

Music Tech Pioneer Recovers from Drive Failure with **Acronis** True Image

Noted composer, William Goldstein, recovers 50% of drive space following prolonged SSD failure.

BACKGROUND

William Goldstein is an accomplished composer, recording artist, and pioneer in the use of computers and electronic instruments in music. Since attending Columbia University at nine years old, William has released over 60 albums, scored over 50 movies and television projects, and beta-tested the world's first musical instrument digital interface (MIDI) player before recording the first music score on a computer in 1985.

Today, Goldstein delights and inspires audiences through performances, album releases, Master Classes, and Instant Compositions that are developed in real-time before an audience. Goldstein travels for much of this work and often works from the road. Acknowledging that this increases the security concerns confronting his data, Goldstein maintains complete backups of his data, applications, and systems through the world's leading personal cyber protection solution: Acronis True Image.

THE CHALLENGE: A SLOW, INSIDIOUS SSD FAILURE

Given his professional history in computing, Goldstein has a wealth of experience in overcoming technology issues. "I'm pretty adept with software," said Goldstein. "Still, I've had a few times in the decade I've been using Acronis True Image where I was grateful to have the help of Acronis' technical support team."

KEY CHALLENGES

- Prolonged SSD failure
- 50% of total drive space consumed by failure process

KEY REQUIREMENTS

- Easy recovery of drive data
- Ability to recover data to dissimilar hardware

PROTECTED RESOURCES

- 2TB of program files stored on drive

KEY REQUIREMENTS

- Recovery of all drive data
- Easy data migration to new hardware

The composer recalled the most recent incident: when a solid-state drive (SSD) began slowly and secretively failing. "I noticed that empty hard disk space was disappearing. Each day, more would disappear – but it was so gradual that I didn't notice until I saw that I didn't have much space left on the disk."

After identifying this issue and recognizing that it posed a potential threat to all the data stored on the SSD, Goldstein initially reached out to Microsoft to determine if this was an issue with Windows 10. When this didn't resolve the failure, he attempted a number of program restores only to have more space disappear.

Ultimately, Goldstein determined that the fault lay with the drive itself, a 2TB Samsung SSD that had been in use for only 18 months. "It's very unusual to see a drive fail that quickly or with that insidious pattern of eliminating a few megabytes at a time," Goldstein reflected.

THE SOLUTION: ACRONIS TRUE IMAGE

Realizing that hardware caused the issue, Goldstein invested in a new SSD and decided to perform an Acronis True Image recovery before the failure's effects became unrecoverable. "Because I had a steady history of backups, I was able to go back and see when the problem began," said Goldstein. "Once I had found the beginning of the problem, I was able to recover the backup image from immediately before [the problem] onto my new drive. It was amazing."

With the help of Acronis' support team, Goldstein was able to perform this recovery quickly and easily, acknowledging that this situation could have been much worse. "If it wasn't for Acronis, I would have lost a lot more material than I did," said Goldstein. "I restored from a point two months prior but because the majority of data on the failing disk were program files it was relatively painless compared to what it might have been."

THE BENEFITS: COMPLETE DATA RECOVERY, DELIVERED QUICKLY AND EASILY

After the restore, Goldstein determined that Acronis provided access to all the data and empty, available space on his new SSD. This freed up 50% more space than he had on his original, failing hardware.

Goldstein credits Acronis True Image and the Acronis technical support team for making the recovery a success. "Acronis' technical support is fantastic," said Goldstein. "Everyone I've worked with has been knowledgeable, efficient, and patient. It's so hard with some businesses to get a human on the line for support. With the sophistication of Acronis' software and the importance I place on my backups, that model wouldn't work for me."

Goldstein concludes: "It's great to work with a company like Acronis that has knowledgeable, intelligent people ready to help their customers get the most from their purchase."

"If it wasn't for Acronis, I would have lost a lot more material than I did. I back up everything, including all my audio and video files with Acronis True Image."

William Goldstein

ABOUT ACRONIS

Acronis leads the world in cyber protection - solving safety, accessibility, privacy, authenticity, and security (SAPAS) challenges with innovative backup, security, disaster recovery, and

enterprise file sync and share solutions that run in hybrid cloud environments: on-premises, in the cloud, or at the edge. Enhanced by AI technologies and blockchain-based authentication, Acronis protects all data, in any environment, including physical, virtual, cloud, mobile workloads, and applications.

With dual headquarters in Switzerland and Singapore, Acronis is a global organization that is trusted by 80% of Fortune 1000 companies. Learn more at [acronis.com](https://www.acronis.com).