



Creating SD Card Image Files

Introduction

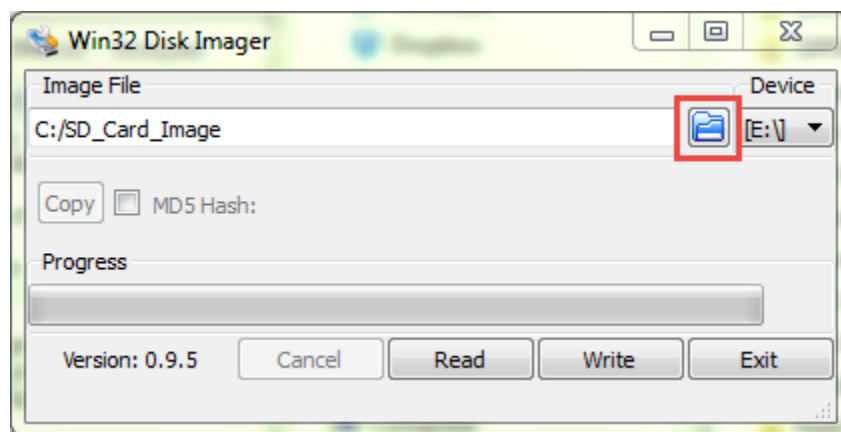
Sometimes SD cards get corrupted, making the data on the cards unreadable. When this occurs the SD card should be sent to NRG Systems for data extraction. If shipping the card is inconvenient, an image file can be created from the SD card and sent to NRG Systems Technical Support via email.

The image file allows the Technical Services team to inspect the image file and extract any valid data.

NOTE: If you have an SD card that cannot be read, DO NOT reformat the SD card or use tools found on the internet to try and read the data. This can corrupt the data further and result in losing all of the files.

How to create an Image File:

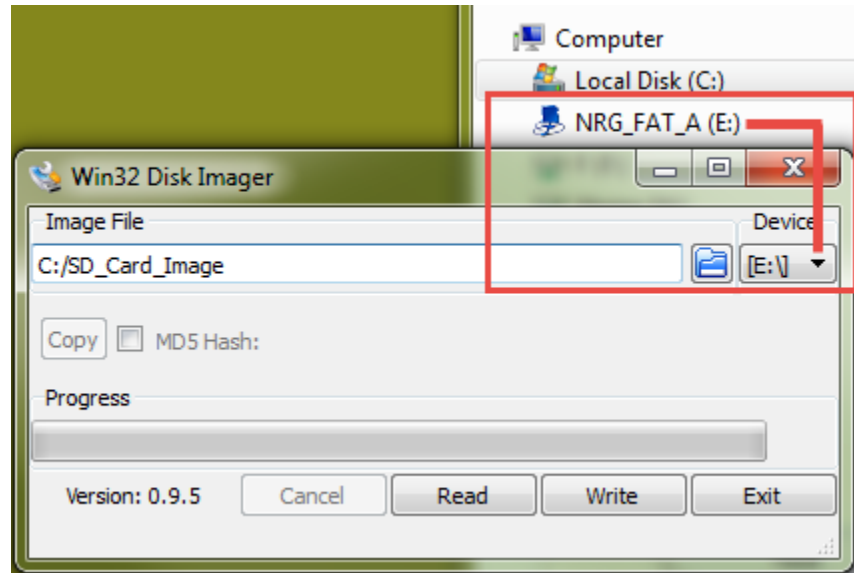
1. Go to the following website and download the Win32 Disk Imager by clicking the green 'Download' button.
 - a. https://sourceforge.net/projects/win32diskimager/?source=typ_redirect
2. Install the Win32 Disk Imager program on a PC.
3. Insert the corrupted SD card into the PC.
4. Click the blue folder icon to choose a location to save the file.
 - a. We recommend saving it to the C Drive and name it something like 'Site_xxxx_SD_Card_Image'.



5. Make sure the 'Device' is set to the same drive that the SD card is in.
 - a. In this example it is in the E Drive.



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6. Press “Read” and a copy of the SD card (Image File) will be saved in the location specified above in step 4.
7. Zip and send the file to support@nrgsystems.com (if it’s small enough) or share the file through DropBox, OneDrive or an FTP server and we’ll try to extract data files from the image file.