Guidelines for safe use of a data recovery software tool

What can you safely do with a data recovery software tool

GENERAL RULE

With a hard disk drive with physical bad sectors:
- Do NOT make a surface scan
- Avoid to make a clone or an image
- Try not to use data recovery software

These tools force the heads to read bad sectors and create irreparable damage to the magnetic surface leading to data loss.

GUIDELINES

Get information about the hard disk drive before making a decision. For example, ask the customer what he or she can tell you about the cause of the data loss.

Please do NOT connect the hard disk drive or switch its power on when you have the following information:

- the hard disk drive makes a clicking sound, a beeping noise
- when there is no sensation (movement) at all in the hard drive
- when the laptop/drive fell
- the system was slower day by day and later entirely gone
- power cut while working and then no access to the PC/laptop/etc
- a disconnected external USB hard drive disk while data transferring was in process and now no access to the drive
- someone tried to repair the drive with CHKDISK and then drive lost access
- PC/laptop hanged while working and later not accessible
- Numerous times the system crashes despite the RAM being fine.
- While installing the OS, the process stops in between and does not let you complete the installation.
- water damage.
- smoke damage, burnt, etc.

in general, you can SAFELY perform a logical data recovery with the software tool in the following scenarios:

- the customer deleted his data
- the customer installed a new operating system and thereby lost his data
- a virus
- a deleted partition
- the client-formatted his HDD

But please always stay close, watch and listen and stop working on the drive when you notice:

- Sometimes these drives, although they seemed to be ok, contain bad sectors. If the cloning process progress bar is not moving or is moving very slow or hectic, then it immediately stops the cloning process and disconnects the drive.
- While scanning the software got hanged or stopped (maybe the software will also generate an error message) then immediately stop and disconnect the drive.
- if whenever you start the cloning/ imaging/ recovering process, the device got hung, then **immediately** stop and disconnect the drive.In all the above cases send the hard disk drive to a **Stellar Data Recovery Laboratory**.

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Important remarks:

- Before executing a logical recovery, make sure that all the connection points of the docking station are firmly connected. Any loose connection can cause disruptions which can create bad sectors on the drive.
- **NEVER** recover the data on the same drive you are recovering from.