

## Restoring recovered files | External hard drive.

### External hard drive (encrypted data)

To help ensure the security of your data, your data has been encrypted with [TrueCrypt disk encryption software](#). This document outlines the steps to access your recovered data.

**Important:** In order to access and restore your recovered data, a working computer with your reinstalled programs is needed and you must be logged into that computer as an administrator. You will also need the password that your Data Recovery Representative provided to you in an email in order to access your data. Passwords are retained for 60 days beyond the completion of your recovery.

### Steps to mount the backup container for Windows Operating Systems

Connect the external hard drive (eSATA or USB) to your computer, while your system is still running.

1. Plug in the power adapter provided into the external drive and switch the drive on
2. Open My Computer (Windows XP) or Computer (Windows Vista and Windows 7) and the external drive that contains your recovered data. This drive should show up as the next available drive letter, i.e. D:, E:, etc. and will be named DataRecovery.
3. Double-click the batch file named “Open Backup Container.BAT” on the external drive
4. Enter your password when prompted. You should have received your password from your Data Recovery Representative in an email. If you have not received a password please contact your Data Recovery Representative
5. After you have successfully typed in the password, Windows Explorer will open a new window containing your recovered data files. If Windows Explorer is not displayed then open My Computer/Computer to find the drive letter with your Data Recovery Job Number
6. After you have restored your data by simply dragging and dropping your specific data files and folders from the hard drive onto your system and before you disconnect the external drive, you must double-click the “Close Backup Container.BAT” batch file on the external drive. Your drive will be safe to remove from your system at this point
7. You will need to follow these steps each time you access your recovered data on the external drive



## External hard drive (non-encrypted data)

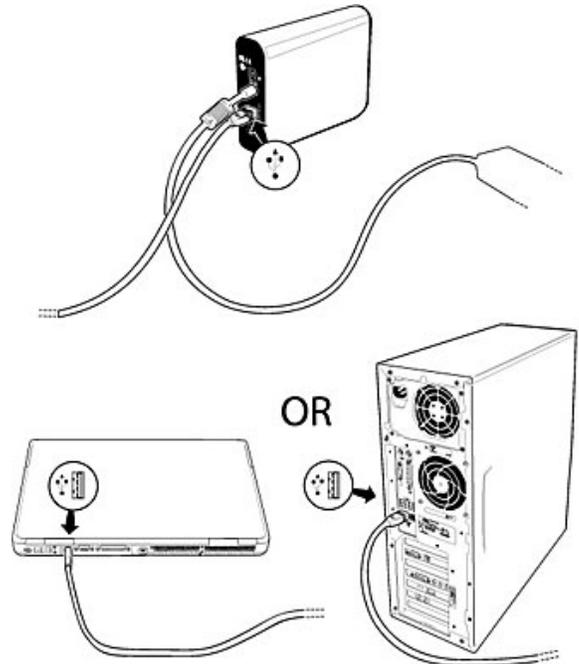
### Connecting your USB hard drive with USB 2.0 interface

1. Desktop USB user: Connect the power supply to the drive and the AC power cable and plug it into a power outlet. The green power LED should be illuminated
2. Connect the USB cable to the USB port on your computer. The USB cable and port are usually identified by "USB" or the USB symbol
3. Connect the other end of the USB cable to the drive and turn the drive on. The blue power LED should be illuminated
4. The Windows® 2000, Me and XP operating systems will recognise the new hardware and configure accordingly
5. Verify that the drive can be seen in the 'My Computer' option of the Windows Start menu; if not, check all cable connections to the drive and reboot the computer

### Accessing your recovered data

Once you have connected the external hard drive to your system you can access your recovered data. Simply follow these simple instructions to access your data:

1. Select the 'My Computer' option of the Windows Start menu
2. Double-click the drive labeled ONTRACK (your system automatically assigns a drive to the external hard drive)
3. Double-click the folder within ONTRACK labeled with your data recovery job number – your data is stored in this folder
4. Simply drag and drop your specific data files and folders from the hard drive onto your system or access your recovered data on the external hard drive



### CONTACT

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