



Standard Operating Procedures

Scenario 2

Customer brings in internal hard drive



# Customer Info



- Ask the customer if the hard drive is making any sounds
  - Clicking
  - Scratching
  - Screeching
- Has the hard drive been in any of these conditions
  - Fire
  - Water
  - Dropped
- If the answer to any of these questions is YES the hard drive must be sent to CPR Tools as an **Advanced Plus**
- Applying power to drives with these symptoms can render the data unrecoverable!

# Legal Indemnification

- This document explains the customers rights
- The customer enters the information and digitally signs the agreement before work begins
- The customer is emailed a copy automatically upon accepting the terms and clicking 'NEXT'

Congratulations!

Based on your selections, we recommend attempting this data recovery in-store

**Customer has Equipment/Data Ownership-Rights:** Customer warrants and represents to OfficeMax that customer has owner rights and/or has the right to be in possession of all equipment, data or software furnished to OfficeMax and customer will defend at its own expense, such claims against OfficeMax or its subcontractors. All data /equipment shall remain property of the customer.

**Customer agrees to hold harmless OfficeMax or its subcontractors for any further damages caused in its Evaluation / Recovery Efforts:** OfficeMax or its subcontractors shall not be liable for any damages including loss of data, loss of profits, whether incidental or consequential, or directly or indirectly from damages arising from this engagement and will have no liability for any customer or third party directly or indirectly that equipment and / or data was damaged or rendered unusable during or after service with OfficeMax or its subcontractors or in transit to or from OfficeMax or its subcontractors.

Customer agrees to indemnify, defend, and hold harmless OfficeMax, its subcontractors, affiliates, respective officers, directors, employees and agents (hereafter known as RELEASEE) from and against any and all losses, costs, obligations, liabilities, damages, actions, suits, causes of action, claims, demands, liens, encumbrances, security interests, settlements, judgments, and other expenses, (including but not limited to cost of defense, settlement, and reasonable attorneys' fees) of whatever type or nature, including, but not limited to, damage or destruction to property; injury (including death) to any person or persons, which are asserted against, incurred, imposed upon or suffered by RELEASEE by reason of, or arising from: (a) Customer's breach of this Agreement; (b) Customer's actual or alleged infringement of any patent, copyright, trademark, trade secret or other property or contract right of any other person; (c) Customer's actual or alleged failure to promptly pay sums due RELEASEE or third parties; (d) Customer's failure to comply with applicable laws, regulations or ordinances; or (e) the acts or omissions of Customer (or its officers, directors, employees or agents).

\* I have read, understand and accept the terms of this recovery agreement

☐

<http://www.cprtools.net/omx/>



# The Hardware

## Introduction

# XDR Kit



1 – PSIClone



1 – SATA  
Plus Power  
Cable



1 – PATA  
Cable



1 USB Cable



1 - AC Power  
Supply  
and cord



1 – XDR Boot CD (for  
use on Apple)



1 – XDR  
Boot/Log  
Thumb Drive

# PSIClone

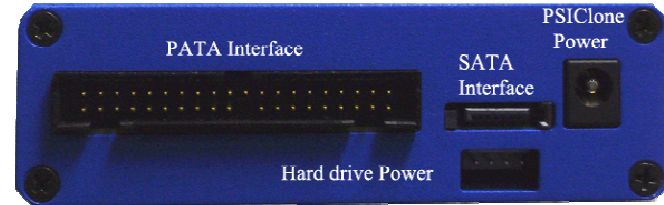
The PSIClone has a “Side A” and a “Side B”

**Side A** is where you connect the **customer** drive and **power**

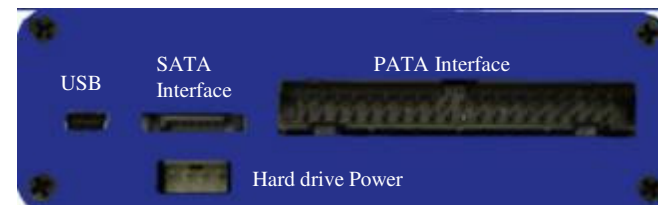
**Side B** is where you connect the **USB cable**



