDSK” or “VRepair”.