

RAID DATA RECOVERY

PHOTO ARCHIVE RESCUED FROM FAILED DROBO RAID SERVER

CLIENT

Sandy Richards-Brown spent four decades in the Bay Area as an advanced-practice pediatric oncology nurse before settling on the southern Oregon coast. Now a professional fine art nature photographer in her retirement, she travels the world with her husband to document the landscapes and wildlife they encounter.

Sandy's journeys have taken her to several countries on the African continent, including Botswana, Namibia, and South Africa. She's also traveled extensively in Australia, North America, South America, the Cayman Islands, the Galapagos Islands, and parts of northern and eastern Europe.

HARDWARE

The images from these and many other trips over a lifetime of travel were stored on a Drobo network-attached storage (NAS). The Drobo used four 6TB Seagate IronWolf NAS hard drives, utilizing proprietary Drobo's BeyondRAID technology.

The Drobo NAS enclosure used internal circuit boards as controllers for the system's software RAID array. Sandy also configured an automated backup system with the cloud storage company Backblaze to ensure that her images were safely and regularly backed up. This was necessary because RAID 0 striping does not allow for the redundancy available in other RAID levels.

CAUSE OF DATA LOSS

Earlier this year, a defective main electrical line sent a massive power surge through Sandy's home. The surge damaged most of the appliances and small electronics throughout the house. It also took the Drobo NAS and its Seagate drives offline by causing what Sandy suspected was catastrophic electrical failure.

To make matters worse, Sandy's Backblaze subscription had expired. The automated backups of all her image files were no longer available, and she had no other backup system in place. She contacted Seagate's in-house Rescue Data Recovery Services but was unable to get the assistance she needed. What's more, the shipping carrier shattered the Drobo NAS enclosure in transit, damaging the internal RAID controllers and making a successful recovery more difficult.

DATA RECOVERY

Sandy reached out to Secure Data Recovery Services through a local office in Eugene, Oregon. She explained the circumstances that led to her data loss and the importance of recovering the images she'd spent a large part of her life gathering. After receiving the failed Seagate drives at the lab, our engineers conducted a free comprehensive diagnostic to outline the extent of the damage to the Seagate drives and the scope of work required to recover the lost image files.



We determined that a successful recovery was possible. After receiving authorization to proceed, we rebuilt the Drobo's configuration based on known disk order. Next, we analyzed the file system contents. Thankfully, the power surge did not create any faults in the drives, though two had previously been initialized and formatted.

After cloning the drives in our secure recovery lab, our engineers located a single ROOT folder on one of the drives that contained more than 2.3 TB of image files. We prepared a list of these files, and Sandy confirmed that they were the missing data she needed. We extracted the contents to our secure storage server before transferring all recovered data to an external drive.

OUTCOME

The power surge that created so much havoc in Sandy's home nearly destroyed her entire archive of fine art images of wildlife and the environments they inhabit that she worked so hard to document. Secure Data Recovery Services was able to successfully restore all of Sandy's lost files, totaling 2.37 TB, even without the enclosure and its internal array controllers.

Our engineers specialize in advanced data recovery tools for the full range of Drobo storage solutions, including custom utilities for rebuilding lost RAID configurations. Photographers, videographers, and small- and medium-sized businesses rely on Drobo for safe and scalable data storage. If you experience data loss with your Drobo device, you can rely on Secure Data Recovery Services. Call us at 800-388-1266 for a free consultation or to open a new case.