



Standard Operating Procedures
Scenario 5
Customer brings in PC or Laptop
DATA DESTRUCTION

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 5



Customer brings in PC or Laptop
For

DATA DESTRUCTION

What you will need



1 – PSIClone



1 USB Cable



1 - AC Power
Supply
and cord



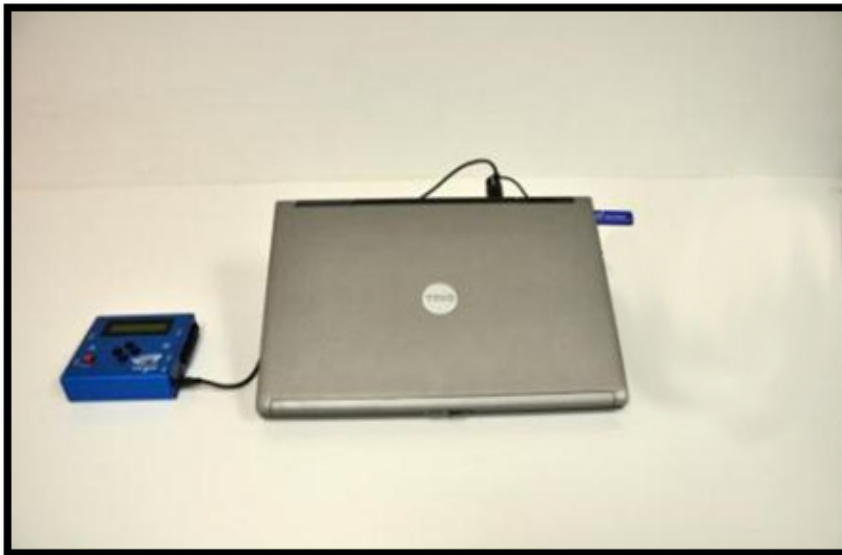
1 – XDR CD



1 – XDR USB
Thumb Drive

What it will look like

Laptop



PC





Scenario 5 Destruction Steps

PSIClone Power

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



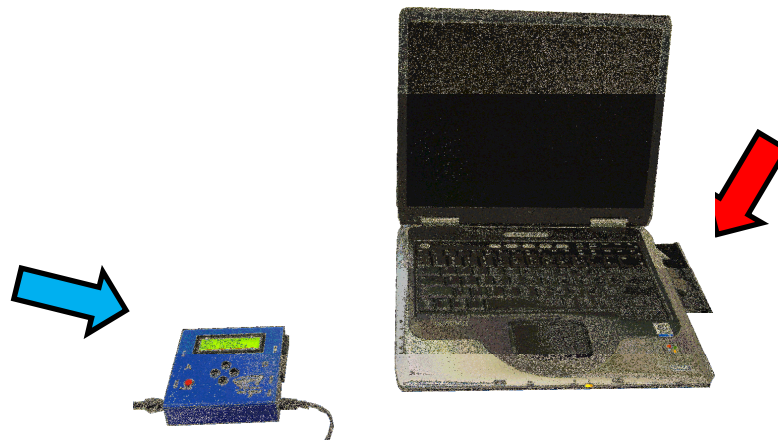
USB Connection

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



XDR Preparation Steps

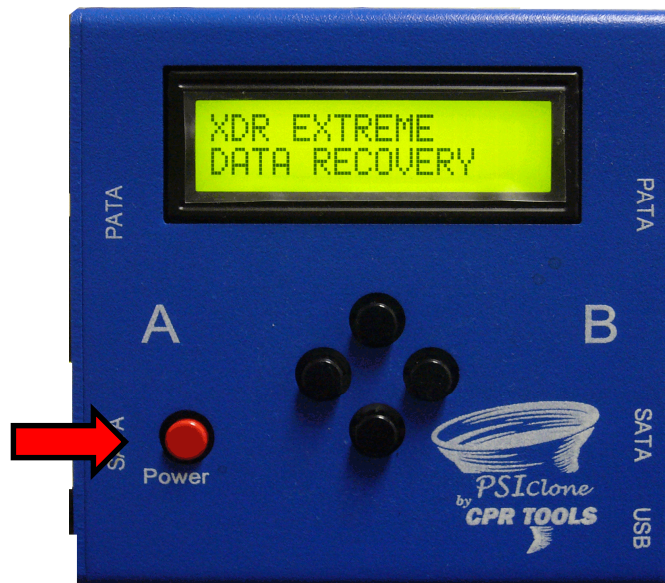
1. **Insert** XDR USB Thumb Drive or CD into PC/Laptop
2. **Insert** USB cable from PSIClone into PC/Laptop



