

Media ID #: _____
Please enter the serial number of your media above

Preliminary Diagnostic Form

Please completely fill out this diagnostic form. Attach additional pages if necessary. Please note the success of recovering your data relies in part on the completeness and accuracy of your answers.

1. Computer and Media Information

Computer Make/Model		Number of drives	
Operating System		Version	
File System	<input type="checkbox"/> FAT12 <input type="checkbox"/> FAT16 <input type="checkbox"/> FAT32 <input type="checkbox"/> NTFS <input type="checkbox"/> Don't Know <input type="checkbox"/> Other:		
Media Type	<input type="checkbox"/> FDD <input type="checkbox"/> HDD <input type="checkbox"/> MO <input type="checkbox"/> ZIP <input type="checkbox"/> PD <input type="checkbox"/> DVD-RAM <input type="checkbox"/> CD <input type="checkbox"/> Don't Know		
Interface Type	<input type="checkbox"/> IDE <input type="checkbox"/> EIDE <input type="checkbox"/> SCSI <input type="checkbox"/> WSCSI <input type="checkbox"/> Don't Know		
Drive Make/Model/Size		MB	GB
Partition Names/Sizes			

2. Media Failure Information

What application were you working with when the media failed? What error messages appeared?
What remedies did you try after the media failure? What other software tools did you use to try to recover the data?
Was FSCK, CHKDSK, VREPAIR, SCANDISK used? (Circle one or more if true)
Was the Operating System reinstalled after the media problems started? <input type="checkbox"/> Yes <input type="checkbox"/> No
Was the drive reformatted after the media problems started? <input type="checkbox"/> Yes <input type="checkbox"/> No

3. Data Recovery

Recover the entire drive <input type="checkbox"/> Yes <input type="checkbox"/> No
If recovering only part of the drive, list the folder names you would like to have recovered: