

Re: Error messages on startup.

Source:

<http://www.tech-archive.net/Archive/WinXP/microsoft.public.windowsxp.hardware/2008-03/msg00025.html>

- *From:* Malke <malke@xxxxxxxxxxxxxxxxxxxx>
 - *Date:* Sat, 01 Mar 2008 18:59:04 -0800
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Frank Martin wrote:

There is a great deal of data on this E: drive in the form of photos & movies & e-books, and I want it all back.

The old damaged drive seems to be damaged on the printed-circuit cover plate (judging by the burnt-Bakelite smell) and this is removable by undoing 6 screws.

Therefore I ask: can these printed-circuit cover plates be acquired separately from the HDD, or can I buy another cover plate and exchange it with the damaged one. The old HDD seems to be spinning OK?

I am loath to take the damaged unit to some specialist HDD-recovery firm because of the sensitive data it contains.

The only way to reliably get data off that drive is to send it to a professional data recovery company such as Drive Savers (my preference) or Seagate Data Recovery or the like. General prices run from \$500USD on up. Drive Savers recovered all the data on a failed laptop drive for one of my clients and it cost \$2,700. He thought it was worth the money; only you know what your data is worth. I understand that some insurance companies are now covering data recovery charges so check with yours.

Drive Savers – <http://www.drivesavers.com>

Seagate Data Recovery Services – <https://www.seagatedatarecovery.com/>

Companies like DriveSavers deal with sensitive data all the time so unless it is data that will get you sent to prison – and I'm not suggesting it is – I wouldn't worry about it if you want to get that data back.

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You cannot fix this yourself. There have been instances of people purchasing an identical hard drive and swapping out the control boards, but that is tricky and unless you have very strong skills I don't suggest you try. The boards must be exactly identical and there is no way to determine what is really wrong with the drive. Every time you spin that drive up you run the very high risk that you are destroying data. If the data is important, send it to a professional.

Malke

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MS-MVP

Elephant Boy Computers

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Don't Panic!

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