

# Bitlocker Issue

*Encryption Failed to recover from an abruptly terminated conversion*

# Problem description

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## Drive description:

Freecom: 500Go

ModelCode: SSPAAA

P/N: 33577

S/N: 335770401000572

Pasword: not communicated

Recovery key identification: EE4ECA9C-13F2-4F

Full recovery key identification: EE4ECA9C-13F2-4F5E-876F-AD3E9C8DF7DF

BitLocker Recovery Key: 445753-050908-116633-034606-691966-304216-490831-695222

## Issue Description:

- Bitlocker Encryption started
- During encryption process, the drive has been disconnected
- Drive is partially encrypted

## Current Situation:

- Drive is partially encrypted
- When I accessing drive in Error message “Encryption Failed to recover from an abruptly terminated conversion”. I would like a procedure to recover the remaining data
- Since laptop restart, the drive is no more mountable

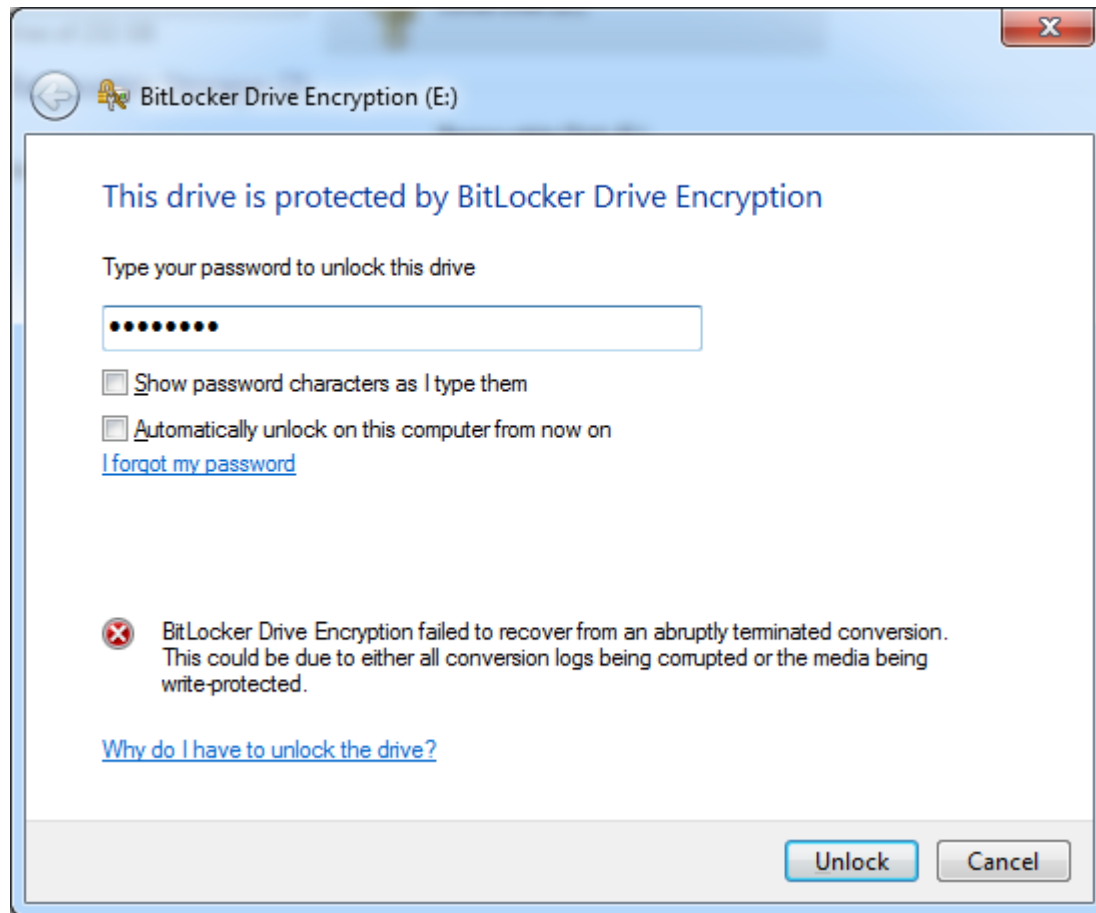
## Disk Name:

