

PC-3000 Flash Global Solution Centre

PC-3000 Flash Global Solution Centre is a highly specialized solution for data recovery from flash memory drives. Despite a great variety of drives, the principles of recovering data from them are identical which enables you to use one and the same sequence of operations when restoring completely identical or relatively similar cases.

The solution centre which we offer enables you to store information about data recovery tasks and ways to solve them in a formal and structured way. On the other hand, when you have unsolved task, our centre allows you to search the appropriate solution and after finding it to rapidly reproduce and recover data taking minimal time and efforts.

This centre is a product under development, its functionality will be increased in accordance with the topical needs of our customers.

What can PC-3000 Flash Global Solution Centre do?

The current version of PC-3000 Flash Global Solution Centre has the following capabilities:

1. It enables you to share your own successful tasks with solutions, descriptions, comments and illustrations and get access to such data from other people.
2. You can search for the necessary solution of your task according to the exact hit of conditions or try to solve similar tasks.
3. The Global Solution Centre has a complete backward compatibility with PC-3000 Flash hardware which allows you to reproduce the solutions found in the Centre directly for their task, and to export successfully solved cases into the Global Solution Centre.
4. The Global Solution Centre and PC-3000 Flash software have the same structural design to clearly see and understand all the hierarchy of all the steps made by user.
5. You can manually make a formal description of the solution directly in the Centre using its capabilities.
6. It has a complete control of imported tasks and solutions that prevent from importing duplicate tasks and it also automatically associate new solutions with already existing ones.
7. If a user imports the task to the Centre which has not previously been there, a notification that solution not only for this task but for all similar tasks has appeared will be sent this user and all users who have subscribed themselves. This feature is very useful because such tasks can have similar solutions because data recovery from flash drives has common principles.
8. It lets to receive help on your case as quickly as possible because the probability that the solution for your task has already been imported grows together with the growth of customers who use our Centre.
9. Personal user area allows to control all tasks and solutions which you have imported and correct them if necessary.
10. All authorized users can subscribe to the solutions for any task.

11. Memory chip database integrated to Global solution center is designed to get protocols of new memory chips quickly and easily. It is constantly being updated.
12. Users can import new memory chips which are not supported by PC-3000 Flash tool to the memory chip database. It will help other customers to use this information.
13. You can create additional subtypes of controllers if they are not present in the existing lists.
14. The opportunity to sort according to important parameters allows to choose the tasks of the same type to analyze the possible solutions.
15. The PC-3000 Flash Global Solution Centre monitors all additions and imports. Based on them it forms a user rating.
16. Our Centre supports 2 languages. You can immediately change the language of the Centre.
17. Control of last entry time enables the user to see new tasks and solutions which offer the opportunities of quick jump to the latest imports.
18. The very useful opportunity is to import several solutions for each task because the alternative data recovery methods often give successful result.
19. Inbuilt system of solution rating control allows to choose and use in the first turn those solutions that have been marked by highest number of other users as the most efficient ones.
20. If the solution which is placed in our Centre helped you, you can increase its rating which will automatically move this solution higher in the list of many various solutions for this task. It will allow other users to apply the most efficient and reliable solutions. As many tasks that use translator algorithms can be recovered with the help of methods using a block number, it is very important to choose those solutions out of all similar ones which use the translator method correct for this case. The reason is that the quality of the task recovered by the correct algorithm is much higher than that one recovered by the suitable solution according to a block number.
21. A link to the author of EACH offered solution and his/her rating in the Global Solution Centre allows to choose and estimate the solutions of top priority if a big number of solutions is given.

Main rules of putting tasks and solutions to the PC-3000 Flash Global Solution System

1. It is necessary to place tasks strictly according to the subject types and subtypes. If marking of your controller is unknown, please place it into «NoName» section. If you see the section for your controller, but the subtype is not created, it is necessary to create it. If marking of controller is known, but there is no section for it, you should place it to «Other» section. When a sufficient number of similar controllers is accumulated in this section, they will be moved into the separate subsection.
2. You should indicate all necessary parameters of the task you import, please pay special attention to entering controller marking line. A line for the controller should be entered as exactly and completely as possible! If this rule was not observed , a

lot of abstract and inexact tasks could appear which would make the search of the suitable solution much more difficult and complicate the work of the Centre itself.

3. During your registration, it is necessary to indicate the existing e-mail address, because confirmation for registration will be sent to it.
4. While downloading pictures and attached files, avoid files with large size. Large files will be cancelled by the Centre.
5. When you import a solution from the task view mode, please be accurate because in such situation the Centre does not check if it corresponds to the task.
6. If the solution already exists, it is not recommended to download its duplicate.
7. Important! When you manually enter the solution, it is necessary to fill in ALL parameters of methods and algorithms.

Tasks and solutions that do not meet these rules will be deleted from the Global Solution Centre.

Users who won't observe these rules will have their accounts blocked.

Global Solution Centre main page, registration

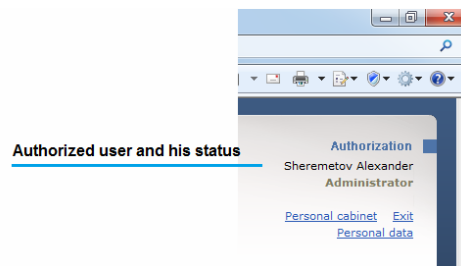
In our PC-3000 Flash website a new «PC-3000 Flash Global Solution Centre» section has been imported. You can see the start page of our Centre below:

