



Standard Operating Procedures

Scenario 3

Customer brings in External USB 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!

- This document explains the customer's 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



Scenario 3



Customer brings in External USB
Drive

What you will need



1 – PSIClone



1 USB Cable



1 – OMX
PC/Laptop



1 – Recovered data drive
(purchased by customer)



1 - AC Power
Supply
and cord



1 – XDR CD



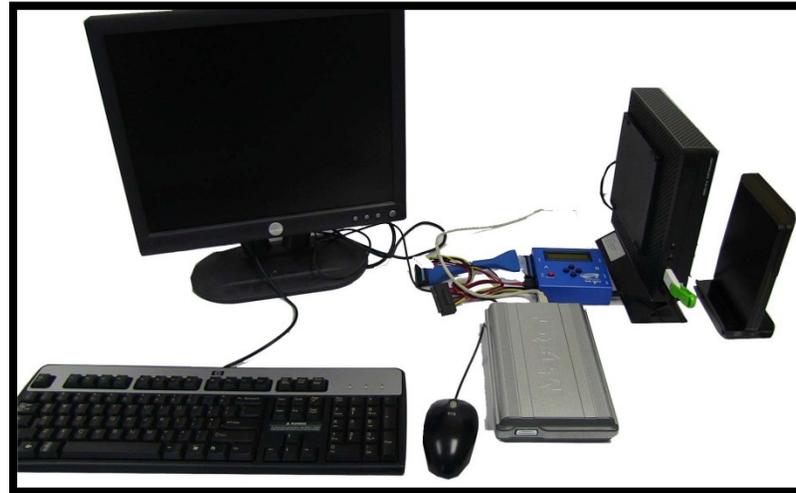
1 – XDR USB
Thumb Drive

What it will look like

Customer External Drive



External Drive XDR Setup



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



Scenario 3 Recovery Steps

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.



The computer will need **4**
USB ports for this scenario

USB Hub



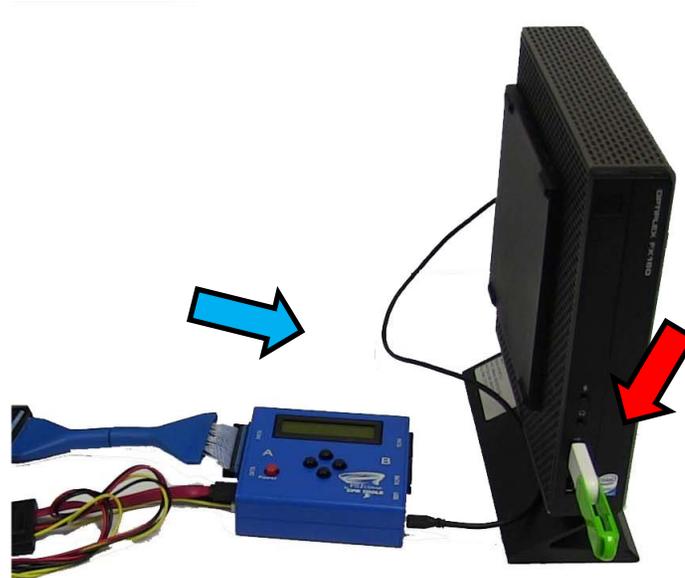
Hub Connections



Use USB Hub is the computer has less than 4 USB ports

XDR Preparation Steps

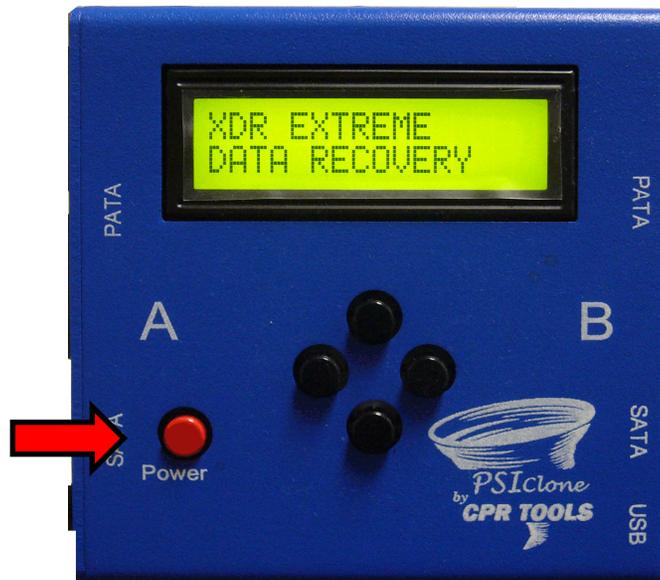
1. **Insert** USB Thumb Drive into OMX PC
2. **Insert** USB cable from PSIClone into OMX PC