Side A



Side B



**WARNING: Attaching the customer drive to the wrong side will cause customer data loss** 6

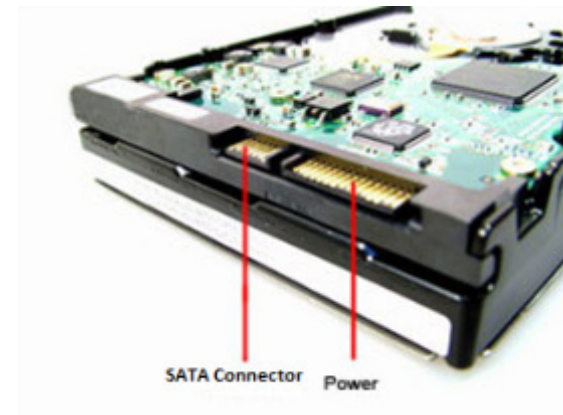


# Supported Interface Connectors

There are a few different hard drive interfaces (connectors) that you might see. The two that PSIClone supports are PATA and SATA. If the hard drive has any other connector it must be sent for Advanced service



PATA



SATA

## Scenario 2



Customer brings in internal hard  
drive



# What you will need



1 – PSIClone



1 USB Cable



1 – SATA  
Plus Power  
Cables



1 – PATA  
Cables



1 – OMX  
PC/Laptop



1 – Recovered  
data drive  
(purchased by  
customer)



1 - AC Power  
Supply  
and cord



1 – XDR CD



1 – Log  
Thumb Drive

# What it will look like

## PSIClone Connection



## Setup



Since the customer is only supplying the single hard drive, the PC in this scenario is supplied by OfficeMax



# Scenario 2 Recovery Steps

# Cable Connections

Connect the multi-colored power cable of the SATA Plus Power cable to Side A of the PSIClone. (Note: Insert so yellow cable is on the right and red is on the left).



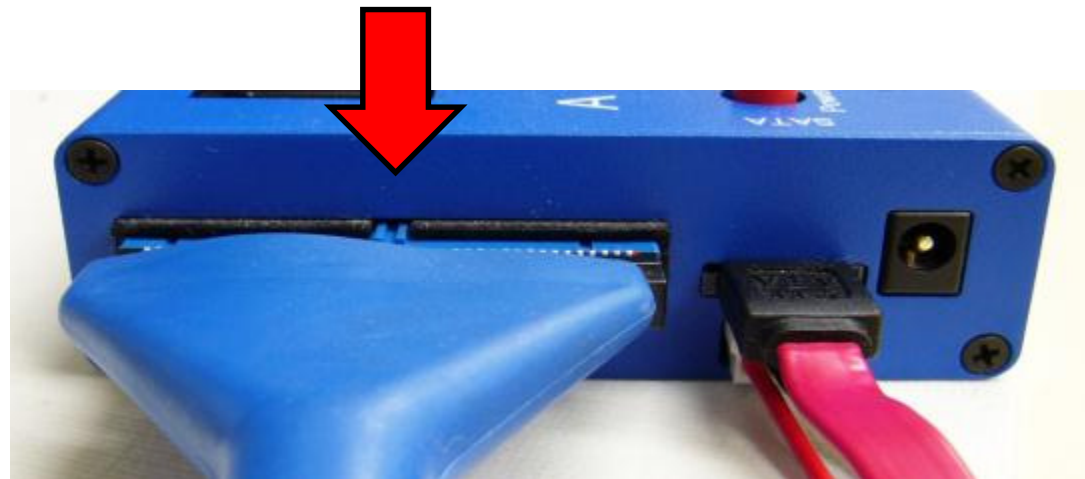
# Cable Connections

Connect the red SATA cable of the SATA Plus Power Cable to Side A of the PSIClone. When correctly connected, the side of the cable with the words "Serial ATA" will be face up.



# Cable Connections

Connect the blue PATA Cable to Side A of the PSIClone  
(Note: Place two hash marks (key interface) on cable up or facing the same direction as the face of unit).





# PSIClone Power

Plug the Round Power Supply connector into the Power Supply connector on Side A of the PSIClone.



