

Iron Mountain's Data Restoration Project is for one-time service.
For ongoing service needs, please complete and submit the Data Restoration Program Request Form.

All fields are required. Once you have completed, please send to datarestoration@ironmountain.com

REQUESTOR INFORMATION		
Customer Name:	Location:	Date:
Completed By:	Phone:	
	Email:	
BUSINESS INFORMATION - This information provides an understanding of timing and scoping requirements.		
Goals / Reasons for Restoration:		
Desired Start Date of the Program:		
Is there a country restriction? (must project stay in country) or other data privacy issues?		
DATA RESTORATION INFORMATION		
Backup Software & Version (Ex. Backup Exec 2012, NetBackup 7.6.1, TSM 5.5, etc.)		
Operating System Version of Each Backup Software Environment (Ex. Windows 2008, Solaris 9, AIX 6.1, SUSE 11, etc.)		
Backup Software Catalogs - Are full, native backup software catalogs available for all tapes?		
Tape Types & Approximate Quantity of Each Type		
Encryption – If tapes or data are encrypted, please be as specific as possible with encryption type and version used e.g. software, drive, device etc.		
Platforms Supported within Backup Environment (ex. Windows, Linux, Novell, etc.)		
Backup Frequency (Ex. Daily, Weekly, Monthly, etc.)		
Average Number of Tapes per Backup Set? Multiple backups or sessions can be written to a tape or set of tapes		
Were Tapes Created with Multiplexing Enabled?		
Data of Interest (Ex. Email, Network file shares, Databases, etc.)		
Email Platform & Version (Ex. Exchange 2010, Lotus Notes 9, etc.) If Notes – is DAOS enabled?		
Email Backups: Agent-based or Brick Level?		
Is a Mapping of Where Each User's Email Mailbox is Located Available? (Ex. Exchange mailbox mapping per server and/or EDB, etc.)		
Brick-Level Backups – Are there any Brick-Level Backups?		
NDMP – Are there any NDMP Backups? If yes, please provide the storage technology used (eg. Centera, NetApp, Isilon, etc.) Plus model and capacity of filer(s), if known.		

Database Agents – Are there any database agent specific backups (Ex. NetBackup for SQL, TSM for Oracle, etc.)? If yes, please specify by database. NOTE: Oracle (flat file, RMAN) RMAN recovery requires that RMAN backed up to disk first then RMAN files backed up to tape.	
Where are the Tape Currently Located? (Ex. Onsite, IM Vault, Other Vault, 3rd party vendor, etc.)	
Destination of Restored Data (Client, Third Party, Cloud):	
Project Manager Contact	