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

Power on PSIClone

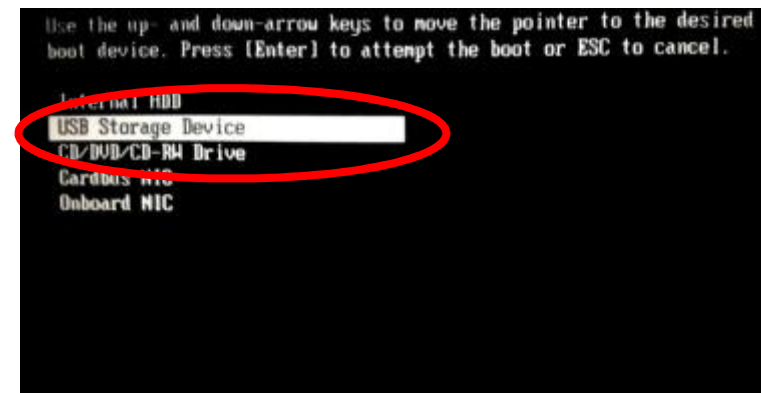
Press the **RED** power button to turn the PSIClone on.



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

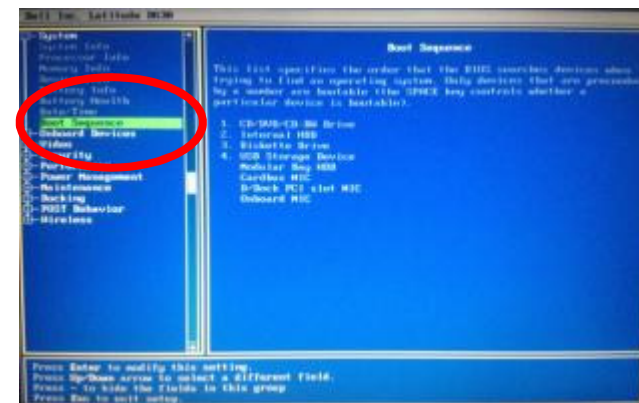
Boot Device Menu

- 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 XDR USB Thumb Drive (If using CD to boot it will eject automatically)
- Click the 'Begin' button