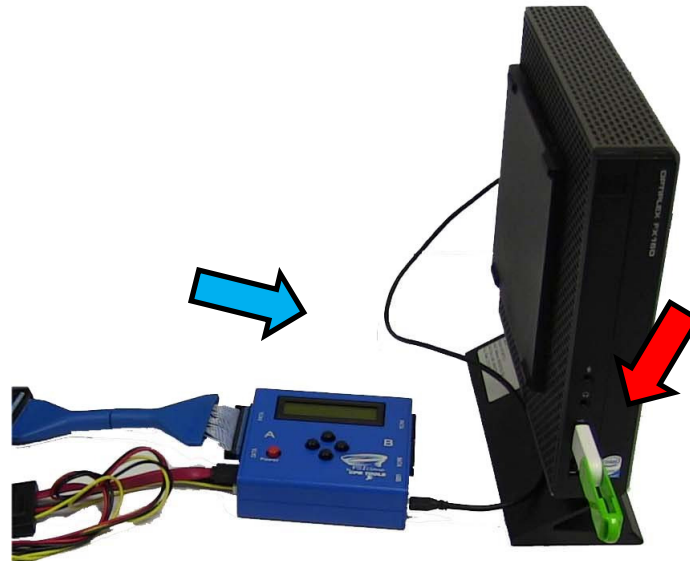
# USB Connection

Plug the USB connector into the USB slot on Side B of the PSIClone.



# XDR Preparation Steps

1. **Insert** USB Thumb Drive into OMX PC
2. **Insert** USB cable from PSIClone into OMX PC



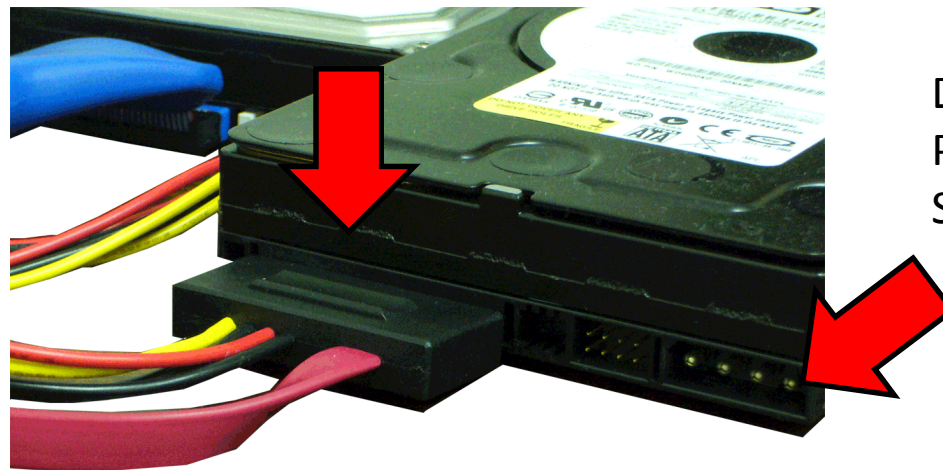
**NOTE: The computer or laptop must be configured to boot from USB**



# Connect Customer Drive

# Connecting Customer SATA Drive to A Side

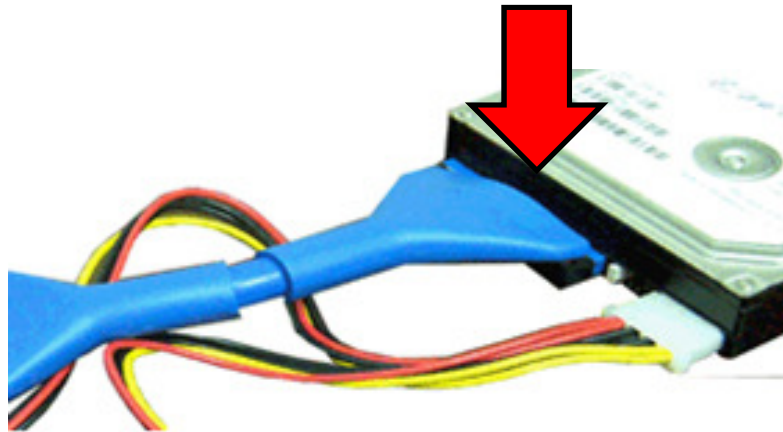
Plug the SATA Plus Power Connector into the matching connector on the hard drive.



SATA

# Connecting Customer PATA Drive to A Side

Plug the blue PATA cable into the hard drive and then connect the white power connector into the matching connector on the hard drive.

