

## Data Recovery Capabilities

Ontrack® Data Recovery services offer industry-leading solutions to recover data from virtually any type of data storage device. Utilizing a suite of proprietary recovery tools and the most experienced data recovery engineering team in the world, Ontrack Data Recovery is uniquely equipped to solve even the most extreme data loss scenario.

This guide outlines an extensive list of technologies that our engineers can service for data recovery. In addition to offering data recovery service on these listed items, our in-house Custom Solutions group has the expertise to develop customized recovery tools and methods for less commonly used and/or proprietary systems and databases. Contact an Ontrack Data Recovery specialist for more information.

Storage Manufacturers		Databases		Operating Systems	
<ul style="list-style-type: none"> <li>■ Adaptec</li> <li>■ AMIBus</li> <li>■ Compaq</li> <li>■ Dell</li> <li>■ EMC</li> <li>■ HP</li> <li>■ Logic</li> <li>■ Mylex</li> </ul>	<ul style="list-style-type: none"> <li>■ Network Appliance</li> <li>■ PERC</li> <li>■ Pinnacle</li> <li>■ Promise</li> <li>■ Raidtec</li> <li>■ Software RAIDs</li> <li>■ Storage Dimensions</li> <li>■ Sun</li> </ul>	<ul style="list-style-type: none"> <li>■ Microsoft® Exchange</li> <li>■ Microsoft® SQL</li> <li>■ Microsoft® SharePoint</li> <li>■ Visual FoxPro DBF</li> <li>■ Interbase</li> <li>■ Paradox</li> </ul>	<ul style="list-style-type: none"> <li>■ Sybase</li> <li>■ Oracle</li> <li>■ DBF</li> <li>■ MySQL</li> <li>■ FileMaker</li> <li>■ Lotus Notes</li> <li>■ Biz Talk</li> </ul>	<ul style="list-style-type: none"> <li>■ BSD</li> <li>■ HP UX</li> <li>■ IBM® AIX®</li> <li>■ LINUX®</li> <li>■ NetWare®</li> <li>■ Sun™ Solaris™</li> <li>■ UNIX®</li> </ul>	<ul style="list-style-type: none"> <li>■ Windows Server™ 2003</li> <li>■ Microsoft Windows® 3.x – Vista®</li> <li>■ Apple® Macintosh</li> <li>■ VAX / VMS</li> </ul>
Optical Media		Electronic Media		Magnetic Media	
<ul style="list-style-type: none"> <li>■ CD-R / CD-RW</li> <li>■ DVD-R / DVD+R</li> <li>■ DVD-RAM</li> <li>■ DVD-RW / DVD+RW</li> <li>■ Magneto-Opticals (various formats)</li> </ul>		<ul style="list-style-type: none"> <li>■ CompactFlash</li> <li>■ Memory Stick</li> <li>■ PC Cards (PCMCIA)</li> <li>■ SD Media</li> <li>■ SmartMedia</li> <li>■ USB "Key" Drives</li> <li>■ xD Media</li> </ul>		<ul style="list-style-type: none"> <li>■ SCSI, RAID, SAN, NAS, IDE, ATA, SATA</li> <li>■ All tape media such as DAT, DLT, AIT, LTO</li> <li>■ Jaz / Zip, removable media</li> <li>■ Floppy diskettes</li> </ul>	
Tape Media					
<ul style="list-style-type: none"> <li>■ QIC / 1/4"</li> <li>■ DEC TK</li> <li>■ 8mm</li> <li>■ 4mm DAT, DDS, DDS2, DDS3, DDS4</li> <li>■ Mini-QIC / Travan</li> <li>■ DLT (all formats)</li> </ul>		<ul style="list-style-type: none"> <li>■ AIT, AIT2, AIT3</li> <li>■ 3480/3490/3490E</li> <li>■ Ditto</li> <li>■ SuperDLT</li> <li>■ Exabyte 8mm 8200/8500/8700, Mammoth, and M2 tape series</li> </ul>		<ul style="list-style-type: none"> <li>■ StorageTek® 9840, 9940 series</li> <li>■ ADR</li> <li>■ TO (all capacities)</li> <li>■ VXA</li> <li>■ 9-Track</li> <li>■ CommVault</li> </ul>	
Data Encryption Types					
<ul style="list-style-type: none"> <li>■ Pointsec</li> <li>■ Safeboot</li> </ul>		<ul style="list-style-type: none"> <li>■ SafeGuard Easy</li> <li>■ PC Guardian</li> </ul>		<ul style="list-style-type: none"> <li>■ PGP</li> <li>■ Windows EFS</li> </ul>	

# Ontrack® Data Recovery

## Data Recovery Service Options

### Remote Services

Data recovery performed remotely through a secure modem or Internet connection. This service performs lab-quality recovery right on your server, laptop or desktop bringing the data back online in a fraction of the time it takes to restore from a backup. Remote Services are available when hardware is functioning normally.

### In-Lab Services

Data recovery performed in a secure cleanroom laboratory – designed for opening hard drives and other devices without risk of contamination. In-lab services are offered in any situation in which the hardware is physically failing or damaged.

### On-Site Services

Data recovery service performed at your location by Ontrack Data Recovery engineers for the most critical and sensitive data loss situations.

### Custom Solutions

Data recovery service for your proprietary and/or highly complex systems. Our R&D team works with your developers or IT staff to create customized recovery tools to extract your lost data.

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