Customer Info

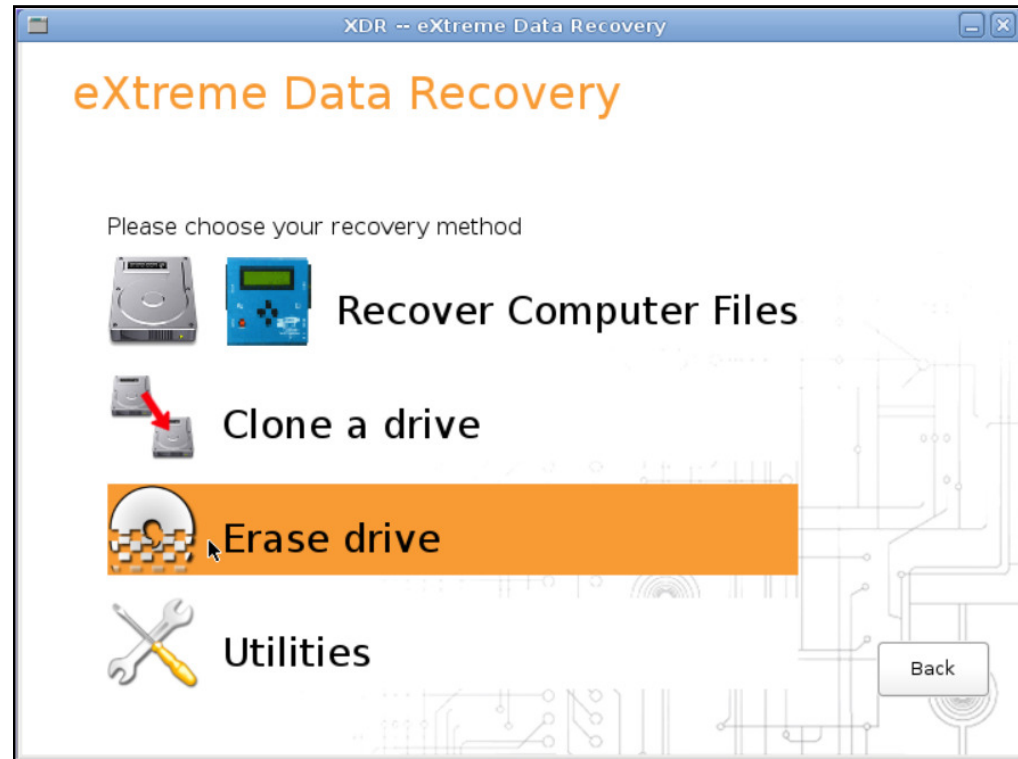
- Enter the required information
- Click the 'Start' button



The screenshot shows the 'eXtreme Data Recovery' 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 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 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 “Erase drive”

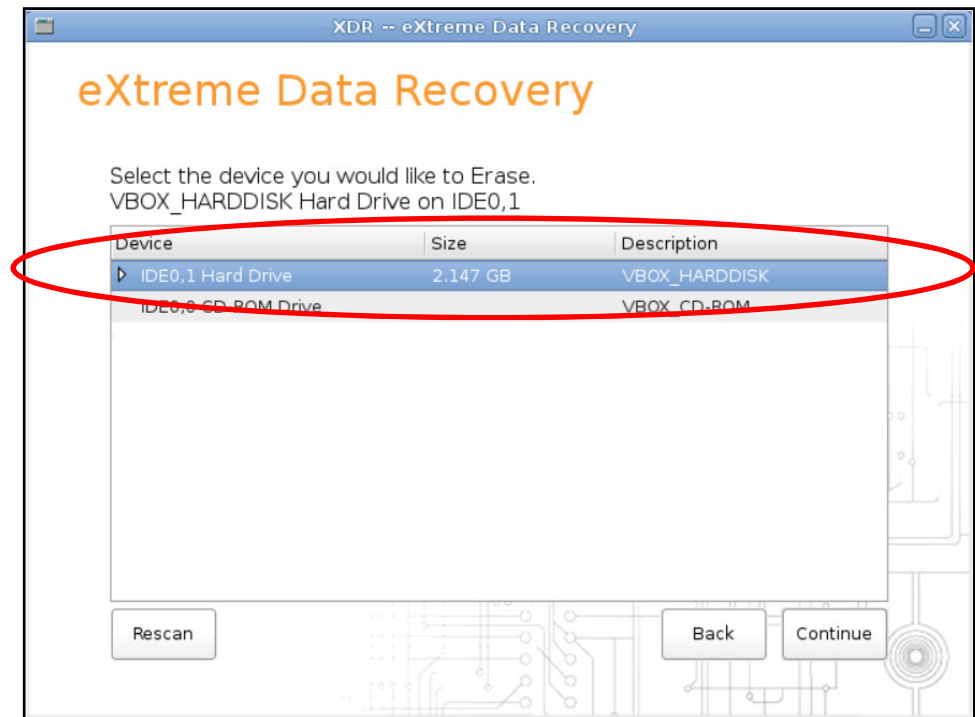


Drive Scan

- Select the **customer** drive to perform data destruction on (this is the hard drive connected to the PSIClone 'B' side)

