



OUTLOOK PST AND BACKUP FILES RECOVERY - CASE ID: V14035

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The client is one of the many worlds largest Oil Field Equipment Manufacturing & Services Company. The worlds largest manufacturer and service provider of Oil Field Equipment, it manufactures and provides services globally.

GOALS

To successfully recover the Outlook PST and backup file data from Seagate hard drive that could not be detected.

APPROACH

- The in-house IT team tried to resolve the issue by connecting to several machines
 - Contacted Stellar Data Recovery - Vashi to recover the lost PST and backup data
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RESULTS

- Recovered complete PST and backup data.

STELLAR HAS SUCCESSFULLY RECOVERED FILES FROM SEAGATE HARD DRIVE

Based out of Singapore and operating as a subsidiary of Baker Hughes Inc. is an Oil Field manufacturing, supplies, and services company that was incorporated in 1982. It is a trade of machinery and equipment for use in oil industries. Also, it leases out equipment engaged in the task of oil exploration.

To store a large amount of significant data related to these oil field equipment, the client had an operating system (OS) with 500GB hard drive (Make: Seagate, Model: ST3500418AS). A failure of the hard disk drive (HDD) ensured that a significant amount of data could not be accessed. We were engaged by the company who is our corporate client.

CHALLENGES FACED BY OUR CORPORATE CLIENT

The IT administrator of our client was unable to read the Seagate hard drive. These two issues made it impossible for the administrator to access the data.

To this, the senior-most IT administrator in the company disconnected the hard drive from the machine. (This is usually the first step to check whether the issue is with the drive or the machine detected.)

Next, he *reconnected the drive to another 2-3 systems*. But, it could not be accessed. In an unsuccessful effort, the IT administrator contacted [Stellar Data Recovery Vashi](#). The person could not read because of un-detection and encryption.

STELLAR DATA RECOVERY TO THE RESCUE

The executive at our Stellar Data Recovery Vashi Service Centre explained the issue and how to resolve the hard drive issue. As our corporate client got profoundly convinced, the hard drive that could not be detected was handed over to us for executing the recovery.

Once we received the damaged or corrupt hard drive, we gave it to the professional team under the guidance of an expert.

A PERFECT HDD DATA RECOVERY

Our *specialized professionals* performed a complete *HDD data recovery* process.

- *Firstly*, they connected the drive to a machine. On doing this, they found the drive was not detected.
- *Secondly*, they examined the hard drive thoroughly. On examination, they found the drive was encrypted with *McAfee* and the drive was not strong.
- *Thirdly*, as the head of the drives were not strong, they connected the drive to a machine with DFL. With this, they found that one head (0) was weaker than the other heads.
- *Thereafter*, with DFL tool they started imaging heads (0, 1, 2, and 3) randomly. The head (0) was the weakest of all.
- *Next*, they completed about 1 lakh sectors of imaging in total. They performed the imaging with the head. As the data was related to emails in Outlook PST file, they completed as many sectors possible randomly with the head.

- *After that, they performed gap filling process of the sectors that got s*
- *working days to complete after which the recovery process was carri*
- *Then, the professionals asked the client to give them XML file for de*
- *decryption process.*
- *Finally, the decryption process was completed, and they successfull*

The emails in the PST file which contained official communication as well a
The retrieved Outlook data (PST), and backup file was in working conditio

In the end, the client was elated by the result as the PST and backup data