SAMSUNG HM500JI USB Device

Part 1: Status at beginning

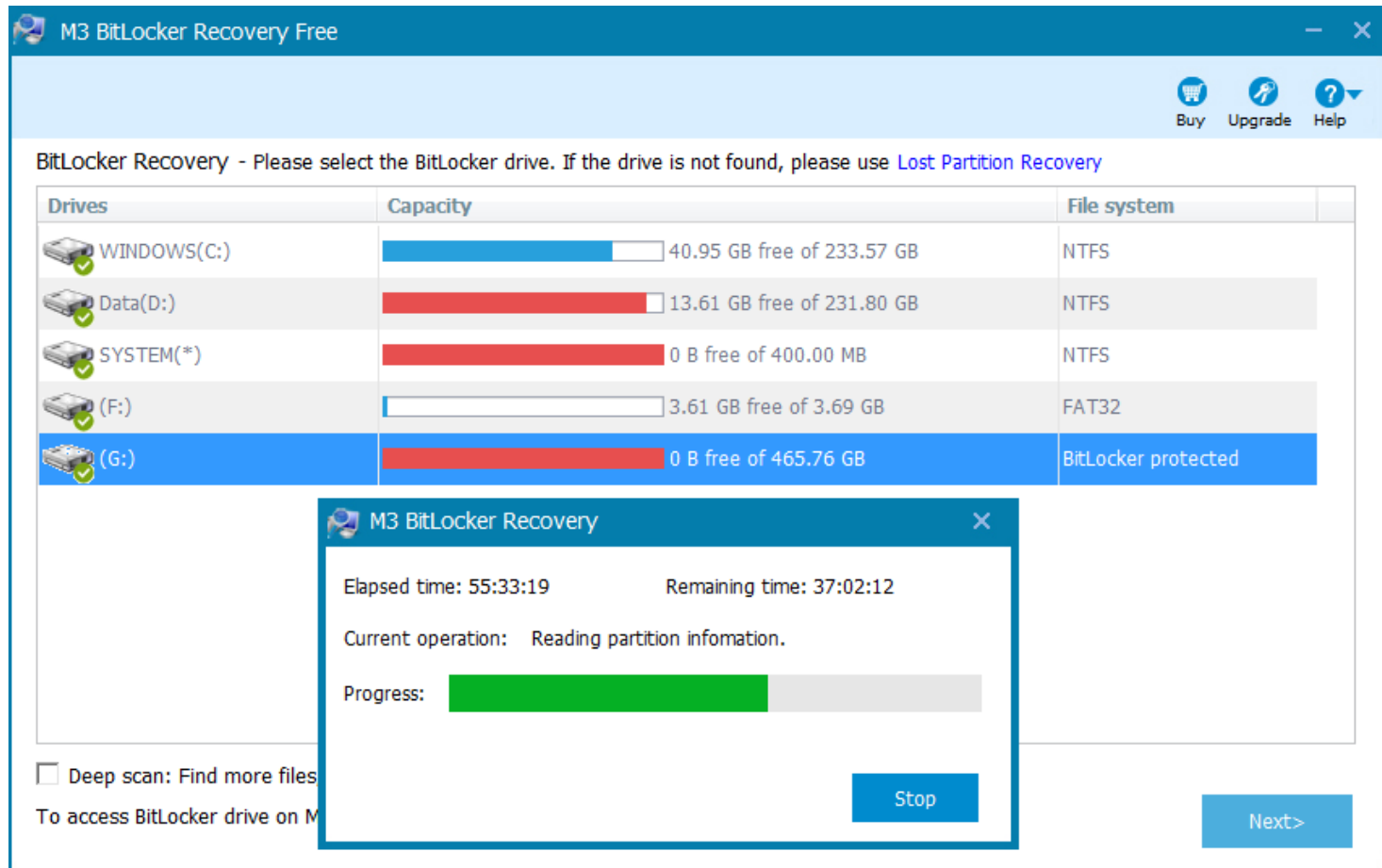
# Error Message

*When entering correct password*



# Tools Status

## *M3 Bitlocker Recovery (before restart)*



The tools freezes. Nothing more happens.