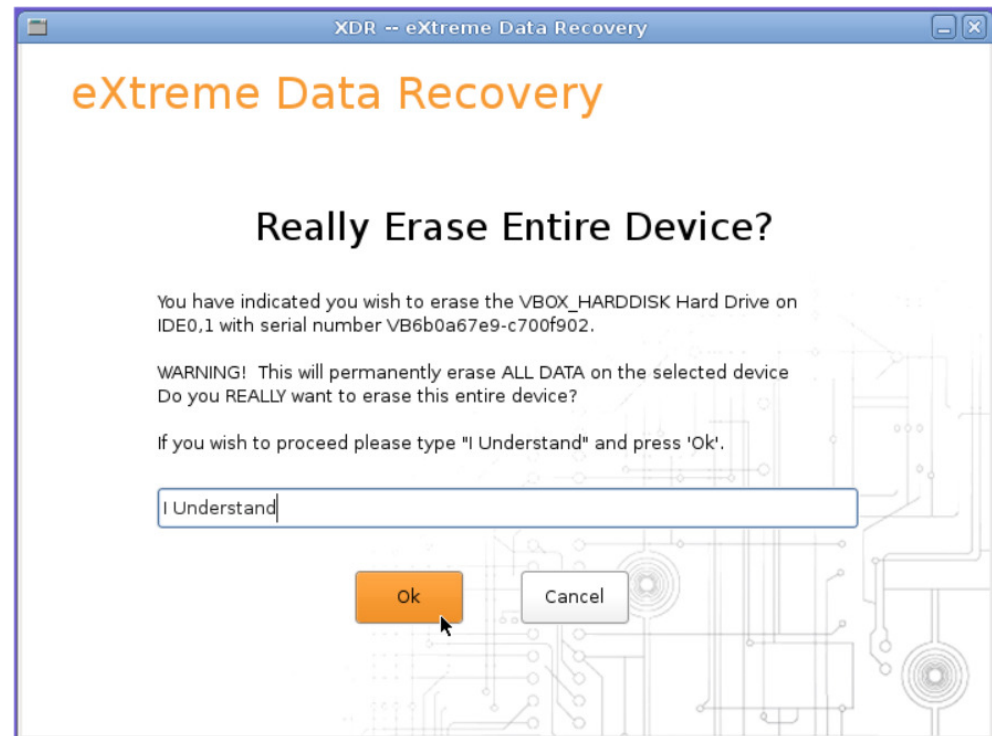
- Click 'Continue'

XDR will perform a scan to ensure the data destruction can be performed on the drive



