



Standard Operating Procedures  
Scenario 3

Customer brings in USB Drive  
**DATA DESTRUCTION**

- 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

For

**DATA DESTRUCTION**

# What you will need



1 – PSIClone



1 USB Cable



1 – OMX  
PC/Laptop



1 - AC Power  
Supply  
and cord



1 – XDR CD



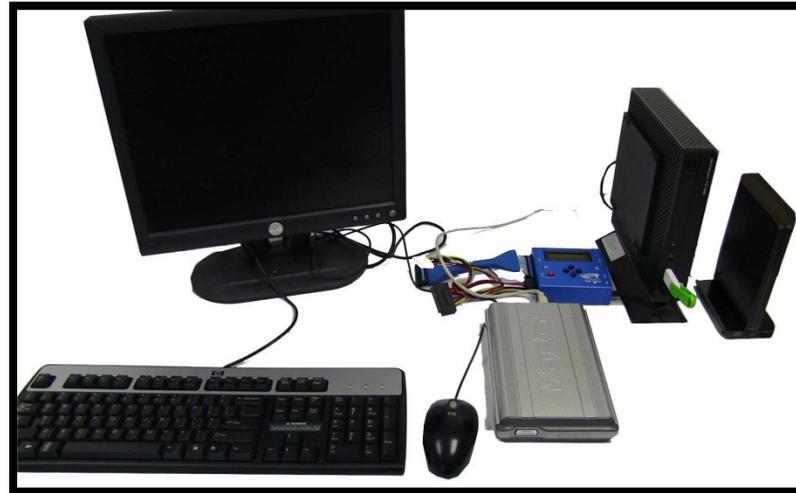
1 – XDR USB  
Thumb Drive

# 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 7 **DESTRUCTION** Steps

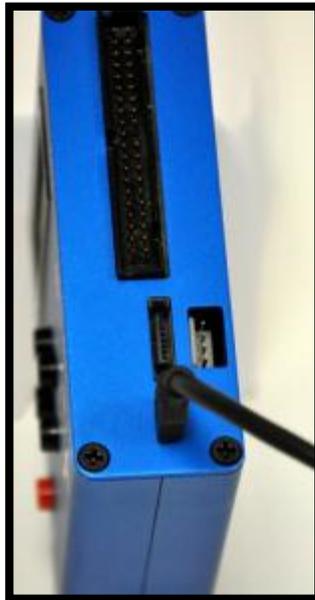
# PSIClone Power

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



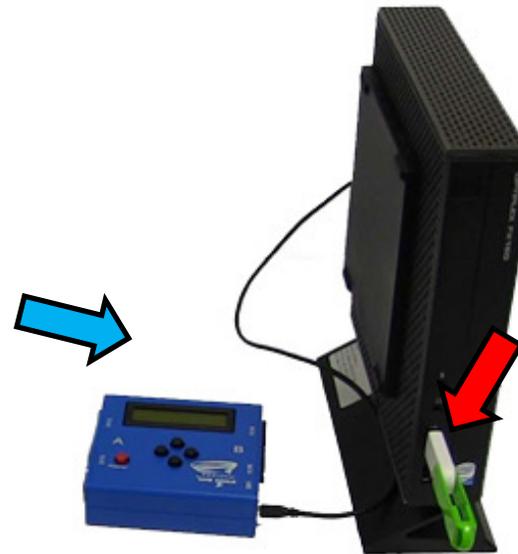
# USB Connection

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



# XDR Preparation Steps

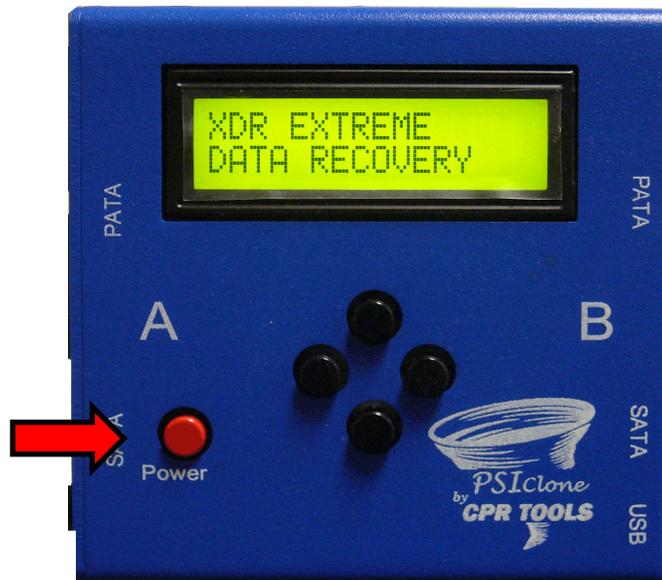
1. **Insert** XDR USB Thumb Drive into OMX PC
2. **Insert** USB cable from PSIClone into OMX PC



