

Final data recovery software

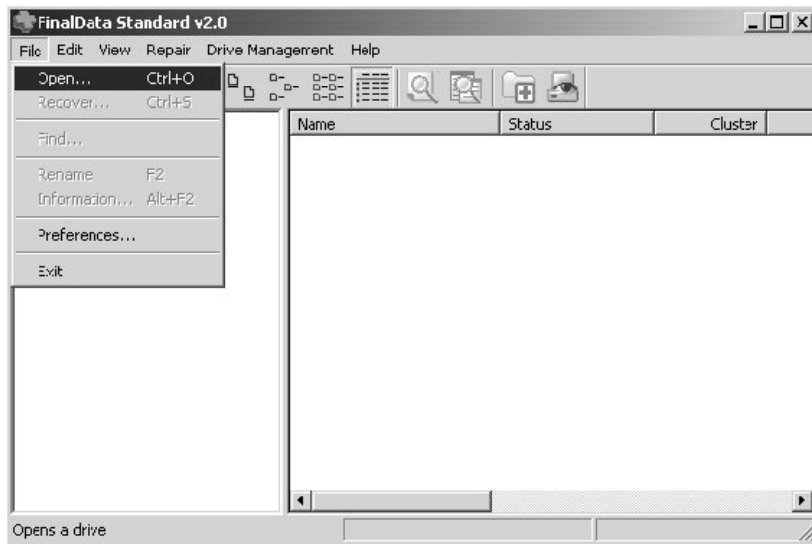
**** This is a draft made on 3/24/09. It will be revised as needed.**

PSU uses Final Data Enterprise 2.0 for data recovery from failing or problematic hard drives, although it can also recover data from CD / DVD media. We have used this program for over 10 years. There are other programs available but this one has worked very well for us.

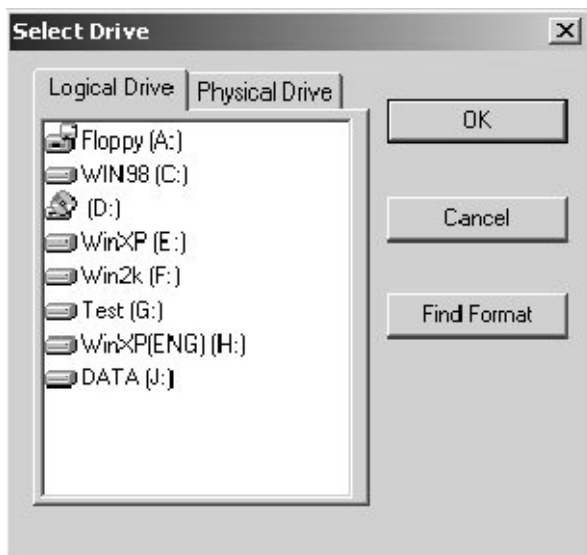
- Additional information is available at <http://www.finaldata.com/Products/?s=PRD&c=7>
 - The full manual is available at this web site as well. It is 32 pages in length.
 - The Computer Repair Center has Final Data installed on its Windows workhorse systems.
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Below I will explain how we use Final Data to recover data from a customer's hard drive. It has been quite successful with over a 95% data recovery rate. Refer to the full manual if needed (there are additional features of Final Data that are not described in this quick tutorial).

1. Connect the customer's hard drive (IDE or SATA) to the work horse using appropriate cables / adapters.
2. Turn work horse on.
3. If an IDE hard drive, you should see that the HD is recognized during POST on the display. If a SATA hard drive, it will not be seen in the text on the display during POST.
4. When at the desktop, you could open "My Computer" to verify that the HD is recognized.
***** Note: In many cases, you can retrieved data from the slaved hard drive using Windows Explorer, negating the need to use Final Data.**
5. Select FINAL DATA using the icon that should be on the desktop or go through the Start menu to locate the Final Data program.
6. This is the windows that you will see. To open a drive, select **File - Open**



7. From **[Select Drive]**, choose the drive you wish to recover files from.

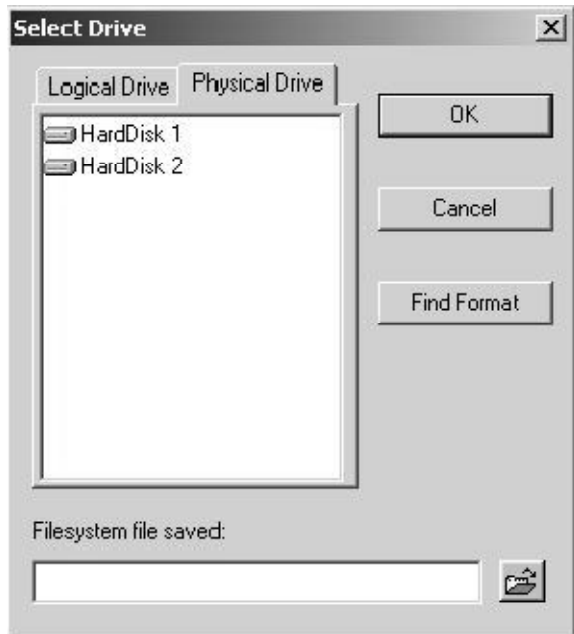


Logical Drive Search

Choose the **[Logical Drive]** tab from **[Select Drive]**, click the drive containing the data you wish to recover and click **[OK]**.

Physical Drive Search

If a drive you wish to recover data from is not recognized because it has been formatted, or its partition information is damaged, you will not find the drive in the **[Logical Drive]** tab. Instead, you must choose the drive from the **[Physical Drive]** tab.

