

## MR. KRISHNA KUMAR

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### ABOUT MR. KRISHNA KUMAR

Mr. Krishna Kumar is a working professional from Coimbatore.

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### GOALS

To recover files from hard drive affected due to the file system error

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### APPROACH

The client approached Stellar Data Recovery to recover files from the affected hard drive

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### RESULTS

Stellar Data Recovery team successfully recovered files from the hard drive.

## STELLAR ASSISTS ITS CLIENT TO RECOVER DATA FROM HARD DRIVE

Mr. Krishna Kumar, a graphic designer by profession and photographer by passion, wanted to take pictures.

### THE SITUATION THE CLIENT WAS PUT INTO

Mr. Krishna Kumar loves photography and doesn't miss a chance to capture the world. He connected his 1TB external hard drive, model no. "WDBGPU0010BBL-0B" to transfer his files.

Unfortunately, he was unable to copy the files from PC to the hard drive and had no idea what happened. He was worried about the videos, and photos stored on the hard drive as he thought that his data was lost.

### WHAT THE CLIENT DID TO MITIGATE THE PROBLEM

In order to find the answers to "Why" and "How", the client searched the internet for solutions. He tried many things but ended up getting more confused.

Unable to find a way forward aggravated the situation. Therefore, he thought of contacting Stellar Data Recovery. He approached [Stellar Data Recovery Coimbatore](#). One of our executives got in touch with him and the Stellar team can help him.

On meeting the executive, Mr. Krishna Kumar, first thanked the executive for attending to his concern with regard to the difficult situation he was put into. He further enquired about the cost and added whether there would be any issue regarding the privacy of the data.

Responding to his queries effectively, the executive further requested the client to provide the details. The Stellar experts could have a look into the matter. After getting the client's approval, the Stellar team started the recovery process.

### STELLAR OVERCOMES THE CHALLENGE FACED BY THE CLIENT

When the data recovery experts connected the hard drive to the system, it failed to boot. They took a full image of the affected storage media and scanned it using in-house data recovery software. However, they were unable to access few of the data.

After that, they performed a deep scan of the hard drive and to access the original files. Some of the video files were corrupt and the data recovery expert repaired all the video files.

The Stellar team successfully recovered all the images and video files without any loss.

### THE CLIENT GOT HIS DATA BACK

The executive then informed the client about the successful recovery of his data and requested him to come to the center to verify the data. They delivered what they had committed and that too within a specified time limit. The client was delighted in getting access to his data. He expressed his gratitude and said that Stellar Data Recovery exceeded his expectations!