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

# Power on PSIClone

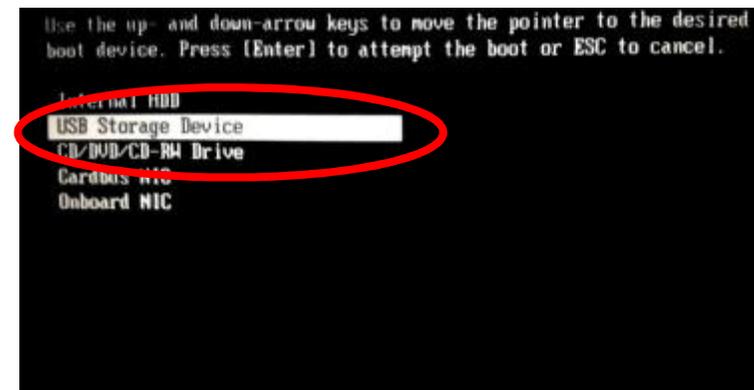
Press the **RED** power button to turn the PSIClone on.



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

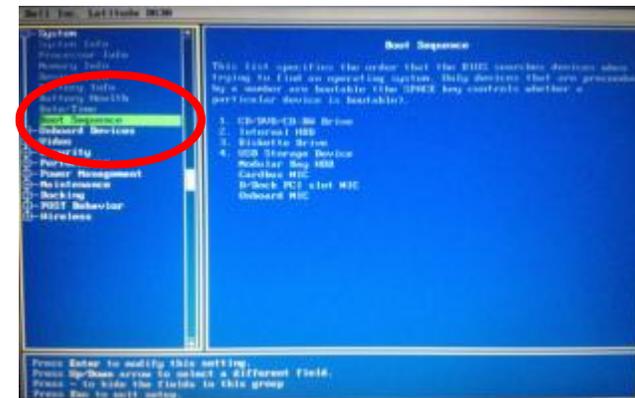
# Boot Device Menu

- 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



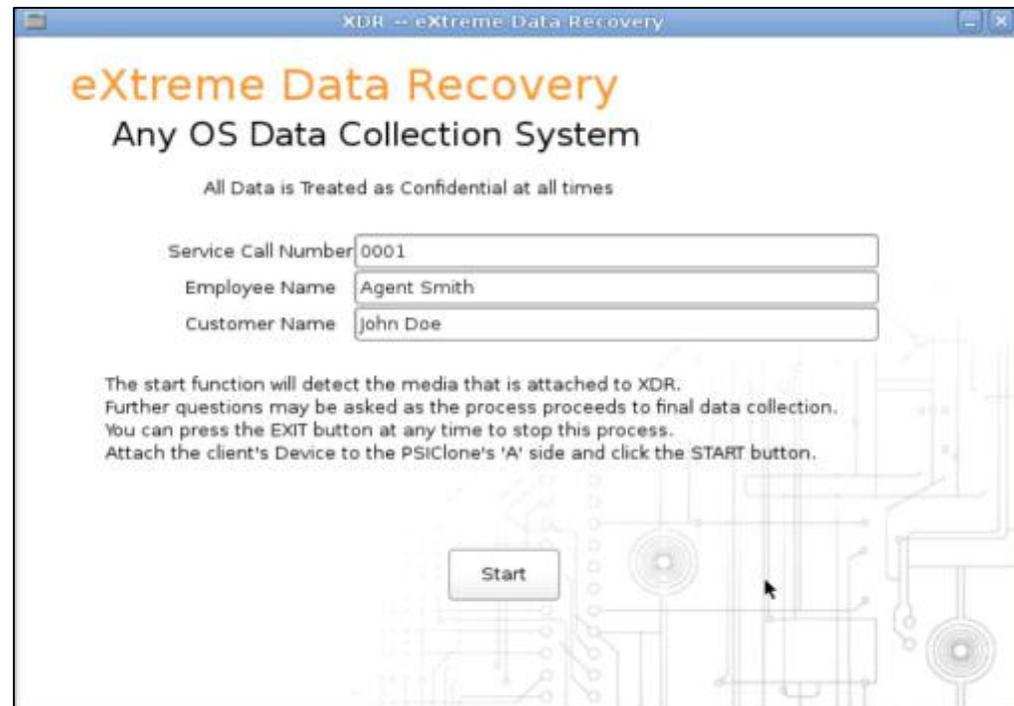
# XDR Startup

- Wait for the XDR Utility to boot up to the Startup screen (shown at right)
- Remove 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



