

RAID DATA RECOVERY

POWEREDGE SERVER'S MULTI-DISK FAILURE TAKES ECUADOR SOCIAL SERVICES NGO OFFLINE

CLIENT

Junta de Beneficencia de Guayaquil (JBG) is a private non-profit charity institution founded in 1888. It is Ecuador's largest NGO, providing social care to millions of low-income residents in areas that include healthcare, education, elderly care, and funeral services. JBG is the only social welfare NGO of its kind in Latin America.

HARDWARE

JBG's third-party IT contractor manages the company's network on a Dell PowerEdge R815 server running VMware ESXi with an external EMC VNX 5300 unified storage array running eight 4 TB NL-SAS 3.5-inch disks configured as a RAID 6.

CAUSE OF DATA LOSS

The IT department noticed errors in three of the VNX 5300's eight disks that affected the recovery capacity of the RAID 6 array. A replacement disk was added in an effort to resolve the errors and rebuild the RAID configuration, but the disks remained inaccessible. After several subsequent and unsuccessful attempts to restore access to the server, JBG turned to Secure Data Recovery Services for help.

DATA RECOVERY

A full diagnostic evaluation performed inside a certified Class 10 ISO 4 cleanroom lab determined that multiple drive failures took the RAID 6 offline. Additionally, the in-house attempts to rebuild the RAID caused irreversible damage to the file system.

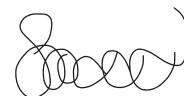


Secure Data Recovery Services engineers repaired the damaged drives and cloned them on a sector level. The development team then manually pieced the RAID together and successfully repaired all file system damage to reconstruct the original volume architecture.

OUTCOME

Using custom utilities adapted specifically for data array recovery for EMC storage units, the engineers at Secure Data Recovery Services successfully retrieved nearly all of JBG's lost data to its original state.

Signature _____



Salim Manzur, Managing Director
Junta de Beneficencia de Guayaquil