

**CASE STUDY**

# Virtual planning data lost by wrong moving of data.

Data rescue of: DELL Equallogic PS61x0-X SAN

One of the most common reasons for data-loss is user errors. If the administrator doesn't move virtual machines and their snapshots properly, access of the contained files might become impossible because the system can't find them anymore. This is what happened in this case: Kroll Ontrack's specialists recovered important planning data in the virtual machines via remote rescue.

**THE CLIENT**

The administrator of a local supermarket chain on Curacao (Netherlands Antilles) wrongly moved several machines in an MS HyperV environment. This resulted in the loss of two Excel files as well as important planning files saved in their DELL Equallogic SAN system with 24 fast 10k-enterprise hard drives. The problem: These two Excel files were of highest importance for the smooth operation of the supermarket, from accounting via purchasing to sales.

**THE SITUATION**

Since it was not a mechanic defect, a remote data recovery (RDR) could be done. The DELL Equallogic System with three LUNs was connected with the computer of a Kroll Ontrack data recovery engineer via a secure internet connection. All the client had to do was to install a client-software on a PC connected to the DELL Equallogic System and connect it to Kroll Ontrack. The engineer could then start to work. The first step was to check the system data. When this check confirmed that the virtual machines were not deleted but only saved wrongly, we could start the recovery.

**THE SOLUTION**

The important Excel planning files could all be recovered by the data recovery specialists. It took the engineer two full days to find his way through the Dell Equallogic system's data structure. He found out that the virtual machines with the Excel files were hidden in one of the three LUNs. 49 GB of data were stored on the respective drive. Because of the wrong move of the virtual machines and their snapshots, the engineer had to dig deep into the HyperV configuration to copy it back to the correct location. This was the only way to make the files accessible again. The effort paid off: the planning files' restoration allowed the continuous smooth operations of the supermarket under the Caribbean sun.

**CONTACT**

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