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

Power on PSIClone

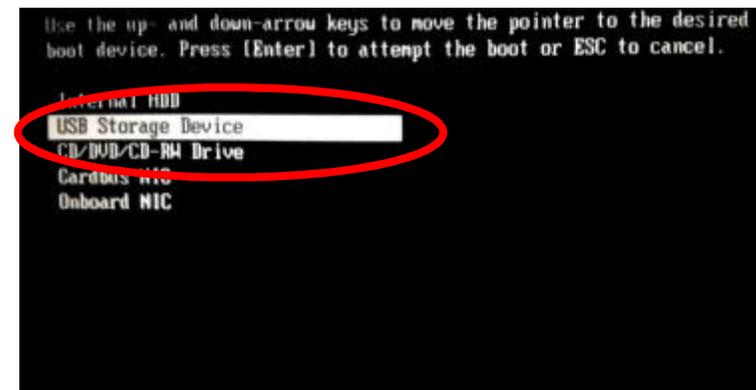
Press the **RED** power button to turn the PSIClone on.



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

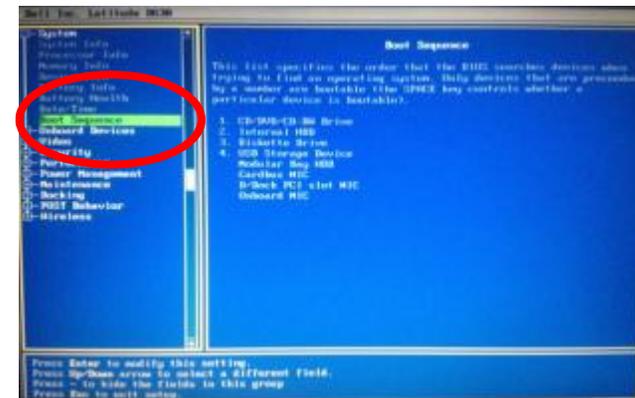
Boot Device Menu

- 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



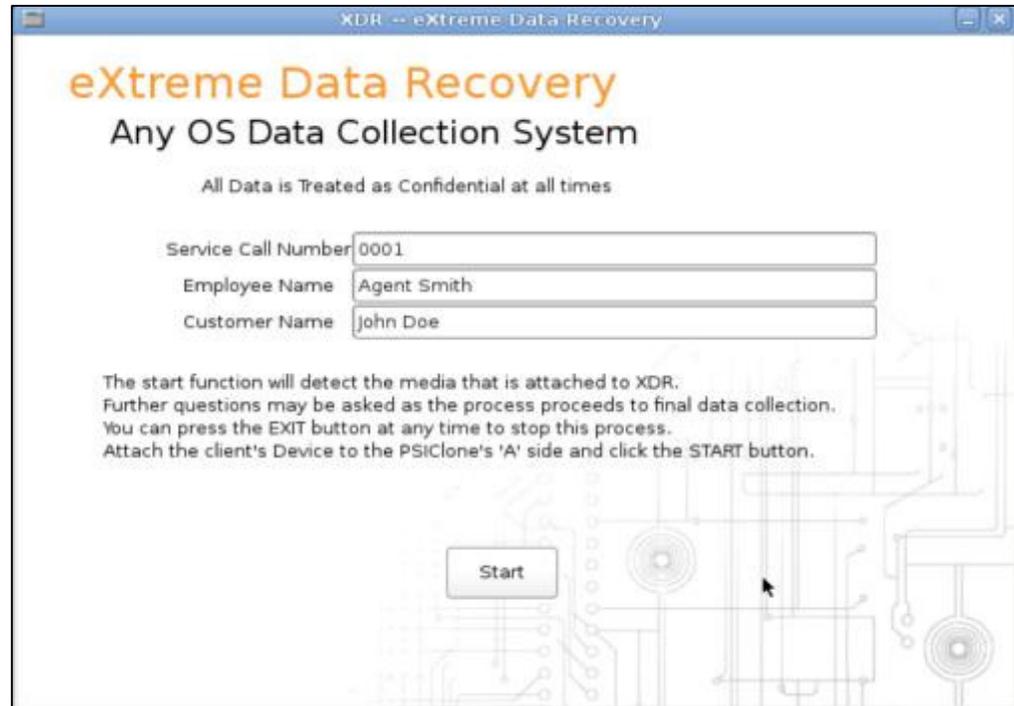
XDR Startup

- 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



XDR Preparation Step

1. **Insert** Customer USB drive cable into OMX PC/Laptop
2. Plug in USB external drive power



Choose Method

- Click “Recover Computer Files”

