

Ontrack® offers industry leading data recovery services for virtually any type of data storage device.

With the most experienced data recovery engineering team in the world, Ontrack is uniquely equipped to solve even the most extreme data loss scenario.



CCTV DVR (Digital Video Recorder) Recovery Service

Ontrack's CCTV Digital Video Recorder (DVR) recovery service recovers video recordings from physically damaged hardware and in any situation where recorded video is inaccessible or cannot be exported from the DVR. All CCTV DVR recovery (and forensic analysis, where required) is performed by security-cleared Ontrack data recovery engineers.

Ontrack's CCTV DVR recovery service is offered in two stages:

Stage 1

(typical completion 5 business days from receipt of media)

HDD image capture and analysis of raw video data

All data stored on the hard drive(s) inside the CCTV DVR is forensically captured – a process known as hard drive imaging. If a hard drive is not operational and requires cleanroom engineering work, this will be quoted for upon evaluation.

Analysis of recovered hard drive images to identify raw video data format

After the data is captured, the image(s) are analysed to identify the raw video data format and where possible, identification of the date/time range of video recordings that exist within the hard drive data. If video of interest has been found, Stage 2 can be undertaken.

Stage 2

(typical completion 5 – 10 business days from receipt of an instruction to proceed)

Video Extraction

Ontrack's proprietary software is used to extract video from the hard drive image(s). CCTV DVRs typically use proprietary file systems and non-standard video compression.

Conversion of extracted video to a playable format

All recoverable video is converted to a playable format. Typically this can be played using Windows Media Player or similar software, however, if a specific software application is required to play the video, this will be provided along with full instructions.

All video files returned are typically named with the date and time of the video footage within them and are separated by camera number. The files are returned on an encrypted USB hard drive.