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## Need file recovery help: Vista crash

Posted by donl - 2007/07/06 22:08

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I stupidly installed a small software called co2saver on my Thinkpad running preinstalled Vista. Several weeks since backup. Windows shut down and wouldn't boot. I went to Operating System recovery and to make a long story short, only a complete erase of all files and reinstall will work, according to IBM support.

I want to find out if I can recover the files on the disk first, since the drive is working fine, I just can't access it via Vista. The only password I used was the one for starting Vista.

Please help if you can. Do I need to send it to a disk recovery place? I'm a semi-employed writer, I can't afford the \$500-\$2000.

Don

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## Re:Need file recovery help: Vista crash

Posted by gareth - 2007/07/06 22:20

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Hi Don,

Absolutely not! Disk recovery services are great for completely trashed hard disk drives, but it sounds as though the data on your hard disk is fine - you just can't get into Vista to access it.

First thing I would recommend is to boot the computer from another source (CD, USB, etc) and copy the files off.

If for some reason that doesn't work the hard disk can be removed from your computer and connected to another system.

Either way, rest assured your data is most likely easily recoverable - and for far less than \$500-2000!

Please call or e-mail if you'd like one of our technicians to visit you and recover the data for you.

Kind regards,  
Gareth Price  
Global Village Networks LLC

Post edited by: gareth, at: 2007/07/06 22:20

Post edited by: gareth, at: 2007/07/06 22:21

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