

Forum:[Hack Forums](#)

Thread: [\[HELP\] Damaged WD My Passport Ultra - NEED the files off of it](#)

GodlessOlympian - September 29, 2017, 3:03 pm

Hey, HF!

I was working with a couple clients yesterday and updated some logs/files on my external while with them. As I got home and put my laptop and external on the table the external slipped off my desk and hit the tile floor. Nothing popped off and I plugged it into my computer and it showed up. Thinking nothing of it since it was recognized and the files were still there I thought I was safe. About 10 minutes later the external disappeared and was no longer accessible.

I am able to find it in my disk management and devices. However, when I check the partition it says 0GB Capacity. It's a 1TB external. I've done a lot of googling and played around with several tools.

I even tried ghosting EaseUS Data Recovery (PAID)'s scanner by using a secondary WD My Passport Ultra to start the scan, paused it, and plugged in my damaged External and continued the scan. It was finding files in the progress bar but couldn't actually pull them up in the list. I waited 8 hours for the scan to finish and there was nothing to be seen.

Could someone give me some instructions on how to save this HDD. I know there is no such thing as a completely destroyed HDD. I just don't want to send it off to a lab for \$1500+.

Thanks!

PS: The external makes one beep to reset itself after about 1min. of running and not being detected. After 2x of the beep my computers all pick up the external but it's still not initialized and at 0GB capacity.

vinagron14 - September 29, 2017, 4:26 pm

I know it's not overly helpful but I would post on the manufacturer forum & search there as a start. Looks like you have done the basic checks.

Thanks

Vin

GodlessOlympian - September 29, 2017, 5:44 pm

(Sep 29, 2017 04:26 PM)vinagron14 Wrote: [\[CITE\]](#) I know it's not overly helpful but I would post on the manufacturer forum & search there as a start. Looks like you have done the basic checks.

Thanks

VinYeah, already did that and I'm not the only one with an issue like this. Seems like WD has problems with their heads. -shrug-

I've followed their guides, ran the recommended testing software for details, and they're pretty worthless.

Code Test Option: QUICK TEST

Model Number: WD My Passport 0820

Unit Serial Number: [censored]

Firmware Number: 1012

Capacity: 0.00 GB

SMART Status: Not Available

Test Result: PASS

Test Time: 12:24:12, September 29, 2017

Test Option: EXTENDED TEST
Model Number: WD My Passport 0820
Unit Serial Number: [censored]
Firmware Number: 1012
Capacity: 0.00 GB
SMART Status: Not Available
Test Result: PASS

Test Time: 12:24:18, September 29, 2017I ended up being referred to a couple different data recovery software.

EaseUS Data Recovery being one I'm already familiar with I tried using it but to no avail.

The problem seems to be physical more so than i/o. I have a strong feeling that a head is stuck and that it can be replaced so I can recover the data.

I was really hoping there was some sort of Sudo command in Win 10 that would override a deny access error.

Since when I open up disk management, I can see a disk thats not initialized, and when I try it initialize it I get an error saying, "request failed due to a fatal device hardware error", and decided to try giving the good ol' Chkdsk a try.

Which lead me to narrowing down the issue of the head being stuck.(still to be proven)

When I ran the command, chkdsk /F E:\

I got the following error:

Cannot access volume for direct access

I'm 99.99% certain the head is stuck and that's why I cannot access any of the data. In which case, I just need to buy 2 new externals. One being the same as what I have to use for parts and the other for data transfer.

Buy the tools to safely disassemble the hdd and replace the broken parts.

What a trip....

datguy.dev - September 29, 2017, 7:09 pm

You need to setup a write block before you attempt to recover files. Might be too late now.

You sound like you know a bit about HDDs. It doesn't sound like the controller. I would also lean towards swapping the head. Good luck.

GodlessOlympian - September 30, 2017, 7:06 am

(Sep 29, 2017 07:09 PM)datguy.dev Wrote: [\[CITE\]](#) You need to setup a write block before you attempt to recover files. Might be too late now.

You sound like you know a bit about HDDs. It doesn't sound like the controller. I would also lean towards swapping the head. Good luck.

I have general knowledge about hdds and how they work. I would be lying if I said I'm an expert but I'm not a complete novice. On that note, I'm unable to create a write-file because I only get to see my non-cooperating external hdd as disk 1 with zero information saying it's anything. The externals software is picked up but it still reads as 0GB capacity.

Here's an image of what I mean:

Wouldn't know how to force write a read/write block.