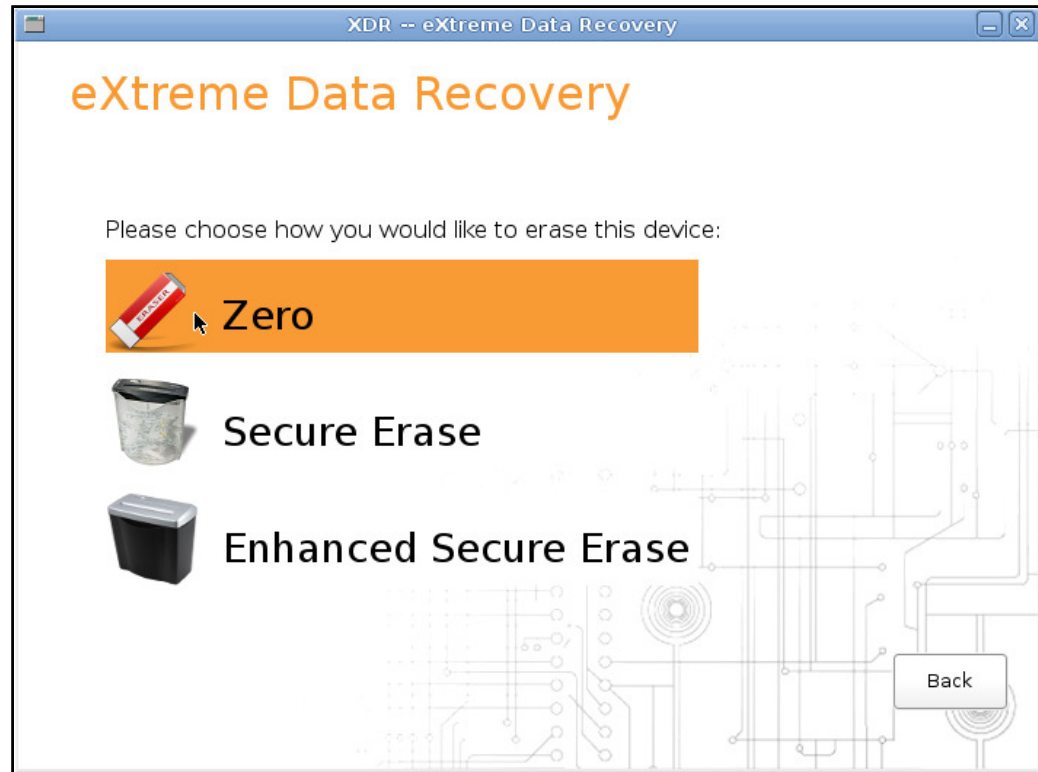
Select drive

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



Choose Method

- Click “Zero”