Part 2: drive is no more « mountable »

# Unable to mount drive (F: )

## *M3Bitlocker & Prompt*

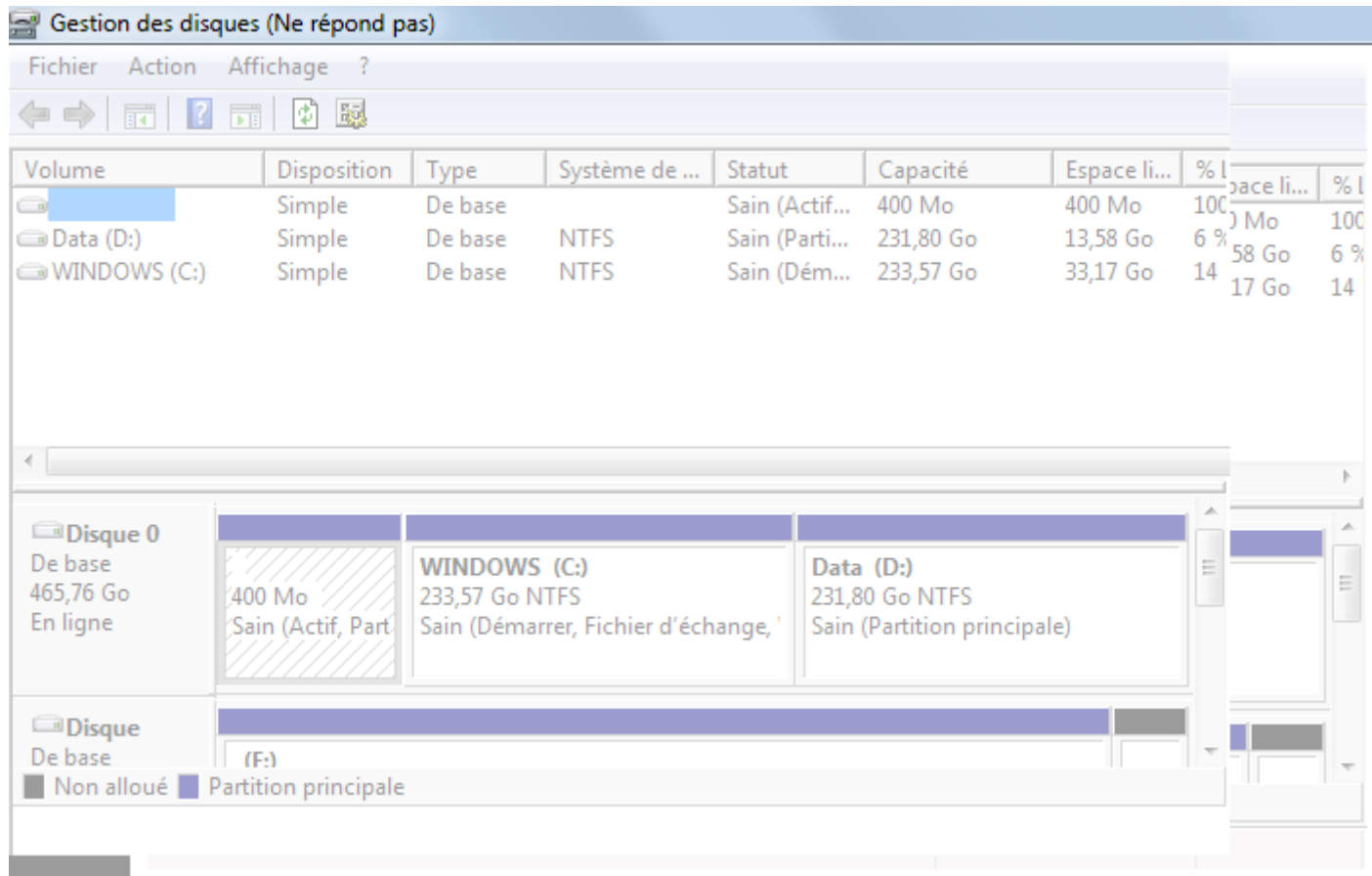
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M3Bitlocker doesn't run again as page 4  
Bitlocker prompt in page 5 doesnt display again

