



Standard Operating Procedures  
Scenario 6  
Customer brings in internal hard drive  
**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

# PSIClone

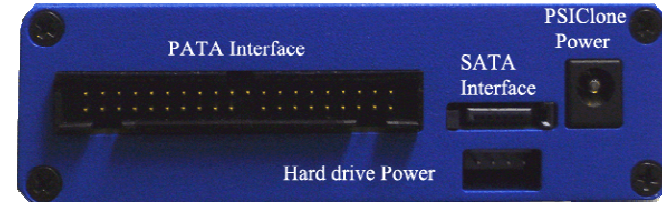
The PSIClone has a “Side A” and a “Side B”

**Side A** is where you connect the **power**

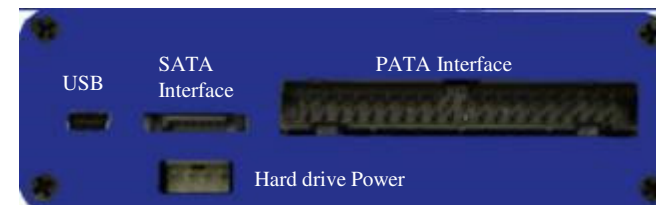
**Side B** is where you connect the **customer** drive and **USB cable**



Side A



Side B

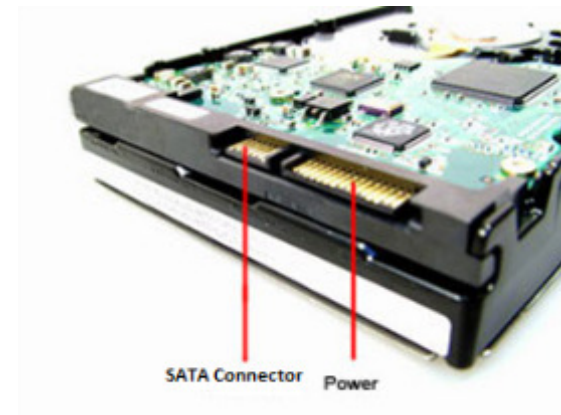


# Supported Interface Connectors

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 6



Customer brings in internal hard drive  
for

**DATA DESTRUCTION**

# What you will need



1 – PSIClone



1 USB Cable



1 – SATA  
Plus Power  
Cables



1 – PATA  
Cables



1 – OMX  
PC/Laptop



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 6 Destruction Steps

# Cable Connections

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



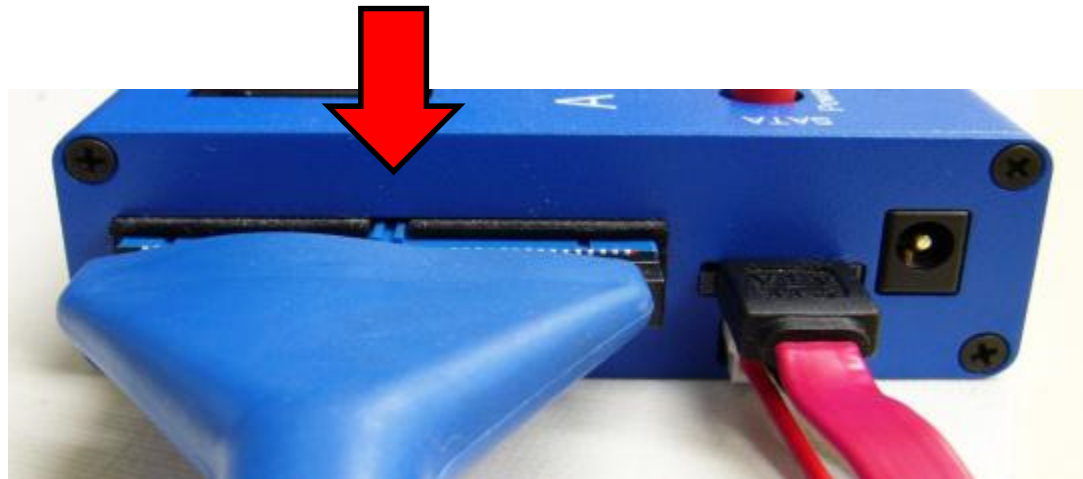
# Cable Connections

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.



