



Case Study

Blackthorn Information Security Helps an Web Services Provider Regain Control of Their Servers

The Client

A web-based content and services provider.

The Scenario

When the head of IT of a web services provider left to work for a competitor, he locked out the remaining IT staff from two physical servers and three virtual servers.

The Investigation

In a near panic, the CEO of the start-up company called Blackthorn Information Security to assist in breaking into the company's own servers. Despite an ongoing lawsuit, and a judge's order to divulge the passwords of the locked servers, the former head of IT remained defiant, and refused to give up the accounts and passwords that were needed to access the client's servers.



To complicate matters further, client required that the servers have an absolute minimum downtime, due to the fact that the servers still had the live data of the provider's customers. The longest continuous blackout of the server that would be reasonably tolerated was approximately 10 minutes, or about the time required for a reboot of the server. This precluded and prevented taking the servers offline to run any kind of analysis on the servers' drives. In short, the solution had to be quick, accurate, and allow the client to immediately regain control of their servers.

After examining numerous possible scenarios for gaining control of the servers, our experts were able to determine one method that would be both accurate and quick enough to satisfy the client's requirement for absolute minimal downtime. We were able to gain entry into the both the two physical servers and three virtual servers, and to do it all within the required time period, causing minimal downtime.

The Benefits

Blackthorn's quick intervention was able to minimize the amount of downtime that the servers suffered, minimizing any business damage due to the client's services being unavailable for their customers. The additional evidence of the former IT worker's copying of proprietary data also figured prominently in the lawsuit about the theft of the client's intellectual property.