

## NAS DATA RECOVERY

# SECURE DATA RECOVERY SERVICES RESTORES SOFTRAIID FILES FROM FIRE- DAMAGED NAS

### CLIENT

PrismTechTX LLC, owned and operated by Bobby Hurman, is a technology sales, repair, and consulting company that specializes in small business and residential clients.

### HARDWARE

Hurman used a Synology DS1512+ NAS device with five 4 TB Western Digital internal 3.5" SATA drives in a SoftRAID configuration and formatted for Linux.

### CAUSE OF DATA LOSS

A fire burned Mr. Hurman's home to the ground in October 2020. He managed to locate the NAS amid the charred remains. It had sustained severe physical damage, and Mr. Hurman had little hope that the nearly 9 TB of confidential and business-critical data could ever be recovered. Calculating that he had nothing left to lose, Mr. Hurman contacted Secure Data Recovery Services.

### DATA RECOVERY

A diagnostic report by Secure Data Recovery Services engineers revealed dead PCBs on three of the softRAID NAS drives. The drives were repaired and imaged in one of our Class 10 ISO 4 cleanrooms. Next, our development team repaired the SoftRAID configuration and pieced together the File Structures to recreate the original volume architecture. The SoftRAID was successfully de-striped and all data was manually extracted using custom utilities modified specifically for this case. Our developers then manually repaired all User Data affected by the file system damage before extracting data to our secure storage servers.



### OUTCOME

Secure Data Recovery Services achieved a full recovery of 8.79 TB. Our data recovery engineers restored 639,690 files in 69,959 folders, and securely stored them on an external DAS drive for return shipment to Mr. Hurman.

*"I was thrilled, to say the least. I was and I still am very grateful to experience these kinds of results with Secure Data Recovery Services. Having lost everything, this will at least help me establish a new starting place. Thank you again, Secure Data Recovery Services."*

Bobby Herman  
Owner  
PrismTechTX LLC

