

Re: Is it HighPoint, is it Seagate, or is it Windows 2000 Professional

Source: <http://www.tech-archive.net/Archive/Win2000/microsoft.public.win2000.setup/2004-06/0207.html>

anonymous_at_discussions.microsoft.com

Date: 06/07/04

Date: Mon, 7 Jun 2004 06:56:00 -0700

Thanks for your response G.Beat,

Yes, being out of my knowledge zone and emotionally upset did result in one main error on my part.

There is the error occasioned by a seasoned Microsoft tech operative also to consider. He did not have the same emotional "charge" as I had at the prospect of losing my valuable possession. His technical knowledge was more authoritative than actual. And his instruction was that I should "reformat" my hard drive. It is at this point that the factual loss of my three years of work data and various paid for software applications (stored on my hard drive) became "unrecoverable" by simple means and now require an expensive job of "recovery" to be done by data recovery professionals.

How would you deal with the Microsoft tech support guy's dismissive manner ("dismissive" is one way to describe his manner.) And the fact that the tech support guy said to me that the data on my hard drive was unrecoverable ?

What's your take on this?

>-----Original Message-----

>

>"JayC BuzzWord" <anonymous@discussions.microsoft.com>

wrote in message

>news:17f7701c44a47\$411d01d0\$a601280a@phx.gbl...

>The state of Play

>=====

>

>Okay guys: a few weeks ago, while using my beloved

>desktop, it crashed to "blue screen error".

>

>

microsoft.public.win2000.setup: Re: Is it HighPoint, is it Seagate, or is it Windows 2000 Professional

>*** STOP: 0x0000007B (0x81482E50, 0xC0000032, 0x00000000,

>0x00000000)

>INACCESSIBLE_BOOT_DEVICE

>

>I am completely new to the 'seriously crashed machine'

>scene. And really shaken-up, I tried a Norton Recovery

>diskette

>(which went and wrote a Windows Millenium "boot block"

>onto my hard drive, by way of "system recovery").

>Then I tried to boot my system: Windows reported

>an "invalid disk array".

>Then with my heart in my mouth ('cos things seemed to

>have gotten worse) I learnt from the internet that Norton

>(System) Recovery Diskettes are made to recover Win9x and

>WinME systems -- Ouch!

>

>[snip]

>

>Any ideas -- anybody? Good, workable advice and

>instruction will be especially welcome.

>

>Thanks

>-----

>Jay -

>

>My advice is to: contact a qualified

restoration/recovery company -

>especially if this 3 years of data

>is of high value (e.g. business, client).

>It is not advisable to work on computers in a

restoration mode -- when you

>are emotionally charged (shaken) --

>this inevitably leads to mistakes or steps taken that

make the situation

>worst -- or leads to inability to recover this data.

>

>Ontrack Data Recovery is a company that I have utilized

for over 20 years

>for complex or difficult recovery situations.

>They have offices worldwide.

><http://www.ontrack.com/>

>

>The failure could be a RAID controller or one of the 2

hard drives itself

>

>gb

>

>

>.

>

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