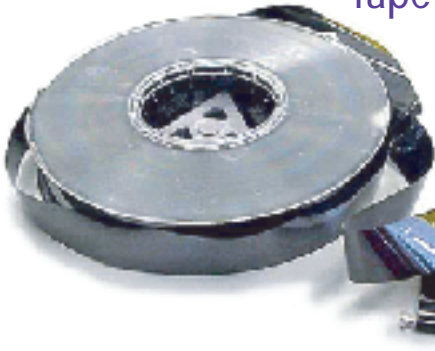


May 2005

ActionFront Reseller Data Recovery Techletter

Another ActionFront Advantage: Tape Recovery



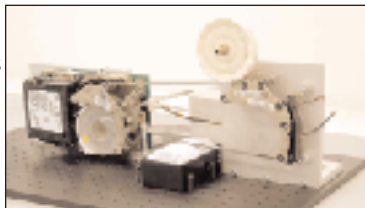
Tape has long been a backup media-of-choice for servers and other high-capacity demands. As a removable media with a low per-gigabyte cost, tape has been a preferred choice for daily backup and for offsite and long-

term archival storage needs. Like any other media, tape is vulnerable to bad environmental conditions or mishandling, user error, or device failure. A small percentage of server-failures will become critical situations if tapes holding the only remaining data-copy have become damaged or inaccessible. Recovering data from problem tapes is a difficult procedure.... but fear not, ActionFront is the world leader in tape recovery!

Tape data can become inaccessible for many reasons:

- Accidental reformatting or erasure of tape
- Accidental overwriting of headers -> false EOD/EOT condition
- Tape drive failure has corrupted tape headers
- Tape media stretched or snapped
- Fire & water damage
- Media surface contamination resulting in corrosion
- Backup-software corruption

Whether tapes are physically or logically damaged, ActionFront's skilled programmers and engineers have the experience to recover your data. The first priority of ActionFront's do-no-harm approach is to create a raw-image-copy of the tape on stable media followed by logical analysis to overcome any corruption. After years of successful tape recoveries, ActionFront has the skill-set to address the following tape formats and manufacturers:



- **DLT & SDLT:** All versions.
- **LTO Ultrium:** All versions.
- **Exabyte:** 8mm, 112m and 160m tapes & Mammoth
- **AIT & AIT-2:** All versions.
- **Travan:** All versions including TR-1, TR-3, TR-4 & TR-5.
- **QIC, DAT, DDS, Ditto:** All versions.

Tape Recovery... continue

The fact that the data has been stored in a proprietary backup-format (Legato, Veritas, ArcServe, etc) adds a layer of complexity to the process. ActionFront's programmers have successful experience with the following backup file formats:



- **Veritas, Legato, CA** etc (All platforms/versions)
- **MTF** including **NT Backup, BackupExec** (NT or Netware)
- **SIDF** including Novell **Sback**, Palindrome **Backup Director**
- **DOS and Windows (legacy)** including **Colorado/Cheyenne Backup** for Windows, **Arcada/Seagate Backup Exec** for Windows 95 & 98
- **Previos/Stac Replica Backup** for NT, NetWare
- **Dantz Retrospect** for Macintosh
- **UNIX tar, cpio, fbackup, fsdump & ufsdump** archives
- **Compaq/DEC VMS Backup**
- **Intelliguard/Legato Budtools** for Unix platforms
- **Sytos & Sytos Plus** for DOS, NetWare & OS/2

Storage Device News

Tape Technology

Speaking of tape storage, Quantum Corporation has announced a new and enhanced DLT tape drive, the SDLT 600A and related media format, Super DLTtape IIA. These tapes are geared toward broadcast and professional video IT-based workflows. This platform allows users to backup, share and archive High Definition (HD) and Standard Definition (SD) video as well as data assets on tape. The SDLT 600A recently received the "Editor's Pick of Show (National Association of Broadcasters Convention 2005)" from Digital TV Magazine.

Hard-Drive Patent-Wars Follow-Up:

A few months ago, Cornice was sued by both Seagate and Western Digital who claimed that Cornice violated various patents in the creation of their mini-drives. Cornice and Seagate have now announced that they have reached a partial settlement. Cornice has agreed that it would cease production of the products in question by May 31, 2005 pending a resolution of this dispute.

ActionFront Critical Response Team

If you have a critical data recovery emergency, please call our Elite Recovery Team.

Our Elite Recovery Team is composed of our most qualified high end technical staff. Critical Response recoveries are available 24 hours a day, 7 days a week.

We provide both in lab and onsite services.

For more information visit <http://www.actionfront.com> or call our 24 hour emergency support line at **1-800-475-0156**.

1.800.563.1167