How to recover data from from a non bootable Surface PRO 3



Surface PRO 3 embedded SSD is extremely fast but it's not peachy all the time. In some instances, the PRO 3 may not be able to boot up from the SSD. Users are usually afraid to lose all data and feel reluctant to re-install a new OS. Here is a safe and effective procedure to recover all the data when PRO 3 users who are facing the same dilemma. This write up assumes you have access to another PC in this recovery process.

Caution: Microsoft repair policy does not guarantee data integrity.

1 Create a Bootable USB stick

1.1 Download the follow zip file:

http://etauro.com/sites/default/files/sp3/live_os4pro.zip

1.2 Format the USB drive with FAT32 file system.

💵 This PC	Format ETAURO (D:)	×
🔰 Desktop	Capacity:	
Documents	14.4 GB	~
🐌 Downloads	File system	
🐌 Music	FAT32 (Default)	~
🗼 Pictures	Allocation unit size	
🛃 Videos	8192 bytes	~
🔩 Windows (C:)		
🥪 etauro (D:)	Restore device defaults	
💽 Network	Volume label	
	ETAURO	
	Format options ✓ Quick Format Create an MS-DOS startup disk	
	Start Clos	se

1.3 Unzip the content into the drive.

> 🗳 📙 =	Drive Tools			ETAUR
File Home Share	View Manage			
🖻 🔿 🔹 🕈 🛶 > Th	is PC → ETAURO (D:) →			
🚖 Favorites	Name	Date modified	Туре	Size
E Desktop	Boot	5/20/2015 2:11 PM	File folder	
🊺 Downloads 😂 Recent places	📜 EFI	5/20/2015 2:11 PM	File folder	
) sources	5/20/2015 2:11 PM	File folder	
	bootmgr	5/12/2015 5:50 AM	File	385 KB
🍓 This PC	📄 bootmgr.efi	5/12/2015 5:50 AM	EFI File	1,120 KB
Le Desktop	readme.txt	5/22/2015 10:38 AM	Text Document	1 KB
E Documents				
👍 Downloads				
🌲 Music				
🗼 Pictures				
😹 Videos				
🔩 Windows (C:)				
ITAURO (D:)				
📙 Boot				
👢 EFI				
L sources				

2 Boot from USB drive

2.1 Attach the eTauro DUC to your PRO 3. Complete shut down device by removing the power source and press the power button until the "GREEN" LED is

DARK. The "GREEN" LED may still be on even your PRO 3 is non-bootable.



Make sure your PRO 3 is in the complete shutdown condition:



2.2 Insert the power source using the official eTauro Power Pack until you see the "BLUE" charging light is "ON"



2.3, CAUTION: Press and hold VOL – Button , then PRESS POWER button once. Release VOL – BUTTON when the "GREEN" LED is ON and Surface Logo appears on the screen:



3 Recover data from the SSD:

3.1, Once device is booted to OS, use a mouse and a keyboard as input devices as touch may not function. Attach an external HDD or SSD to recover data from the embedded SSD:



Please contact us if further assistance is required:

info@etauro.com