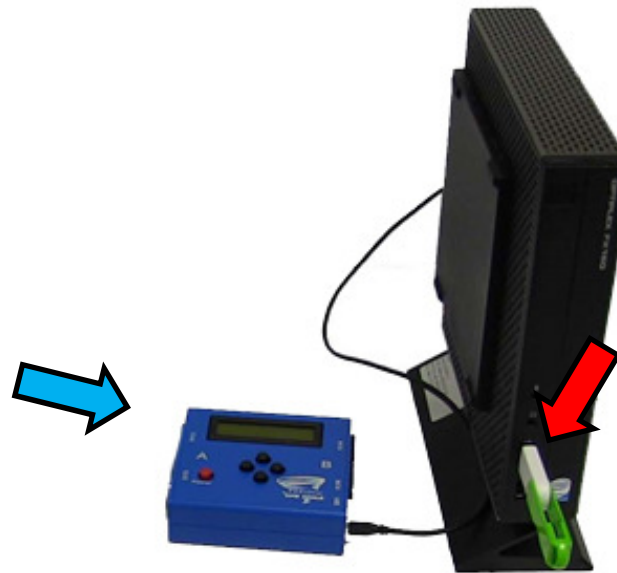
# USB Connection

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



# XDR Preparation Steps

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



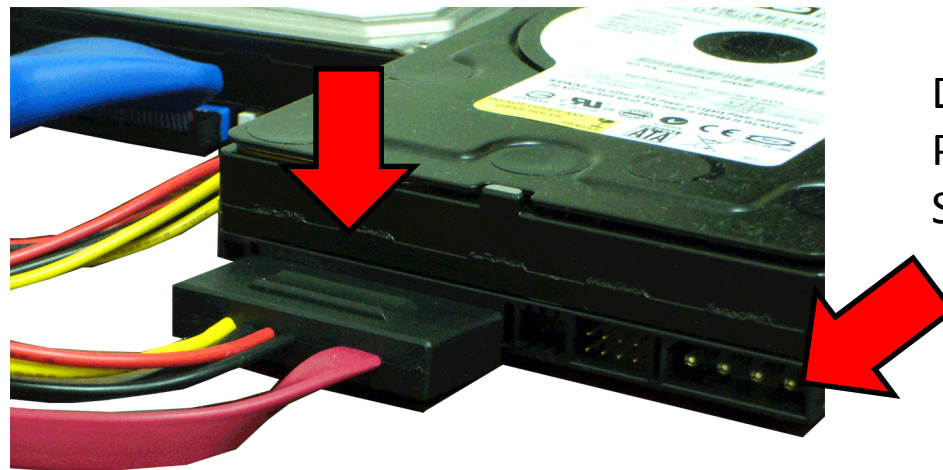
**NOTE: The computer or laptop must be configured to boot from USB**



# Connect Customer Drive

# Connecting Customer SATA Drive to B Side

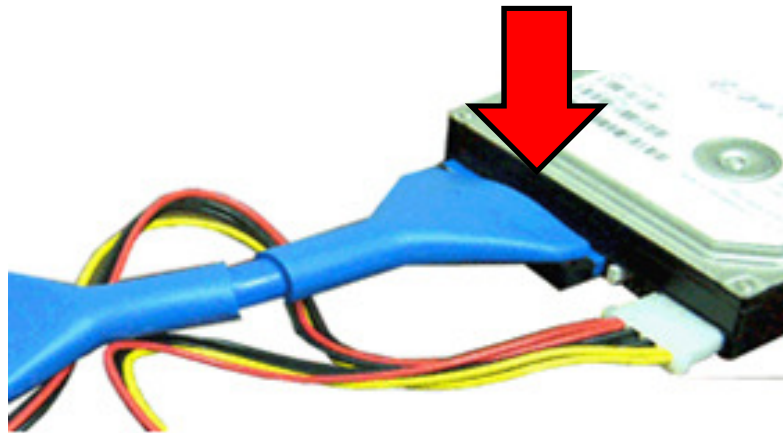
Plug the SATA Plus Power Connector into the matching connector on the hard drive.