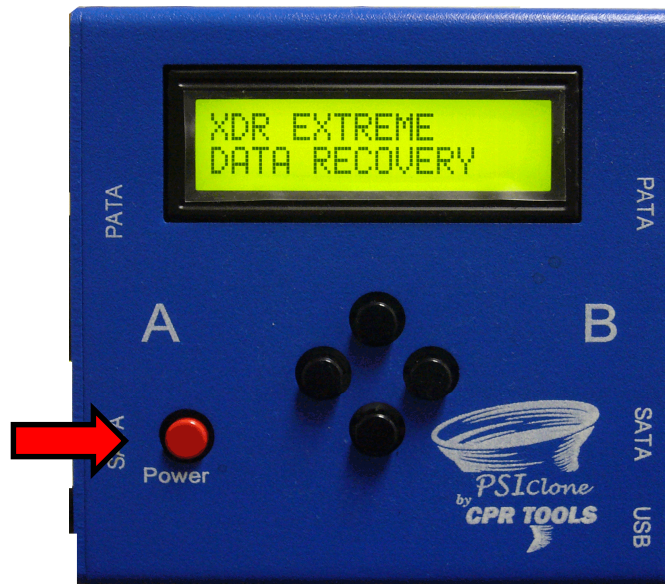


PATA



# Power on PSIClone

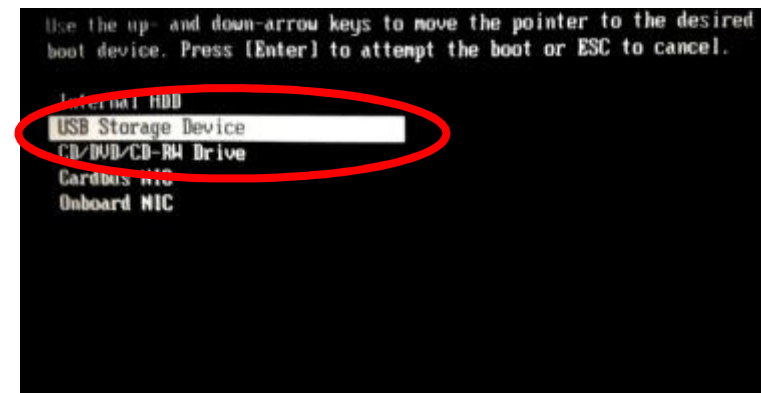
Press the **RED** power button to turn the PSIClone on.



It takes 10 - 30 seconds for PSIClone to power on to this screen

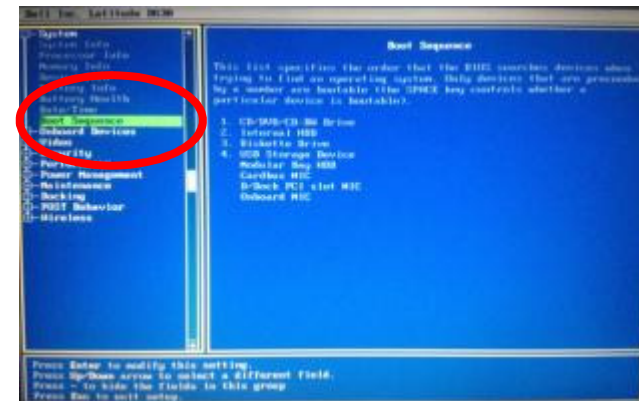
# Boot Device Menu

- Some computers may not be set to boot from anything but the internal hard drive
- In these cases you have to set the computer to boot from USB or CD
- To access the Boot Device Menu press the appropriate key when the computer is started
- Typical keys are: F12, F10, F8
- Select USB Storage Device or CD Rom as appropriate
- Power on computer



# BIOS Settings

- Some computers do not have the Boot Device Menu
- In these cases you have to set the BIOS to boot from USB or CD
- To access the BIOS press the correct key when computer is started common ones are:
  - Delete key
  - F2
  - F12
  - ESC
- The initial boot up screen should contain this information
- Select the boot sequence to boot from USB and CD first and second
- Power on computer



# XDR Startup

- Wait for the XDR Utility to boot up to the Startup screen (shown at right)
- Remove USB Thumb Drive (If using CD to boot it will eject automatically)
- Click the 'Begin' button



# Customer Info

- Enter the required information
- Click the 'Start' button



The screenshot shows the 'eXtreme Data Recovery' software window. The title bar reads 'XDR - eXtreme Data Recovery'. The main heading is 'eXtreme Data Recovery' in orange, followed by 'Any OS Data Collection System'. Below this, a disclaimer states 'All Data is Treated as Confidential at all times'. There are three input fields: 'Service Call Number' with the value '0001', 'Employee Name' with the value 'Agent Smith', and 'Customer Name' with the value 'John Doe'. A paragraph of text explains the start function: 'The start function will detect the media that is attached to XDR. Further questions may be asked as the process proceeds to final data collection. You can press the EXIT button at any time to stop this process. Attach the client's Device to the PSIClone's 'A' side and click the START button.' At the bottom, there is a 'Start' button. The background of the window features a faint circuit board pattern.