<http://www.pc3000flash.com/solbase/index.php>

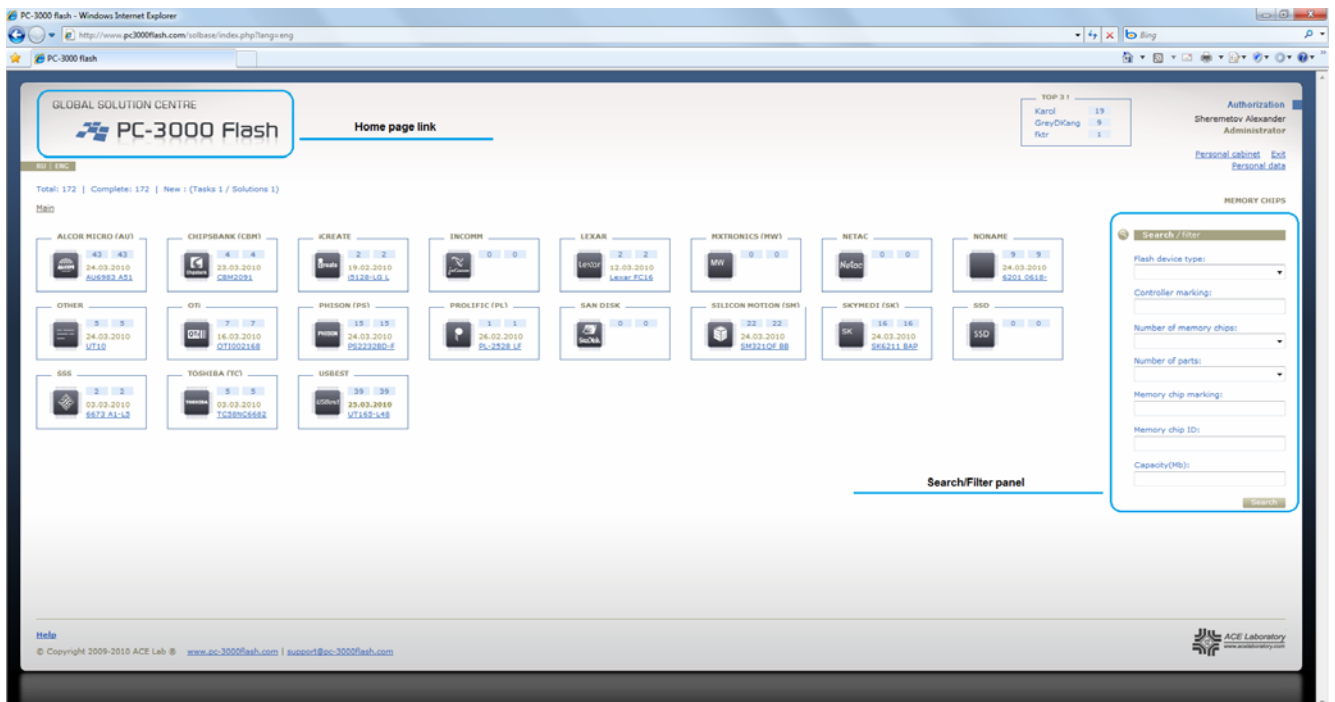
The screenshot shows the PC-3000 Flash Global Solution Centre interface. At the top, there's a navigation bar with the site logo and name. Below that, a summary of solutions is provided: 'Total: 172 | Complete: 172 | New: (Tasks 1 / Solutions 1)'. The main content area is a grid of solution cards, each representing a different memory brand or type. Each card includes a logo, a date, and a count of solutions. For example, 'ALCOR MICRO (AU)' has 43 solutions as of 24.03.2010. To the right of the grid, there's an 'Authorization' section with fields for name, password, and a 'Register' button. Below that is a 'MEMORY CHIPS' section with a search bar and several filter options: 'Flash device type', 'Controller marking', 'Number of memory chips', 'Number of parts', 'Memory chip marking', 'Memory chip ID', and 'Capacity (MB)'. The footer contains copyright information and contact details for ACE Laboratory.

Picture 1 – PC-3000 Flash Global Solution Centre start page

A new user should go through registration which is quite usual and easy procedure. After you are registered, you can use all services and opportunities of our Global Solution Centre.



Picture 2 – Authorization



Picture 3 – Main elements of page

[Global Solution Centre main page](#)

[Search/filtration system](#)

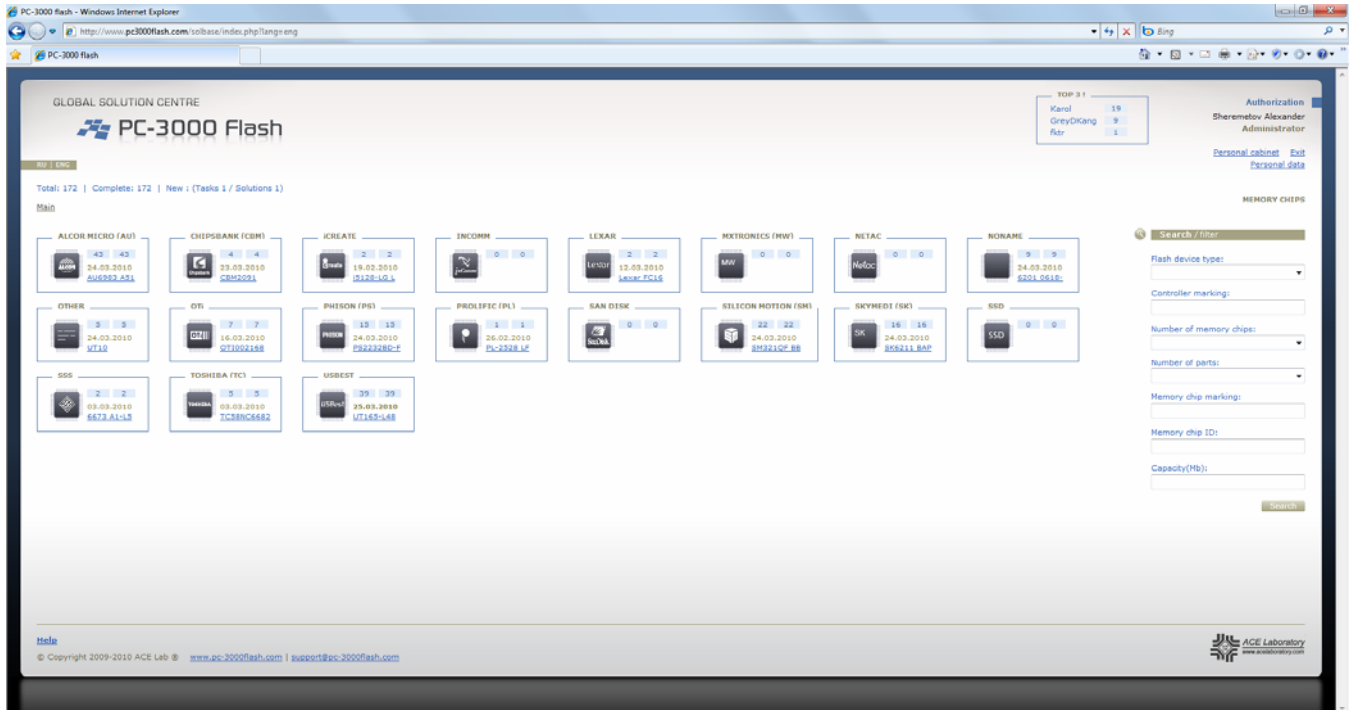
[Solution structure](#)

[How to download and use solutions](#)

[Solution import](#)