Will look it up though. Thanks!

datguy.dev - September 30, 2017, 1:55 pm

(Sep 30, 2017 07:06 AM)GodlessOlympian Wrote: [\[CITE\]](#) I have general knowledge about hdds and how they work. I would be lying if I said I'm an expert but I'm not a complete novice. On that note,

I'm unable to create a write-file because I only get to see my non-cooperating external hdd as disk 1 with zero information saying it's anything. The externals software is picked up but it still reads as 0GB capacity.

Here's an image of what I mean:

[img]<https://i.imgur.com/XUnNcC1.png>[img]

Wouldn't know how to force write a read/write block.

Will look it up though. Thanks!

I'm a linux user. But you could try [THIS ONE](#). This is a rather unusual situation when it comes to not writing because you may need to - to fix the disk. I've recovered a few disks using lower level formatting tools. But you can't do that as you'll lose the data on the disk.

Have you inspected the connectors? It maybe worth taking the case off the eHDD or doing a continuity test on the connectors.

It could just as easily be platter damage as well or a combination of both. Regardless, I would assume you aren't going to use it because it is unreliable. Just explain the situation and ask your clients for the files again.

GodlessOlympian - September 30, 2017, 2:21 pm

(Sep 30, 2017 01:55 PM)datguy.dev Wrote: [CITE](#) I'm a linux user. But you could try [THIS ONE](#). This is a rather unusual situation when it comes to not writing because you may need to - to fix the disk. I've recovered a few disks using lower level formatting tools. But you can't do that as you'll lose the data on the disk.

Have you inspected the connectors? It maybe worth taking the case off the eHDD or doing a continuity test on the connectors.

It could just as easily be platter damage as well or a combination of both. Regardless, I would assume you aren't going to use it because it is unreliable. Just explain the situation and ask your clients for the files again.

The files aren't from my clients. They are logs/files I've created for record keeping and design(s). It's okay, I've called all of my clients to let them know about the issue and luckily most have their important files in email(s) from me. I am able to re-create all the lost files. It's just a headache I was hoping to avoid. My area has a couple data recovery services available but they're all closed on the weekends, lol. I'll be giving them a go to get price quotes and possible diagnoses.

Also, thank you for the block-write tool, I will keep it on hand for the future but for now I don't want to wipe the eHDD.

datguy.dev - September 30, 2017, 6:21 pm

(Sep 30, 2017 02:21 PM)GodlessOlympian Wrote: [CITE](#) The files aren't from my clients. They are logs/files I've created for record keeping and design(s). It's okay, I've called all of my clients to let them know about the issue and luckily most have their important files in email(s) from me. I am able to re-create all the lost files. It's just a headache I was hoping to avoid. My area has a couple data recovery services available but they're all closed on the weekends, lol. I'll be giving them a go to get price quotes and possible diagnoses.

Also, thank you for the block-write tool, I will keep it on hand for the future but for now I don't want to wipe the eHDD.

Sorry I couldn't help more. Hard drive failures and data recovery is a hope for the best, but expect the worst, type of deals. Even if the drive was recovered to a state where data recovery was possible. It would be a shot in the dark that the software options available would have any success in finding them in their entirety. (Else their going to be corrupted.)

Maybe considering an external SSD in the future? ?

GodlessOlympian - October 1, 2017, 9:42 am

(Sep 30, 2017 06:21 PM)datguy.dev Wrote: [\[CITE\]](#) Sorry I couldn't help more. Hard drive failures and data recovery is a hope for the best, but expect the worst, type of deals. Even if the drive was recovered to a state where data recovery was possible. It would be a shot in the dark that the software options available would have any success in finding them in their entirety. (Else their going to be corrupted.)

Maybe considering an external SSD in the future? ?

Thought about a SSD but until their prices come down I'm not blowing \$400+ for a couple GBs. :/
I just need to not be more careful with my equipment and not drop my external. facepalm Can't blame the hardware when its user is responsible for the damage.

datguy.dev - October 1, 2017, 4:37 pm

(Oct 1, 2017 09:42 AM)GodlessOlympian Wrote: [\[CITE\]](#) Thought about a SSD but until their prices come down I'm not blowing \$400+ for a couple GBs. :/

I just need to not be more careful with my equipment and not drop my external. facepalm Can't blame the hardware when its user is responsible for the damage.

It would be responsible and proper to use media that isn't as prone to physical damage given the nature of the device; let alone without adding the odds of user error. ? Even a flash drive would suffice for this or no?

It depends on the space you need and convenience factor. I really do appreciate slim external storage media that only require a single USB. But you can purchase a ~\$20 SATA compatible enclosure. Then install a 64 GB drive into that for ~\$40. \$60 total. Not too shabby.