SATA

# Connecting Customer PATA Drive to B Side

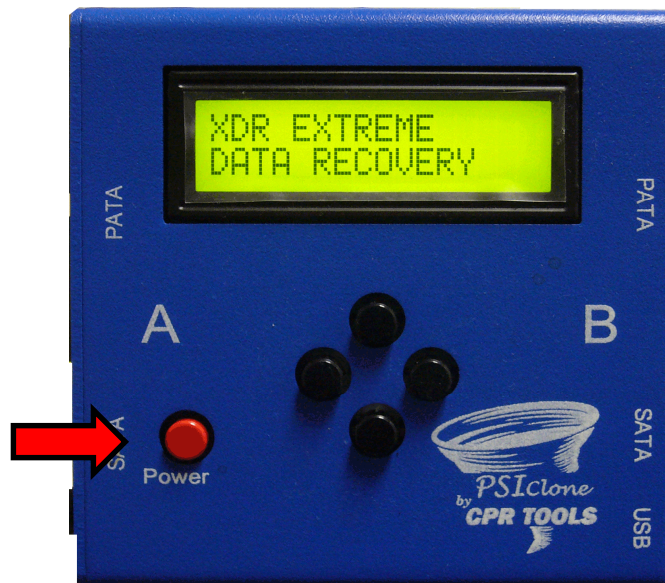
Plug the blue PATA cable into the hard drive and then connect the white power connector into the matching connector on the hard drive.



PATA

# Power on PSIClone

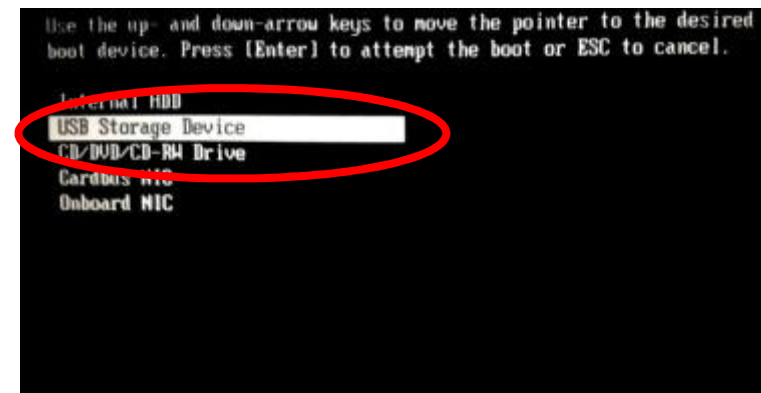
Press the **RED** power button to turn the PSIClone on.



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



- 
- Boot Sequence**
- This list specifies the order that the BIOS searches devices when trying to find an operating system. This device that are preceded by a number are bootable (the SPACE key controls whether a particular device is bootable).
1. CD-ROM
  2. Hard Drive
  3. Floppy
  4. USB Storage Device
  5. Network
  6. Other
  7. Other
  8. Other
  9. Other
  10. Other
  11. Other
  12. Other
  13. Other
  14. Other
  15. Other
  16. Other
  17. Other
  18. Other
  19. Other
  20. Other
  21. Other
  22. Other
  23. Other
  24. Other
  25. Other
  26. Other
  27. Other
  28. Other
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  30. Other
  31. Other
  32. Other
  33. Other
  34. Other
  35. Other
  36. Other
  37. Other
  38. Other
  39. Other
  40. Other
  41. Other
  42. Other
  43. Other
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  82. Other
  83. Other
  84. Other
  85. Other
  86. Other
  87. Other
  88. Other
  89. Other
  90. Other
  91. Other
  92. Other
  93. Other
  94. Other
  95. Other
  96. Other
  97. Other
  98. Other
  99. Other
  100. Other