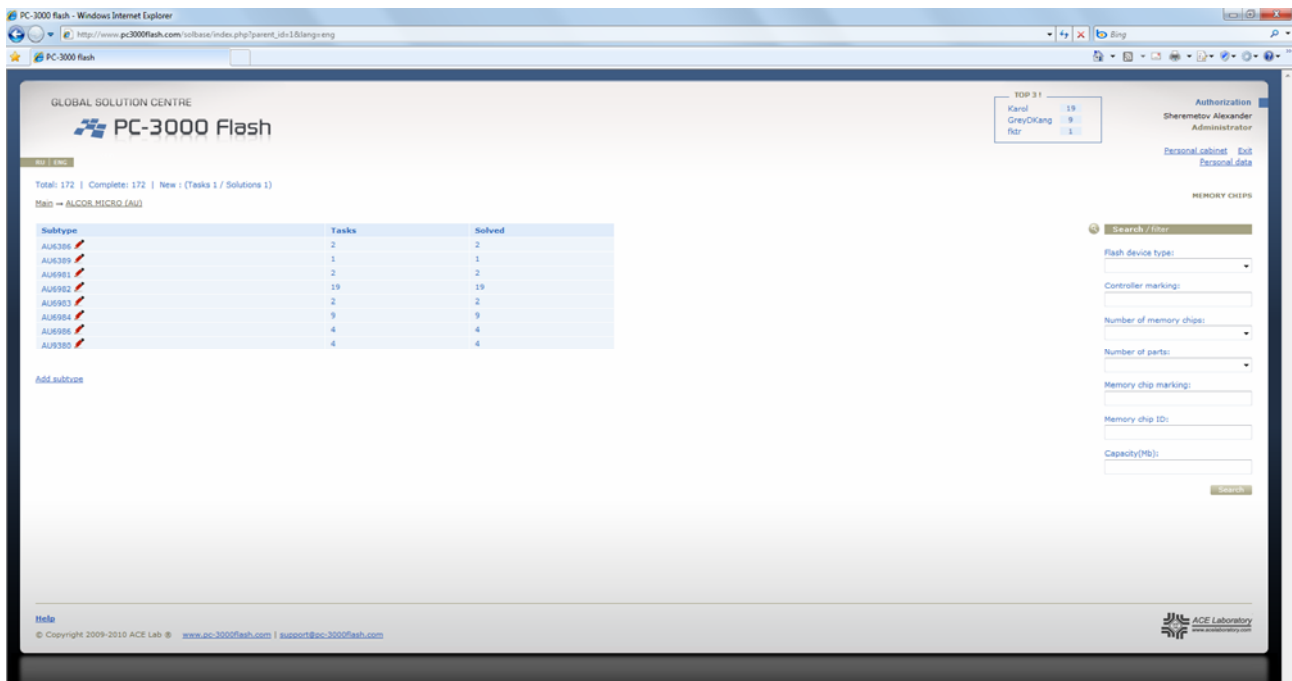
Global Solution Centre main page

Global Solution Centre main page provides available solutions grouped according to manufacturers (names of controllers).



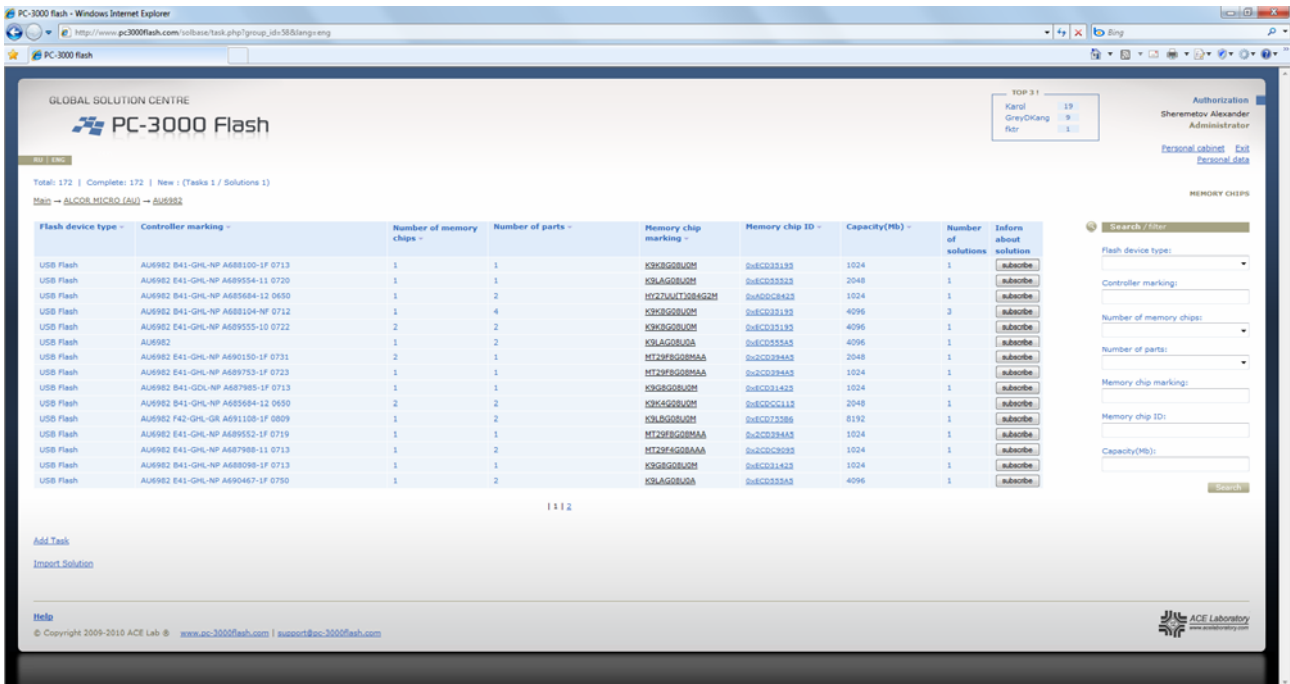
Picture 1 - Global Solution Centre main page

To reach the solution you are interested in, you should choose the corresponding manufacturer and find the solution according to the name of your controller, or you can use search panel straight away. As an example, you may see the available solutions for "ALCOR MICRO" manufacturer and controller of AU6982 type (if there are many solutions, subtypes inside one manufacturer type will appear).



Picture 2 – Available subtypes inside one manufacturer type

As you see at the picture, the list of solutions is quite big, that's why it is more reasonable to use search system.



Picture 3 – Available solutions for one manufacturer type

Search/filtration system

Search/filtration system helps you to accelerate the search of the necessary solution according to its main parameters. Admittedly, we need to find a solution for "AU6982 B-41-GHL-NP A687988-011 0713" USB controller. For it, we indicate "USB Flash" in the "Flash device type" field in search panel and its name - AU6982 B-41-GHL-NP in the field Controller marking . In our case, we deliberately enter not the complete name to see the solutions with similar name if that very controller is not present in the database.

