

## CLIENT

Salman Sayed

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## OVERVIEW

Salman Sayed is a working professional based out of Mumbai

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## GOALS

To recover files from the HDD affected by bad sectors

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## APPROACH

The client approached Stellar Data Recovery Service Center - Mumbai to recover files from the affected HDD

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## RESULTS

Stellar data recovery successfully recovered client's photos and videos

## STELLAR HAS SUCCESSFULLY RECOVERED PHOTOS AND VIDEOS FROM THE AFFECTED HDD - CASE ID: M25020

Salman Sayed lives and works in the "The City of Dreams - Mumbai". Also, known as the Alpha world City, it is a conglomerate of seven islands.

### THE PROBLEM THE CLIENT FACED

Salman Sayed owns a Lenovo's laptop equipped with a 500GB hard drive. He used to store all his videos and photos in the HDD.

One fine day, his hard drive unexpectedly crashed and his laptop was unable to recognize it.

The client had all his precious videos and images stored in the drive - his wedding, his child's first birthday celebration, other events, etc. It was not just an ordinary hard drive to him, it was worth million dollars as it had all the priceless memories stored in it. Therefore, in a quest to recover his videos and photos, the client avoided using the laptop and contacted [Stellar Data Recovery service center - Mumbai](#).

### WHAT WAS THE CLIENT'S APPROACH

In order to minimize the risk, the client stopped using the hard drive and got in touch with one of the representatives of Stellar Data Recovery and bring it to the attention of the representative the problem he was facing.

Further, he was concerned the most about the videos and photos that he had stored on it and wanted to recover them successfully. He further enquired about the data recovery process and asked whether his confidential data would be at stake.

The representative answered to all his queries and requested him to submit the affected hard drive so that the data recovery specialists can analyse the situation and to come with a reliable solution.

### STELLAR AS THE RELIABLE ANCHOR

As soon as the hard drive was submitted, the data recovery professionals examined it further and found out that the HDD

had a large number of bad sectors on it. Moreover, during the analysis and imaging process, the hard drive could not be detected and it crashed each time when the team tried to access it. Also, on further analysis, the team found out that the MFT area was also corrupt.

Initially, it was difficult to access the hard drive, but their hard work paid off and after 10 days, they were able to successfully clone the hard drive. After cloning the HDD, the team did not require data in the DIR format.

## **RECOVERY PROCESS**

After successfully cloning of the hard drive, the team collected the data by creating the entries internally sector-to-sector from the HDD and also got the data in RAW format and finally, completed the [recovery process](#) by getting the data in both DIR and RAW format. The team provided the recovered the data to the client in just 15 days using advanced techniques.

## **THE CLIENT GOT HIS VIDEOS AND PHOTOS BACK**

Salman Sayed got his data back and he left on a happy note. He was satisfied with our team's efforts and shared the following feedback:

"A very satisfactory experience since Stellar has recovered most of the data and in particular, the one which was the most required. An extremely professional approach and timely follow-up mails enhanced the overall experience. Thanks to Hetal, Neha, Amitesh and all others involved in the process. Thanks a lot!! "