

CLIENT

Corporate

OVERVIEW

The client has a 1 TB Undetected Toshiba hard disk drive

GOALS

To recover data from the Undetected 1 Terabyte hard disk drive

APPROACH

- Approached Stellar Data Recovery - Kochi
- Came for data recovery with the Undetected Toshiba drive

RESULTS

Successfully recovered data containing Coastal Folders, MS Office files

UNDETECTED 1TB HARD DRIVE'S DATA RECOVERY

A Kochi-based company, lost its important data stored in an undetected hard drive with model number MQ01ABD100, serial number X3ADPCPMT, and storage capacity of 1 TB.

The organization used the hard drive in a Windows computer to store important files. Owing to the importance of these files, The client decided to get in touch with a data recovery provider to recover the hard drive's data.

APPROACH TAKEN BY THE CLIENT

The client made a call at [Stellar Data Recovery Kochi](#) branch to enquire about the service. A care executive attended the call and attentively understood the problem faced by the client.

According to them the hard disk contained lots of vital documents and they were in a hurry. The care executive comforted the client and assured for prompt recovery. After being assured, the client came to our branch with the undetected hard drive data recovery.

STELLAR DATA RECOVERY – KOCHI AT AID

We, Stellar Data Recovery Kochi team, received the affected hard drive from the client. A data recovery technician for preliminary analysis.

The technician promptly checked the hard drive in a PC's BIOS (Basic Input Output System) and found it unrecognized due to a firmware issue. He then fixed the issue and started the imaging process.

Due to the presence of large bad sectors, the expert read the image using **Head 4** to create the image. Ultimately, the complete image of the drive was created.

The technician then used Stellar's proprietary data recovery software to recover the data. All database files and documents from the drive were thoroughly tested, and all data was successfully recovered.

CLIENT'S FEEDBACK

A representative visited our Kochi branch for verification. The client was delighted to see the data in a working state. As all the data was important official files, so the client was satisfied with the service & process.