

## RAID DATA RECOVERY

# LOGICAL FAILURE CORRUPTS G-TECHNOLOGY RAID FILE SYSTEM

### CLIENT

Darren Brown is an editorial photographer and videographer who also works as a Project Officer with Ottawa Public Health in Ontario, Canada.

### HARDWARE

Mr. Brown uses a two-bay G-Technology direct-attached storage system to archive video and photo files. It has two HGST Ultrastar HE6 Enterprise hard drives configured as a RAID 1 and formatted for macOS.

### CAUSE OF DATA LOSS

One of the two drives in Mr. Brown's RAID stopped mounting on his MacBook Pro laptop. The device powered on and the individual drives would spin up, but one was not visible to the computer. Mr. Brown replaced the cables and power supply but still could not access the drive. He contacted Secure Data Recovery Services through a local partner in Ottawa to see if the data on the failed HGST drive could be recovered.

### DATA RECOVERY

Secure Data Recovery Services engineers took possession of the HGST drive at our data recovery center and conducted a thorough diagnostic to discover the source of the data loss. Our analysis revealed corruption in the file system that required manual repairs. After receiving authorization, our technicians successfully cloned the drive in a Class 10 ISO 4 cleanroom.

Next our development team manually stitched the file structures and reconstructed the original volume architecture. Using custom utilities modified specifically for this case, they manually repaired all damaged user data, repaired the file system damage, and successfully extracted all drive contents to a secure storage server.

### OUTCOME

Secure Data Recovery Services' expert technicians have the most industry-specific certifications of any data recovery provider. As a Platinum Data Recovery Partner with Western Digital, the parent company of both G-Technology and HGST, our data recovery team specializes in data recovery from the company's full product line.



Our data recovery experts successfully restored more than 5.5 TB of data from the failed HGST drive, comprising 86,777 files in 29815 folders. The restored data was transferred to a customer-supplied replacement drive for secure return shipment.

Secure Data Recovery Services maintains a documented 96% successful recovery rate across all media types. Our team provides innovative data recovery solutions for laptop and desktop computer storage, iPhone and Android mobile devices, NAND-based flash memory cards and solid-state drives, as well as RAID/NAS servers and virtual machines.

Every Secure Data Recovery Service customer receives a free diagnostic, a no-obligation price estimate, and flexible data recovery options, including 24-hour emergency service. We also stand by our "no data, no recovery fee" guarantee. If we can't recover your data, you pay nothing.

Call us at 800-388-1266 for a free consultation or to open a data recovery case.

Signature 

Darren Brown  
Ottawa Public Health