

DATA RECOVERY TECHLETTER

HARD DISK NEWS

High Capacity: Seagate has announced a ½ Terabyte, (yes that's 500GB) enterprise hard drive. (ActionFront is the leader in server-recovery, by the way.)

Tiny Size: Hitachi is now producing their 1 inch Microdrive in a 4GB capacity. (In our experience, the most common cause of failure for this tiny miracle drive is a form of user error: removing it from the digital camera while the power is still on.)

Highest RPM: Consumer ATA drives used in desktops, notebooks and digital TV recorders generally spin at 5400rpm and 7200rpm requiring less power and cooling than enterprise SCSI drives which are generally faster, spinning at 10,000rpm and even 15,000rpm speeds! (Spin rate is one of the factors that determine how fast your computer will read and write your data and doesn't affect the success of data recovery at all.)

Recovering Unrecoverable Data This is the oxymoronic title of ActionFront's recent white paper. The paper begins with the best (public) documentation of the inner workings of hard drives, goes on to describe the current state-of-the-art data recovery techniques, shows why some drives are unrecoverable today and unveils SignalTrace™, our breakthrough technology that will recover data from these drives. Propeller-heads: Get your own copy at www.ActionFront.com.

TECH TIPS

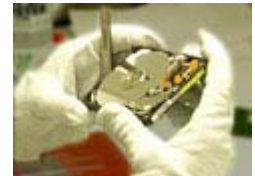
Why Defrag? Many computer users frequently delete files, resulting in a highly fragmented disk drive. Defragmenting your disk drive (using Windows own program or a 3rd party version) re-writes fragmented files into contiguous physical blocks. This will speed up your system and should extend the life of your drive. (It also makes data recovery easier (and less expensive) should you ever need it.)

SMART Self-Monitoring, Analysis and Reporting Technology: Most modern drives include SMART,

a feature that may be able to predict drive failure. Consult the vendor's documentation on how to query the drive and interpret the SMART feedback and warnings or seek out 3rd party software to do the same.

WORKING WITH ACTIONFRONT

Each ActionFront reseller has a unique reseller login at ActionFront.com where you submit new cases and review your current cases. You received an 8x11, laminated instruction sheet (with sales tips) that includes your login ID. If you cannot find this please call.



Remember: Your company earns \$50 for each qualified case submitted and a 10% commission on all paid recoveries.

YOUR VALUE ADVANTAGES

- **Free In-Lab Diagnostic Evaluation:** There is no fee for the evaluation and firm quote.
- **Your Data Back or No Charge:** If there are no files recovered there will be no charges and the customer gets to review and approve the recovery results before paying for the case.
- **Data Guarantee:** If an accepted recovery is not as promised, ActionFront Data Recovery Labs will, at its option, attempt to rectify the recovery or refund all or part of the recovery fees paid.
- **Turn-Around Time:** The Free Evaluation takes 2 to 24 hours in most cases. Turn-around time for recovery is typically 3 to 5 days.

Questions?

Contact Bob at **1.800.563.1167** ext. 239 or bobm@actionfront.com.