

## NAS DATA RECOVERY

# BOOT SECTOR CORRUPTION TAKES LG NAS OFFLINE

### CLIENT

Erick Herber of Monticello, Minnesota, experienced data loss on a 4-drive NAS system, which stored several terabytes of his personal image and video files.

### HARDWARE

Mr. Herber uses an LG NAS with four 1 TB Toshiba hard drives configured in a RAID 5 array and formatted for Windows.

### CAUSE OF DATA LOSS

Data loss occurred after Mr. Herber updated the LG NAS firmware and rebooted. The system returned a boot failure service code, after which the device could no longer boot or recognize the drives. Hoping that some of the lost data might be salvageable, Mr. Herber contacted Secure Data Recovery Services through a local Minneapolis partner.

### DATA RECOVERY

Secure Data Recovery Services' engineers specialize in both complex RAID and NAS data recovery as well as recovery from all models of Toshiba internal and external storage devices. After taking possession of the failed Toshiba drives at its secure data recovery lab, our data recovery team conducted a comprehensive diagnostic to determine the cause of the boot failure. The full diagnostic report showed that the LG NAS had lost its RAID configuration and sustained partition damage and boot sector corruption. The file system was also corrupted and required manual repairs.

After the drives were successfully imaged in a certified Class 10 ISO cleanroom, Secure Data Recovery Services' development team reconstructed the original volume architecture by manually stitching the file structures. After de-striping the RAID, they used a custom utility modified specifically for this case to extract all available data and manually repair all user data affected by the file system damage. All user data was then transferred to our secure storage servers.



### OUTCOME

Secure Data Recovery Services successfully recovered nearly all Mr. Herber's lost photo and video files, some 1.56 TB of data in 64,173 files. Our technicians also removed numerous viruses from the recovered data before extracting it to a direct-attached storage drive for return shipment to Mr. Herber.

Secure Data Recovery Services provides industry-leading and innovative data recovery services for all digital storage devices from NAND-based microSD cards and mobile phones to RAID/NAS servers and Virtual Machines. Their documented 96% successful recovery rate is the highest of any data recovery provider.

Call now at 800-388-1266 to set up a free diagnostic. Secure Data Recovery Services provides several data recovery options, including 24-hour emergency services, and all customers receive a "no data, no recovery fee" guarantee. If you don't get your data back, you pay nothing.

Signature 

Erick Herber