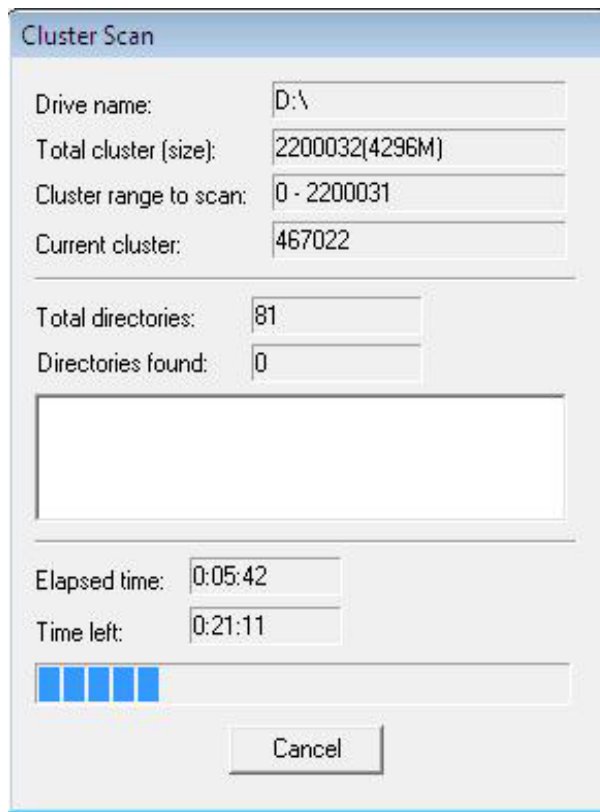


If you choose the **[Physical Drive]** tab, you will see a list of physical drives such as Hard Disk1 and Hard Disk2. From the list, choose the physical disk containing the data you wish to recover. ***** HD 1 is the work horse computer's hard drive. You need to select the correct HD.**

Click **[OK]**.

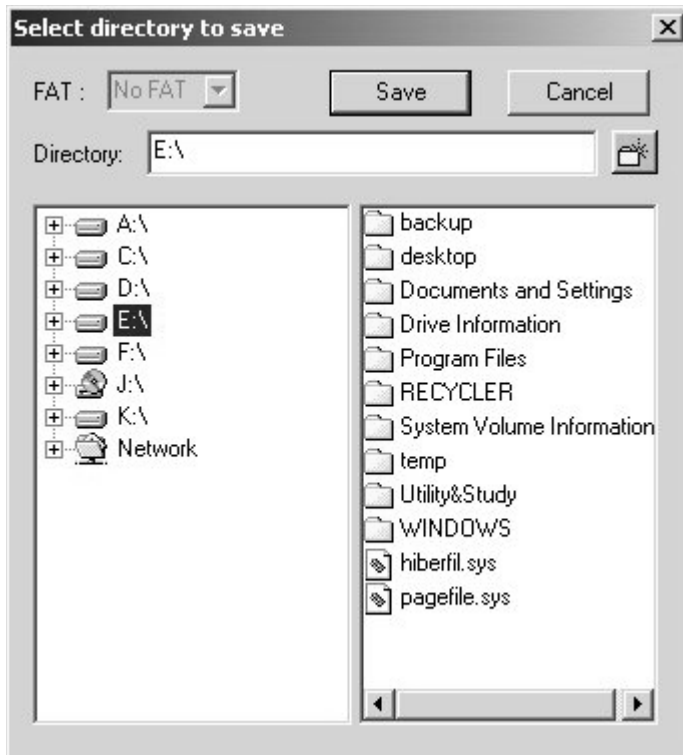
FinalData will start scanning for lost data on the entire

8. When the Hard Drive scan is started, you will most likely see a window such as the one below.



9. In most recovery situations, if you cancel the scan after three blue bars are visible, you will have scanned the HD for the data you most likely are after. It is rare when you need to scan any further than 3 blue bars.

Here in the shop, after you select cancel, we see a window such as the one below.



10 In this windows, if the customer's hard drive was "E" as in this examples, the E" drives contents are shown in the right half of the window.

DO NOT recover the entire contents of the hard drive using Final Data. This is wasteful of both time and storage area. If you need to clone the entire hard drive to another hard drive, I suggest you use a cloning software application such as Norton Ghost or Acronis

At this point, if you right-click on a folder in the right-side window, say..... The Desktop folder, an option will be available to 'recover'.

If you select 'recover' you will be prompted as to where to store the data. Recover the data to a different hard drive than the one you are servicing. It is best to make a folder and name the folder with the customer's first and last name.

You will open folders in the left-side window of the above figure in order to display the contents in the right-side of the window.

- You **cannot** select RECOVER from the left-side of the window; you must select RECOVER from folders in the right-side of the window. This is why you navigate to the correct folder in the left-side of the window for content-viewing in the right-side of the window.
- In the right-side of the window, you can select more than on folder at a time by mouse scrolling or by using "CTRL-select"

10 Folders we recover as a default...

In the customer's profile, recover the following folders:

- Desktop
- My documents
- Favorites
- Music
- Pictures.

In the All Users folder there are sometimes folders named:

- Shared Music
- Shared Pictures
- Shared documents

*** If you need to recover email from programs such as Outlook, you will need to research where those folders are kept.

11 Before exiting Final, ask yourself....

- Did you recover all the data?
- Are there other profiles with data besides the customer's profile and All Users?
- Is there a Kodak or other camera folder in Programs Files folder with pictures

Good job! Thanks for all that you do!

Suggestions or questions can be passed onto me at tom@plymouth.edu or 535-3499.