

## LOST CCTV FOOTAGE RECOVERY - CASE ID: K4835

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### ABOUT LOST CCTV FOOTAGE RECOVERY - CASE ID: K4835

The client used CCTV DVR machine incorporating a hard disk to record and store CCTV footage

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### GOALS

To successfully recover the lost CCTV footage due to crash in the machines hard disk

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### APPROACH

- Enquired Stellar Data Recoverys Kolkata branch for CCTV DVR data recovery services
  - As asked, sent the CCTV DVR system for analysis and recovery
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### RESULTS

- Restored CCTV footage the failed CCTV DVR system
- As needed, recovered CCTV footage of a particular day

## STELLAR HAS SUCCESSFULLY RECOVERED DAMAGED HARD DRIVE

The client had a 2TB hard disk in its CCTV DVR machine that it used to record

### CLIENT'S CHALLENGE

The client used a CCTV DVR machine with a hard disk that was as large as a significant amount of the captured CCTV footage could be recorded and

The hard disk (size 2 TB) of the DVR machine of the client crashed where the crash meant that the important footage could not be accessed anymore. He needed specific day's footage. This called for an immediate recovery.

The HDD of the machine may have crashed due to any reason, consequently [CCTV DVR footage](#) that was required urgently.

### STELLAR TO THE RESCUE

We at the [Kolkata branch](#) of Stellar Data Recovery got the client's enquiry. The executive from Stellar who got in touch with the client's representative requested the representative to send the crashed hard disk along with the CCTV DVR machine towards the [CCTV footage recovery](#). As the client was from an outstation location, we reached the client's doorstep for their convenience.

After receiving both the crashed hard disk and the DVR machine, the technical experts identified that *the head and motor of the HDD was not functioning properly* itself while running. Finally, the issue was recognized by the technical experts.

Our team of highly knowledgeable and experienced professionals with expertise tackled the challenge of reintegrating the restored data in the DVR system so that

### A SEAMLESS RECOVERY

One of our technical experts inspected the client's hard disk incorporated in the DVR machine. It had been severely crashed, therefore making the recordings inaccessible. Our *state-of-the-art* [Class 100 Clean Room Lab](#) would play a pivotal role in the client of a safe and secure data recovery process. All this information was handled by our CCTV data recovery service.

After receiving a nod from the client's end, our technical experts treated the hard disk at our [Class 100 Clean Room Lab](#), a one of its kind in Asia. They recovered all data from it, including the original files. Thereafter, the R&D team of the company traced out the way data was originally stored and re-integrated the recovered files back into the client's DVR system.

The representative of the client company was more than happy to recover the required footage and the kind of CCTV DVR data recovery service that the experts of Stellar Data Recovery rendered.