# 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

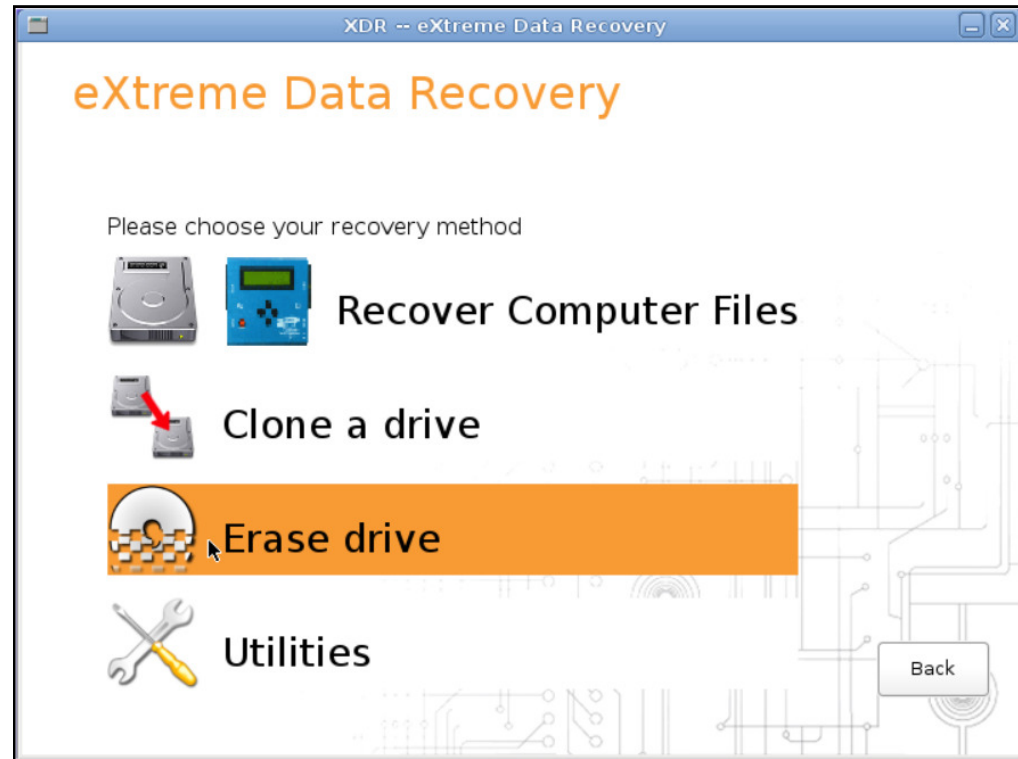
- Enter the required information
- Click the 'Start' button



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 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

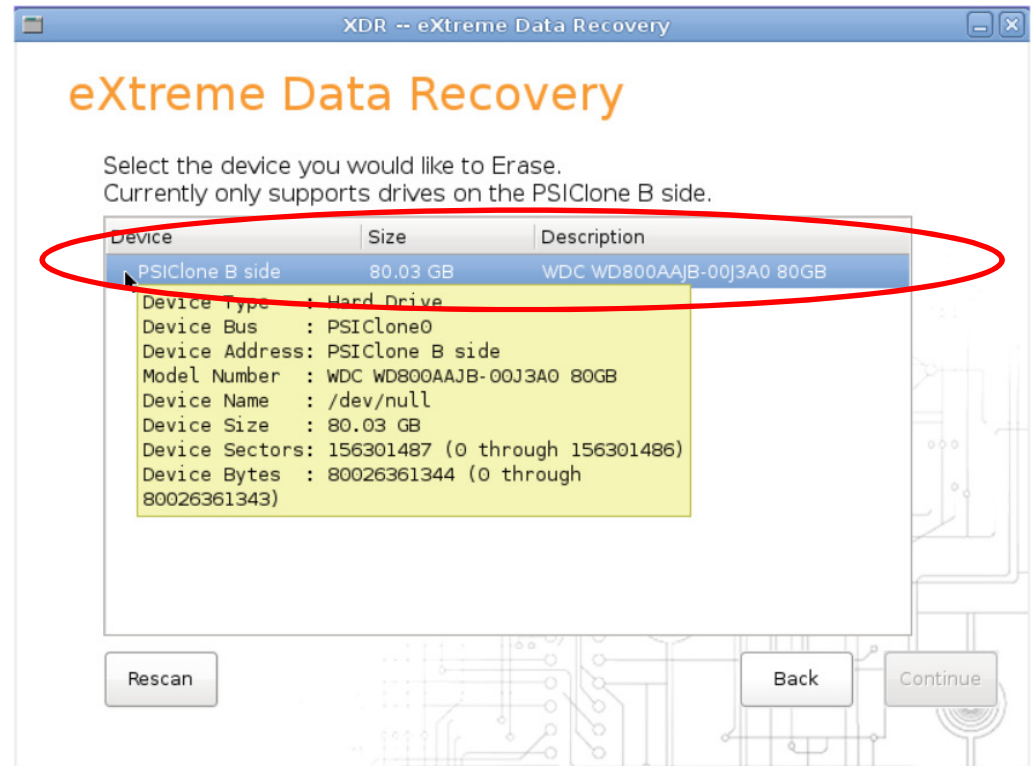
- Click “Erase drive”



