

## RAID DATA RECOVERY

# QNAP RAID 5 MECHANICAL FAILURE ENDANGERS CRITICAL VIDEO FILES

### CLIENT

Christopher Dzialowy, whose video files spanning several years were threatened by permanent data loss.

### HARDWARE

Mr. Dzialowy stored all his video files on a QNAP TS-451 network-attached storage system with four 3 TB Western Digital Red hard drives configured as a RAID 5 formation.

### CAUSE OF DATA LOSS

When the QNAP NAS experienced mechanical problems initially thought to be caused by a faulty backplane, Mr. Dzialowy contacted QNAP customer support. An attempt was made to rebuild the lost RAID configuration, but the RAID could not be mounted. QNAP referred Mr. Dzialowy to Secure Data Recovery Services to repair the RAID and recover his lost data.

### DATA RECOVERY

A comprehensive diagnostic analysis by our data recovery engineers found that the QNAP TS-451 had lost its RAID configuration and suffered damage to the volume storing the data in question. Our technicians also found damage to the file system that required manual repair. After successfully imaging the four WD drives in our Class 10 ISO 4 cleanroom, our developers rebuilt the RAID and reconstructed the volume. Using custom tools adapted specifically for this case, we extracted all Mr. Dzialowy's data to external storage media to be delivered.



### OUTCOME

Secure Data Recovery Services' expert technicians have the most industry-specific credentials for all types of professional data recovery services, and they specialize in complex recovery from QNAP network-attached storage systems and servers. We were able to fully recover Mr. Dzialowy's lost data, more than 1 TB of data comprising 639,759 files in more than 35,000 folders. The data was securely moved to an external DAS drive for return shipment.

Christopher Dzialowy