

Ontrack Data Recovery News

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Dear Ontrack customer:

You are receiving this newsletter because you are a data recovery customer or because you have specifically requested to receive it. This information-based newsletter provides you with the latest in data recovery news, tips, and cutting-edge technology. We offer the Data Recovery Newsletter in HTML and text versions. To change your subscription to text or HTML, or to remove your email from this subscription, please visit the link below and follow the easy, on screen instructions:

<http://www.ontrack.com/newslettercenter/login.asp>

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Large Scale Solutions - New Technology in Storage Systems

These days, most discussions about storage system technology center on RAID (Redundant Array of Independent (or Inexpensive) Disks) systems - yet the storage industry continues to grow and provide alternative solutions for mass data storage. There is great new technology driving this industry that makes choosing the right storage system for your business a difficult task. In many cases, the question really comes down to data availability, but other factors like how the systems keep data protected and preserved are also important to consider.

This month's technical article will look at various storage systems, new research and ideas in the industry, and how to avoid system failures:

<http://www.ontrack.com/special/0804-NewTech.asp>

Laptop U - Keeping Data Safe at School

As most students prepare to head back to school, many will be packing laptop computers in addition to the usual pencils and notebooks. With research firm Gartner reporting that laptop sales in 2002 were up 38 percent for college students and 37.3 percent for students in kindergarten through grade 12, it's clear that laptop computers are quickly becoming a vital part of the scholastic experience. However, with more laptops in use comes more danger for data loss.

"Laptop computers are an excellent way for today's students to manage their workload, but protecting

the data on those computers isn't as simple as securing a notebook in a locker," said Jim Reinert, sr. director of Software and Services for Ontrack Data Recovery. "Students need to be careful with their laptops to avoid both physical damage and other problems that could affect the integrity of their data. If problems do occur, it's also important they know that data recovery is always an option."

Find out more about how students can keep their data out of harms way by clicking here:

<http://www.ontrack.com/newsreleases/index.asp?getPressRelease=3753>

➔ **TIPS & TRICKS**

Ship it Right - Tips for Sending in your Drives

If you're reading this newsletter, you have probably used Ontrack Data Recovery's service in the past. You've gone through the stress of a hard drive crash, realized your data was in jeopardy, and shipped your drive off to Ontrack hoping the damage wasn't too severe for recovery. But did you know that the actual shipping process could mean the difference between a successful recovery and losing your data for good?


Click here for more information on how you can take the worry out of shipping your drive:

<http://www.ontrack.com/special/0904-Ship-Tips.asp>

➔ **PRODUCT & SERVICE BUZZ**

Making Ontrack EasyRecovery™ Software Even Easier

For anyone new to the experience, working with data recovery software can be both encouraging and daunting at the same time. On one hand, you're eager to test the software's capabilities and discover what data is recoverable. At the same time, you're terrified you'll do something wrong and make the problem worse. In order to alleviate some of those fears, Ontrack has some advice for new users to help make the do-it-yourself software recovery experience stress-free.

1. There are several different editions of EasyRecovery. Consulting the comparison chart at  http://www.ontrack.com/library/odr_softwarecomp.pdf before purchasing or downloading EasyRecovery trial software can help you determine which product best meets your needs. Containing powerful tools that recover lost, inaccessible or deleted data with added file repair capabilities for Microsoft® Word and Zip files, EasyRecovery™ DataRecovery (\$199) is sufficient for most users' needs. If you just need to get a few files back, EasyRecovery DataRecovery also comes in an EasyRecovery™ Lite edition (\$89) that allows you to recover up to 25 files per recovery session. EasyRecovery™ Professional (\$499) is the complete solution for all your data recovery, file repair and disk diagnostic needs, incorporating all the features of EasyRecovery DataRecovery plus components for repairing corrupt email (EasyRecovery EmailRepair™) and Microsoft® Office files (EasyRecovery FileRepair™) into one simple product.
2. Ontrack EasyRecovery™ is a powerful, complex piece of software and contains numerous recovery options and settings to optimize your recovery. Understanding your data loss helps you in using EasyRecovery to achieve optimum recovery results. Dependent on your current data loss, EasyRecovery offers several data recovery tools to meet your recovery needs. The AdvancedRecovery (EasyRecovery Pro) and StandardRecovery (EasyRecovery DataRecovery, EasyRecovery Lite) tools provide you with advanced recovery options including recovering from

mistakenly deleted partitions, virus attacks, and other major file system corruptions. DeletedRecovery works well to give you quick access to deleted files. The FormatRecovery tool will allow you to recover files from an accidentally formatted or reinstalled partition. RawRecovery works well for scanning severely corrupted partitions for files using a file signature search algorithm, and will help you recover files from a partition with damaged directory structures.

3. When your scan completes, EasyRecovery displays your recovery results in an easy to navigate directory tree. It's best to have an idea of the name, type, and location of the files you'd like to recover. This makes navigating the scan results to find that critical file or files you are looking for quick and easy. On the left side of the directory tree you can see the directories and subdirectories. On the right side are the files of the selected directory. Files can be sorted by name, size, date, and condition in ascending or descending order. You can select individual files, folders, and even entire directories for copying to your recovery destination.
4. Upon recovery scan completion, EasyRecovery allows you to assess the quality of recovered files. The condition of a recovered file depends on the overall condition of the system. All EasyRecovery data recovery tools will note any file condition specifics with a letter combination in the Condition column on the recovery results directory tree. The condition specifics will give a good indication of how a file will function upon recovery completion. Also, it's important that EasyRecovery is not installed on the partition you are trying to recover from - that will risk overwriting the lost data.
5. Strange noises are coming from your hard drive! If you suspect your hard drive or system is failing, continuing to run the system may damage it beyond repair or lead to irretrievable data loss. If you are unsure of your hard drive's health, using the hard disk manufacturer's diagnostic or our Data Advisor® software can help determine if there are any physical problems. For situations in which the hardware is physically failing or damaged, Ontrack offers data recovery services to retrieve your mission critical data. For more information on data recovery service options available or further assistance, please contact Data Recovery Sales at 1-800-872-2599, visit the Ontrack website at www.ontrack.com from another computer, or contact Ontrack's free technical support during Ontrack's normal business hours (8am - 5pm Monday-Friday CST, excluding holidays) by calling 952-937-2121 or via email at tech@ontrack.com.

We hope you enjoyed this month's edition!

Sincerely,
The Ontrack Data Recovery Team

TO SUGGEST IDEAS OR COMMENT ON OUR NEWSLETTER CONTENT, PLEASE EMAIL US AT drnews@ontrack.com

Please DO NOT email technical support or customer service questions to this address. See below for further information on those questions.

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To contact Ontrack sales, customer service, or technical support, please call 1-800-752-1333

between 8 a.m.-5 p.m. Central Standard Time, Monday through Friday.

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