

# “Undelete saved my office from disaster”

*Joseph Carpenter nearly lost one-third of the data on his server due to a user error. Thanks to Undelete, he recovered all of the files. But here's the catch: Had he installed Undelete before the disaster, he would have recovered his data in minutes, rather than hours.*

*Here is Joseph's story, in his own words:*

“I administer a small network with one SBS 2000 server. Both Exchange Server 2000 and SQL Server 2000 are active. This server is also the primary data repository. We obviously depend heavily on this one server, so disaster prevention and recovery planning is an important aspect of my job.

“I had purchased Undelete several months prior to installing it. Because I knew a reboot would be required, I had been holding out for a weekend rollout opportunity. The ‘opportune time’ was promoted quite suddenly when my office experienced an emergency.

“A user backup synchronization program was mis-configured, such that it was mistakenly pointed to the file server in the wrong direction. Instead of backing up the new files, it was going to replace the old files. As part of that process, approximately one third of the files from the core document repository were

deleted in a few minutes, over 3500 files were lost before I responded to the user's call for help and stopped the process manually. It was a high adrenaline moment. Imagine a third of your business being deleted before your very eyes, and you cannot know if there is any way to stop it? It was pretty upsetting to the guy who did it. Such an innocent mistake nearly cost him his livelihood.

“I stopped all work immediately, and disconnected the server from the rest of the network. I was able to install and run the Emergency Undelete® program before any affected sectors were overwritten. I worked all night recovering lost files, and then manually replaced the necessary files over the course of the next few days. Between a combination of the backup, and the recovered undeleted files, I was able to restore all of the files that were changed since the last known good backup.

“If I had installed Undelete BEFORE this happened, I could have fixed



the entire mess in a few minutes and put the files back in their original locations without any hassle. I have that protection installed now.

“Most people do not understand that networks do not benefit from the Windows Recycle Bin protections available on the desktop, and without Undelete installed, anyone with a networked server is vulnerable to the kind of delete event that my office experienced.

“Executive Software Undelete saved my office from this disaster. I now consider Undelete a critical part of my disaster recovery plan now, and will never go without it again. I have also been recommending to my consulting clients that they install Undelete to form a comprehensive security and disaster recovery strategy.”

– Joseph W. Carpenter  
Big Bear Communications

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