Our data recovery capabilities

Data recovery service options

In-Lab Services

Data recovery performed by security experienced Ontrack® data recovery engineers. This service is designed for storage media and platforms that have sufferered from both physical hardware and logical software failures.

Remote Data Recovery™ (RDR) Services

Data recovery performed remotely through an 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. RDR Services are available when hardware is functioning normally and a secure connection can be made to a client's system.

On-Site Services

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

Custom Solutions

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

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, our services are uniquely equipped to solve even the most extreme data loss scenario.

Benefit	Standard Service	Priority Service	Emergency Service
World's leading recovery service	●	●	●
Free evaluation of media	●	●	●
Dedicated data services representative support	●	●	●
Class 100 cleanrooms	●	●	●
Professional and highly trained engineers	●	●	●
Expedited service		●	●
Saturday service			●
24-hour, 7-days a week until the job is completed			●
File recovery report provided before you commit to recovery*	●	●	●

*A fee is requested for this service.

This guide outlines an extensive list of technologies that our engineers can service for data recovery. In addition to offering data recovery services 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	Backup Formats	Databases	Operating Systems
3PAR®	NetBackup	FileMaker®	BSD
Compellant	Backup Exec	Interbase®	HP® UX
DataCore™	Legato/Networker	Lotus® Notes	IBM® AIX®
Dell®	Tivoli Storage Manager (TSM)	Microsoft® Exchange	Linux®
Drobo™	Commvault	Microsoft® SharePoint®	Macintosh®
EMC®	Arcserve	Microsoft® SQL	Microsoft® Windows®
Equallogic®	HP Data Protector	Oracle®	NetWare®
Hitachi® (HDS)	Ultrabac	Paradox®	Sun® Solaris™
HP®	NetVault	Sybase®	UNIX™
IBM®		Visual FoxPro DBF	VAX / VMS
Infotrend®			VMware®
Intel®			Microsoft® Hyper-V™
Isilon®			Citrix® XenServer®
NetApp™			
NexSAN®			
Oracle®/Sun®			

Optical Media	Electronic Media	Magnetic Media
CD-R / CD-RW	CompactFlash	RAID, SAN, NAS
DVD-R / DVD+R	Memory Stick	SCSI, IDE, ATA, SATA, SAS
DVD-ROM	PC Cards (PCMCIA)	Jazz / Zip, removable media
DVD-RW / DVD+RW	SD Media	Floppy diskettes
Magneto-Opticals (various formats)	SmartMedia	All tape formats
	Solid-State Drives	Fibre Channel
	USB Flash Drives	
	xD Media	
	NVME	
	PCI	

Tape Mediav		
LTO (all capacities)	DLT (all formats)	SuperDLT
QIC / ¼"	AIT, AIT2, AIT3	StorageTek® 9840, 9940 series
Mini-QIC / Travan	3480/3490/3490E	ADR
8mm	Ditto	VXA
4mm DAT, DDS, DDS2, DDS3, DDS4	DEC TK	Exabyte 8mm 8200/9500/9700,
	9-Track	Mammoth, M2 tape series

Data Encryption Types		
CheckPoint™ (Pointsec™)	Sophos SafeGuard Easy™	Symantec™ PGP
McAfee EndPoint Encryption (Safeboot™)	PC Guardian™	Windows EFS
BitLocker™	Credent® Mobile	TrueCrypt™

Malware
Ontrack has solutions to recover from over 250 types of Ransomware.