



## CASE History: Managed Services - Disaster Recovery

### Client Profile:

- Central Oklahoma high-tech manufacturing facility, 35 users, Small Business Server 2003, 1 intranet server running Windows Server 2003
- 2 Servers with backups managed by StorageCraft ShadowProtect backing up to NAS storage

### Disaster Recovery Scenario:

- SBS 2003 Server hardware suffered hard drive corruption which damaged the master file table and rendered it unrecoverable
- The client requires maximization of uptime so only downtime tolerable was nights/weekends

### Managed DR Results:

- **All partitions including the OS were successfully restored in less than 6 hours during a weekend resulting in no downtime** – While the MFT was damaged, the server continued to run reasonably well. However, if rebooted it would have immediately failed. In order to determine this, the most recent backup was brought up using VirtualBoot in a virtual machine resulting in the expected bluescreen errors. This told us that the replacement equipment had to be restored to different hardware using the Hardware Independent Restore (HIR) function and made ready prior to a restart of the original chassis in case the file system repair attempt failed. For this reason a test server chassis was used and the SBS system restored to it.
- **The restored server allowed an immediately recovered SBS environment** – When the original SBS chassis was re-started the attempted repair of the file system failed. The availability of the test chassis due to the HIR restore allowed an immediate substitution of hardware with no client downtime. All that was required was re-activation of the OS and Client Access Licenses which required about 20 minutes.
- **Savings of over \$15000** - The ability to restore rapidly to dissimilar hardware in a short period of time allowed this disaster to go nearly unnoticed by the client and saved over 20 hours of potential downtime at an estimated cost of over \$15000, not inclusive of lost sales and services. The same HIR restore process was used to restore to new production SBS server hardware.

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