Search / filter

Flash device type:

Controller marking:

Number of memory chips:

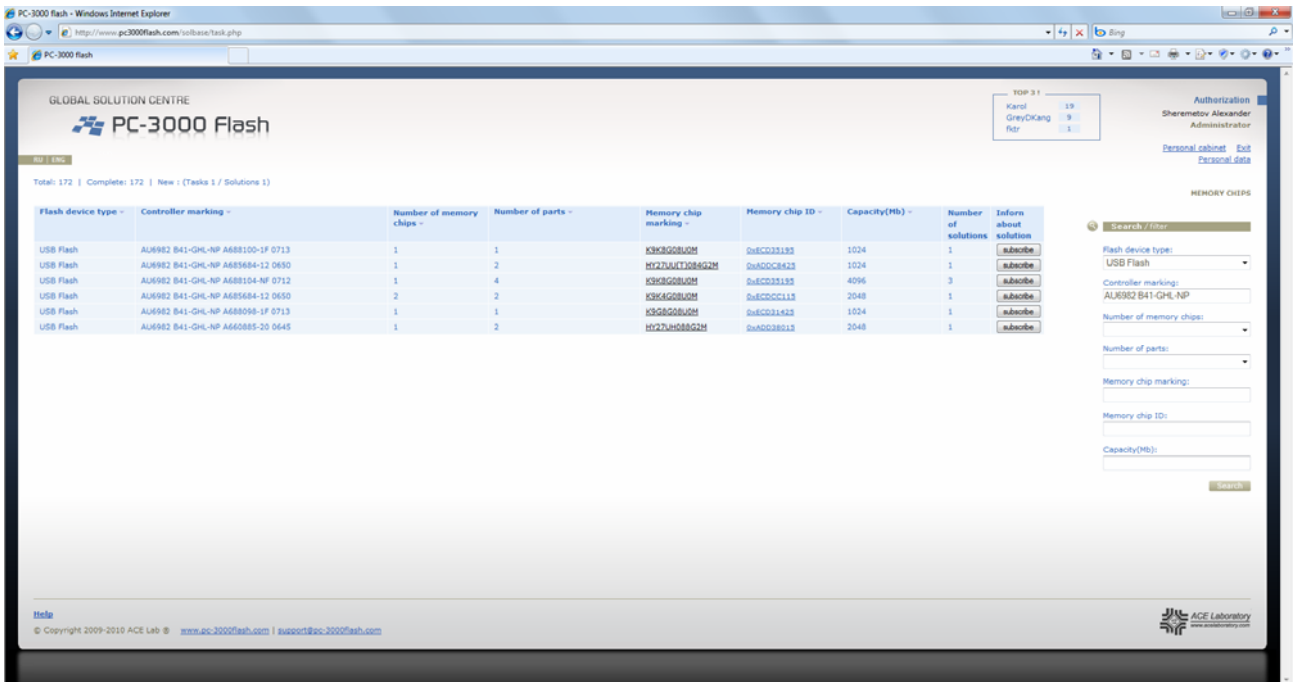
Number of parts:

Memory chip marking:

Memory chip ID:

Capacity(Mb):

Picture 1 – Search parameter entering

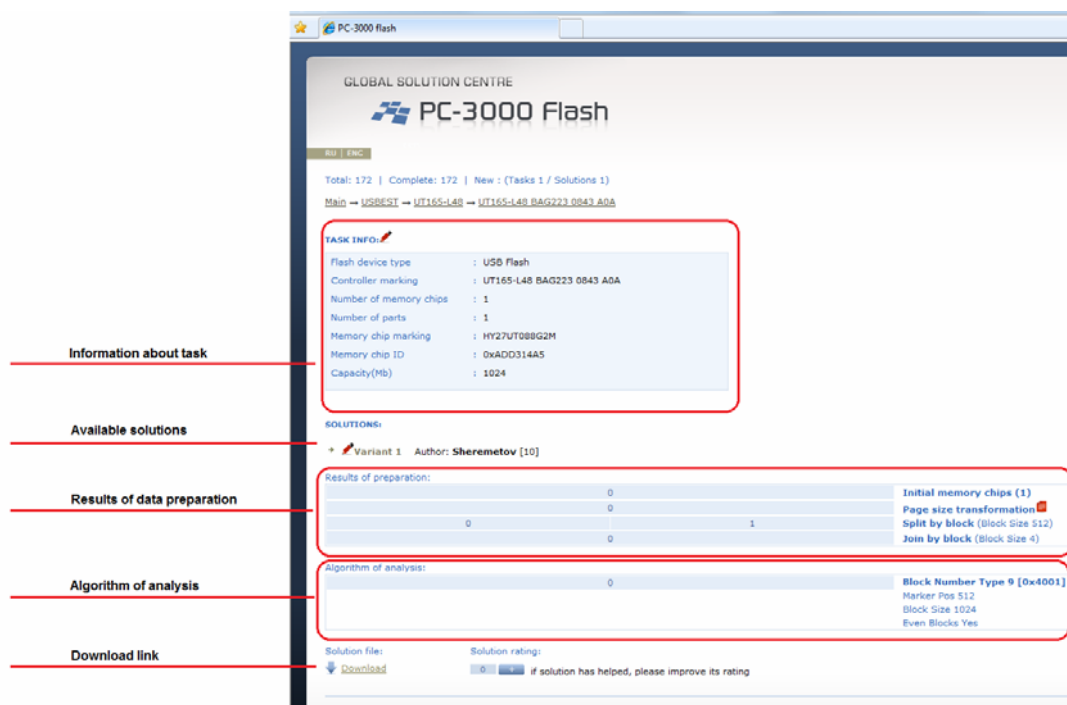


Picture 2 – Results of search

Solution structure

Any solution can be conditionally divided into schematic view and solution file. By schematic view we understand visual representation of solution. Schematic view includes task and variations of solution. Solution variation includes preprocessing actions, analysis algorithm (algorithm type and its options).

Schematic view can exist separately (without solution file). Having a schematic view it is possible to make the steps manually, with completing all the steps in PC-3000 Flash software.



Picture 1 - Schematic view of solution

Complete task information

Solutions available (in our case more than one variation is possible).

Preprocessing actions (they are shown as a way similar to transformation graph)

Analysis algorithm (Type of algorithm and its options)

Click here to download solution file.

Solution file is a descriptor-file recognized by PC-3000 Flash software and Global Solution Centre.

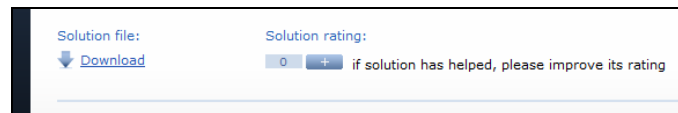
It means that you can save the successful sequence of operation to a file, then upload to Global Solution Centre.

When this file is uploaded to our Centre it is possible to view solution schematic view.

Later any other authorized PC-3000 Flash Global Solution Centre user can use this solution file by downloading and applying this file to his/her task.

How to download and use solutions

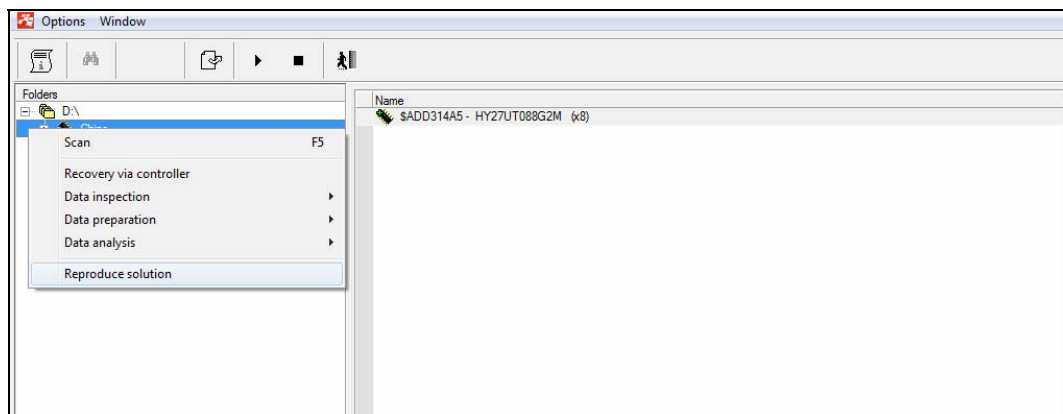
If our PC-3000 Flash Global Solution Centre has the file for solving your task, you can download and use it.



