Case Study

Kernel Data Recovery Resolved the Exchange Crash Issue That Resulted In Database Corruption

Background

Börder Computer Consulting Service AG is a German firm that provides consulting in project management and backup concept. The client encountered an Exchange Server crash, which has resulted in the corruption of its database. For this reason, the client approached Kernel Data Recovery Company to restore its database items with complete integrity.

Subject

The client has suffered Exchange Server crash from a faulty backup program, which resulted in the disastrous corruption to the database (OST files). The corruption was dirty and therefore impacted the user mailbox. To recover the missing data, the client had tried several techniques, including:

- **Executed a destructive data-recovery tool and then use Ex-Merge.**
- **Built an identical Exchange Server environment on another server.**
- **Tried to migrate the retrieved database files to on-premise Exchange environment.**

However, the above tried efforts was not completely satisfying and resulted in just partial retrieval of data.

Cause

When the client accosted Kernel Data Recovery organization with his existing problem, then expert recovery team straightway went to the root of the issue. The team discovered that multiple system failures and power outage were the responsible reason behind the dirty crash of Exchange Server and the cause of database corruption. Also, backup program was not taking continuous transaction logs, and proved it to be defective.

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Solution

After deeply analyzing the client's issue, it was the stage to perform the actions that quickly repair and fix the problems. For this reason, the Kernel Data Recovery team has suggested **'Kernel for OST to PST'** software to the client, to efficiently handle the database (OST file) corruption issues and to restore the data completely.

The software has immensely benefited the client to repair corrupt OST files and restore them in PST format in the same process. Kernel for OST to PST is a user-friendly recovery tool, which require no necessary expertise in technical domain to perform recovery. The client was overwhelmed to see various supported migration options (including Office 365, various web mail apps and email servers) in just a single utility.

The tool proved to be a versatile OST file recovery software for the client that had even helped with the smooth option to split resultant PST file for hassle-free data storage. The client was able to repair & convert multiple OST files at once and also performed it without any disturbance in integrity.

Outcome

Kernel Data Recovery Company has provided a reliable and independent solution to the client, to perform hassle-free recovery of data from corrupt OST files upon the subsequent crash of the Exchange Server. The client was able to successfully recover the lost and missing items from corrupt OST file. The complete recovery time was lesser than the client's prediction. The client's overall software experience was pleasant.

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