XDR -- eXtreme Data Recovery

## eXtreme Data Recovery

### Any OS Data Collection System

All Data is Treated as Confidential at all times

Service Call Number

Employee Name

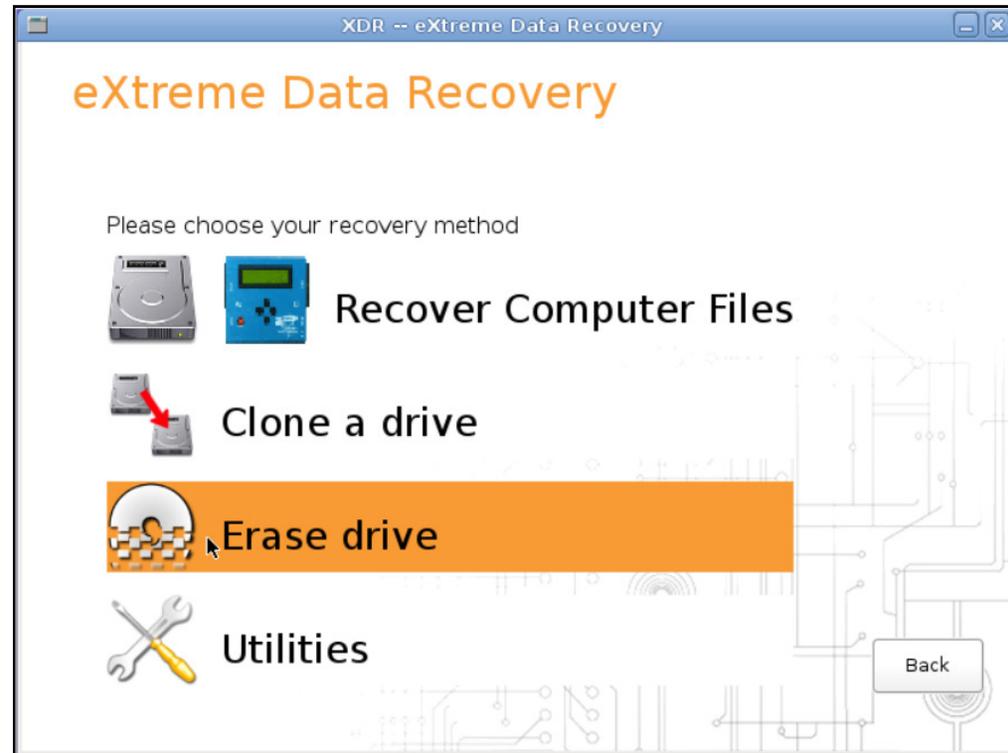
Customer Name

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.

Start

# Choose Method

- Click “Erase drive”