Picture 1 – Link to solution file

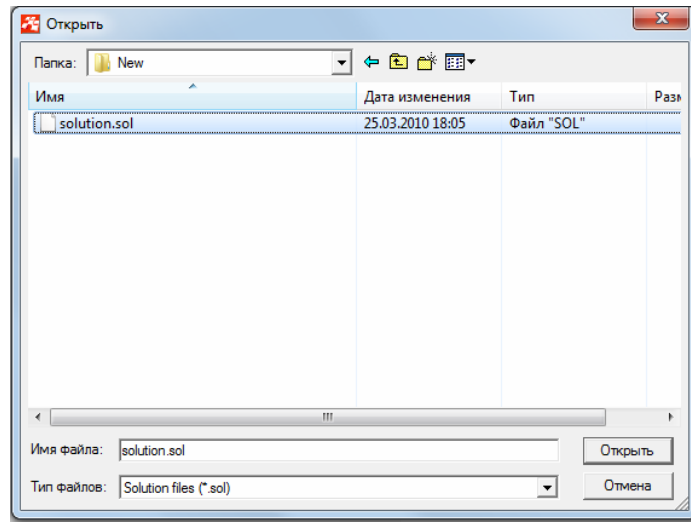
Download solution file to your computer.

Create a task in PC-3000 Flash tool and read memory chips. You can use the downloaded solution to the read memory chips with the help of "Reproduce solution" context menu.



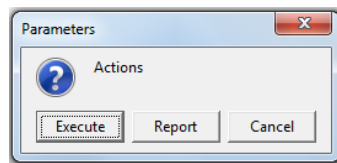
Picture 2 – Solution file usage

You should choose solution file



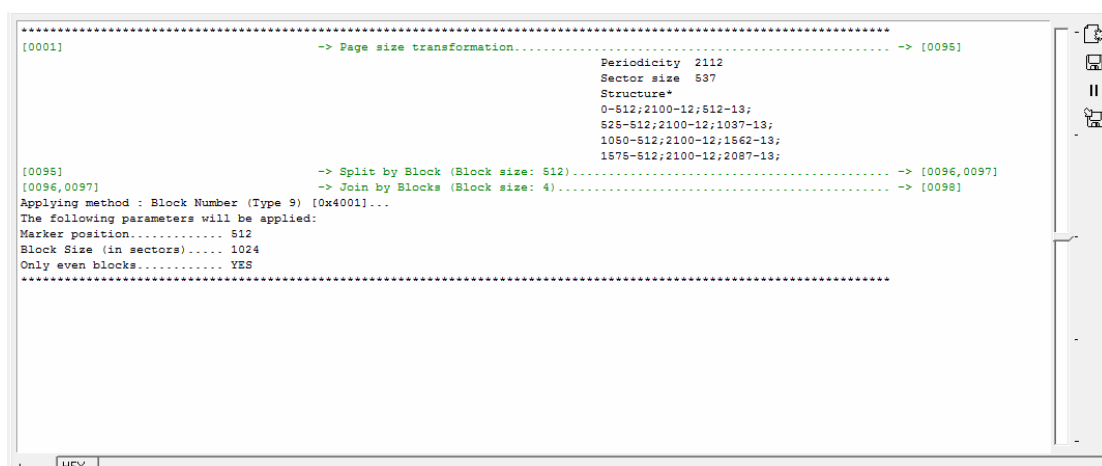
Picture 3 – Solution file choice

At the next step you should choose the necessary action.



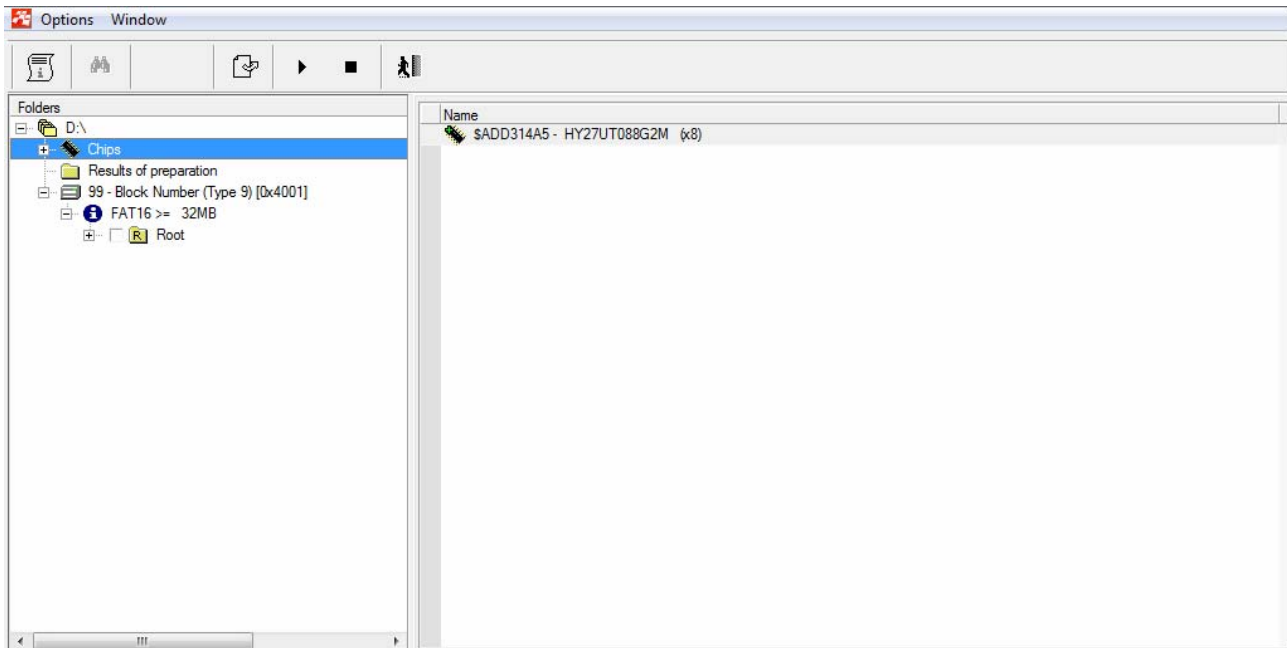
Picture 4 – Action choice

If you have chosen "Execute" action, the solution is applied.