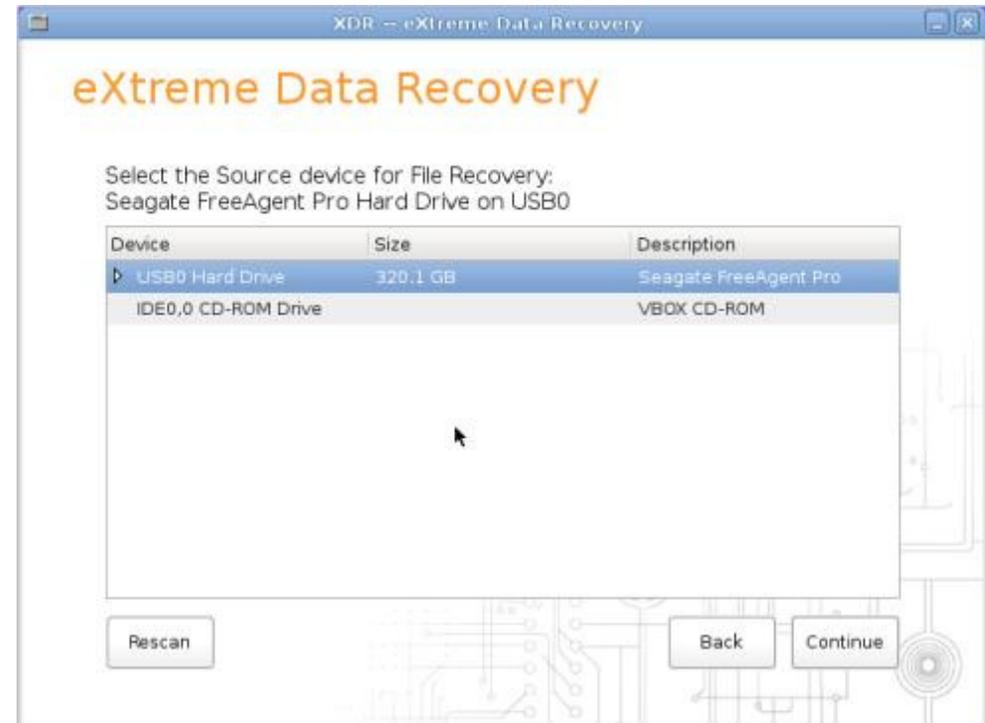


Drive Scan

- Select the **customer** drive to recover data from

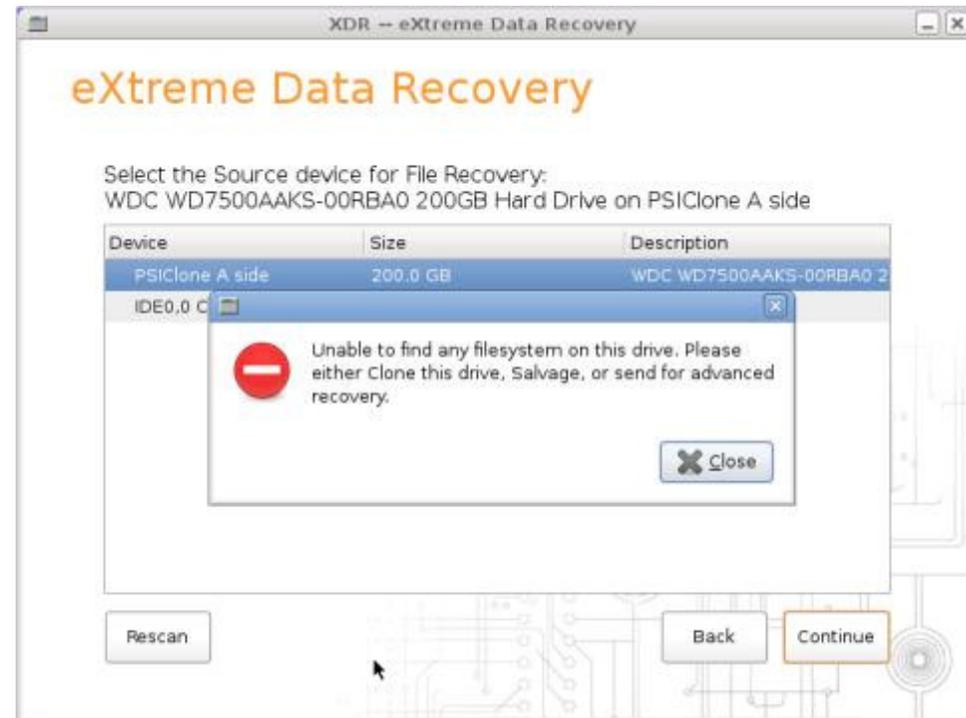
- Click 'Continue'

XDR will perform a scan to ensure the drive can be recovered using XDR



