# Hawaii DOT Request for Data Recovery Services for 24-Drive RAID Array 06

# **Description and Tasks**

The RAID array failed on April 5, 2023 and the files and folder on the "G:" drive are no longer accessible. All hardware resolution efforts have been exhausted. The files and folders on this G: drive (24 physical drives) must now be recovered by any means necessary.

- 1. Recovery all files and folders possible from the 24-drive RAID array (G: drive)
- 2. Delivery recovered files and folders on a new set of USB drives

# Promise Raid Array background

### Promise RAID VTrak E830f

- Serial Number: V90012019761
- Total physical drives: 48 drives
- Storage: 1.81TB/drive
- Raid type: 6
- Two logical drives
  - F: drive Logical drive 0: 24 drives, ~44 TB <-- this drive is online and usable
  - G: drive Logical drive 1: 24 drives, ~44 TB <--- drive offline, no drive letter, not accessible

RAID is connected to this server: Dell T610 Server 2008 R2

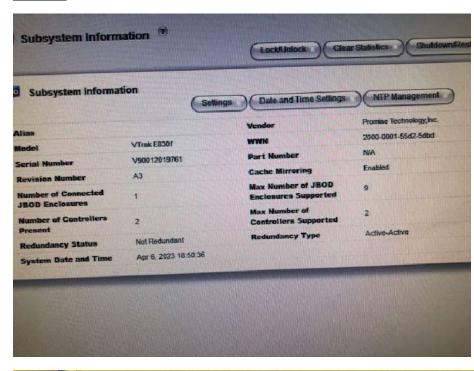
- Pictures show the view from the server. F: drive is active. G: drive is listed as "Disk 3, unallocated".
- We don't want to initialize the G: drive. All data would be lost.

# Additional configuration information

Two drives in "Array 1" were replaced the morning of the failure. Include these two drives in the recovery effort. Additional drives (4) were replaced in the weeks prior to the failure, these drives will be include in the recovery effort. We've focused on "Enclosure 2" and "Array 1", however, we noticed that one hard drive in the other Enclosure 1 appears to be part of Array 1. See picture.

Based on this will we need to remove/ship this drive (Encl 1, Slot 12) along with the other 24 drives from "Enclosure 2/Array 1"? See pink box on the picture.