# Choose Method

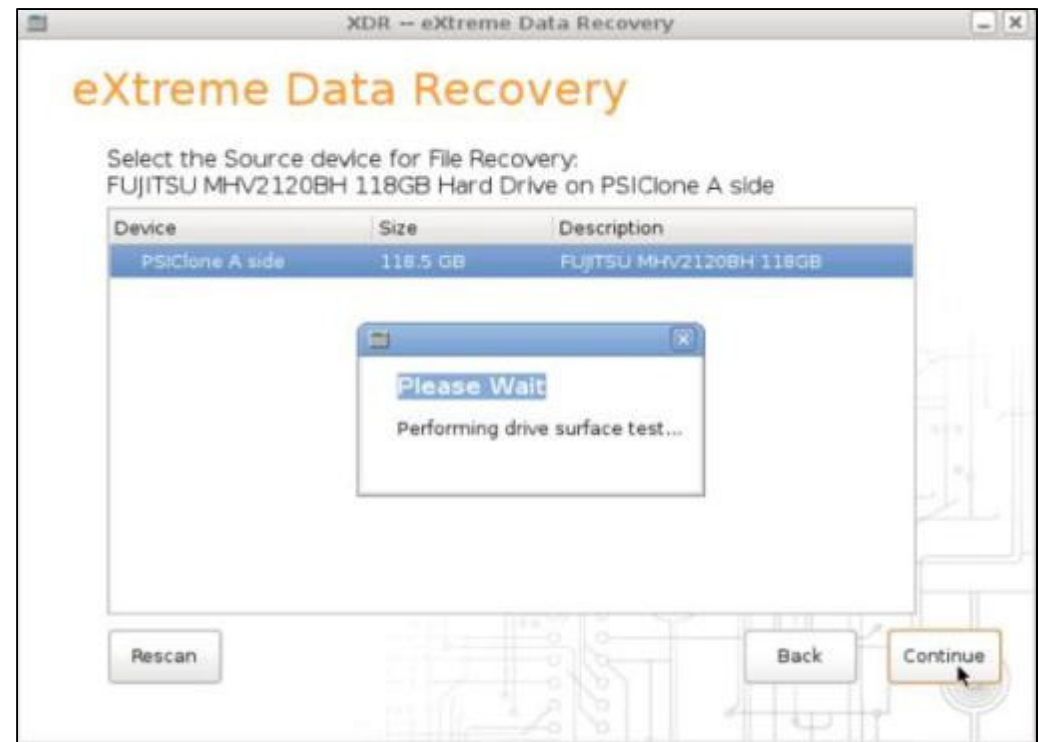
- Click “Recover Computer Files”





