

RAID DATA RECOVERY

HALF A MILLION QUICKBOOKS FILES RESTORED FROM FAILED RAID 5

CLIENT

A customer in Florida contacted our local office about mechanical errors that took their company server offline and prevented access to important Quickbook accounting database files.

HARDWARE

The company uses a standalone server with six 1.2 TB Seagate Enterprise Performance SATA hard drives configured as a RAID 5 and running Windows.

CAUSE OF DATA LOSS

The RAID 5 server showed failures in two of its drives. After removing and replacing the drives, the IT administrator got one to come back online, but the server never came back offline. The company contacted Secure Data Recovery Services through our local office in Coral Gables to find out if recovering the server's lost data was possible.

DATA RECOVERY

Our customer support team organized the free inbound shipment of the six Seagate drives to our secure data recovery lab. There, our expert technicians conducted a free comprehensive diagnostic to determine the cause of data loss and the scope of work required to successfully recover the server's lost files.

The diagnostic showed that five of the drives still functioned, though one emitted the telltale noises of potential failure. The sixth drive cycled through calibration and restart, even when connected to a replacement PCB. Our technicians determined failed read/write heads as the likely cause. The RAID configuration was also lost, but a successful recovery would be possible after repairing the physical damage and the corrupted file system.

After receiving authorization to proceed, all six drives were successfully imaged in a certified Class 10 ISO 4 cleanroom. Our developers then de-striped the RAID drives, restored the configuration and rebuilt the original volume architecture. Next, they employed custom utilities modified for this particular case to extract the drive contents manually and repair the corruption to the file system. All the company's lost files were then transferred to our secure storage servers.



OUTCOME

RAID data recovery requires the right experience and the right tools to ensure success. Our engineers were able to recover nearly all the lost Quickbooks database information, comprising more than half a million files. We transferred all the recovered data to a new 4 TB DAS device for secure return shipment to the customer.

Secure Data Recovery Services has driven innovation in RAID data recovery for more than a decade. Using purpose-built tools and utilities, our engineers regularly succeed in resolving RAID data loss where other providers have been unsuccessful. We're proud of our reputation as the most trusted name in professional data recovery, and our 96% success rate demonstrates that it's well-earned.

Call us at 800-388-1266 for a free consultation or to open a new data recovery case. Every customer gets a free comprehensive diagnostic and no-obligation price estimate. We also provide a "no data, no recovery fee" guarantee. If for any reason we can't recover your data, you pay nothing.

Danny Lorente
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