

CASE STUDY

How CRATIS INTERNATIONAL Got Their MySQL Database Back — Without Losing a Single Record
 Stellar® Repair for MySQL brought a corrupted database back to life fast, when every other tool had already failed



Introduction

CRATIS INTERNATIONAL is a business based in the UAE that depends on MySQL to run core parts of its operations. When their MySQL database got corrupted, the whole system went down. The Managing Director reached out to Stellar after trying several other options — and Stellar® Repair for MySQL got everything back without losing a single record.

The Challenge

The trouble started when their MySQL database became corrupted. This is something that can happen for a few different reasons: an unexpected server crash, a failed update, a power cut, or storage issues. Whatever the cause, the end result was the same: the database wouldn't open, and the data inside was unreachable.

For a business that relies on that database every day, this wasn't just a technical headache. It was an immediate threat to operations. Staff couldn't access the information they needed, transactions couldn't be processed, and the clock was ticking.

Impact on the Business

The database outage had a knock-on effect across the whole business:

- Systems went offline: Any part of the business that relied on the MySQL database simply stopped working. Employees had no access to the data they needed to do their jobs.
- Day-to-day work ground to a halt: Normal tasks that depend on live data — customer records, transactions, reporting — couldn't move forward.
- Revenue was at risk: Every hour of downtime meant potential lost income, missed customer interactions, and delayed business processes.
- Customer data was in danger: There was a real risk that records could be permanently lost if the database couldn't be fixed — something that would have serious long-term consequences.



"Stellar's MySQL repair tool and support team were incredible! They quickly helped me recover a corrupted database without any data loss. I couldn't believe how fast and smoothly the whole process went. I would highly recommend Stellar to anyone dealing with a database problem"

- Managing Director, CRATIS INTERNATIONAL

Client

 CRATIS INTERNATIONAL

Solution

Stellar® Repair for MySQL

- No quick manual fix: Rebuilding a MySQL database from scratch isn't realistic. Without a working repair, the business was stuck

Attempted Solutions

Before turning to Stellar, the team tried the tools that most database administrators would reach for first:

- MySQL's native recovery tools: MySQL has built-in commands for checking and repairing tables, such as `mysqlcheck` and `myisamchk`. These were tried first but couldn't fix the corruption.
- Command-line utilities: Additional manual command-line approaches were attempted. Again, these didn't resolve the problem.
- Other third-party software: Several other recovery programs were tested. None of them could open or repair the damaged database files.

At that point, they needed something more powerful. That's when they found Stellar® Repair for MySQL.

Solution and Benefits:

Stellar® Repair for MySQL was able to do what everything else couldn't — scan the corrupted database, repair the damaged files, and recover the data inside. And it did it quickly.

Full recovery with no data loss

Every record in the database was recovered. There was no missing data, no corrupted tables left behind, and nothing that needed to be rebuilt manually. The database came back exactly as it was before the problem started.

Fast turnaround

The repair didn't drag on for days. Stellar worked through the damaged files quickly, which meant the business could get back online without a long wait. Less downtime, less disruption.

Excellent support from the Stellar team

The Managing Director also reached out to Stellar's technical support team for help during the process. The experience left a strong impression — the team was responsive, knowledgeable, and genuinely helpful in getting things resolved. It wasn't just good software; it was good service too.

Conclusion

CRATIS INTERNATIONAL faced a serious database crisis when their MySQL database became corrupted and every standard recovery option failed. Stellar® Repair for MySQL stepped in and recovered everything — fast, cleanly, and with zero data loss. Backed by an excellent support team, it turned a potentially devastating situation into a resolved one.

For any business that depends on MySQL, this case is a clear reminder: when things go wrong and the usual tools don't work, Stellar® Repair for MySQL is the tool that gets the job done.