



Thursday, January 29, 2015

Murray City Corp.

Case study:

1 INSTALLATION OF SERVER

- On Monday morning December 8th, a tech from the software company we store our Police information through, proceeded to install their software to a new server we had recently purchased. This was to be the first step on the upgrade path to their newest version. We are several versions behind because the old server is unable to support the newer version. The new AIX server had been installed with the latest AIX version. The plan was to install our current version of software and then upgrade the server the later this year.
- When the tech brought in the server everything had gone according to plan. They were able to install our current version of software. We then copied the database for the case files from the old server to the new server. At this point we were near the end of the day so we arranged to complete the install on Tuesday morning.
- Continuing on Tuesday things had gone well. At about 10:00 am, my tech and the vendor tech indicated were going to connect the SAN volume "Attachvg" to the new server. The Attachments volume holds all of our pertinent data such as pictures, videos, crime scene information, etc. The connection is an ISCSI connection that we have used for years to connect to the old server. They made the connection to the SAN, but were having trouble getting the server to mount the volume. They came into my office and indicated that they were having problems getting the "Attachvg" volume to mount. After performing a couple of AIX commands, the tech was able to get the volume to mount, but the volume was indicating there was 0 data showing. I said "This is crazy I can see there is 2 terabytes of data showing in the SAN right now. How is this showing zero data?" This is when all the problems started. I asked a couple of questions, one of which was "Is the other server shut down?" They not only said no, but they told us the old server was still connected to the ISCSI at the same time as the new one. My lead tech told Isaac to unplug the old server right away. But it was too late. The data was compromised.
- At this point we spent the next 2 days trying to recover the data. Every action we took, they were unable to recover the data. We contacted the vendor of our SAN and he was able to verify the data was there, but the indexing was corrupted. We spent hours online with AIX technicians

and IBM with the same results. At this point we knew we were going to have to contact a data recovery company to assist us.

- At about noon on Thursday, we had contacted several data restoration companies in Utah. Most of them indicated they didn't any experience with the AIX operating systems. We asked our AIX consultant if he knew of a company that recovered AIX data? He indicated we should contact **Data Analyzers in Florida**. We immediately contacted them and they said they could probably help us. They indicated they had extensive experience with AIX operating systems and recovered AIX data about 6 or 7 times a year. That was good enough for us.
- Data Analyzers assisted us in performing a bit by bit copy of the data from our SAN to one of our NAS (Network Attached Server) server. We then sent the NAS server to them by overnight on Saturday morning. They received the server on Tuesday afternoon of the 16th. After copying the data to their system, they indicated they can fully recover about 95% of the data. They said it will take a week to 10 working days to get it copied and sent to us. They did it in four.
- We received the data on a 4 TB drive on December 24th and started the recovery process on Saturday the 27th. This took about 3 days to copy back in. After reloading the data, we determined we only had 40 attachments that we couldn't identify which cases they went to. To better understand how minimal this is, we recovered four hundred and forty thousand records, which is close to half a million records. To only have 40 records unattached is to me, is a 100% recovery.

Thank you Data Analyzers, you really came through for us.

Sincerely



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