

## Technical Details

Please complete as much as possible.

Don't worry if you don't have all the answers. Any additional information that you can provide will be very useful when our engineers perform your data recovery evaluation.

### What type of media do you have?

- ☐ Single Hard Drive
- ☐ SSD
- ☐ Multiple Hard Drives – Quantity \_\_\_\_\_
- ☐ Smartphone or Tablet\*
- ☐ Flash Media (USB stick/camera card)
- ☐ Other (please supply) \_\_\_\_\_

### Which Operating System? (if known)

- ☐ Windows
- ☐ Mac
- ☐ Linux
- ☐ Vmware
- ☐ iOS
- ☐ Android
- ☐ Other (please supply) \_\_\_\_\_

### Which File System? (if known)

- ☐ FAT/NTFS
- ☐ HFS+
- ☐ EXT3/EXT4/XFS
- ☐ VMFS
- ☐ Other (please supply) \_\_\_\_\_

\* For smartphone and tablets, please

supply your pin code \_\_\_\_\_

Please state if you require the data in a different format.

### What data is important to you

- ☐ Documents
- ☐ Email
- ☐ Pictures/Videos
- ☐ Music
- ☐ Virtual Machines
- ☐ Databases
- ☐ Other (please supply) \_\_\_\_\_

### What is the reason for data loss

- ☐ Deleted Data
- ☐ Dropped/Knocked
- ☐ Flood/Fire damage
- ☐ Hardware failure/Making noises
- ☐ Power failure/Electronics failure
- ☐ Reinstalled/Overwritten/Formatted
- ☐ Water/Liquid damage
- ☐ Unknown
- ☐ Other (please supply) \_\_\_\_\_

### What has been done to solve the problem?

- ☐ Drive opened
- ☐ PCB swap
- ☐ CHKDSK
- ☐ Recovery software
- ☐ Sent elsewhere
- ☐ Other (please supply) \_\_\_\_\_

### Is your device encrypted?

- ☐ Safeboot/Endpoint (.sdb/.xml file required)
- ☐ Pointsec/Checkpoint (recovery disk, Admin username and password or .Rec file, 2 usernames and passwords required)
- ☐ Bitlocker (48 digit recovery password required)
- ☐ Other (please specify) \_\_\_\_\_

### Please supply details for additional decryption information if required.

Name \_\_\_\_\_

Tel No \_\_\_\_\_

Email \_\_\_\_\_

## Disposal of media

Do you require your media to be returned to you?

- ☐ **Yes**, please return my media to me (additional cost) \*\*
- ☐ **No**, Ontrack to dispose the media for free and ensure the complete deletion
- ☐ **No**, Ontrack shall ensure the complete deletion and dispose the media and provide a certificate testifying the deletion - £20.00 + VAT

\*\* If Ontrack cannot offer data recovery, the return of your media is free of charge.