What to do if you have lost data

If you lose important data, there are several steps you can take to recover your data and also mitigate the possibility of permanent data loss.

First, DO NOT write any files or make changes to the drive after losing data! Lost data can usually be recovered, but writing new files or installing programs on the affected drive can OVERWRITE the sectors containing the deleted data, making it impossible to recover.

It may be necessary to install a small program to try to recover data. Run this program from a flash drive if possible, but if not possible, you may have to risk installing the app in order to recover your files.

Help and Support

Help Desk

Homepage

1. Check your recycle bin. Maybe the files were inadvertently deleted and can be restored

2. Use a free utility to recover data. Try Recuva for a quick attempt

3. Call us! We are 85% successful at recovering data from damaged hard drives.

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