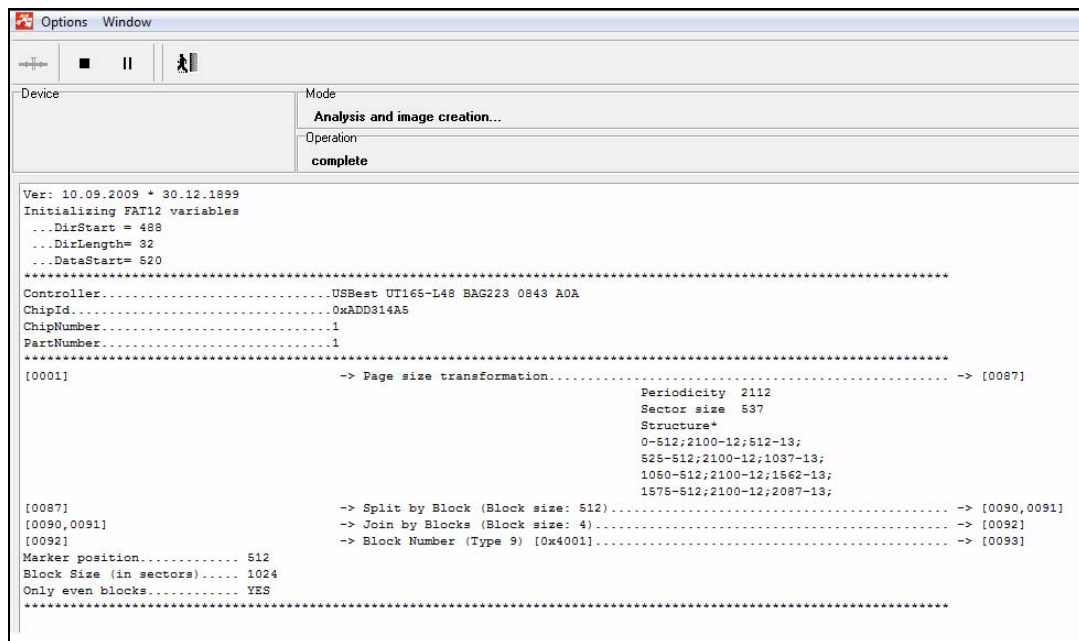
Picture 5 – Solution usage

After solution is applied, you have just to check the result.



Picture 6 – Result checking

If you have chosen "Report" action, steps of solution will be put into the protocol.



Picture 7 – Steps of downloaded solution

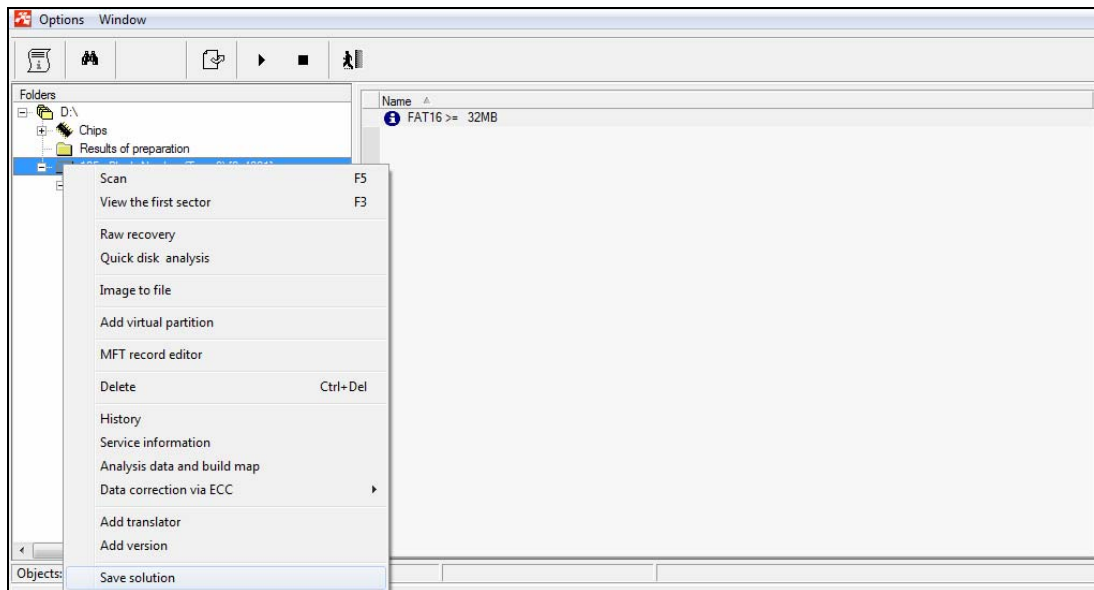
How to upload a solution file to server?

It is possible to add a solution both to a new task and the task that already exists.

There are two methods to add the solution: uploading solution file or entering all task details manually.

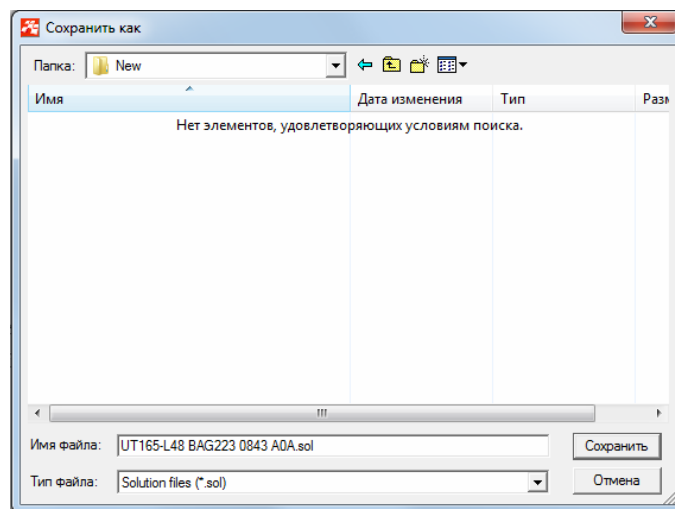
How to upload solution with the help of solution file?

At first, you need to receive a solution file with the help of PC-3000 Flash hardware-software tool. For it, it is necessary to open the necessary task in PC-3000 Flash tool, go to "Result of analysis" unit and execute the method "Save solution" with the help of context menu. It is advisable that the task contains the name of the controller (it is entered either at task creation, or edited in the task itself).



Picture 1 - Method: "Save solution" of "Result of analysis" unit

Then, new dialog will prompt user where to save the solution file.



Picture 2 – Save solution file

This will make solution file. As a next step we should go to Global Solution Centre website, then to some subtopic where we want to import solution, then we have to use "Import solution" button and download wizard will start.