# Unable to mount drive (F: )

## DiskManagement

16/03/2016: Unable to see drive in windows. Drive doesn't show up  
M3Bitlocker doesn't run



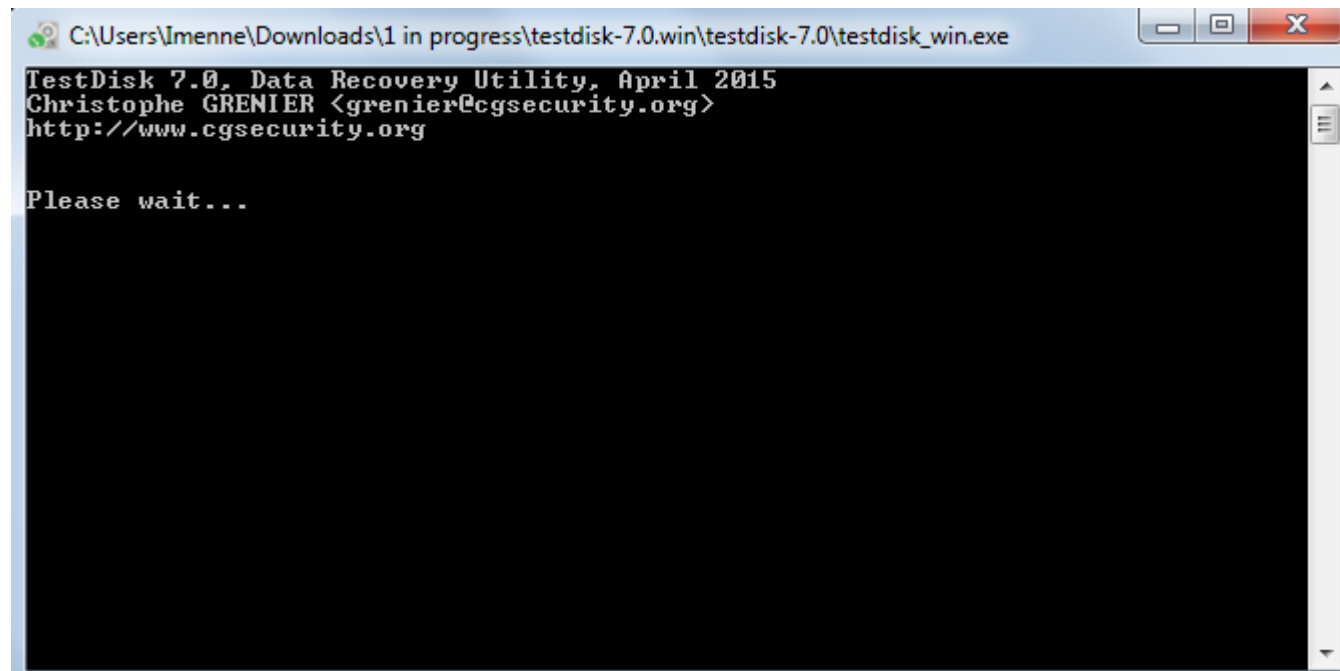


# Unable to mount drive

## *Test Disk*

16/03/2016: Unable to see drive in windows. Drive shows up  
Test disk cannot launched