# Drive Scan

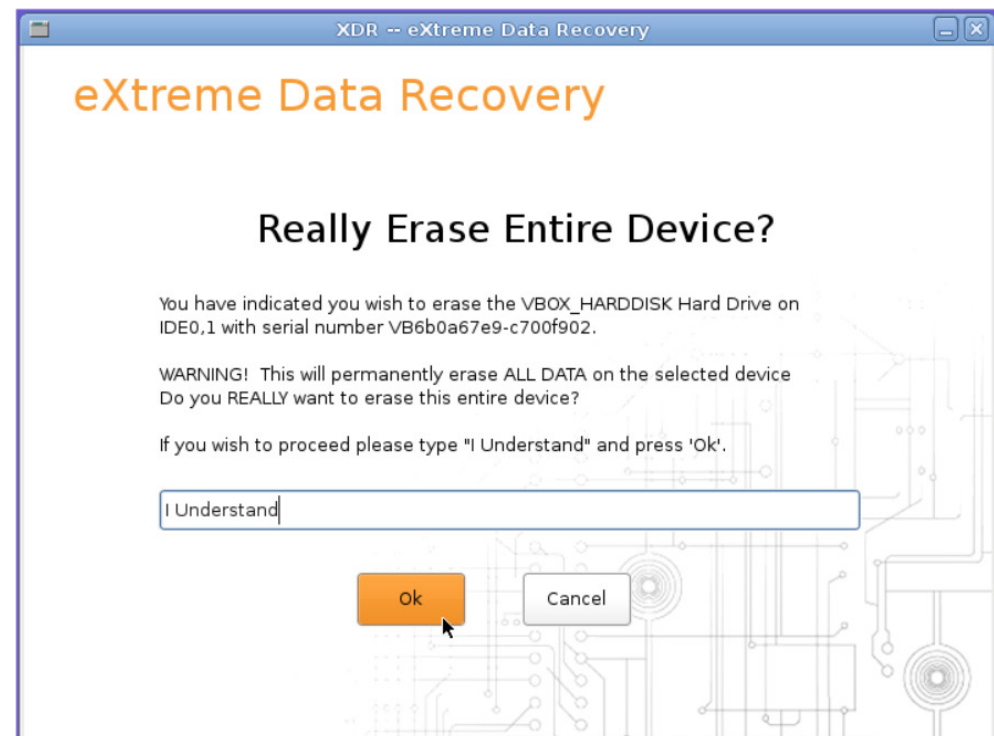
- Select the **customer** drive to perform data destruction on (this is the hard drive connected to the PSIClone 'B' side)
- Click 'Continue'