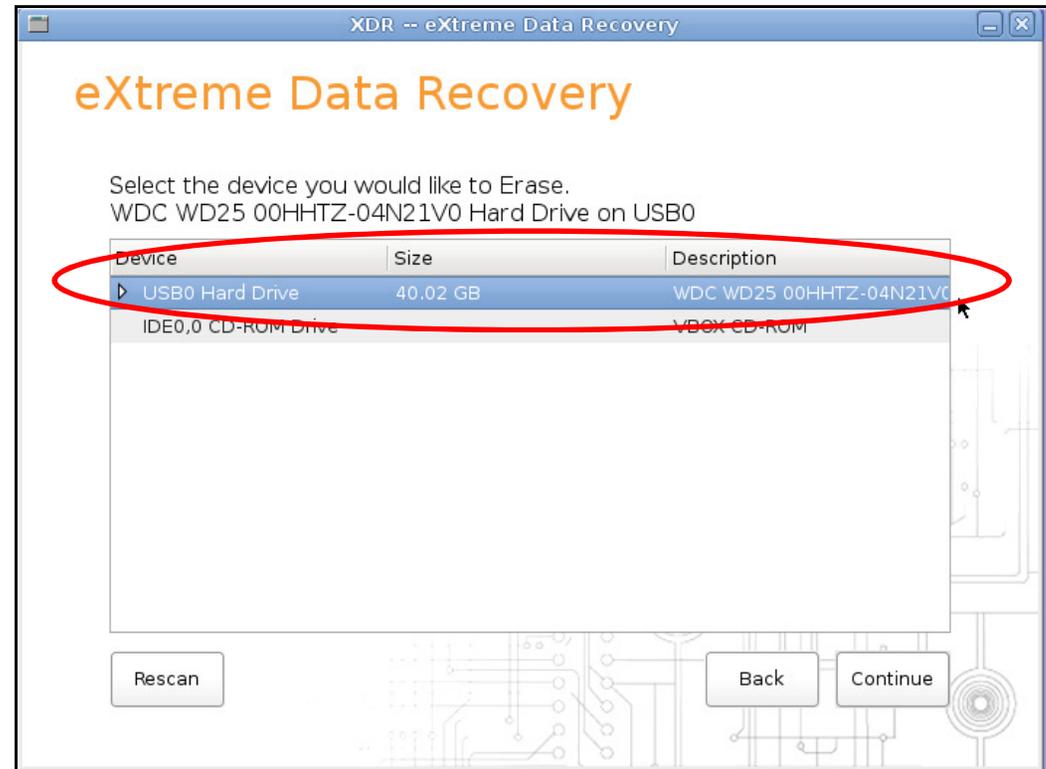


# Drive Scan

- Select the **customer** drive to perform data destruction on (this is the USB hard drive)

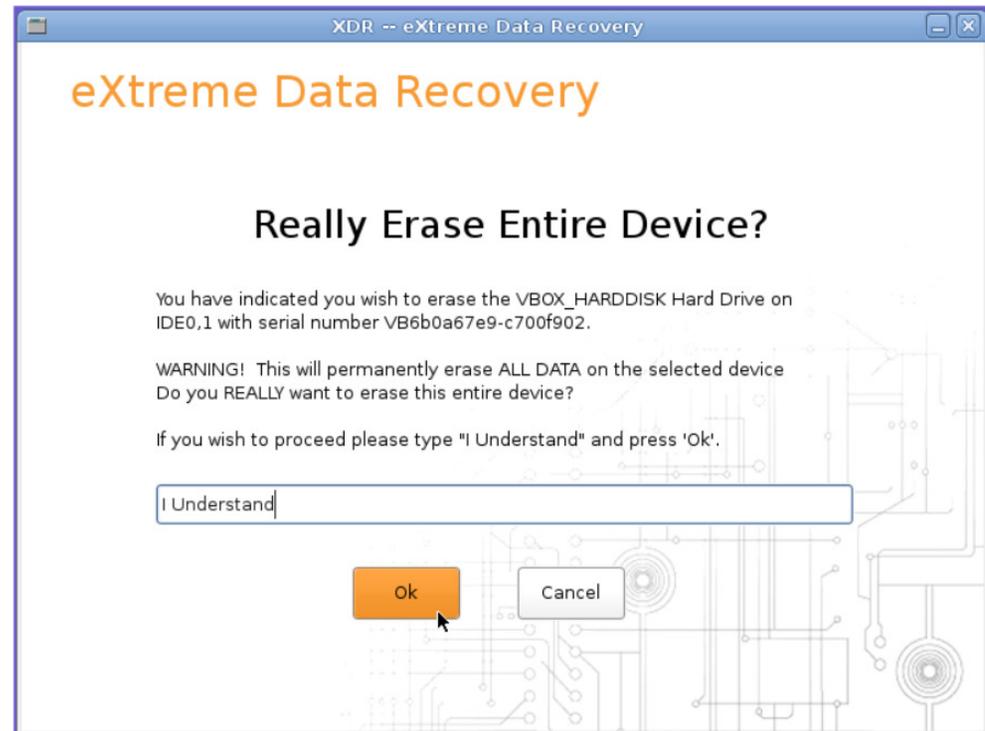
- Click 'Continue'