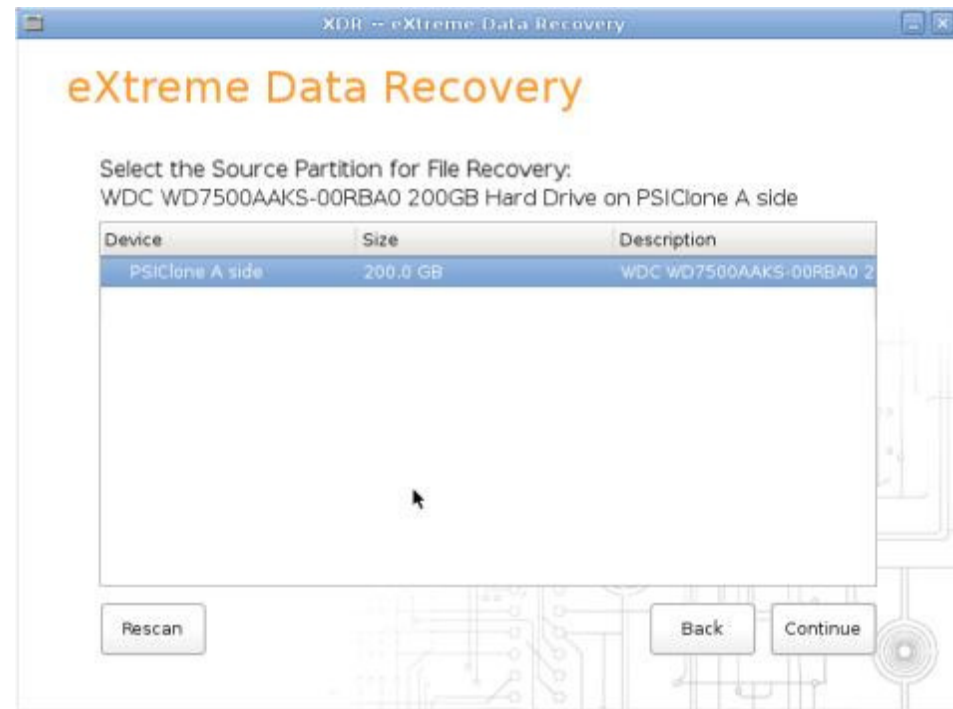
# Drive Scan

- Click the PSIClone A Side
  - Click 'Continue'
- XDR will perform a scan to ensure the drive can be recovered using XDR



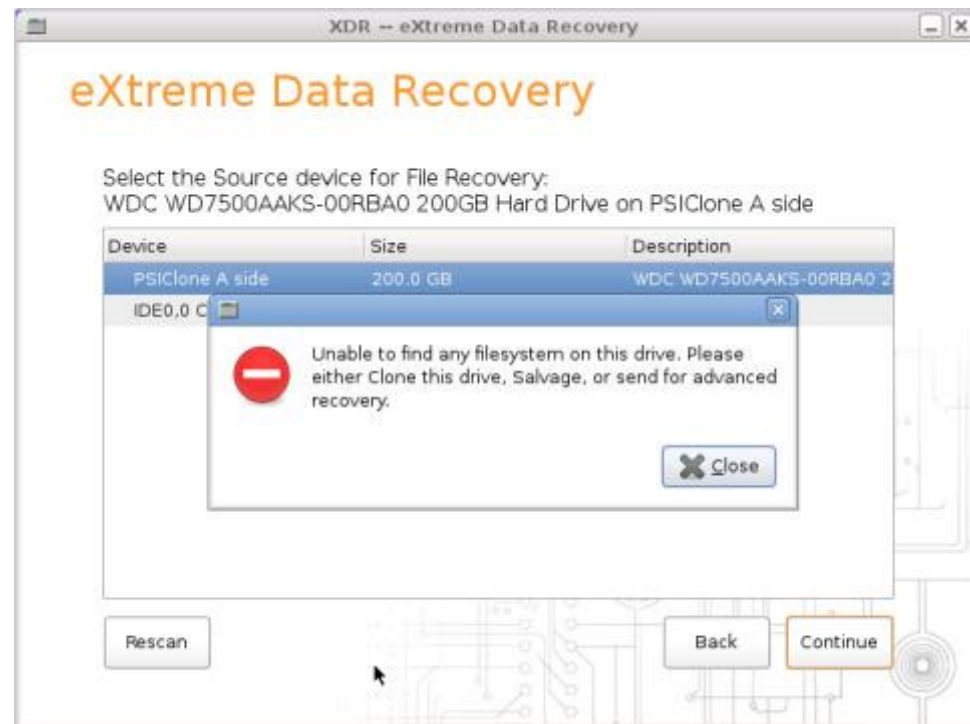
# Select Partition

- Select the partition to be recovered (pick the largest partition)
- Click 'Continue'



# Send to CPR Tools

- **IF** XDR is not able to perform the recovery you will see this screen
- The drive must be sent to CPR Tools for physical recovery



