



Ontrack® Data Recovery

Dealing With a Meltdown in Papua New Guinea

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One Sunday afternoon in August 2011, Niall Rayner, Senior Support Engineer for Papua New Guinea ICT specialist, Global Technologies, received an S.O.S phone call from a major customer. The company’s storage device had overheated and in the process, corrupted the data store for Microsoft Exchange. Could Rayner and the team from Global Technologies help?

Rayner turned to the company’s tape backups but, he explains, “We tried restoring the mail store from the tape but the mail store on the backup was also corrupt.”

It was about this time the client started to get truly worried. More than 500 employees used Microsoft Exchange to manage emails and correspondence with their customers. Any loss of data was likely to involve major compliance ramifications and raised the potential for serious financial impact.

Frustration sets in

“What we did next was go through the Microsoft recovery methods but they didn’t work,” Rayner continues. “So we tried buying another recovery software package but that was a total disaster. The company took our payment and we were supposed to instantaneously get access to the solution but nothing came. We chased it up by going through the company’s call centre and that was really no help. Next we phoned the number on the company’s website and got through to their office in India, but no-one could speak English. Eventually we got an Indian national from our office to call their office and discovered it was a public holiday and that there was nobody there who could help us.”

Determined to solve the client’s problem, Rayner contacted Kroll Ontrack. “We got straight through to the guys in Australia and within 30 minutes we had a call back from their technician advising what was the best software to use to restore the tape. We could buy the software immediately and they would issue the license instantaneously.”

What the Kroll Ontrack technician recommended was Ontrack PowerControls, software designed to help recover lost, deleted or inaccessible e-mail messages and their attachments, and to restore archive data to the production environment.



An Altegrity Company

There to help

As it was coming to the end of the Australian business day and Global Technologies staff were planning to work overnight on the restoration, the Kroll Ontrack technician put Rayner and team in contact with Kroll Ontrack's UK office. This ensured that if any problems arose, support would be immediately available.

"After we got the software we wrote a PowerShell script that used the Ontrack PowerControls software from Kroll Ontrack to manipulate the operations for Exchange," Rayner explains. It was a fast, comparatively easy solution that saw Global Technologies recover 99.9 percent of its client's Exchange data within two days. "And it only took that long because of the sheer number of mail boxes and the size of the data store," Rayner points out.

"To go through the Microsoft recovery options right at the beginning took about thirty hours. In retrospect we probably should have just called Kroll Ontrack right at the start. They provided awesome customer service," Rayner concludes.

Ontrack PowerControls Benefits

- » Save time, money, and resources when recovering and migrating Microsoft® Exchange Server data.
- » Cuts the time and expense normally associated with Exchange item restoration and migration.
- » A simple, yet powerful tool for searching, restoring, exporting, and analyzing mailbox items directly from Microsoft® Exchange Server backups, EDB and Information Store files, or your live Exchange server.



For more information, call or visit us online.
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