



Standard Operating Procedures

Scenario 4

Customer brings in an Apple Computer



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



Scenario 4



Customer brings in an Apple
Computer

What you will need



1 – PSIClone



1 USB Cable



1 – USB 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





Scenario 4 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.

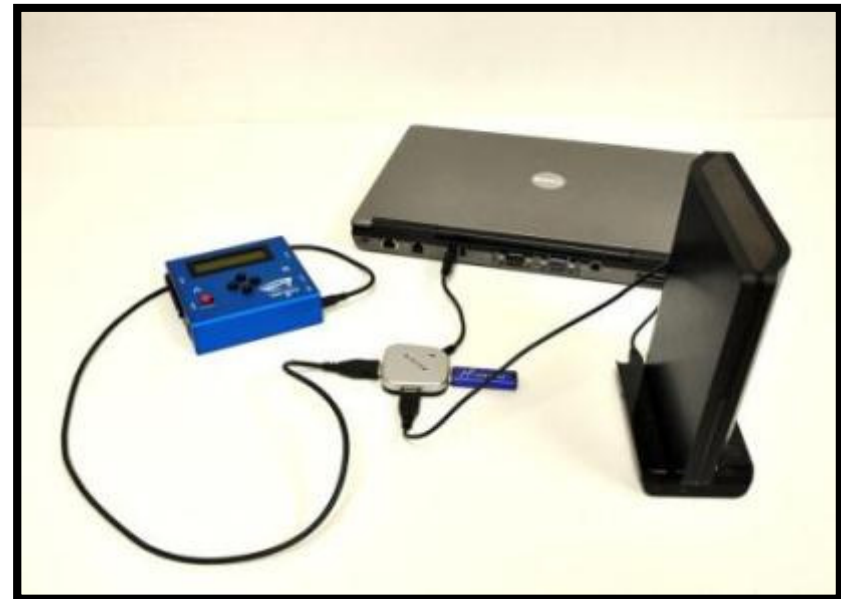


The computer will need
3 USB ports for this scenario

USB Hub



Hub Connections



Use USB Hub is the computer has less than 3 USB ports

XDR Preparation Steps

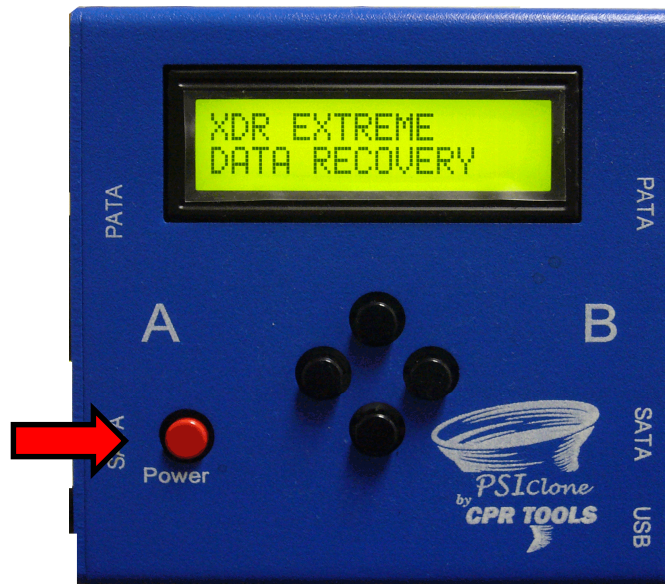
1. **Insert** CD into computer
2. **Insert** USB cable from PSIClone into computer



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

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



Booting an Apple



You can use the following startup key combinations with [Intel-based](#) Macs.

Keystroke

Press C and hold down until system boots

Description

Start up from a bootable CD, DVD, or USB thumb drive (such as OS X install media).

XDR Startup

- Wait for the XDR Utility to boot up to the Startup screen (shown at right)
- CD will eject automatically
- Click the 'Begin' button



Customer Info

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



The screenshot shows the 'eXtreme Data Recovery' application 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 note 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 instructions follows: '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”