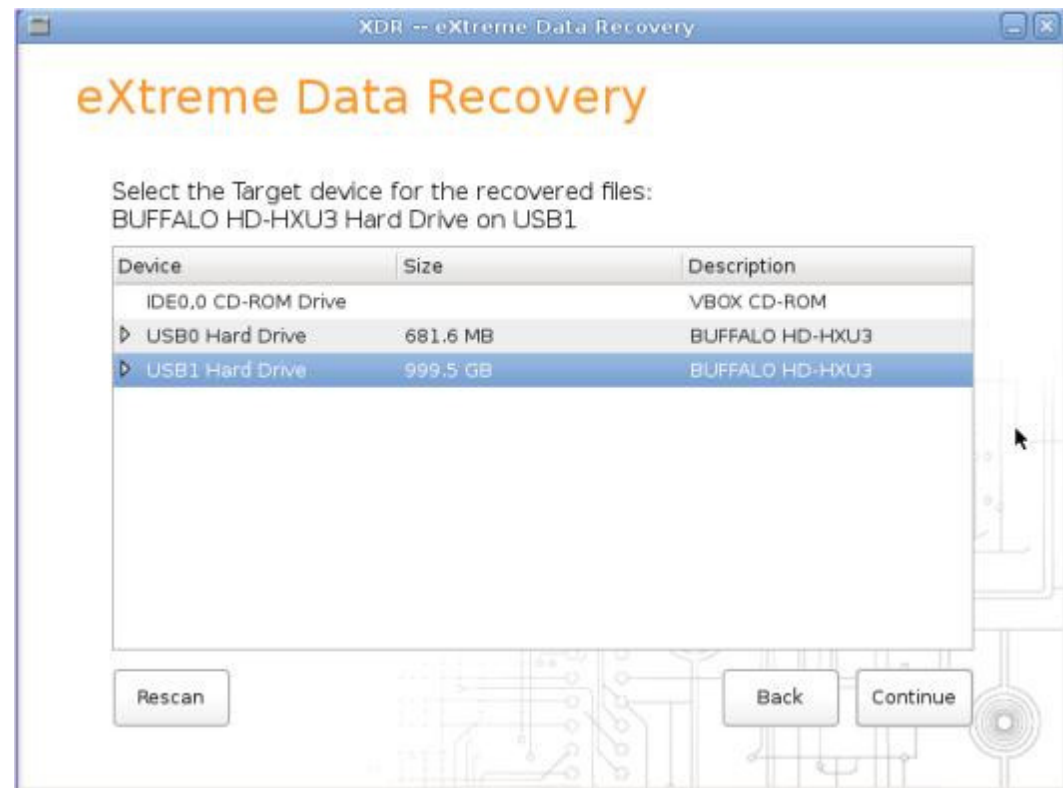
# XDR Preparation Step

1. **Insert** USB Drive to put customer files on (typically sold by Office Max)
2. Plug in Ext USB Hard Drive Power
3. Click “Rescan”
4. If the drive does not appear, wait 15 seconds and click rescan again



# Select recovered data drive

- Select the external USB drive (which you just connected)
- This will transfer the customer data to this drive (this is where the recovered customer files will be placed)
- Click 'Continue'



# Select recovered data drive

**IF** the recovered data drive is not formatted, XDR will prompt the Store technician to format the drive

- Type 'I Understand' exactly as shown
- Click 'Ok'





# Select USB Log Drive

- Insert the USB Thumb Drive back into computer
- Click “Rescan”
- Select the USB thumb drive to be used for the logging information
- Click ‘Continue’



# Select Customer File Types

Select the file types to recover:

- Select “All Files on Drive” to recover all files stored on the drive

Selecting this option will include many unnecessary operating system files. If selected, it will add a lot of extra processing time.

- Select “All User Files” to only recover files that were created by the customer.

This is the best option if the customer cannot remember exactly which files they are looking for.



