SERVER DATA RECOVERY

MSP LOSES CRITICAL ACCOUNTING DATA ON HP PROLIANT SERVER

CLIENT

Consolidated Technologies Inc. is a New York-based managed IT service provider that helps businesses manage and protect their computer networks.

HARDWARE

HP ProLiant ML350 G6 server with four 500 GB Seagate enterprise level hard drives configured as a RAID 5 and running Windows OS.

CAUSE OF DATA LOSS

Consolidated Technologies uses its ProLiant tower as a domain controller and file/print server for the storage of important client documents and QuickBooks accounting files. When the RAID controller failed, the company lost access to critical documents. They contacted Secure Data Recovery Services to see if we could help.

DATA RECOVERY

Our data recovery engineers conducted a thorough diagnostic of the Seagate drives to determine the scope of work. In addition to read and reallocation errors, two of the four drives had stuck read/write heads and required invasive data recovery. The RAID configuration had also been lost and needed rebuilding. After replacing the read/write heads and successfully imaging the drives in our Class 10 ISO cleanroom, our developers stitched the file system of the MS Server RAID together. All data was then manually extracted with custom utilities modified specifically for this case and securely extracted onto hardware encrypted external storage for safe and secure delivery.
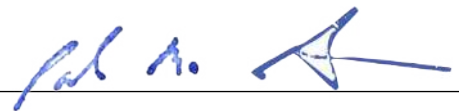

OUTCOME

Our data recovery labs successfully extracted 100% of Consolidated Technologies client's lost data: 656,323 files in 113,218 folders, for a total of 449 GB, including critical office documents and databases.

> *"Scott McMacken, the Customer Success Manager, kept us in the loop throughout the recovery process. His team was able to confirm that they were able to recover the missing data as well as test access to our QuickBooks company files."*

Signature

Milosz Bilinski
Services Operations Manager