FileRecovery & Test Disk launched at the same time



# Unable to mount drive (F: )

*Recuva*

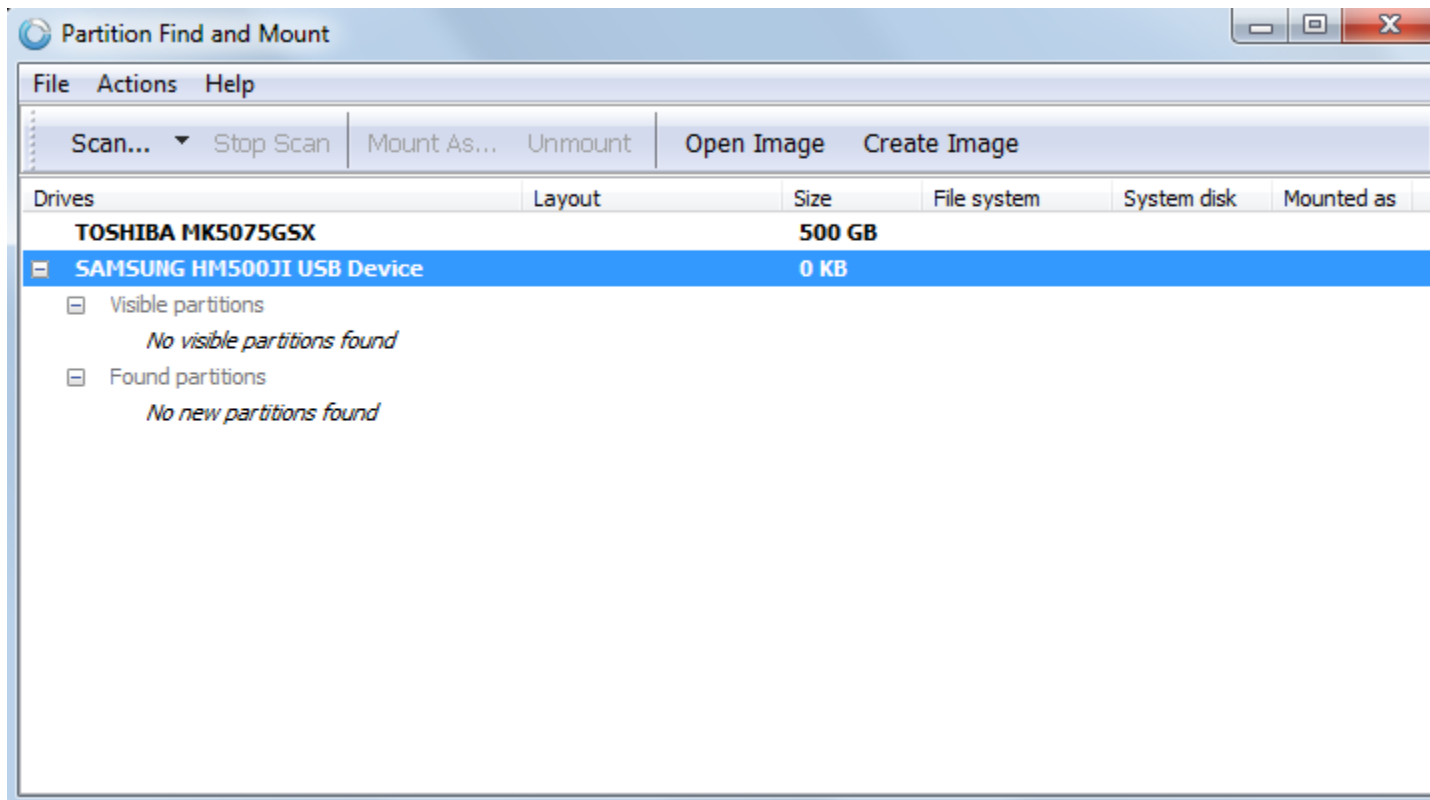
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Doesnt run – Nothing is displayed