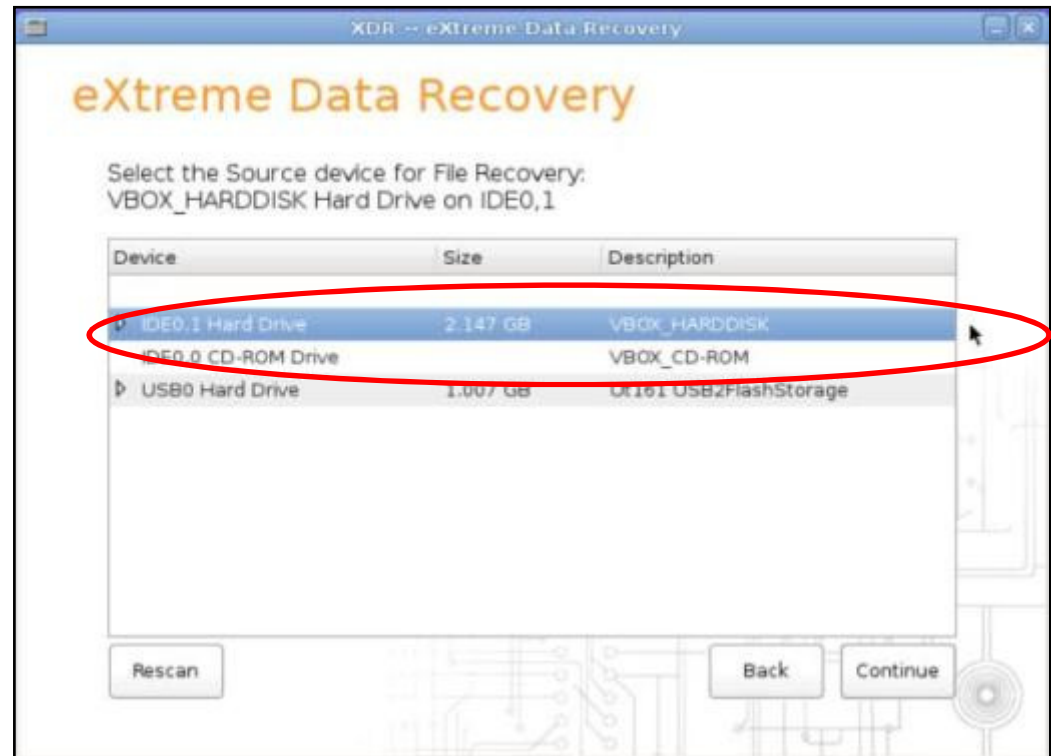


Drive Scan

- Select the **customer** drive to recover data from (this is the hard drive in the PC/Laptop and should be listed first as shown)

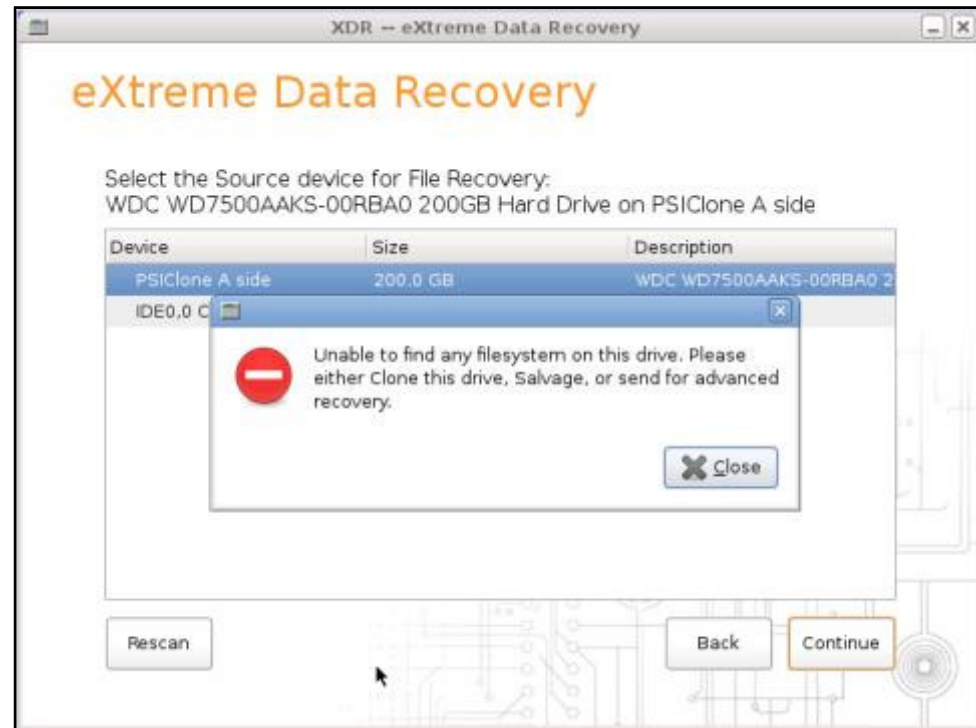
- Click 'Continue'