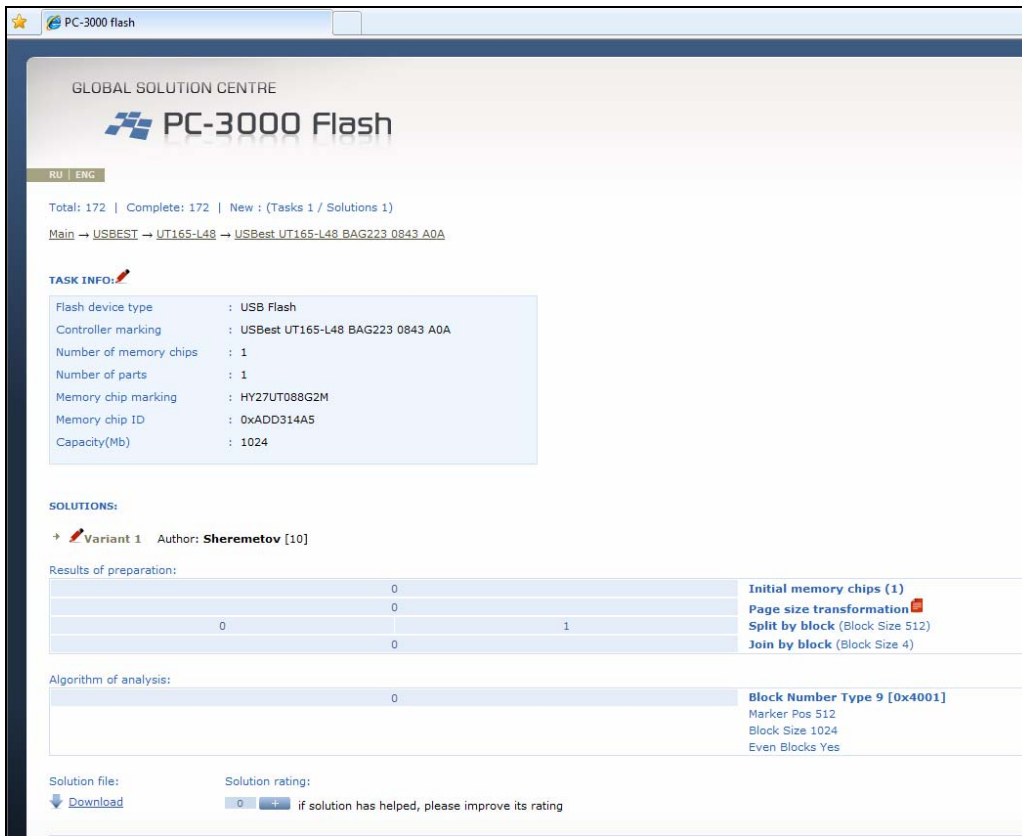
Picture 3 - Solution-file uploading wizard

Select necessary solution file and press "Upload" button. Then solution file is uploaded to Centre. The Centre automatically draws solution schematic view. You can check the schematic view and correct it if necessary.



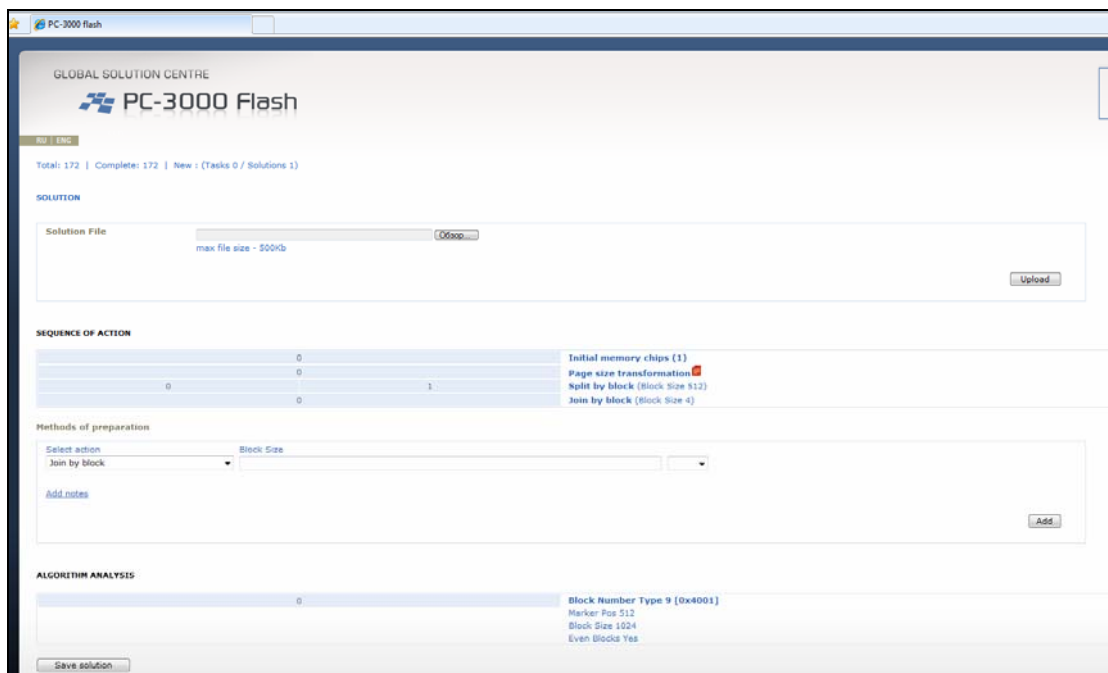
Picture 4 - Successfully uploaded report page.

Please follow "View solution" link, then check if solution has been added correctly.



Picture 5 – Uploaded solution schematic view

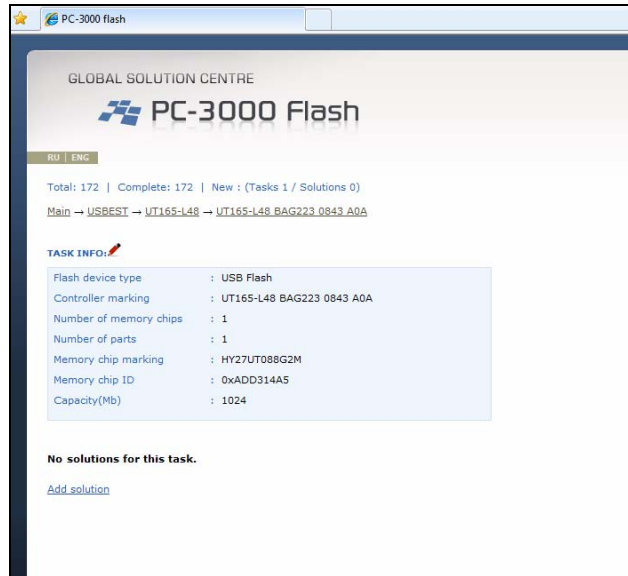
"Edit solution" link will bring us to another task , where we can correct its parameters.



Picture 6 — "Edit solution" page.

