# RAID SERVER DATA RECOVERY

# DENTAL PRACTICE RAID SERVER SUFFERS MULTIPLE DRIVE FAILURES

## CLIENT

Azadeh Ashtiany DDS, or Dr. Azi, as she is commonly known, owns Elite Dental based in Fountain Valley, California.

## HARDWARE

Elite Dental keeps track of its patient records with Patterson Dental's Eaglesoft software running on a standalone server with four 2 TB Western Digital Enterprise-class hard drives configured as a RAID 10 array. The practice's most essential data was stored in a series of virtual machine drives on the RAID.

## CAUSE OF DATA LOSS

Multiple drive failures took the dental practice's RAID 10 offline, making vital patient information, including billing, x-ray imaging, and other business-critical data, completely inaccessible. When DriveSavers, a reputable data recovery service, failed to restore access to the lost data, Dr. Azi reached out to Secure Data Recovery Services to see if anything more could be done.

## DATA RECOVERY

After our expert engineers received the four Western Digital drives at our data recovery center, they performed a thorough diagnostic to document the nature of the data loss and the scope of work required to restore access to the failed RAID. Our report found a number of critical issues. In addition to severe mechanical problems with the read/write heads on two of the Western Digital drives, as well as light platter damage in both of these drives, the RAID configuration had been lost and there was corruption in the file system, both of which would require manual repairs.

After receiving authorization to proceed, our data recovery technicians repaired the damaged read/write heads and successfully cloned each of the drives in a certified Class 10 ISO 4 cleanroom, paying particular attention to VM drives that housed the bulk of the lost data. Next, our developers rebuilt the RAID and manually stitched the file structure back together to restore the original volume architecture. Using custom utilities modified specifically for this data recovery case, they extracted all user data manually, repaired the file system damage, and exported the restored files to a secure storage server.
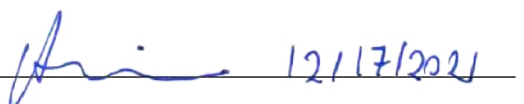
## OUTCOME

The extent of the physical damage to Elite Dental's RAID disks could have resulted in permanent data loss. Secure Data Recovery Services is a Global Platinum Data Recovery Partner with Western Digital, which means our expert engineers specialize in complex data recovery on the full range of devices in all Western Digital product lines. We were able to successfully recover nearly all of Elite Dental's lost data, comprising 379,169 files in 18,634 folders, for a total of more than 278 GB.

Secure Data Recovery Services has over more than a decade built a reputation as the most trusted name in professional data recovery services. All of our customers receive a free diagnostic and no-obligation price quote. Our data recovery engineers have the most industry-specific certifications available, and they maintain a documented 96% successful recovery rate. If for any reason we can't recover your data, you pay nothing. That's our "no data, no recovery fee" guarantee.

Call us at 800-388-1266 for a free consultation or to open a data recovery case. Our customer support team is available 24/7.

Signature _____ 12/17/2021

**Azadeh Ashtiany DDS**
**Elite Dental**