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



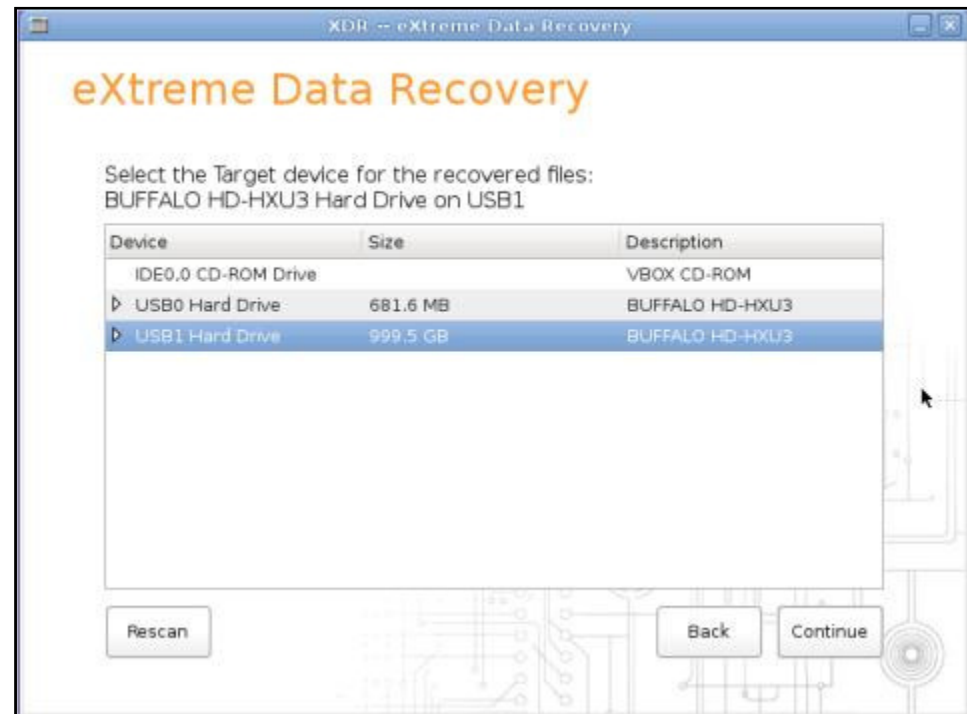
XDR Preparation Step

1. **Insert** USB Drive to put customer files on (typically sold by Office Max)
2. Plug in Power for External USB Hard Drive
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 to transfer the customer data to (this is where the 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 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.

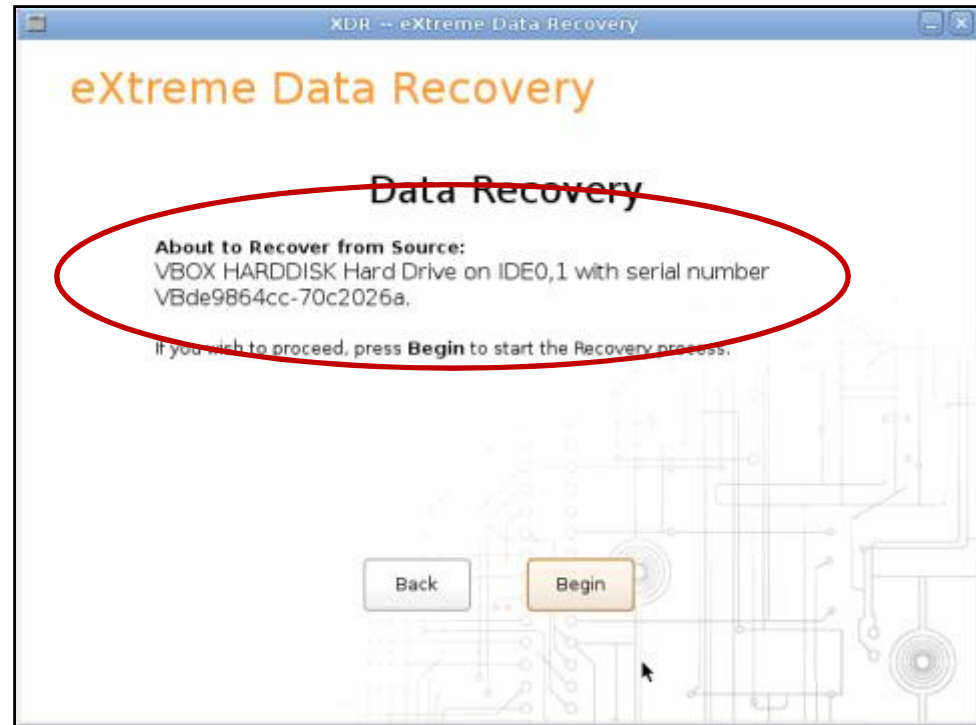
- Select “All User Files” to only recover files that were created by the customer.