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



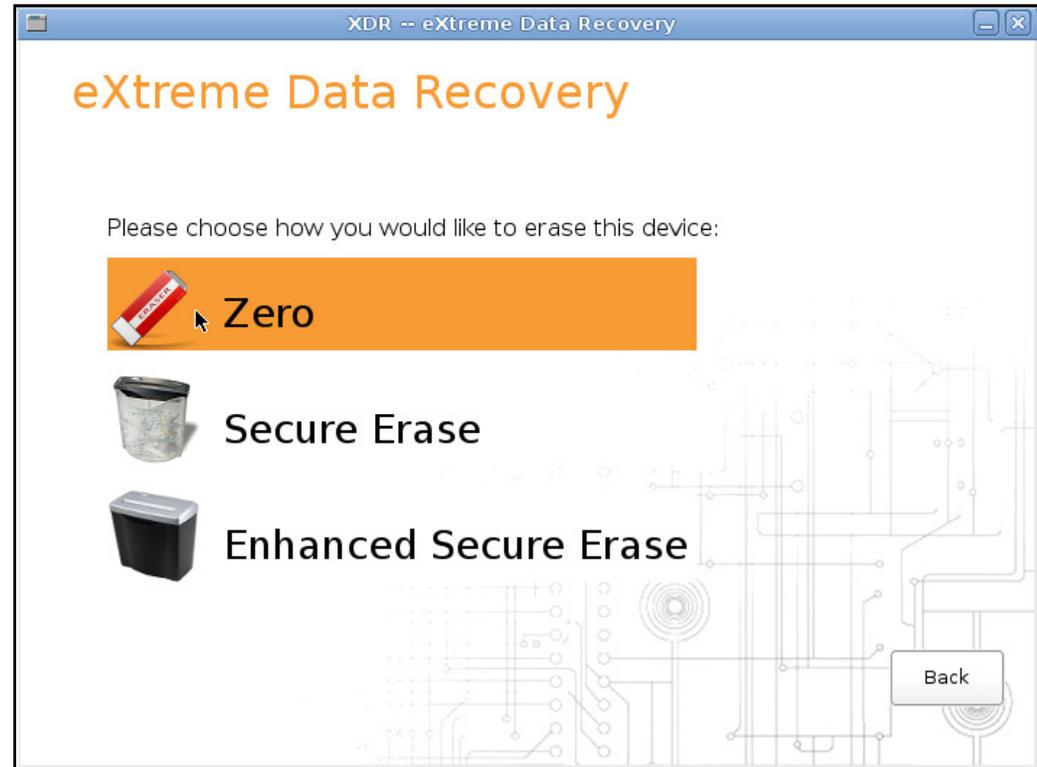
# Select drive

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



# Choose Method

- Click “Zero”



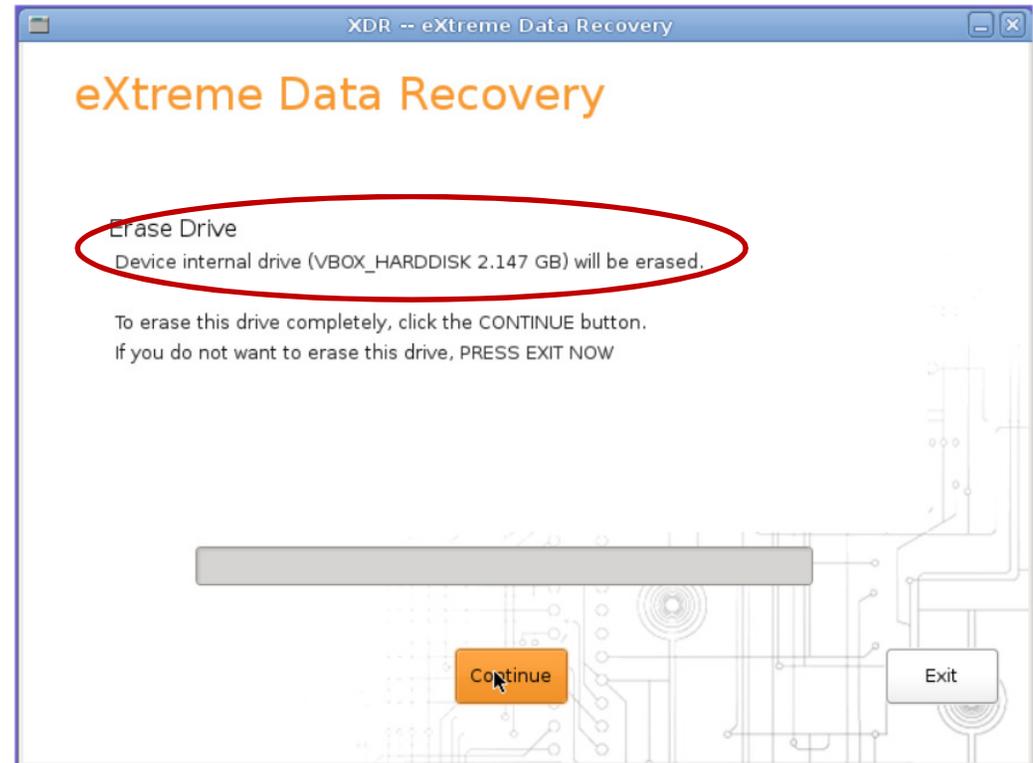
# Select USB Log Drive

- 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’



