

RAID DATA RECOVERY

FAILED DRIVES ENDANGER CRITICAL PATIENT DATA AT MERIDIAN MEDICAL

CLIENT

Meridian Medical Consultants operates a private medical, health and wellness facility in St. Kitts and Nevis.

HARDWARE

Meridian ran a Dell Poweredge R610 server with VMware ESXi controller and six 4 TB Seagate internal 3.5" SATA hard drives in a RAID 6 configuration storing multiple virtual machines.

CAUSE OF DATA LOSS

Meridian's office manager noticed an error in Disk 2 of the RAID array. Remote IT support recommended removing the faulty drive and rebuilding the array around the remaining five drives. A day later, two other drives went offline. All further attempts to rebuild the array failed, making vital patient records, pharmacy inventory and orders, as well as the office accounting database inaccessible. Knowing that restoring access was vital to the health of their patients and the future of their business, Meridian turned to Secure Data Recovery Services for help.

DATA RECOVERY

A full diagnostic evaluation performed inside of audited Class 10 IS 4 cleanroom labs determined that multiple physical disk failures took Meridian's RAID offline. Additionally, attempts to rebuild the RAID had caused irreversible damage to the file system. Secure Data Recovery Services engineers repaired the failed drives and cloned them fully on sector level. Our development team then manually pieced the RAID together and repaired the file system damage to reconstruct the original volume architecture.



OUTCOME

Using custom utilities adapted specifically for Meridian's circumstances, our data recovery engineers successfully retrieved 762,172 files in 27,864 folders from the affected VMFS volume, despite substantial damage to Meridian's Virtual Machines. All recovered files were then extracted onto an external DAS drive mountable via USB or eSATA for secure return shipment to Meridian.



Signature _____

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