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

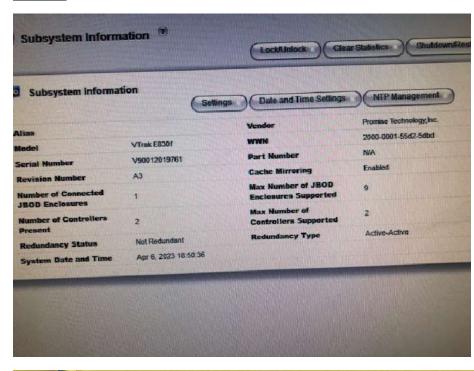
- Pictures show the view from the server. F: drive is active. G: drive is listed as "Disk 3, unallocated".
- We don't want to initialize the G: drive. All data would be lost.

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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27 🚯 Stale	SEAGATE DKS2C-H2R0SS	SAS HDD	Encl 2 Slot 3	StaleConfig	2 TB
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29 🗿 Dead	SEAGATE ST32000444SS	SAS HDD	Encl 2 Slot 5	Array1 SeqNo4	2 TB
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