

Welcome to "ITS Technology Tips," where we bring you some useful information about the technology here at Loyola and effective ways to use the technology. Remember to visit the weekly [Tech Tips Blog](#) for the latest tips and the [Technology Tips Archive](#), to find all Tech Tips in PDF format, categorized for easy access.

## **Don't Despair! Rescue your Deleted, Corrupted, and Damaged Digital Photos!**

Does this nightmare sound familiar? You've had a great summer. Your digital camera can prove it. You have hundreds of pictures of all of your outings – your trips to the beach, the picnics, outdoor concerts, street festivals, weddings, and especially your vacation to Tuscany! You are anxious to share your pictures with friends and family, so you start transferring the pictures to your computer. Suddenly, you get cryptic error messages from your computer, telling you that your disk is corrupt, damaged, kaput, in the Land o' Goshen, out to pasture, Hong-Kong-Phooeyed. Or you discover your computer won't even read your disk at all. You might even have selected all your pictures and accidentally deleted all of them. You can't believe it. All of your precious memories wiped out in one single moment. You soon find yourself transformed from a reasonable person to a weeping, sobbing, mangled mess, saying very inappropriate statements like "I want my Kodak Disc (circa 1982)." You eventually pick up the pieces and move on, but not without some bitterness about the temporal nature of the digital medium.

But there's a way to avoid needless pain and suffering. There are ways that digital pictures (and data on those memory sticks, for that matter) can be recovered! Warning: you'll have to put out some cash to get your memories back. After all, it doesn't take a rocket scientist to deduce that people will pay some money to retrieve priceless memories. But take the advice of someone who has used "PhotoRescue," it's worth the \$29 to get those pictures back – and it's no fun becoming a sobbing, mangled mess.

So what are these options? There is software that will allow you to recover photos from a damaged card, or even photos you've deleted by mistake. The software can even recover photos from cards you've reformatted, depending on the camera model. Some memory cards (Lexar, Sandisk) come bundled with recovery software. The other option is to send out your memory card to a "media recovery lab." This option is more expensive (prices range from \$30-200) but they won't charge you unless they get your pictures back. You can find companies that will restore data from your hard drive as well.

### **SOFTWARE:**

The following software products advertise their ability to help you recover lost data and pictures from memory cards and memory sticks, including ones that are corrupted. Most products offer a money back guarantee if the software fails to recover your files if they can get them in preview form. Obviously, if your disk is shredded to bits, they can't really guarantee anything.

#### **Image Recall Software (\$39.95)**

<http://www.flashfixers.com/>

This title by Flashfixers earned a PC Magazine Editor's Choice Award and is compatible for with Windows and Mac OS.

#### **Media Recover (\$29.95)**

<http://www.mediarecover.com/>

For Windows and Mac OS

**PhotoRescue (\$29)**

<http://www.datarescue.com/photorescue/>

For Windows and Mac OS

**SENDING IN YOUR CARD**

You can send your card to a recovery lab that specializes in getting your data back from damaged cards and memory sticks, and even hard drives. The prices depend on the size of the card. For example, Eprovided charges \$45 to recover information from a 128 MB memory card. LC Tech has a flat fee price system – anything up to 1GB is \$100. All companies don't charge you unless they can actually retrieve your pictures.

**FlashFixers**

<http://www.flashfixers.com/>

**Eprovided**

<http://www.eprovided.com/>

**LC Tech**

<http://www.lc-tech.com/services/standard-recovery.html>

But you there are some ways to prevent getting into this very sad predicament in the first place. You should always reformat the card after you've transferred the pictures. Read the instructions that come with your camera! You'll learn that most camera manufacturers say wise things like "don't pull out the card while the camera is thinking" (or something like that). They recommend reformatting the card IN the camera, not on your computer. And did you know your card can actually survive water? It's not guaranteed, but let it dry and try it out again later. Also, if your card can't be read via your camera, you might want to try to see if a card reader will recognize the card. Sometimes the reader will recognize the card when a camera can't. Strange, but true.

If you found have found this tip to be moderately useful, email us at [training@luc.edu](mailto:training@luc.edu). If you'd like to go back to our archive of technology tips, please visit us on the web at <http://www.luc.edu/its/techtips.shtml>.