

DESKTOP DATA RECOVERY

CUSTOM CHIP SOLDERING FOR DESKTOP DATA RECOVERY

CLIENT

Michelle Willis, a composer and conductor, founded Teton Music in 1999 as a resource for conductors and music teachers to find quality sheet music at an affordable price. Her husband, Spencer Willis, contacted Secure Data Recovery Services through one of our Utah offices when his desktop computer stopped working and several DIY attempts to resolve the problem failed.

HARDWARE

The desktop computer contained a Western Digital Caviar Green 650 GB SATA internal hard drive. In addition to years' worth of family photographs, the computer's Western Digital internal HDD contained a near-complete collection of musical scores from Michelle's original compositions in .sib and .pdf file formats.

CAUSE OF DATA LOSS

Spencer initially turned to a family member for help. Believing that the WD hard drive's printed circuit board was damaged or dead, Spencer's brother-in-law first purchased a new PCB to replace the damaged original. When the drive still failed to mount, a new drive was purchased and its PCB was installed in the original drive. However, the drive still would not mount.

At a loss over how to proceed, Spencer decided to seek the assistance of a professional data recovery company. He packaged up the two hard drives (his original and the donor drive) and two PCBs and shipped them free of charge to one of our data recovery labs.

DATA RECOVERY

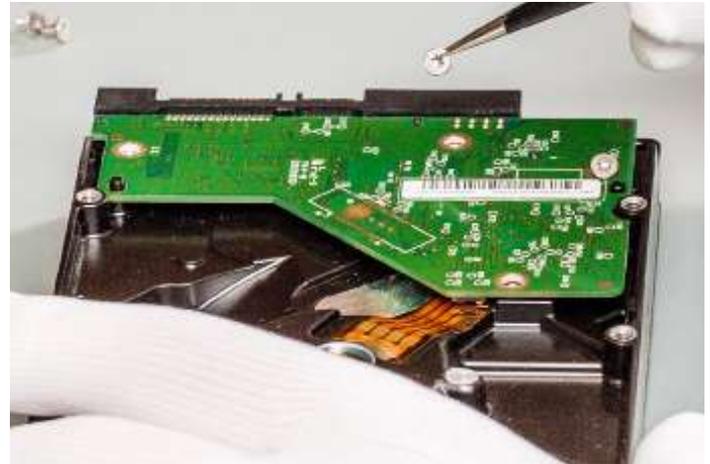
Our engineers conducted a free comprehensive diagnostic analysis of Spencer's Western Digital drive. The drive's PCB was dead and would require extensive repairs to make it mountable. It was critical that Spencer kept his original board during the DIY board swap. If he hadn't, a successful recovery would have been much more difficult to achieve.

We provided a full report of the cause of the drive's failure and laid out the scope of work to successfully restore Spencer's lost files. After receiving authorization to proceed, our engineers repaired the dead PCB by replacing damaged components and soldering replacement chips to restore drive access.

Next, we imaged the contents in a certified cleanroom environment to prevent any additional damage to the drive and supplied a full list of recoverable files, including irreplaceable family images and all the lost musical scores. All data was then transferred to our secure storage server.

OUTCOME

Failed PCBs are a fairly common data loss issue. Power spikes or fluctuations can fry the sensitive components of your controller board. Our engineers see numerous cases that involve damaged or dead PCBs.



They also see numerous examples where users attempt to replace the PCB in their dead drive and inadvertently cause permanent data loss.

In Spencer's case, he retained his failed drive's original PCB. This was critical for the eventual repair of his failed drive and the extraction of his lost data. Our engineers were able to successfully recover all of Spencer's lost files, nearly 100,000 files comprising 100 GB, and transfer them to a 500 GB SecureDrive® BT hardware-encrypted external hard drive for secure return shipment.

TRUST THE PROFESSIONALS

New advances in hard drive technology have changed the way data recovery professionals approach certain types of drive failure. This is particularly true in the case of damaged or dead PCBs. In years past, most HDD controller boards could easily be transplanted to restore drive access.

In newer drives, this is no longer the case, since key components of the boards – the Micro Controller Unit, for example – functions as its own CPU with dedicated RAM and storage. Newer drives also contain another layer of encryption embedded into the controller, making it impossible to recover lost data without the original components.

If you suspect a problem with your PCB, contact a professional data recovery company such as Secure Data Recovery Services. Our award-winning customer support team is ready to help you with 24/7 support and emergency data recovery options available. Call 800-388-1266 for a free consultation.

Spencer Willis
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