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



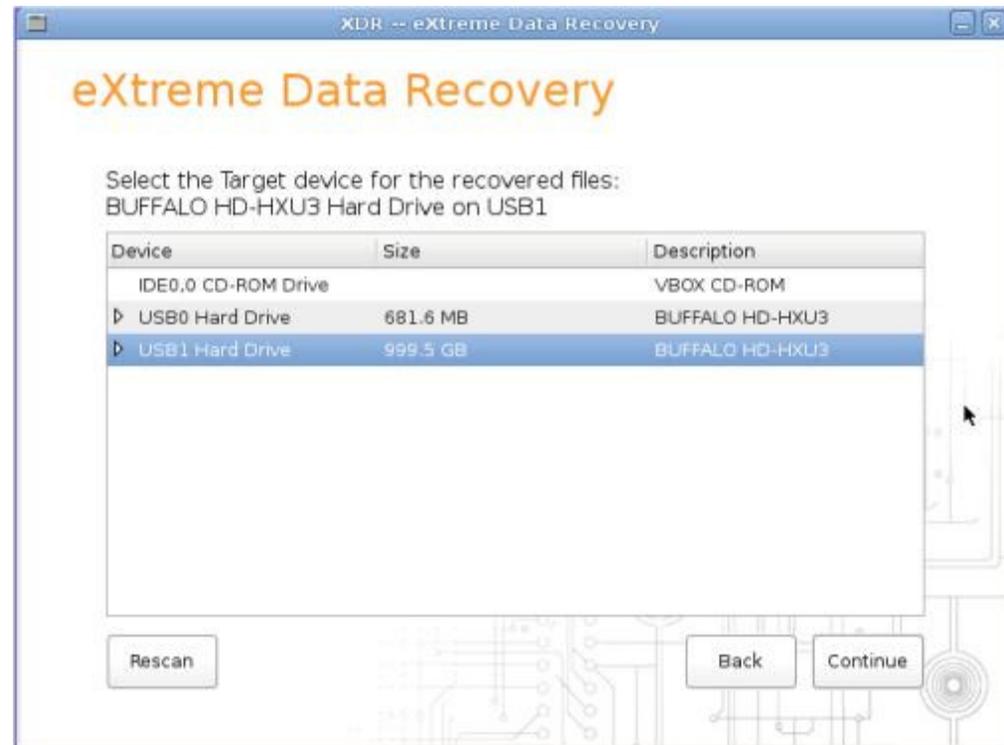
XDR Preparation Step

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 plugged in)
- This is where the recovered customer files will be placed
- Click 'Continue'



