

Case Study:

Server Down, A Hard Drive Failed

Business Issue

A lobbyist firm's server went down and after several attempts to get the server to restart, the firm requested assistance from Aperio to get the server up and running and restore access to all data. The firm stated that speed and accuracy of the data was vital to the firm's ability to maintain business connections. The firm communicates with clients and lawmakers via email. The firm keeps all of the files of current laws, potential laws and changes to laws that their clients desire. Accounting information is also critical information that was stored on the server. The process of restoring from tape became an issue do to the fact that the server's Active Directory was found to be corrupt and was the reason for the server not restarting properly. The Active Directory had been corrupt for a long period of time and backups had been made of the corrupt Active Directory. There was no copy of a non-corrupt Active Directory available.

Solution


After several attempts to re-establish the Active Directory and with the need to get the users back online and the email flowing properly in a timely manner, it was determined that a complete rebuild of the server was necessary. After recovering data from the tape backup using Computer Associates Arcserve Backup Software, gathering as much data as possible from the workstations, reinstalling the servers operating system, and finally re-establishing the operating system's connection to the data, it was determined that the exchange would not be able to restored to the new server. A decision was made to look for alternative solutions. Using Kroll's Ontrack Power Controls was determined to be the quickest, most cost effective means for recovering the email portion of the server.

Results

The final result was that the server had crashed on a Sunday morning while users were working on files needed for the coming week. A Call was placed to Aperio's Information Technology Administrator's cell phone that morning and a plan for recover was mapped out soon after. Work began early Monday morning and data was being



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recovered by late Monday morning. The operating system was installed and data being verified by users late that afternoon. All of the workstations were connected the new server initialization for further verification. The user profiles were migrated to the new profiles so that end users would see as little disruption to their environment as possible. The email was recovered by Tuesday afternoon and it was determined by the users that all the mail was accounted for, including SPAM. All data recovered successfully and user environments were recreated as the users wanted.

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