

RAID NAS DATA RECOVERY

SUCCESSFUL DATA RECOVERY OF SQL DATABASE BACKUPS FROM FAILED RAID 10 NAS

CLIENT

Gurukul is a global cybersecurity firm that specializes in helping organizations protect intellectual property, regulated data, and their brand reputation from insider threats and external cyberattacks.

HARDWARE

The company maintains several critical SQL database backup files on a 12-bay Supermicro NAS with Seagate Constellation ES.3 hard drives configured as a RAID 10 and running Linux's CentOS operating system.

CAUSE OF DATA LOSS

Gurukul's NAS suffered multiple drive failures that took the RAID 10 offline. The company tried to troubleshoot the problem and rebooted the server, but they could not restore access. Gurukul then contacted Secure Data Recovery Services to recover the company's lost data, paying specific attention to a collection of SQL database backup files.

DATA RECOVERY

Our data recovery team took possession of the 12 Seagate Constellation drives at our secure data recovery lab and conducted a thorough examination to determine the cause of data loss and the scope of work required to successfully restore access to the lost files. Our full diagnostic report found multiple problems with the hard drives. Three had metallic debris within the drives and extensive scratching on the top surface of the drive platter. Several others produced clicking sounds when spun up, and another had a failed read/write head.

In addition to severe physical damage on several of the NAS hard drives, our expert engineers also determined that the RAID configuration – Level 10 built from six stripe components comprising pairs of drives – had been lost and would require manual reconstruction. Upon approval for emergency data recovery service, we first addressed the physical damage to the drives. This required invasive techniques to replace the failed read/write head and to carefully clean all metallic debris from inside the drives.

Next, our technicians used proprietary tools to manipulate the drives' service areas to make it possible to clone the data from the severely damaged platters. Then each drive was successfully imaged in a certified Class 10 ISO 4 cleanroom. Our developers then reassembled the RAID configuration to restore the original volume architecture and examined the full copy on



write Btrfs file system and extracted all available user data to our secure storage servers.

OUTCOME

Severe platter damage often results in permanent data loss, but our engineers specialize in media damage data recovery cases. We were able to restore access to the failed drives and transfer the recovered data to a SecureDrive KP FIPS-validated and hardware-encrypted external portable DAS device for secure return shipment to the customer.

Secure Data Recovery Services has built a reputation as the most trusted name in professional data recovery services. We offer several data recovery options, including emergency 24/7 service. Our certified engineers specialize in complex custom data recovery for RAID arrays, NAS systems, HDDs, SSDs, and any device that stores digital information.

Our data recovery engineers maintain a documented 96% successful recovery rate. Every customer gets a free diagnostic and report, and you never pay anything until your data has been successfully recovered. That's our "no data, no recovery fee" guarantee.

Call **800-388-1266** for a free consultation or to open a new data recovery case.

Signature _____

Naveen Vijay, VP Threat Research
Gurukul Solutions Pvt. Ltd.