Select recovered data drive

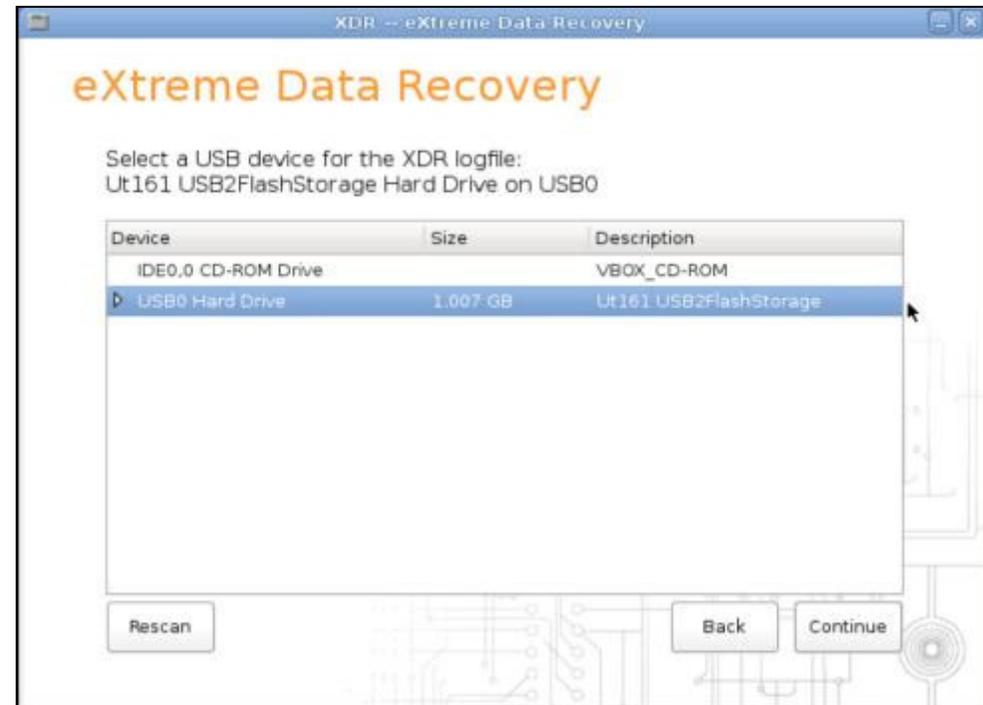
IF the recovered data drive is not formatted, XDR will prompt the Store technician to format the drive

- 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

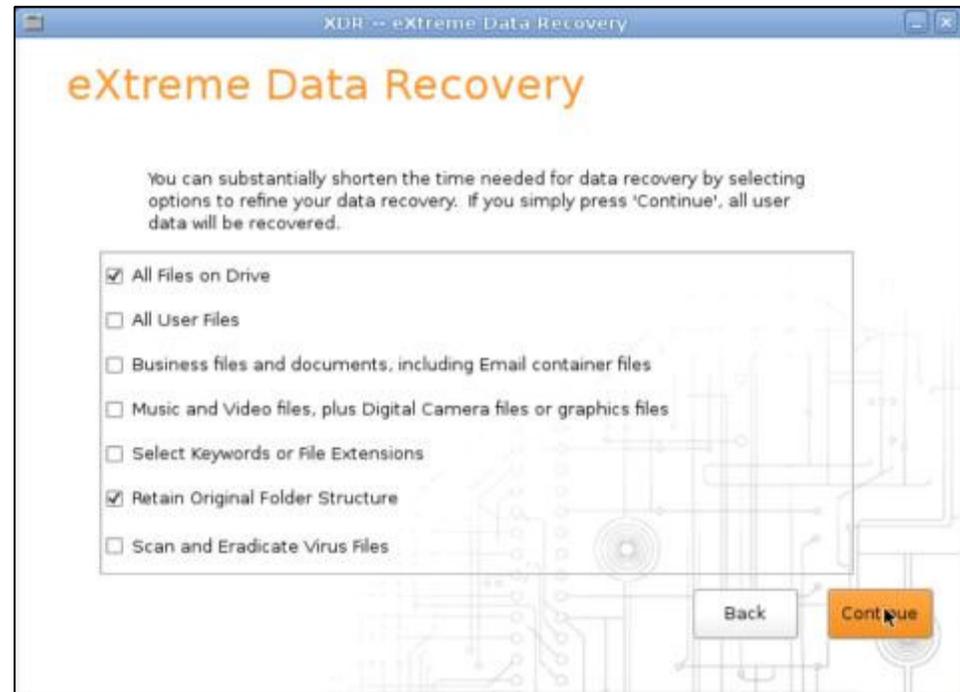
Select the file types to recover:

- 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.

