



Technical details

Please complete and verify the information below to ensure the most successful data recovery possible. This form **must be completed** in order for Ontrack to begin your diagnosis, failure to do so may lead to delays.

Device (if known)

- ☐ USB Stick
- ☐ SD Card
- ☐ CF Card
- ☐ SxS Card
- ☐ MicroSD Card
- ☐ MMC Card
- ☐ Other (please supply) _____

Manufacturer (if known)

- ☐ SanDisk
- ☐ Kingston
- ☐ Lexar
- ☐ Transcend
- ☐ Sony
- ☐ Samsung
- ☐ Verbatim
- ☐ Toshiba
- ☐ Other (please supply) _____

File system (if known)

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

Model (if known)

Capacity (if known)

- ☐ Up to 3TB
- ☐ Over 3TB

Number of partitions

(name, size, data volume in GB etc.)

Most Important Files/Folders

- ☐ Pictures/Videos
- ☐ Microsoft Office
- ☐ Emails
- ☐ Database (SQL, Exchange, other)
- ☐ Music
- ☐ Back-up files
- ☐ Other (please supply) _____

Reason for data loss

- ☐ Hardware failure
- ☐ Power failure/Electronics failure
- ☐ Physical damage
- ☐ Reinstalled/Overwritten/Formatted
- ☐ Flood/Fire damage
- ☐ Water/Liquid damage
- ☐ Unknown
- ☐ Other (please supply) _____

What has been done to solve the problem?

- ☐ Re-soldered
- ☐ Recovery software
- ☐ Sent elsewhere
- ☐ Other (please supply) _____

s Important! Please provide file paths for specific required data if known.

Encrypted?

- ☐ Yes (please provide details _____)
- ☐ No

Please supply details for additional decryption information if required.

Name _____

Tel No _____

Email _____