

## RAID DATA RECOVERY

# WD BLUE HDD CRASH THREATENS YEARS OF PERSONAL IMAGES

### CLIENT

Elizabeth Sanjuan, a professional photographer based in Colorado whose work is represented by the Gallery2014, an LLC partnered with a nonprofit in Florida that promotes art and gallery management as well as assisting young artists to realize their creative and professional goals.

### HARDWARE

Ms. Sanjuan uses two Western Digital Se 4 TB hard drives configured as a RAID 0 and formatted for macOS to store her professional work for the Gallery 2014.

### CAUSE OF DATA LOSS

The 2-drive RAID 0 suddenly stopped appearing as available storage on Ms. Sanjuan's Mac computer. Repeated attempts to reconnect and reboot the RAID failed to restore access. Fearing the permanent loss of her professional image archive, she contacted Secure Data Recovery Services to set up a free diagnostic.

### DATA RECOVERY

Our data recovery specialists analyzed the two WD enterprise drives at our data recovery center and provided Ms. Sanjuan with a no-obligation report that documented the causes of her data loss. The drives had read and reallocation errors, which signaled bad sectors and the potential for complete drive failure and total data loss. The RAID configuration was also lost, and the file system had sustained corruption that would require custom repairs.

After receiving Ms. Sanjuan's authorization to begin the recovery process, our Apple Mac Certified technicians successfully imaged the two WD enterprise drives in a certified Class 10 ISO 4 cleanroom. The RAID configuration also needed custom repairs, so our development team employed purpose-built utilities to restore the RAID and piece together the original volume architecture. Next, they manually repaired all affected user data and successfully extracted all Ms. Sanjuan's image files to our secure storage server.



### OUTCOME

An increasing number of bad sectors on a drive can often lead to catastrophic failure and permanent data loss if you don't seek professional data recovery services. Our data recovery engineers successfully recovered all of Ms. Sanjuan's missing image files, which totaled 6.3 TB, and transferred them to a replacement 8 TB external hard drive for secure return shipment.

As a WD [Platinum Data Recovery Partner](#), Secure Data Recovery Services specializes in restoring data from any storage device in WD's product line, from individual HDD and SSD devices to RAID and NAS systems, all at a 15% discount. Our documented 96% success rate gives our customers the assurance that no data loss scenario will be permanent. But our "no data, no recovery fee" guarantee means that in catastrophic cases, you pay nothing if we cannot recover your data.

Elizabeth Sanjuan