

CLIENT

AN INDIVIDUAL

OVERVIEW

Mr. Vishal a filmmaker who has a memory card that has unreadable MP4 video files

GOALS

To repair MP4 video files from the memory card

APPROACH

- The client conducted initial recovery using a data recovery software, but after recovery the files were found to be unplayable
 - The client approached Stellar with the memory card for data repair
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RESULTS

Stellar successfully repaired the corrupt MP4 files from the memory card

SUCCESSFULLY RECOVERED CORRUPTED MP4 FILES FROM MEMORY CARD

The client, Mr. Vishal, is a filmmaker who had been shooting a serial episode in Mussoorie. After filming the episode, the client found that the MP4 video files present on the memory card was missing or deleted by someone.

The 16 GB SanDisk memory card had the serial number 1706850941G and was formatted with FAT file system.

TROUBLE FACED BY THE CLIENT

The client initially performed the data recovery task using a software and successfully recovered the deleted MP4 videos, but the video files were all found to be corrupt. The shot videos were really important and he cannot afford to lose them. So, he brought the memory card to [Stellar Data Recovery Noida](#) for repairing the MP4 files.

PROBLEMS IDENTIFIED BY STELLAR EXPERTS

After receiving the memory card from the client, one of our experts at Stellar Data Recovery – Noida began the preliminary process of analysis to identify the root cause of the problem. During the analysis, the expert found that the MP4 files requested by the client was severely damaged.

SUCCESSFUL DATA RECOVERY

After knowing that the MP4 files were corrupt, we requested the client to provide us a sample file of any size created using the same camera that was used to create the affected videos.

The client was happy to fulfil our request and provided us a sample video. Our expert began the repair process of the MP4 files manually by comparing the sample file using hex editor, but due to the severity of damage the process was unsuccessful.

The expert then attempted to recover the MP4 files using Stellar's proprietary data recovery tools. The Advanced Repair feature of the software allowed the expert to add the sample file to the recovery engine, which then successfully [recover the](#)



[corrupted mp4 videos.](#)

CONTENTED CLIENT

Our client, Mr. Vishal, was very happy as his weeks of hard work was saved by Stellar. All the damaged MP4 video files for the serial were successfully repaired. He verified the playability of the videos and was satisfied with the result. The client gave positive feedback to our Stellar Data Recovery team for their excellent work.