

RAID DATA RECOVERY

BIO-PHARMA CORPORATION LOSES CRITICAL BACKUP FILES IN ACCIDENTAL DELETION

CLIENT

Lumos Pharma, a bio-pharmaceuticals company based in Iowa that specializes in the development of new treatments for rare diseases.

HARDWARE

Dell PE R710 12-disk PowerEdge server array, running Microsoft Hyper-V, connected via iSCSI.

CAUSE OF DATA LOSS

After a server outage destroyed a critical database backup file, another database backup file essential for Lumos Pharma operations was accidentally deleted. The company attempted an in-house software recovery and even sought help from an outside professional data recovery service, but with only unsatisfactory results. Given the complexity of the case, Lumos Pharma reached out to Secure Data Recovery Services.

DATA RECOVERY

After a full forensic analysis, our data recovery engineers discovered substantial file system level corruption requiring expert data recovery. A custom data recovery solution had to be developed from scratch in order for the critical research data to be restored from the clones of the Seagate hard drives the end user provided. Our research and development team obtained file samples matching the data set in question and then performed a manual carve for target data relying on the hexadecimal coding of the provided samples. The requested SQL databases were then extracted by hand and any found damage addressed, producing the best results technologically possible.



OUTCOME

Recovering deleted data from virtual drives requires considerable effort and customized tools. Secure Data Recovery Services has often succeeded where others have fallen short, so don't give up if your first attempt at data recovery does not succeed. Our expert technicians successfully restored Lumos Pharma's lost database backup files, totaling 723 GB of data. The extracted files were then transferred to a FIPS-validated and hardware-encrypted SecureDrive KP 1 TB drive to ensure the highest level of data protection during return shipment.

Jeremy Richardson
IT Systems Manager

