

Use Ontrack to Restore Lost Data

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One of the most valuable services that we sometimes relied on during my IT days was Ontrack. Most IT professionals should be familiar with this service. But for those of you who aren't, Ontrack, or [Kroll Ontrack](#) as it's currently called, is a data recovery company that has saved many a hard drive in its time.

Hard drive crashes and other glitches that can lead to data loss are an inevitable fact of life in the land of technology. Though hard drive failure rates are much better than they used to be, disk crashes still happen for a variety of reasons. And of course, other problems beyond disk failures can lead to data loss or corruption.

Though software recovery and undelete software can often revive lost files, sometimes the data is hosed and simply can't be brought back using conventional means. That's when IT can turn to a company like Ontrack. Its data recovery services can often revive files that were otherwise considered inaccessible. The company does offer a variety of options for data recovery from remote diagnosis to an on-site visit to an in-lab procedure in which you send Ontrack the corrupted hard drive.

I mention Ontrack now because the company recently added a new option that might help those of you who work with Oracle databases. Ontrack recently announced an expanded and enhanced option that can recover lost or corrupted data from Oracle databases.

Specifically, Ontrack can now recover corrupt Oracle databases and log files from all of the latest versions of Oracle. It can also bring back missing or deleted databases even if the metadata has been overwritten by other information. As with its regular service, Ontrack can try to diagnose the problem remotely, have you send in the affected hardware, or pay you an on-site visit.

"Thanks to the improvements in our technology made by our Ontrack Data Recovery developers and engineers, Kroll Ontrack is able to recover data from a variety of Oracle data loss scenarios from a single database to a complex enterprise level installation," according to Jeff Pederson, manager of Ontrack Data Recovery operations. "These improvements will help enterprises ensure that critical information essential for business continuity, such as customer records and business transactions, is recovered in the event data is compromised. Our improved service capabilities will also help customers storing key digital assets on virtualized Oracle databases recover critical data faster, given the urgency that database failure or corruption demands."

In my IT days, our company used Ontrack from time to time to resuscitate bad hard drives and missing data. Though the service was sometimes expensive, we had to weigh the cost of using Ontrack against the cost of losing valuable and potentially irreproducible data. The next time you find yourself unable to recover important data using traditional means, it may be time to consider giving Ontrack a call.