

## CLIENT

A working professional

## OVERVIEW

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

## GOALS

To successfully recover the lost CCTV footage due to crash in the machine's hard disk

## APPROACH

- Enquired Stellar Data Recovery's Kolkata branch for CCTV DVR data recovery services
- As asked, sent the CCTV DVR system for analysis and recovery

## RESULTS

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

## STELLAR HAS SUCCESSFULLY RECOVERED THE LOST CCTV FOOTAGE FROM A CRASHED HARD DRIVE (K4835)

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

### CLIENT'S CHALLENGE

The client used a CCTV DVR machine with a hard disk that was as large as 2TB. Due to a crash, a significant amount of the captured CCTV footage could not be recorded and stored.

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. However, the client needed a specific day's footage. This called for an immediate recovery.

The HDD of the machine may have crashed due to any reason, consequently [lost 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 for CCTV data recovery. The executive from Stellar who got in touch with the client's representative first asked the representative to send the crashed hard disk along with the CCTV DVR machine. The first step towards the [CCTV footage recovery](#). As the client was from an outside city, we arranged to pick up from the client's doorstep for their convenience.

After receiving both the crashed hard disk and the DVR machine, the technician inspected and they identified that the head and motor of the HDD was not functioning properly. The hard disk itself while running. Finally, the issue was recognized by the technician and the recovery service.

Our team of highly knowledgeable and experienced professionals with expertise in data recovery took up the challenge of reintegrating the restored data in the DVR system so that the lost footage be seen.

### A SEAMLESS RECOVERY

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

After receiving a nod from the client's end, our technical experts treated the crashed hard disk at our Lab, a one of its kind in Asia. They recovered all data from it, including the lost CCTV footage.



for. Thereafter, the R&D team of the company traced out the way data was o  
they re-integrated the recovered files back into the client's DVR system.

The client was more than happy to recover the required footage and the kin  
experts of Stellar Data Recovery rendered.