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



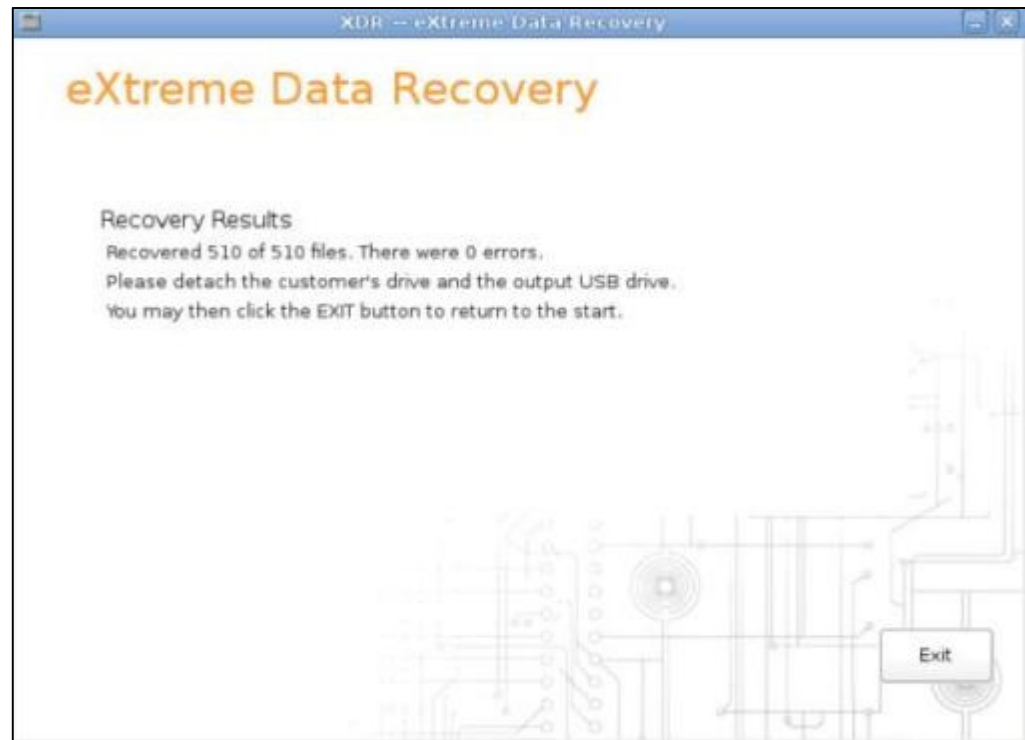
How long?

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



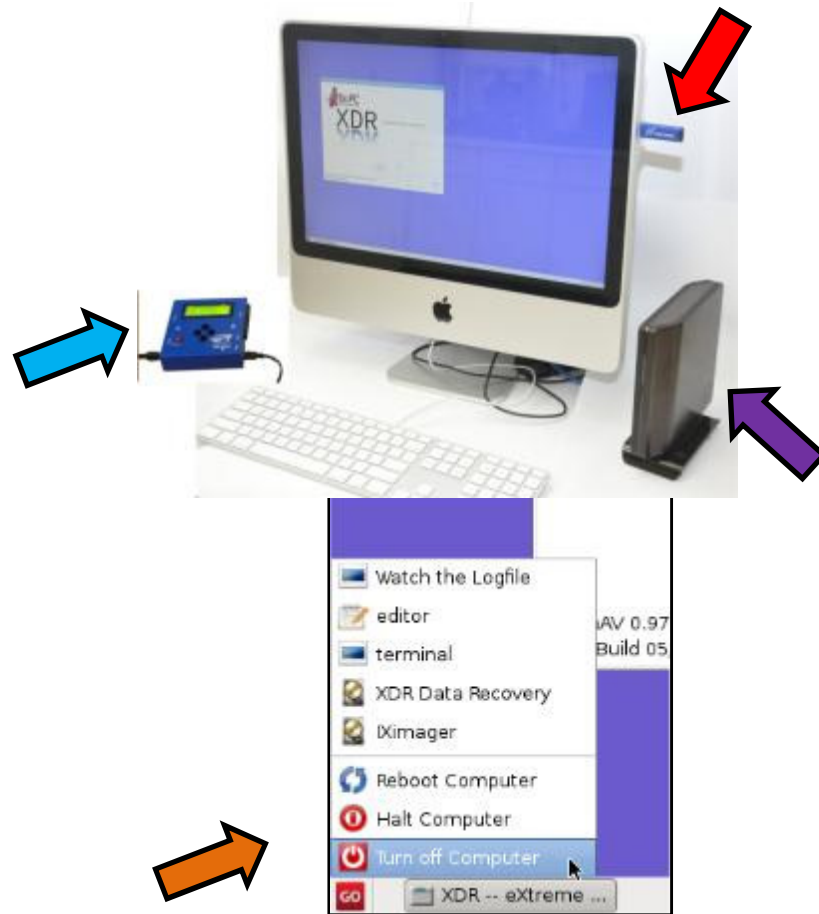
Completed

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. **Power** down the PC/Laptop





Lastly



- Invoice customer
- Give customer the 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

