

What is data recovery?

A service for salvaging data stored on damaged or failed media, such as hard drives and tapes. Montrose Data Protection & Recovery Solutions (MDPRS) specializes in data protection and recovery services – we can recover a surprisingly high percentage of the data from damaged media.

What caused the failure?

Media failure and data loss can be the result of a variety of events and circumstances, some of which include human error, viruses, sabotage, corruption, natural degradation of media and environmental disasters such as fire and water damages.

So my computer hard drive has failed - what should I do?

First and foremost, if you consider the data to be important, critical or irreplaceable the number one rule on avoiding data loss, is to shut down the computer, remove power from the device and immediately consult with a professional. Leaving your system running or using utilities in the case of a physical failure will likely cause more damage to the drive.

How about confidentiality? How safe is my data?

Unlike industry competitors, many of whom seek to reduce costs by sending business to loosely regulated locations in Asia or South America, your drive will under no circumstances leave our premises, for we never outsource hard drive recoveries. All recovery work is administered securely on our premises. After completion of any recovery, your data is stored on a highly secure file server until we receive your instructions for transfer.

Are there cases when data cannot be recovered?

There are occasions when physical damage to the drive's internal components is so severe that the data cannot be salvaged. This typically happens when the platters of a drive have been physically scratched and scraped by the read/write head/arm. This type of damage is often the result of the client or inexperienced technician having tampered with a failed drive by either continuously power-cycling, or attempting to recover the data on their own using basic utilities. Such crude procedures, almost invariably, cause critical damage to the logical structure of the data itself and/or the internal physical components of the drive.

Montrose Data Protection & Recovery Solutions (MDPRS) strives to provide you with the best possible chance of recovery. Owned and operated right here in Montrose, Colorado, we are in a position to pick up your defective media, thereby eliminating the need to ship or transport delicate, fragile and already crippled media - thus increasing the chances of a successful recovery.

How can I prevent data loss?

1) Make multiple backups and store a copy of your data offsite. The purpose of backing up is to protect your data, however you must also make sure to protect your backups from damage, in case of a fire or disaster. 2) Reliable protection against power surges and spikes with a quality UPS System. Uninterruptible power supplies protect your computer and data during a power surge or failure. It is also important to make sure that the spare battery in the UPS gives you ample time to close applications, save your documents and power down your system. 3) Avoid moving your computer when it is in operation. When a computer system is running the hard drive read/write heads are floating just microns over the platter surface. Therefore, moving the computer system may cause the read/write head to touch the platters (crash) causing severe damage to the surface. This is not just true for Desktop systems but especially for Laptops. 4) Avoid extreme room temperatures. Heat kills everything, including your drive, so your computer systems should be in a cool environment that does not over exceed room temperature. Server systems should be in a very cool environment (less than 70 degrees) and constantly monitored for internal and external temperature. Sudden rises and drops in temperature must be avoided.

Maintenance is key!

Conducting regular maintenance such as cleaning of your hard disk and updating anti-virus software packages, regularly, will offer some additional protection. It is also important to regularly defragment your hard disk, remove temporary files, unused files, and to use scandisk utilities to perform routine maintenance checks on the hard drive's health – this will help to keep your hard disk(s) in top form.

How long does the evaluation process take?

Standard evaluations are guaranteed to be completed within 72 hours upon arriving at our facilities. If you require an emergency priority same day evaluation (6 - 24 hour window), please inquire about our express and priority service options.

What is involved with the \$150 evaluation process?

The specifics of make, design, cause of failure and extent of damage to the media device ultimately determine how it is handled. However, an in depth evaluation of the average single hard disk drive can take anywhere from 2 to 5 hours of lab time to safely stabilize the media and determine what can be salvaged.

Though each case is handled differently, most tend to follow this order:

- Step 1 - Shipping or carrying the media to our location
- Step 2 - We perform a complex physical, electrical and logical evaluation of the media to identify the problem
- Step 3 - Progress report and consultation with client
- Step 4 - Stabilize, repair and replace physical point(s) of failure if any
- Step 5 - Make sector by sector binary track extraction of data
- Step 6 - Address logical corruptions / damages that may have resulted as part of failure if any
- Step 7 - Verify structure and check for missing or incomplete binaries
- Step 8 - Recovery and delivery of recovered data to client