# Unable to mount drive (F: )

## Partition Find and Mount

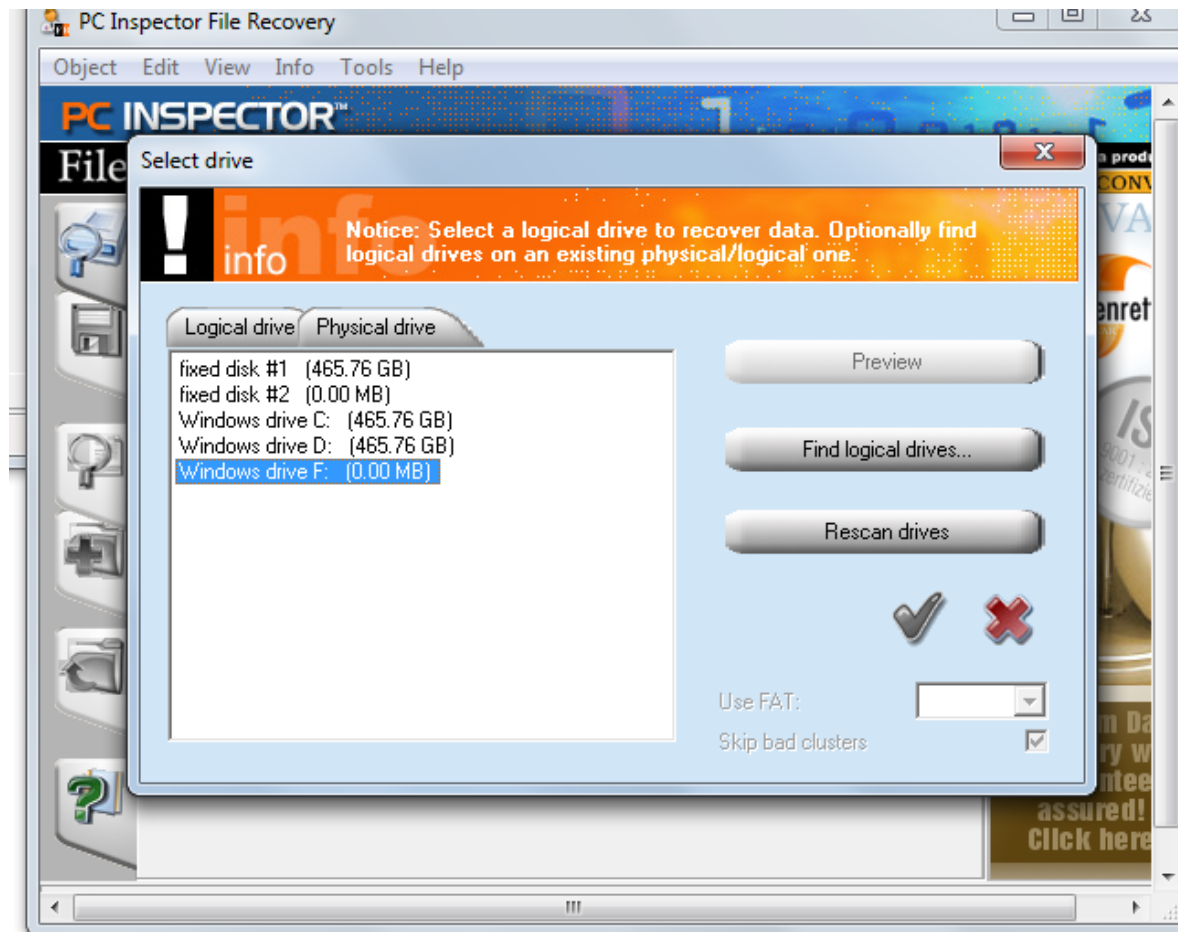
Partition not visible Fast scan,all scan types runs immediately



# Unable to mount drive (F: )

## *PC Inspector – File Recovery*

System freeze



# Unable to mount drive (F: )

## *PC Inspector – Smart Recovery Setup*

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Installation succeed

# Unable to mount drive (F: )

## Edit Hexa

Drive not recognized. When selecting F: system displays that the program does not support RAW