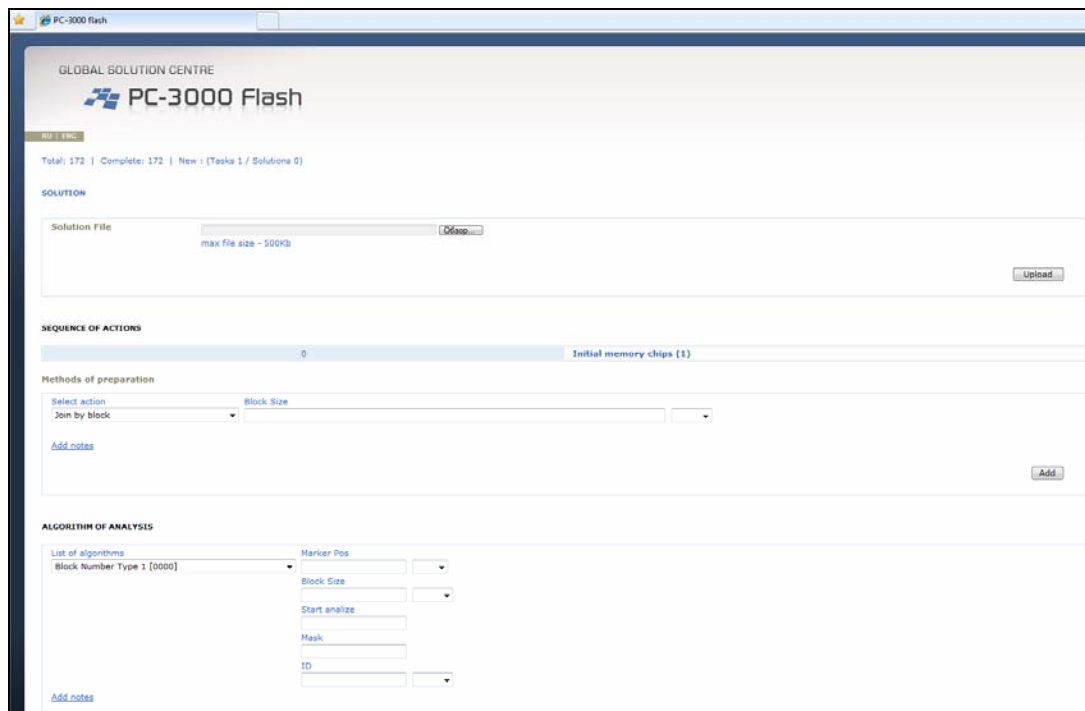
How to create solution in manual mode?

Let's imagine, a task has been created (where device type, controller name and microchip number etc. are set) and we are going to add the solution, but without solution file.



Picture 7 - Page of new task without solution.

Then we go to "Add solution" link.



Picture 8 - Solution editor page.

Then we need to set all our methods of preparation (results of preparation). Methods could be selected from pop up "Select action" menu. The method parameters are also set. To add the

method you have to click "Add" button.



Picture 9 - Add "Split by blocks" method



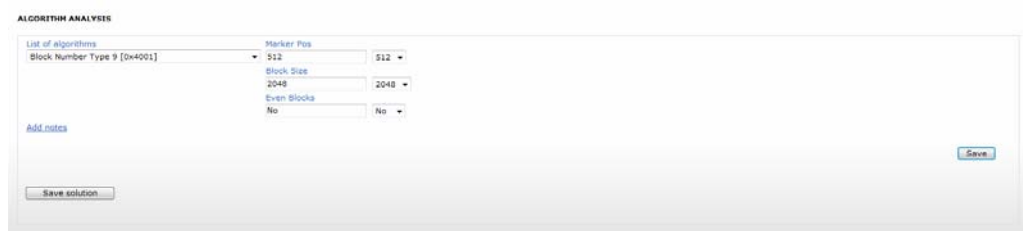
Picture 10 - Add "Join by blocks" method



Picture 11 - Add "Join by blocks" method

As a result of the steps above, we have completely made the solution in preprocessing actions part.

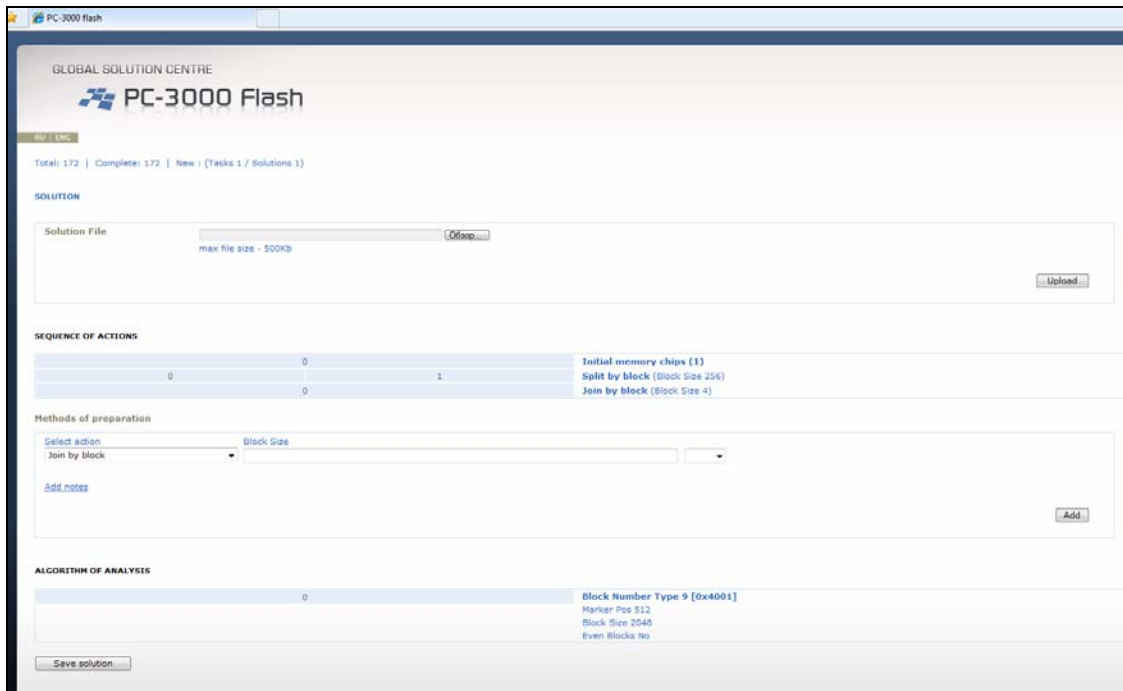
Next step we go to analysis algorithm. Analysis methods that leads to necessary result are set in algorithm analysis section.



Picture 12 – Analysis method addition

Analysis method is selected from pop up "List of algorithms" window. All method's parameters are set in corresponding text fields. In the end analysis method is added to database with "Save" button.

Thus we have completely formed task solution.



Picture 13 - Completely formed task solution

Press "Save" button to exit task editor mode.
Task solution formed in manual mode

The difference between manually formed solution from file-based solution is next : there is no solution file, so user has to perform all the actions manually with existing description.