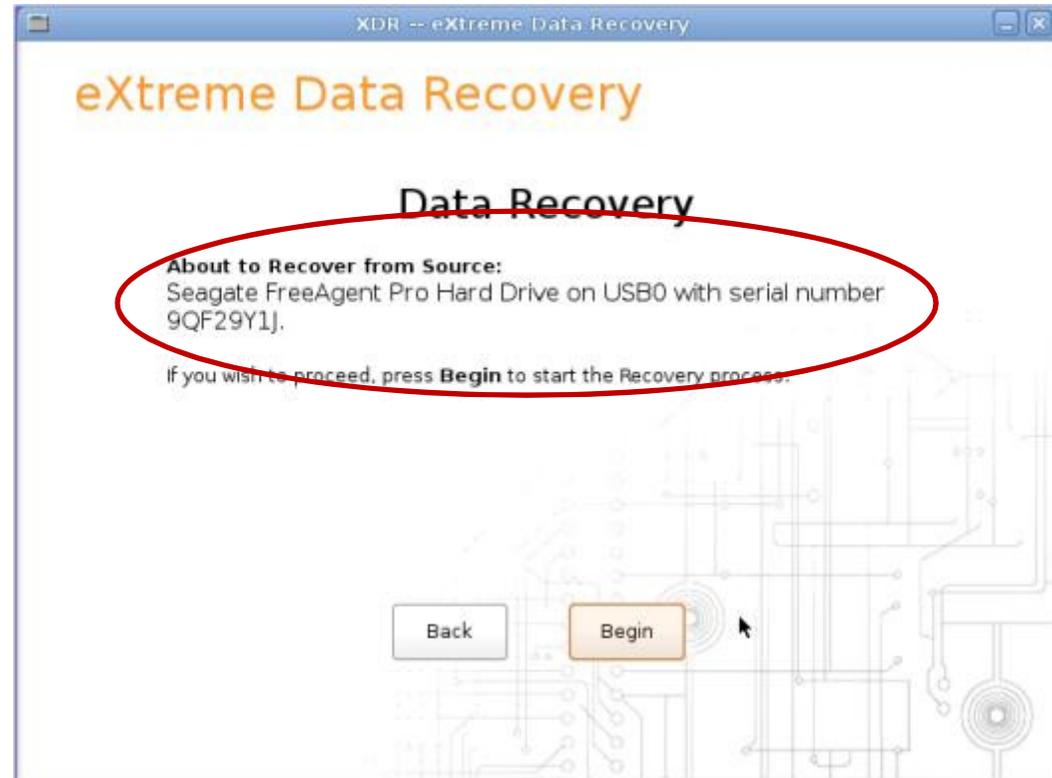
- Select “All User Files” to only recover files that were created by the customer.