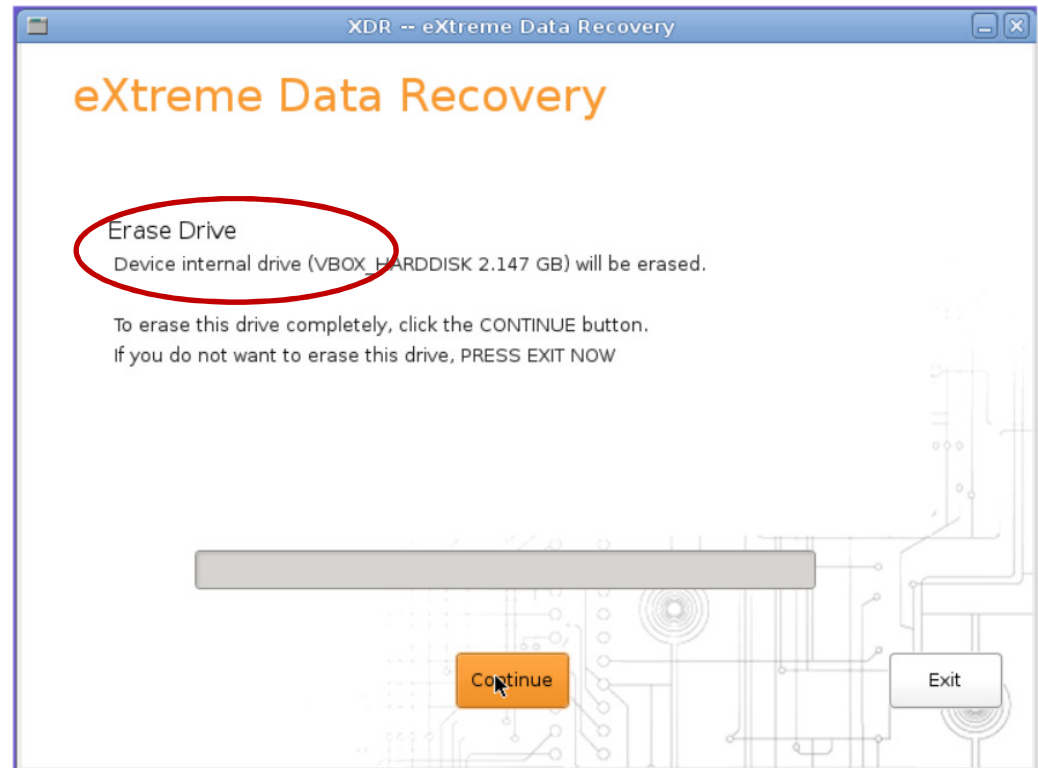
Select USB Log Drive

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



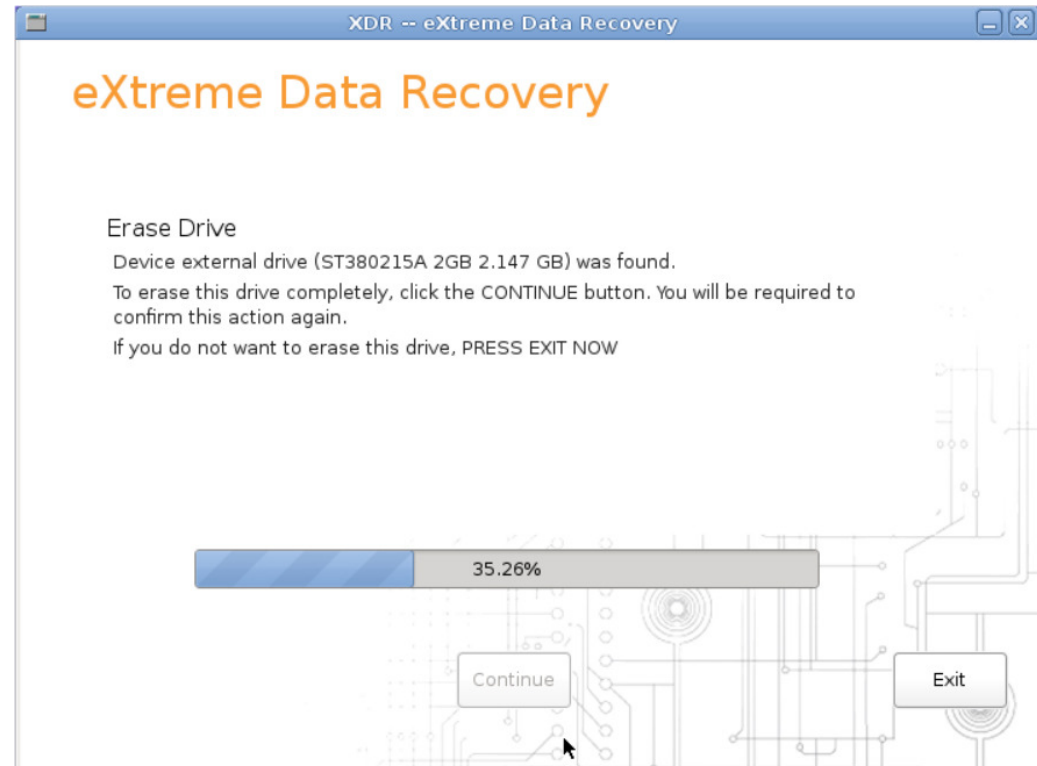
Start

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



How long?

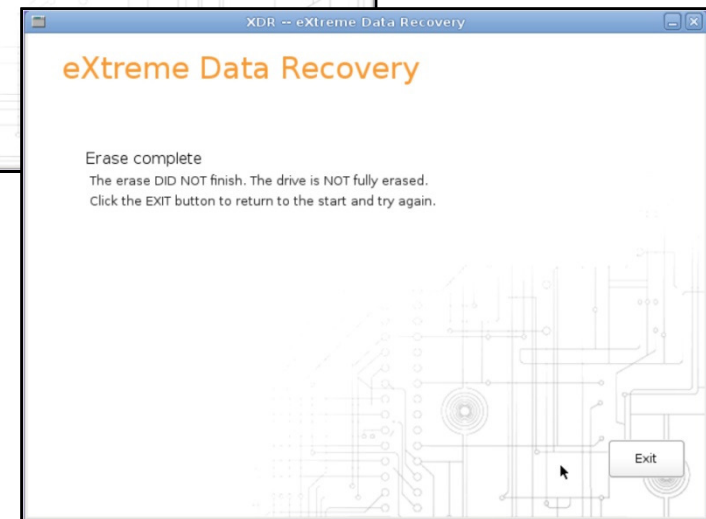
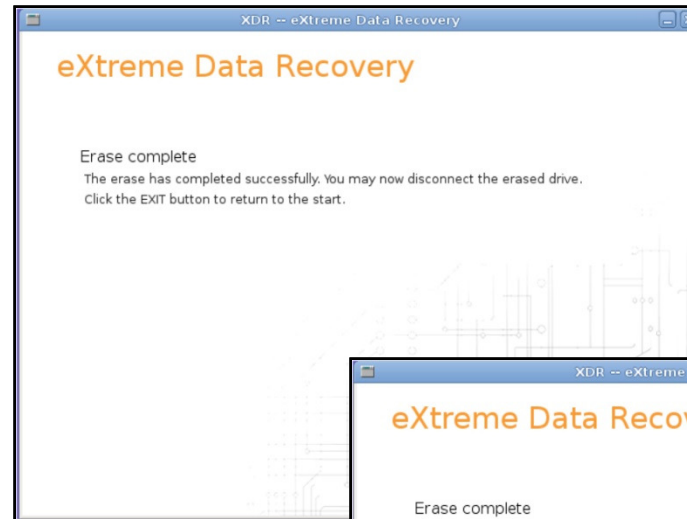
Once started, the percentage complete and estimated time remaining will be displayed



