

RAID DATA RECOVERY

SEVERE MECHANICAL FAILURE ENDANGERS CRITICAL FAMILY DATA ON A RAID 0 SERVER

CLIENT

Daniel Aviles, a Secure Data Recovery Services client whose MS Office files, personal medical and employment records, and images were lost when his standalone server went down.

HARDWARE

Mr. Aviles kept vital personal documents on a RAID 0 array with two 8 TB Western Digital Red NAS hard drives formatted for Windows.

CAUSE OF DATA LOSS

Electrical failure took Mr. Aviles' two-drive RAID offline. He contacted Secure Data Recovery Services to determine whether access to his family photos and important family documents could be restored.

DATA RECOVERY

Our data recovery specialists conducted a thorough evaluation to determine the cause of Mr. Aviles' data loss. In addition to damage to the printed circuit board, the drive's platters were degraded, the file system had corruption, and the RAID configuration was lost. After successful repairs to the PCBs, the drives were imaged in our Class 10 ISO 4 cleanrooms. Our developers then rebuilt the NTFS file system and reconstructed the original volume architecture. Finally, the data extraction was performed using industry-best data recovery and forensic utilities. All of Mr. Aviles' files were successfully recovered and stored on our secure servers.

OUTCOME

Secure Data Recovery Services' expert technicians recovered 590,009 files in 16,217 folders for a total of 195 GB of data that Mr. Aviles feared was lost forever.



The restored data was transferred to a FIPS-validated, hardware-encrypted 4 TB SecureDrive BT storage device for return shipment.

"I lost photos, videos, and more important to me as a Cuban immigrant, my family history. You can't put a price on that. The Secure Data Recovery Services team restored all my files. Thank you!"

Daniel Aviles