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



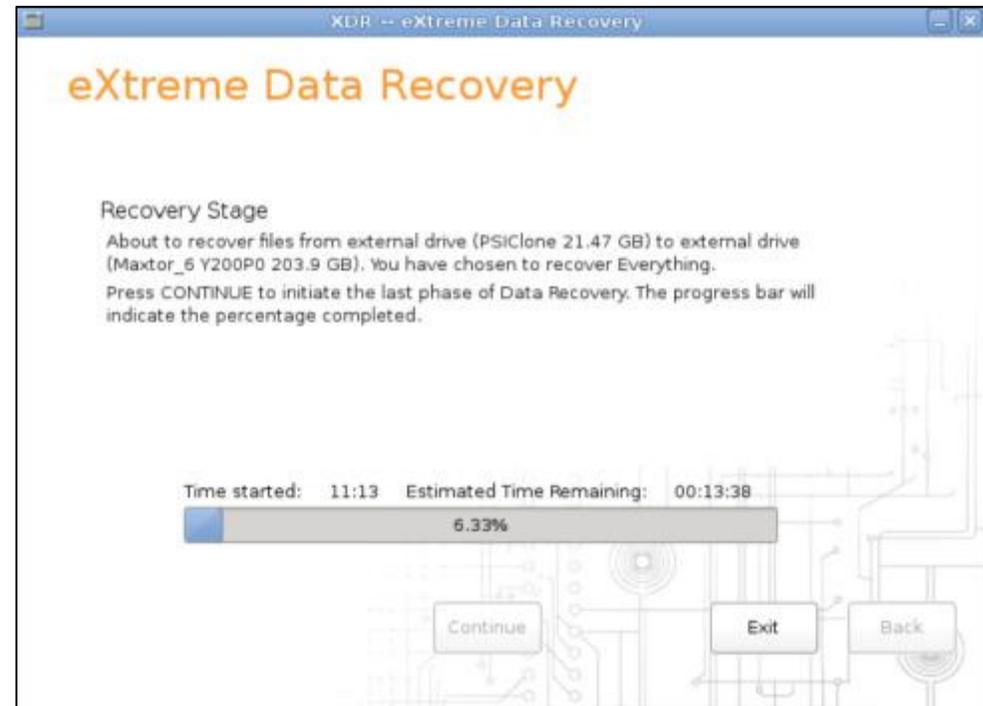
Start

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



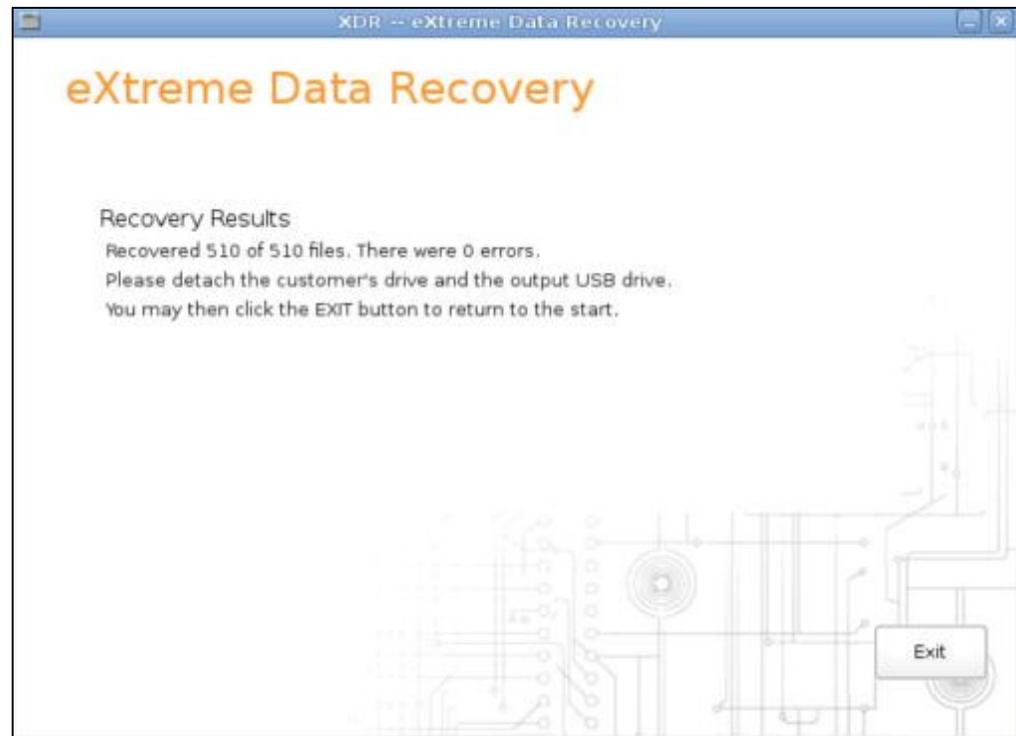
How long?

