

April 2005

# ActionFront Reseller Data Recovery Techletter

## Another ActionFront Advantage: Server Recovery



ActionFront offers **24/7** service to address business-critical situations. Most of these cases involve a data-loss crisis involving an important server. Typically:

- The server has lost data or become inaccessible to the users.
- Documentation is out of date, sketchy, wrong or simply does not exist and the user-knowledge-level is limited.
- Backups are available but the process of restoring them is misunderstood or worse, the backups are out of date or do not exist.
- The administrator or the in-house technical teams have tried some fixes.
- 3rd party technicians (from the maintenance service provider or from the vendor) have performed additional operations and attempted fixes.
- The various attempted fixes typically involve one or more of:
  - Swapping out suspect components.
  - Attempting database rollbacks.
  - Restoring backups to the original (corrupted) media.
- The server has not been fixed and is possibly further degraded than when the situation started.

ActionFront technicians have highly specialized data recovery skill-sets that other IT professionals lack. Following our **do-no-harm** approach, they begin any recovery by mirroring each drive individually to stable media and can then safely overcome any challenges through analysis and experimentation on the mirrored copies. To perform a recovery they require only the disk drives from the server as the controller boards, O/S and other supporting hardware and software components only get in their way! As most servers employ RAID architecture, they generally perform a "de-stripe" of the data into a single volume then address any logical corruption, yielding useable data for the customer.



ActionFront saves all types and classes of server-storage from white box RAID to branded systems including EMC, HP, SNAP and IBM.

For more information about ActionFront **24/7 Critical Response Services** call **1-800-563-1167**.

## Storage Device News

### Holographic Versatile Discs (HVD) = The Future?

Backing up on DVD is a great way to go. However, DVDs just don't hold enough to satisfy the needs of some people. You may have heard of the brewing "war" between HD DVD and Blu-ray Disc, but there now could be another player in the higher capacity optical disc game: HVDs - Holographic Versatile Discs. HVDs are the same size as conventional DVDs, but could hold up to 200 times the data and can be read at 40 times the speed of a DVD. That means a HVD could hold more than a terabyte of data and be read at 1 Gbps. Six Japanese companies, led by Optware, have launched the HVD Alliance to help promote the new format. However, while the outlook seems positive now, the discs will not be appearing until at least late 2006/early 2007, if at all. **(ActionFront can recover data from DVDs, CDs, and pretty much any storage media you can think of! If you're sending an HVD, give us a couple of extra days to figure it out!)**

### Good Things in Small Packages

Seagate Technology has announced that they will begin shipping a 6 GB 1-inch hard drive. The drive is currently shipping to selected device manufacturers such as Creative Technology, Olympus Corp., and others. Hitachi also released a 6 GB 1-inch drive recently, called the Microdrive 3K6. These kinds of drives will primarily be used in portable electronics such as MP3 players, PDAs, and mobile phones. Apple has just recently announced a 6 GB version of its iPod mini, which takes advantage of these new hard drive developments. **(Backing up your data on an iPod or similar device? If anything should go wrong, ActionFront has experience in recovering data from iPods!)**

### YOUR VALUE ADVANTAGES

- **Free In-Lab Diagnostic Evaluation:** There is no fee for the evaluation and firm quote.
- **Your Data Back or No Charge:** If there are no files recovered there will be no charges and the customer gets to review and approve the recovery results before paying for the case.
- **Data Guarantee:** If an accepted recovery is not as promised, ActionFront Data Recovery Labs will, at its option, attempt to rectify the recovery or refund all or part of the recovery fees paid.
- **Turn-Around Time:** The Free Evaluation takes 2 to 24 hours in most cases. Turn-around time for recovery is typically 3 to 5 days.

1.800.563.1167