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



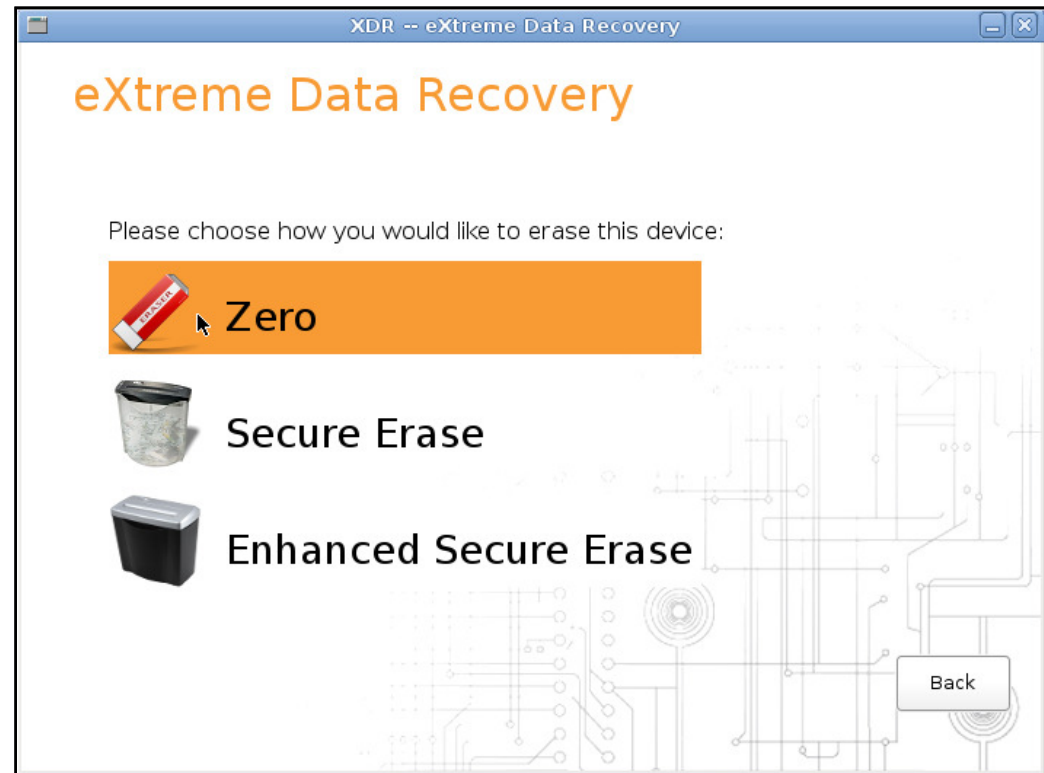
# Select drive

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



# Choose Method

- Click “Zero”



