

RAID DATA RECOVERY

23-DRIVE SYNOLOGY NAS REQUIRES CUSTOM DATA RECOVERY SOLUTION

CLIENT

D-Factory is a high-end digital capture and post-production company located in Los Angeles with additional locations in New York and Paris. The company offers a wide array of digital services for clients that include individual photographers as well as major corporate brands.

HARDWARE

A Synology 12-bay DS2415 with a DX1215 12-bay extension configured in SHR mode as a RAID 5 running macOS.

CAUSE OF DATA LOSS

D-Factory lost access to 140 TB of creative assets when both drive volumes on the company's Synology NAS suddenly went offline. Customer services representatives from Synology spent two weeks attempting a remote recovery before referring D-Factory to Secure Data Recovery Services.

DATA RECOVERY

Secure Data Recovery Services' RAID repair and recovery department provides custom solutions for Synology NAS storage devices. After conducting a free diagnostic analysis, our technicians determined that three of the 23 drives suffered from read and reallocation errors as well as unstable drive heads. Additional problems included lost RAID configuration, damaged partition, boot sector corruption, and damage to the file system.

After repairs to the drive heads, all drives were successfully imaged in our Class 10 ISO 4 cleanroom. Next, our development team rebuilt the original volume architecture, de-striped the RAID, and manually extracted and repaired all user data before successfully exporting to our secure servers.



OUTCOME

Our expert technicians were able to restore 99% of D-Factory's lost data from the failed Synology NAS – more than 12 million files for a total of more than 120 TB of data critical to the continuity of the company's business operations. All data was transferred to customer-supplied drives before returning to D-Factory.

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