

Hard Drive Recovery

Successful Data Recovery of 2TB WD External Drive on Mac

Data Recovery Case

This case study focuses on a recent data recovery case handled by PITS Global Data Recovery Services. The client faced issues with a 2TB WD My Passport external drive used on a Mac, including loose connectors and inaccessibility. The drive contained valuable music files. This study highlights the steps taken by PITS Global to recover the data and the successful outcome achieved.

Connectivity Evaluation and PCB Replacement

Upon receiving the device, our skilled engineers at PITS Global initiated a detailed evaluation. They identified a connectivity issue and a faulty printed circuit board (PCB) that needed to be replaced. Using our extensive database of donor parts, we successfully sourced a suitable replacement PCB. Replacing a faulty board introduces another issue for us - hardware data encryption. While access to the data may still be possible, after the board replacement, it will be encrypted.

Deeper Diagnostics and Broken Magnetic Heads

Following the PCB replacement, our engineers encountered a clicking sound coming from the drive, indicating further internal problems. At PITS Global, we believe in thorough diagnostics to ensure the most effective solution. Our experienced team conducted an in-depth analysis and discovered a broken block of magnetic heads, likely caused by the initial connector issue. To address this problem, our skilled technicians performed the necessary repairs in an ISO Certified Class 10 Cleanroom, ensuring a controlled environment with minimal contamination.

Data Recovery Approach

After successfully replacing the block of magnetic heads, our primary objective was to recover the data stored on the drive. Our professionals utilized their extensive knowledge and expertise in data recovery to develop a specialized method for restoring files from encrypted drives. This approach allowed us to retrieve the client's valuable music files.



Successful Data Recovery

Upon completion of the recovery process, we scheduled a verification session with the client. During this session, the client connected to our system and approved all the recovered data. Ultimately, we were able to restore 98% of the files, showcasing the commitment and professionalism of our team.

Clients who choose PITS Global Data Recovery Services can trust that their valuable data is in safe hands. Our experienced engineers prioritize delivering high-quality results while maintaining the utmost security and confidentiality.

Conclusion

This case study illustrates the successful recovery of data from a WD external drive used on a Mac. PITS Global Data Recovery Services effectively addressed connectivity issues, replaced a faulty PCB, repaired broken magnetic heads, and restored the client's valuable music files.

Our commitment to excellence and dedication to data security make us a trusted choice for all data recovery needs. Choose PITS Global Data Recovery Services and entrust your data to our experienced engineers for a reliable and successful recovery experience.

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