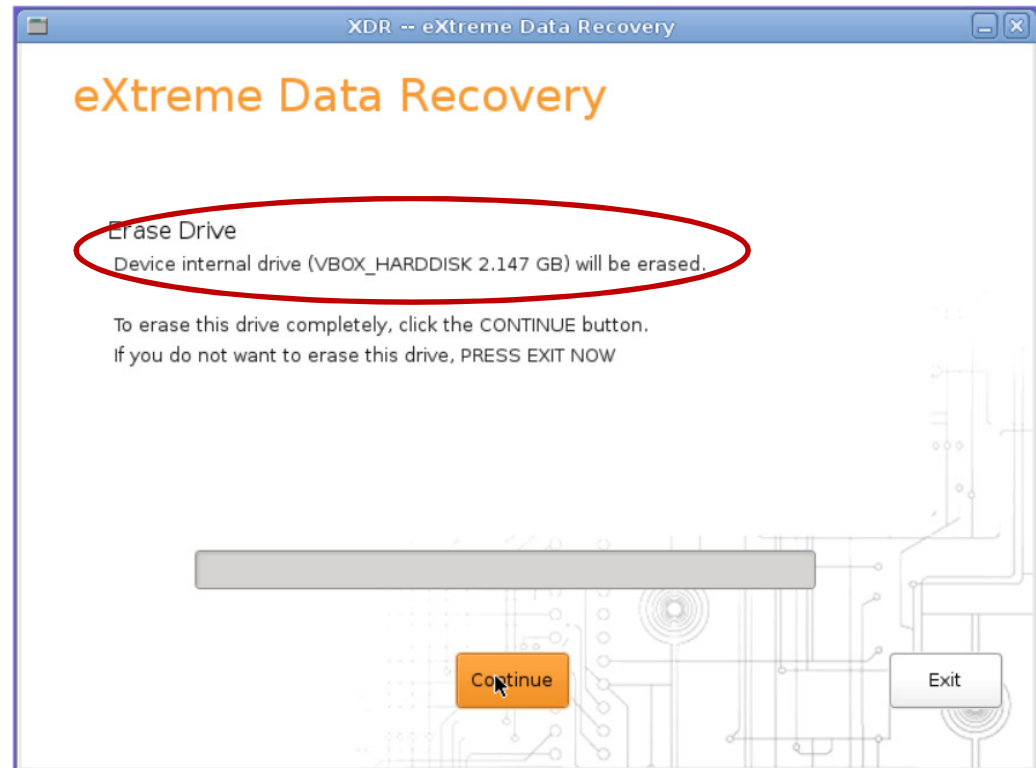
# Select USB Log Drive

- 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’



