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ActionFront Reseller Data Recovery Techletter

What to do if Data Loss Strikes You!

The presentation you've been working on suddenly doesn't appear when you try to bring it up on the screen. Or, worse yet, the computer itself doesn't even boot up. And it's not just that presentation in jeopardy either. Your company financials are on that computer. And your customer database as well. Not to mention all of those pictures you took at the last company fundraiser.

It appears that everything is gone. What do you do?

First of all **DO NOT PANIC.**

During this very stressful and frustrating situation it is very important to remain calm. Stop and review the situation. Resist the urge to continually restart, reformat, or attempt a "quick fix." Doing the wrong thing can turn your problem from a relatively simple one into a nightmare recovery, or even worse, an unrecoverable situation.

In data loss situations what you should NOT do is very important:

- Never run any program that writes to or alters the problem media in any way
- Do not power up a device that has obvious physical damage
- Do not power up a device that has shown symptoms of physical failure - i.e. ticking or grinding noises coming from the drive, or any other noises that sound like mechanical faults. This includes water-damaged drives and drives that emit a burning smell.
- Always activate the write-protect switch or tab on any problem removable media such as tape cartridges or floppies
- Be careful with your backups, there are many situations where backups have been accidentally overwritten in a crisis. If your media has no symptoms of physical damage, check the following before deciding if you require professional data recovery.
- Are all power and drive cables properly connected?
- Is the configuration or driver information correct?
- Let a technician try the defective unit with a different adapter or controller, or try using it in a different computer. When handling any media ensure that you follow electrostatic discharge precautions. These include carrying the device in an anti-static bag, using ESD floor mats and wrist straps, or touching a metal object to discharge before touching the device. Also avoid opening the computer on a carpet if possible - carpets hold a lot of static electricity.

Not all Data Recovery options are created Equal

- There are numerous websites online that offer advice about data recovery or provide do-it-yourself solutions. Often that advice is wrong or it does not apply to your particular situation. Remember, all data loss situations are different. There is no one solution to any data loss problem and you should be wary of anyone offering the quick fix-all. Do not run any program that writes to the defective media, you never know what it could be overwriting. (Do-it-yourself methods and software can frequently overwrite your data or complicate the problem in many ways.) Besides, there is no software, program, or utility that can repair physical damage to a storage device. Approximately 70% of all hard drives received by ActionFront have some sort of physical damage. Running a drive that is physically damaged could leave you with an unrecoverable device.
- Be skeptical of any data recovery company that claims to be able to diagnose your problem remotely. The only way to determine what the problem with your media is to physically evaluate it.
- Also, watch out for companies that disguise their evaluation fees as "attempt fees," "clean room fees," or "parts fees." You will owe such companies money whether they recover your data or not.
- Choosing a data recovery company to retrieve your valuable data is an important and difficult decision. Do your research, call around, check the "about us" section of their website, and ensure that the company you choose is right for you.

The ActionFront Advantage

- ActionFront provides a free diagnostic evaluation on all notebook and PC drives, backups, and even multi-drive servers. ActionFront's do-no-harm approach involves mirroring the drive early in the diagnostic-evaluation process. Many times a temporary clean-bench repair will take place in order to complete the mirror. This ensures that we will always have an exact mirrored copy to work with as various methods are used to extract useable data.
- Working with ActionFront provides peace of mind. You will not owe us a dime unless we successfully recover the data that you require to your satisfaction. There is no "clean room fee" or "attempt fee." Our job is to recover data successfully, before we get paid. And we stand behind our recovery results with a money back guarantee.
- ActionFront provides the only ISO Certified data recovery services and has the industry's only audited and published customer satisfaction rates.

Online Case Tracking



ActionFront's online case tracking feature has gotten even better! Once you log on to On-Line Case Tracking, you will be able to:

- Submit new media for Evaluation
- Modify your customer account information
- View and print Quotes and Invoices
- Print out your evaluation form ship papers
- View progress details of your recovery cases
- Submit Credit Card Payment Authorization

And if you've forgotten your login and or password, just click the "Forgot your logon and or password?" link and the information will be emailed to the address we have on file.

1.800.563.1167