Janitor Data (Bombay) P. Limited.

S-52, Sej Plaza, Near S.V.Road, Marve Road, Malad (W), Mumbai-400064
(Nr Nutan School).
Helpline : +91 98333 48884 T:022-2808 8750 / 2807 7376
Email : helpdesk@datainsurance.in Web: www.datainsurance.in

Data Recovery Guideline

RAID

Servers

SAN

NAS

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Janitor Data Team (JDBPL) recovers data from

All Servers	All Drive Makes	And Brands

and from the following causes of Server/RAID data loss:

Formatted Drive(s)	Rebuild RAID Failure	Damaged or Lost RAID Configurations	Failed Software or Operating
System Upgrade	Corrupt or Damaged Partition Table	Drive Not Booting - Missing or Deleted File/Directory	Inaccessible Drive(s) Clicking Drive(s)
RAID Controller Failure	Damaged Striping	Multiple Hard Drive Crashes	Fire/Flood Damage

We understand the importance and critical nature of these types of system failures. With the best turnaround times in the industry, Janitor Data trained technicians can recover lost data from malfunctioning RAID/Servers and in most cases can have you back in business within 24-48 hours.

Most RAID systems are specifically designed to guard against data loss, but they are still susceptible to total system failures.

RAID arrays can usually tolerate a single drive failure without any impact on the server's availability in your network environment. However, if more than one drive fails, the server may not be available on the network and attempts to recover the data on your own may result in permanent data loss!!

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FAQ :

Q.   Can you Guarantee Recovery of my Data?
A.   We can never guarantee full data recovery, however, in most cases we can restore 100%.

Q. How Quickly you can Recovery our Data?
A. In many cases we can recover client's data on the same day. Data Recovery time is dependent on several factors (type of problem, Data Size, Hard disk response). After the initial assessment, you will be advised on expected timescale. Do submit case and complete the simple form.

Q. Do you have confidentiality agreement?
A. We take Client Data confidentiality very seriously and comply with data protection law at all times. Janitor Data will never disclose or share client data or information with a 3rd party (without prior written consent from client).

Q. In what cases data is not recoverable?
A. The #1 cause of unrecoverable data is due to individuals or technicians attempting data recovery on their own.

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Guideline to follow when RAID/Server/NAS/SAN failure or crash.

First do not panic! Shut down the server and turn off the system.

- **Do write down all**
  - **Failure and events that led up to failure - while it is still fresh in your mind.**
  - **Attempted to repair/rebuild a failed array, log each attempts action and consequence for future reference.**
  - **Label or TAG the drives position in the RAID array and then make note of which physical drive(s) are bad by marking it specifically.**
    - *(Drives will be numbered starting with 0 Example: If you have a 5 drive array they will be numbered 0-4)*
- **Do not**
  - **Try Reboot as this may Cause Damage to the Array.**
  - **Run volume repair or defragment utilities on suspected bad drives.**
  - **Do not swap or rearranging the order of the drives in a multiple drive RAID array as this may cause overwriting.**
  - **Replace the failed drive with a drive that was part of a previous RAID system.**
  - **Attempt any future repair!!, If you are unsure that your RAID/Server is functioning properly after a failure event,**
  - **try data recovery utilities and software are not designed to restore data or rebuild RAID arrays from failing hard drives which requires specialized equipment and professional training.**
- **If attempting to restore to a backup, the restore should always be from a secondary system, never the failed system. Do not use drives that were a part of the failed system.**
  - *You may need to recover the data from them if your backup is corrupt.*
- **Drive is making unusual mechanical noises, shut it down immediately.**

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Unexpected failure may cause data inaccessibility or even data loss. Often this occurs between data backups or on data that has no backup at all. Utilizing proprietary data recovery technology, our data recovery specialists will recover the data you need in a timely, secure and cost effective manner. We have established a level of expertise in RAID, SAN, and NAS recovery that is unparalleled by even the manufacturers of the systems that we recover data from.

Our combination of custom software and extensive experience means generally we do not need your hardware or your controller to perform data recovery on your RAID, SAN or NAS storage system. We only need the drives from the sub-system. You can keep the trays, rails, cables and miscellaneous hardware. This allows you to replace the drives and start the rebuild process while we recover the data from the originals. You no longer have to wait to get your equipment back.

Simple Form to fill up and Send	
RAID Type	Raid 0-5
Hardware or Software RAID	H / S
Number of Hard disk ?	
Total Capacity (in GB)	
Capacity of Each HDD (in GB)	
Any Other Details	

Thanks a lot.

Do share this document in case anyone needs.