

## CASE STUDY

# Florida-based public services organization uses Stellar Toolkit for MS SQL to restore corrupted MS SQL Database with minimal downtime

Broward.org is a nationally recognized public services organization based in Broward County, Florida, providing health and human services programs promoting self-sufficiency and well-being.

Broward.org had been using Microsoft SQL Server database, configured with a RAID array, to manage the organization data.

However, the server was aging and set to be decommissioned. So, the IT team at Broward.org had planned on migrating SQL database files from the old decommissioned server to a new replacement server. While transitioning from the old SQL server to the new server, the RAID array failed; and just before cutting over to the new server, a second drive in the array failed and made SQL Server service inoperable.

The IT team diagnosed that they were unable to start SQL service due to corruption in the SQL Server system files following drive failure in the RAID array.

### Root Cause Analysis

The team checked the SQL ERRORLOG to find SQL Server could not open the file with error code 17204.

[Error code 17204](#) indicates that SQL Server cannot open a database and/or transaction files. The SQL Server instance will not start when a system database encounter error 17204.

Event ID	17204
Message Text	%ls: Could not open file %ls for file number %d. OS error:%ls

### SQL Database Recovery Attempts

The organizations IT team tried to restore the server instance by starting up SQL Server with minimal configuration.

However, the issue persisted, and SQL service failed to start. Next, the team tried to physically move the .mdf and .ldf database files to another working SQL Server instance; but, they could not restore or open the corrupt data files.

As a last resort, the team attempted to restore the database from the backup they had been creating using the Veritas Backup Exec tool. But, the backup was not updated. Restoring the database using a backup from an earlier date would mean



This is a very handy and easy to use software that I would recommend to anyone

### Client:

#### Client

Broward.org, Broward County, Florida

#### Business Need

Recover data from corrupt MS SQL database file and restore the database with minimal downtime

#### Solution

Stellar Toolkit for MS SQL

#### Benefits

SQL Database was restored online with minimal time and effort  
- Data was recovered with 100% integrity

losing recently added crucial information.

Due to inoperable SQL service, the company had been struggling with database downtime for days. It was also apprehensive about losing business-critical data due to drive failure.

### **Business Need**

Following were the business needs:

- ? Repair the corrupt MS SQL database files and recover the contents
- ? Recover complete data from SQL database files without modification
- ? Restore the database with minimal downtime

### **Solution**

The IT team at Broward.org thought of trying a 3rd party SQL database repair software. After researching and evaluating some of the leading database recovery solutions, the team came across Stellar Toolkit for MS SQL a 3-in-1 software package providing a comprehensive solution to deal with SQL database corruption.

The toolkit comprised tools capable of repairing severely corrupted SQL database files (such as MDF), extracting SQL database from corrupted backup, and resetting lost or forgotten database file password.

The team used the software trial to scan and repair the corrupted SQL database file. It successfully repaired the file and displayed all the recoverable database objects through the Preview feature. This feature helped the IT team to ascertain the effectiveness of the software utility. Next, the organization purchased the software Technician edition license and activated the software to save the recovered database file. Stellar Toolkit for MS SQL helped Broward.org restore their SQL database to its original state with minimal time and effort.

### **Key Benefits**

The software repaired the corrupted MS SQL database file and recovered all the file data with precision and integrity. It restored the database online to a consistent state while preserving its original hierarchy. Using the software, Broward.org was able to re-continue operations in the least possible time.