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



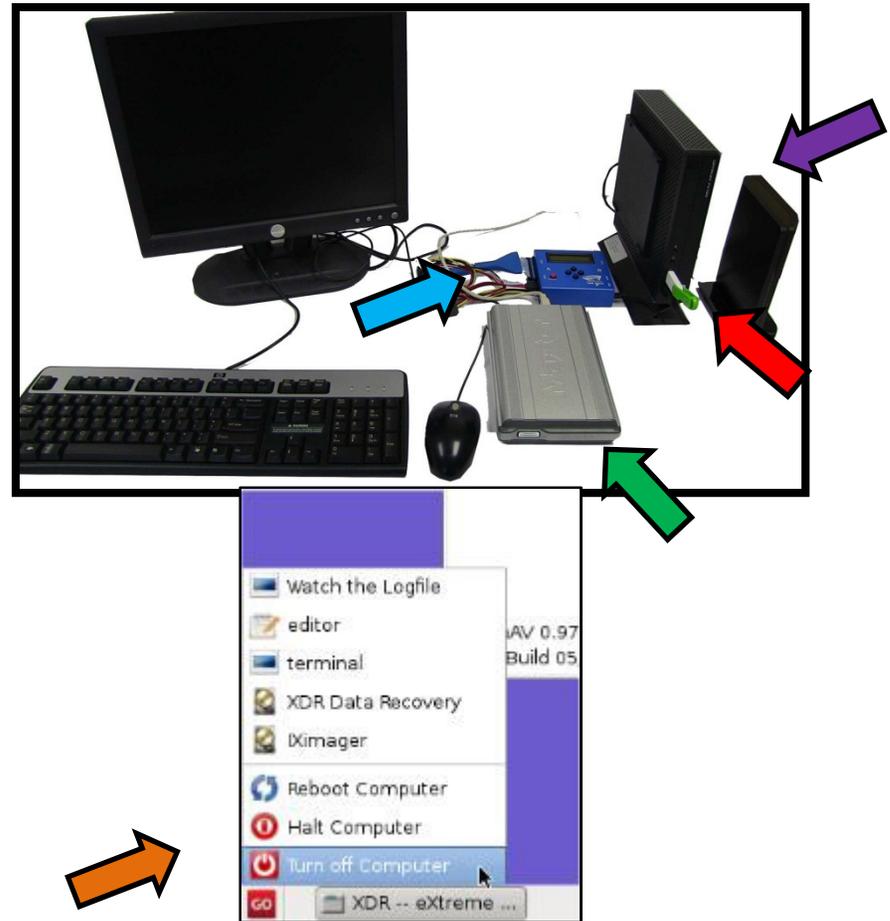
Completed

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** PSIClone USB from PC/Laptop
3. **Remove** USB recovered data drive with customer files
4. **Remove** customer USB drive from PC
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
- Call
 - 1-863-674-0120
 - 10am – 7pm
 - Mon-Fri

The screenshot displays the CPR Tools website interface. At the top, there are logos for OfficeMax, CPR TOOLS, and MPOWERTECH. Below the logos is a navigation bar with links: Service Options, Help Me Decide, Training Guide, Print Entire Site, Ship to CPR Tools, Order XDR Media, and Upgrade to Advanced Plus. The main content area is divided into several sections:

- Hard Drive Recovery Services**
 - PC/Laptop
 - USB External Storage Devices
 - FREE DIAGNOSTIC

Basic	Advanced
<ul style="list-style-type: none">• Uses Patented Technology• Usually done in hours versus weeks• Never leaves the store	<ul style="list-style-type: none">• Damaged storage devices (water, fire, dropped, etc.)• Uses patented technology• Safely transported and recovered in our partner facilities:<ul style="list-style-type: none">◦ Over 25 years of data recovery experience◦ Insured and Bonded company◦ Secure facilities◦ All employees background checked
- Data Recovery Portable Device Services**
 - Portable Flash Devices
 - FREE DIAGNOSTIC

Basic	Advanced
<ul style="list-style-type: none">• Uses Patented Technology• Usually done in hours versus weeks• Never leaves the store	<ul style="list-style-type: none">• Damaged storage devices (water, fire, smashed, etc.)• Uses patented technology• Safely transported and recovered in our partner facilities:<ul style="list-style-type: none">◦ Over 25 years of data recovery experience◦ Insured and Bonded company◦ Secure facilities◦ All employees background checked
- Data Transfer**
 - Seamless PC Upgrades
- Hard Drive Data Eradication**
 - Audit Trail and Certification
 - Erased to Government Standards
 - SECURE
- Data Recovery Service Plan**
 - 1 year of protection against data loss

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