

## CLIENT

Corporate

## OVERVIEW

The firm was facing difficulty accessing the data related to their ERP software.

## GOALS

Recover all files and folders from client's 320 GB tape drive.

## APPROACH

After conducting online research, the client came to the conclusion that Stellar Data Recovery service was the best option to retrieve their data.

## RESULTS

Successfully recovered 7.40 GB data from the corrupted tape drive.

## SUCCESSFULLY RECOVERED 7.4 GB DATA FROM 320 GB ENCRYPTED TAPE DRIVE

Gurgaon-based non-government company engages in the manufacturing of trailers, semitrailers, and bodies for motor vehicles.

The company was using a Microsoft Dynamics NAV ERP software and stored the data of this software on a tape drive, which it could not access due to the presence of Ransomware virus. The virus encrypted the data and made it inaccessible.

### TECHNICAL DETAILS OF THE TAPE DRIVE

The drive was 320 GB based on NTFS file system. The model number of the storage device was HP 85580258501 and the serial number is HP 3C71130069.

### CHALLENGE FACED BY CLIENT

The client tried to access their enterprise resource planning software, but the data related to the software was inaccessible due to encryption.

The client wanted all the current data on the tape drive to be recovered. They tried all the measures possible to retrieve the data, but their efforts were futile. Hence, the client approached [Stellar Data Recovery Gurgaon](#) to retrieve all the files and folders present in the tape drive.

### PROBLEMS IDENTIFIED BY STELLAR EXPERTS

Stellar Data Recovery Gurgaon received a call from the client company requesting data recovery service. Our experts analyzed the storage device and discovered the following issue:

- Media files on the drive had logical errors
- Files and folder names were changed to another language
- The database present on the storage device was inaccessible
- The data in the database was internally damaged

After identifying the cause of the problem, our experts began the data recovery process.



## **SUCCESSFUL DATA RECOVERY**

Once the core of the problem was identified through analysis of the storage drive, experts at Stellar began [tape data recovery](#) by creating a clone of the crashed tape drive. This was done to secure the data from any damage that could occur during the recovery process.

The experts then manually changed the internal structure of the MDF and NDF files. They repaired each and every file in the database in order to execute them optimally. Finally, 7.40 GB of data was recovered from the tape drive, which the client confirmed as operable.

## **CONTENTED CLIENT**

The client was extremely appreciative of the data recovery service provided by Stellar Data Recovery. The company claimed that the data on the tape storage media would have cost them dearly as it contained important information related to crucial business functions. Kudos to Stellar for successfully recovering the lost data from the inaccessible tape drive.