

Restoring your recovered data.

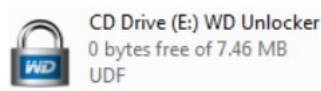
To help ensure the security of your data, it has been encrypted using Western Digital's Full Disk Encryption. This document outlines the steps to access your recovered data.

Important: In order to access and restore your recovered data you will need the following:

- A working computer (your programmes may need to be installed to use the recovered data)
- An account with administrative rights
- The password that your Data Services Representative provided via email

Steps to mount the encrypted drive.

- Connect the external hard drive (eSATA or USB) to your computer, while your system is still running
- Open My Computer (Windows XP), Computer (Windows Vista, Windows 7, and Windows 8), or Finder (Mac) and browse to the Virtual CD that has the name WD Unlocker



Windows XP, Windows Vista, Windows 7 or Windows 8



Macintosh OS 10.5+

- Open the CD Drive and run the WD Drive Unlocker Program
- Enter your password when prompted. You should have received your password from your Data Services Representative in an email. If you have not received a password please contact your Data Services Representative
- After you have successfully typed in the password your computer will mount the volume with your recovered data

Note: You will need to follow these steps each time you plug in the external drive to access your recovered data.



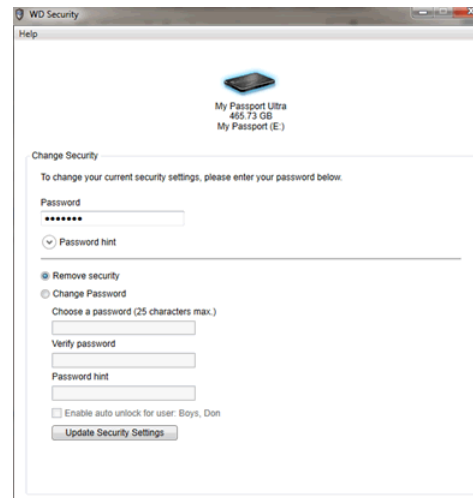
Additional useful information.

To remove the encryption.

- Run the WD Security Programme
- Enter the password for the drive
- Click “Remove Security”
- Click Update Security Settings

To change password on the encryption

- Run the WD Security Programme
- Enter the password for the drive
- Click “Change Password”
- Enter new password, verify password and password Hint
- Click Update Security Settings



If you need assistance, please contact your Data Services Representative for help.

Visit krollontrack.co.uk/contact-us/technical-support/ for additional contact information.

CONTACT

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