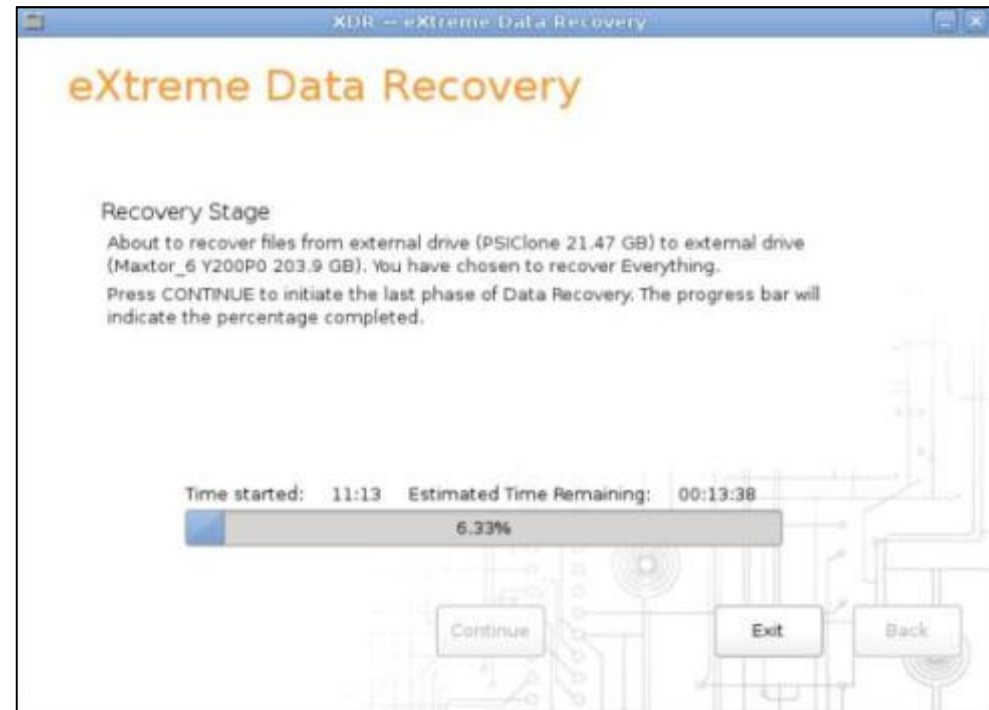
# Start

- Verify this is the customer drive!
- Click 'Begin' to start the recovery



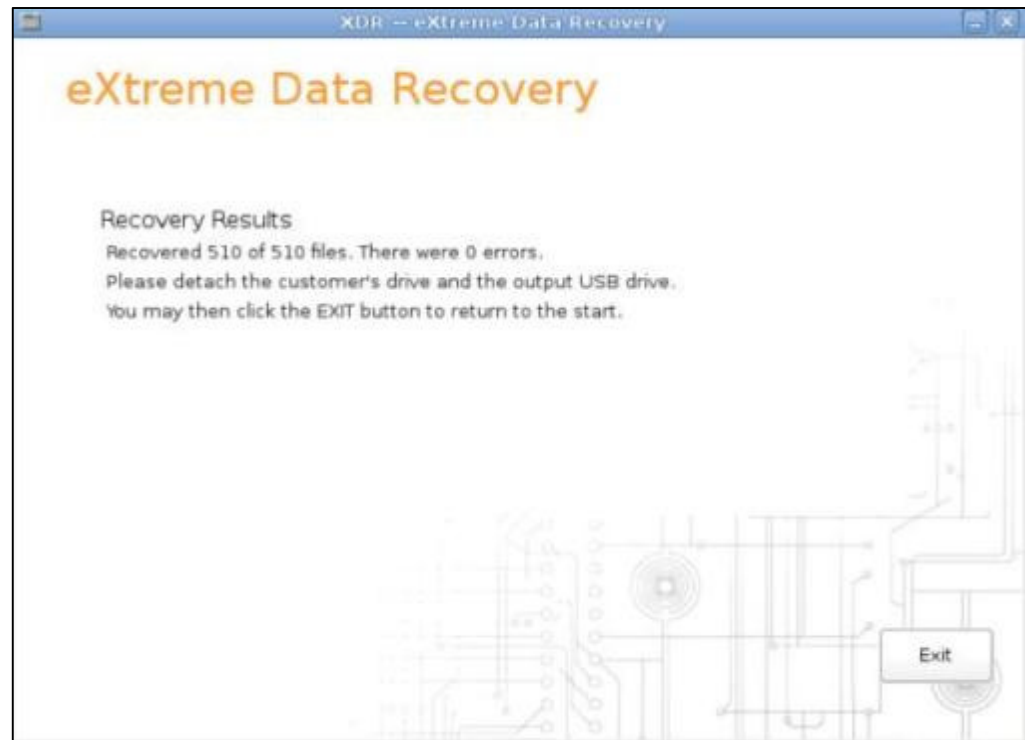
# How long?

Once started, the percentage complete and estimated time remaining will be displayed



# Completed

Once the recovery process has completed XDR will display how many files were recovered and if any errors were reported



# Clean Up

1. **Remove** CD/USB Thumb drive from PC/Laptop
2. **Remove** customer drive from PSIClone
3. **Remove** PSIClone USB from PC/Laptop
4. **Remove** USB recovered data drive with customer files
5. **Power** down the PC/Laptop







# Lastly



- Invoice customer
- Give customer USB recovered data drive



# Need Help?



- Visit Our Support Website
  - <http://www.cprtools.net/omx>
- Email
  - [omx@cprtools.net](mailto:omx@cprtools.net)
- Call
  - 1-863-674-0120
  - 10am – 7pm
  - Mon-Fri