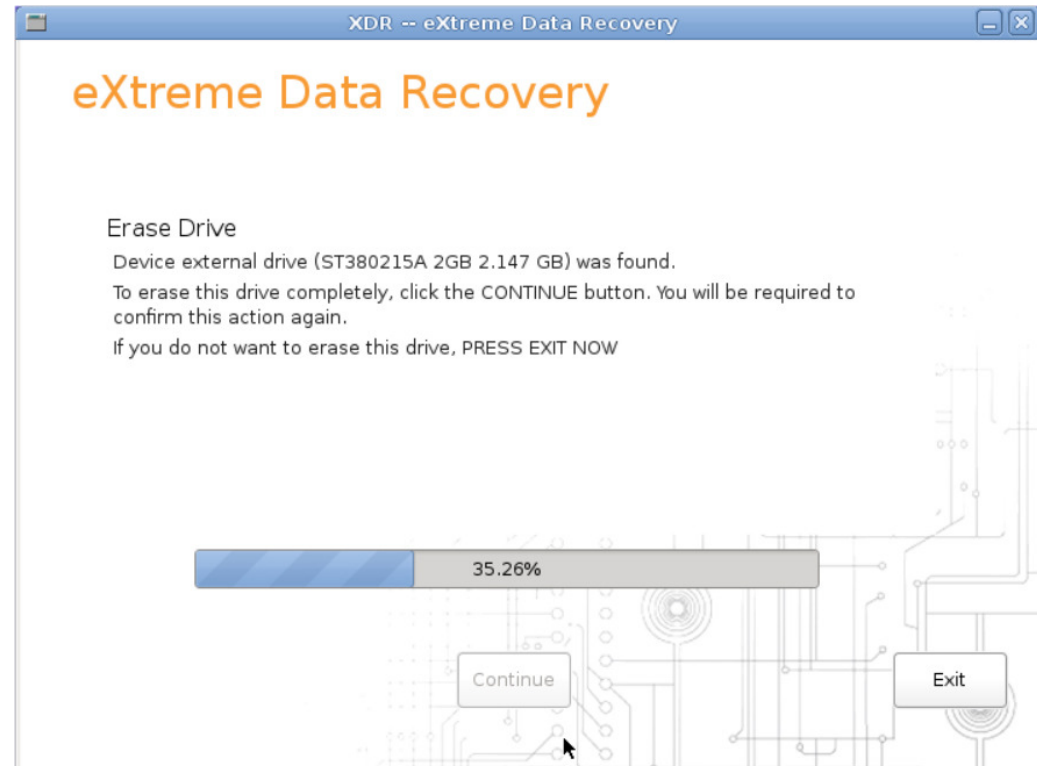
# Start

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



# How long?

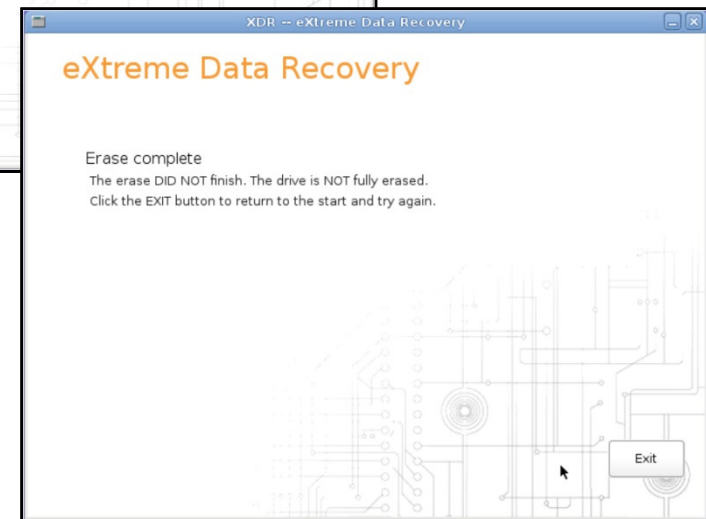
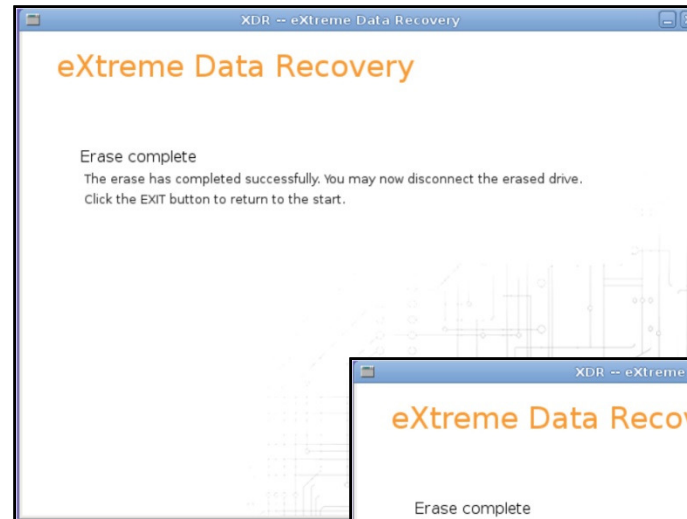
Once started, the percentage complete and estimated time remaining will be displayed



# Completed

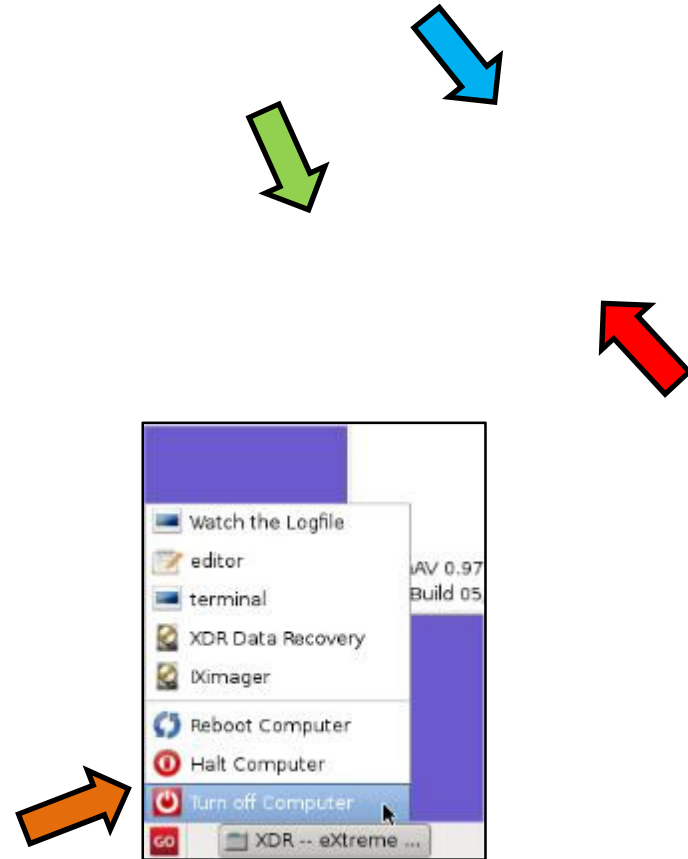
Once the process has completed XDR will display the successful completion or a FAILURE.

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** customer  
drive from PSIClone
3. **Remove** PSIClone USB  
from PC/Laptop
4. **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](mailto:omx@cprtools.net)
- Call
  - 1-863-674-0120
  - 10am – 7pm
  - Mon-Fri