#### **Pictures**



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| 🚔 Physical Drive List 🦻 |  | Phy | /sical | Drive | List | ۲ |
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| 14 2   16 2   18 2   19 2   20 2   21 2   22 2   23 2   | SEAGATE ST32000444SS<br>SEAGATE ST32000444SS<br>SEAGATE DKS2C-H2R0SS<br>SEAGATE ST32000444SS<br>SEAGATE ST32000444SS<br>SEAGATE ST32000444SS<br>SEAGATE ST32000444SS   | SAS HDD<br>SAS HDD<br>SAS HDD<br>SAS HDD<br>SAS HDD<br>SAS HDD  | Encl 1 Slot 14<br>Encl 1 Slot 16<br>Encl 1 Slot 16<br>Encl 1 Slot 17  | ArrayD SeqNo13<br>ArrayD SeqNo14<br>ArrayD SeqNo20<br>ArrayD SeqNo16   | 2 TB<br>2 TB<br>2 TB<br>2 TB<br>2 TB   |
| 15 0<br>16 0<br>17 0<br>18 0<br>19 0<br>20 0<br>21 0<br>22 0<br>23 0  | SEAGATE ST32000444SS<br>SEAGATE DKS2C-H2R0SS<br>SEAGATE ST32000444SS<br>SEAGATE ST32000444SS<br>SEAGATE ST32000444SS<br>SEAGATE DKS2C-H2R0SS   | SAS HDD<br>SAS HDD<br>SAS HDD<br>SAS HDD<br>SAS HDD   | Enol 1 Slot 16<br>Encl 1 Slot 16<br>Encl 1 Slot 17  | Аттауй SeqNo14<br>Аттауй SeqNo20<br>Аттауй SeqNo16   | 2 TB<br>2 TB<br>2 TB   |
| 16 2   17 2   18 2   19 2   20 2   21 2   22 2   23 2   | SEAGATE DKS2C-H2R0SS<br>SEAGATE ST32000444SS<br>SEAGATE ST32000444SS<br>SEAGATE ST32000444SS<br>SEAGATE DKS2C-H2R0SS   | SAS HDD<br>SAS HDD<br>SAS HDD<br>SAS HDD<br>SAS HDD   | Encl 1 Slot 16<br>Encl 1 Slot 17  | Arrayû SeqNo2û<br>Arrayû SeqNo16   | 2 TB<br>2 TB   |
| 17 0<br>18 0<br>19 0<br>20 0<br>21 0<br>22 0<br>23 0  | SEAGATE ST32000444SS<br>SEAGATE ST32000444SS<br>SEAGATE ST32000444SS<br>SEAGATE DKS2C-H2R0SS   | SAS HDD<br>SAS HDD<br>SAS HDD   | Encl 1 Slot 17  | Array0 SeqNo16   | 2 TB   |
| 18 0<br>19 0<br>20 0<br>21 0<br>22 0<br>23 0  | SEAGATE ST32000444SS<br>SEAGATE ST32000444SS<br>SEAGATE DKS2C-H2R0SS   | SAS HDD<br>SAS HDD  |   |  |  |
| 19 0<br>20 0<br>21 0<br>22 0<br>23 0  | SEAGATE ST320004448S<br>SEAGATE DKS2C-H2R0SS   | SAS HDD   | Encl 1 Slot 18  | Array0 SeqNo17   | 2 TB   |
| 20 O<br>21 O<br>22 O<br>23 O  | SEAGATE DKS2C-H2R0SS   |   |   |  | 210  |
| 21 O<br>22 O<br>23 O  |  |   | Encl 1 Slot 19  | ArrayD SeqNo18   | 2 TB   |
| 22 O<br>23 O  | SEAGATE DKS2C-H2R0SS   | SAS HDD   | Encl 1 Slot 20  | Revert Global Spare  | 2 TB   |
| 23  | 020042 01020 1121000   | SAS HDD   | Encl 1 Slot 21  | ArrayD SeqNo11   | 2 TB   |
|   | SEAGATE ST32000444SS   | SAS HDD   | Encl 1 Slot 22  | ArrayD SeqNo21   | 2 TB   |
| 24 🥝  | SEAGATE ST32000444SS   | SAS HDD   | Encl 1 Slot 23  | Array0 SeqNo2  | 2 TB   |
|   | SEAGATE DKS2C-H2R0SS   | SAS HDD   | Encl 1 Slot 24  | ArrayD SeqNo19   | 2 TB   |
| losure 2 SBB-SAS-4  | U-24Bay  |   |   |  | A  |
| ID Status   | Model Number   | Туре  | Location  | Configuration  | Capacity   |
| 25 🕕 Stale  | SEAGATE ST32000444SS   | SAS HDD   | Encl 2 Slot 1   | StaleConfig  | 2 TB   |
| 26 🗿 Dead   | SEAGATE DKS2C-H2R0SS   | SAS HDD   | Encl 2 Slot 2   | Array1 SeqNo1  | 2 TB   |
| 27 🚯 Stale  | SEAGATE DKS2C-H2R0SS   | SAS HDD   | Encl 2 Slot 3   | StaleConfig  | 2 TB   |
| 28 🥥  | SEAGATE DKS2C-H2R0SS   | SAS HDD   | Encl 2 Slot 4   | Revert Global Spare  | 2 TB   |
| 29 🗿 Dead   | SEAGATE ST32000444SS   | SAS HDD   | Encl 2 Slot 5   | Array1 SeqNo4  | 2 TB   |
| 30 🗿 Dead   | SEAGATE ST32000444SS   | SAS HDD   | Encl 2 Slot 6   | Array1 SeqNo5  | 2 TB   |

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