Completed

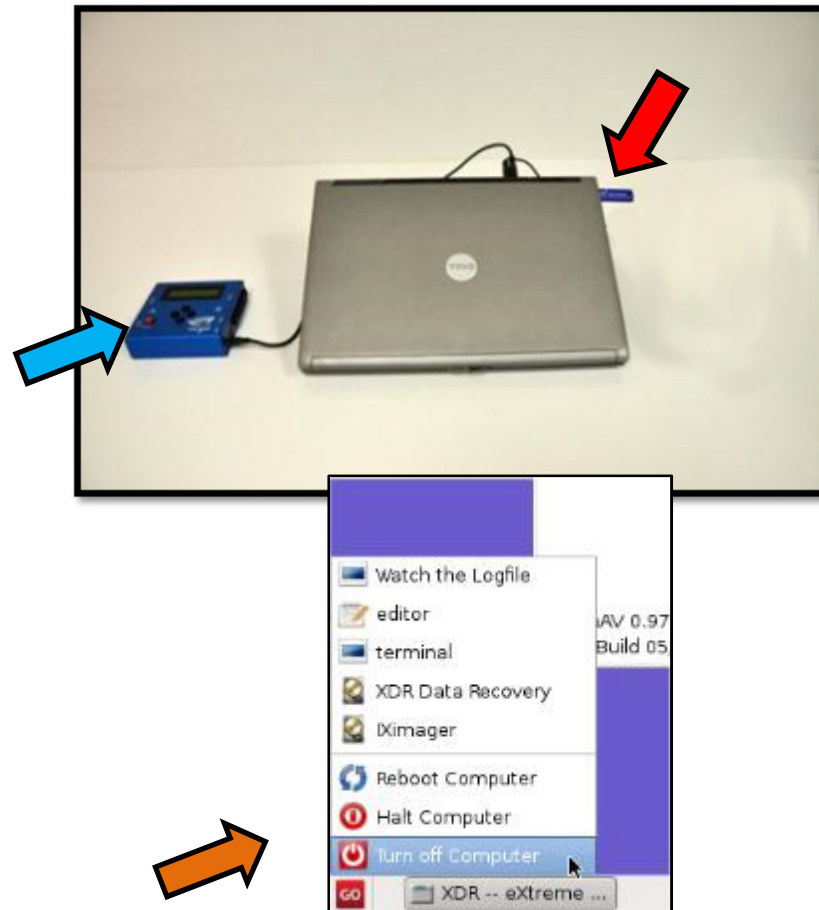
Once the process has completed XDR will display the successful completion or a FAILURE.

If the drive fails there is nothing that can be done in store.



Clean Up

1. **Remove** XDR CD/USB
Thumb drive from
PC/Laptop
2. **Remove** PSIClone USB
from PC/Laptop
3. **Power** down the
PC/Laptop





Lastly



- Invoice customer
- Return customer equipment



Need Help?



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