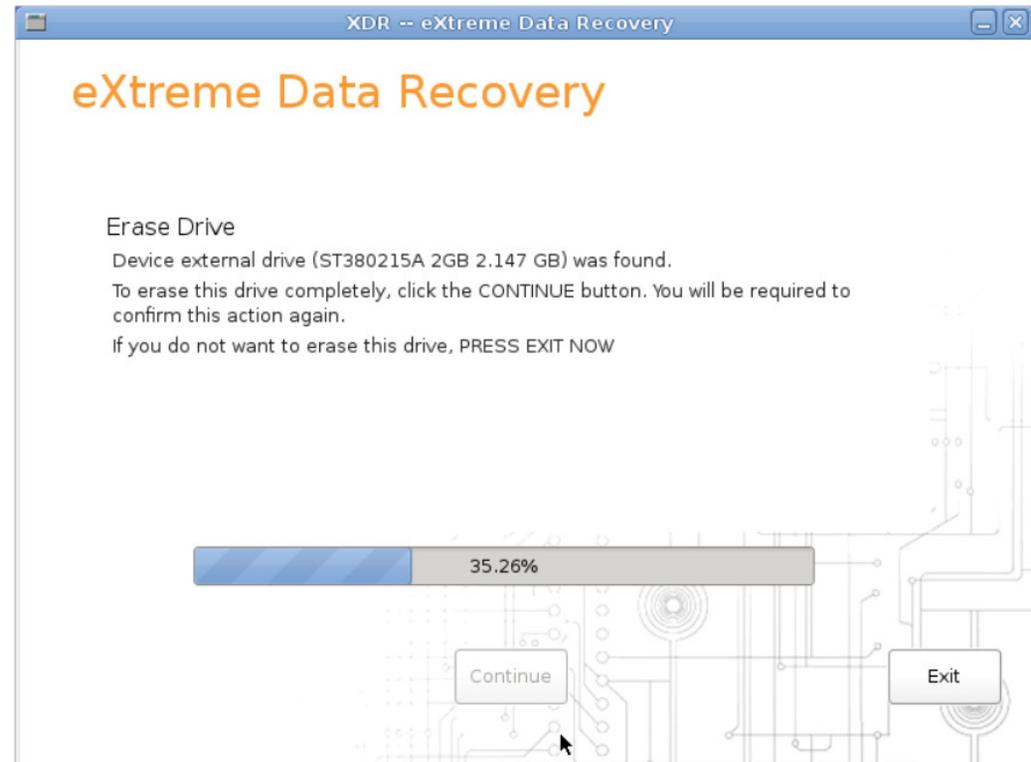
# Start

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



# How long?

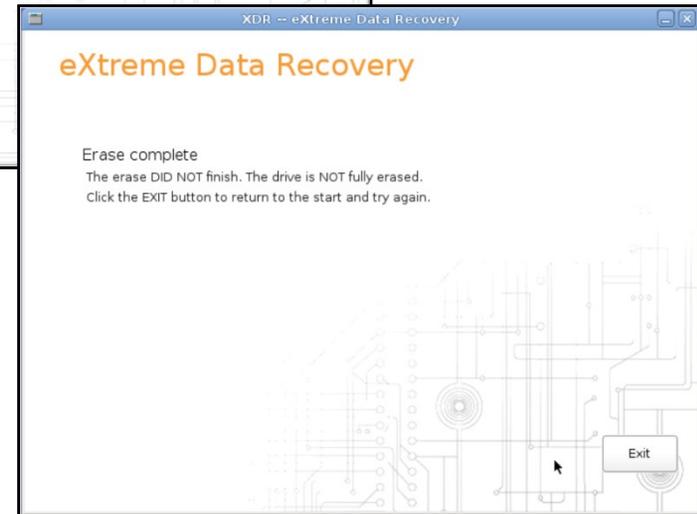
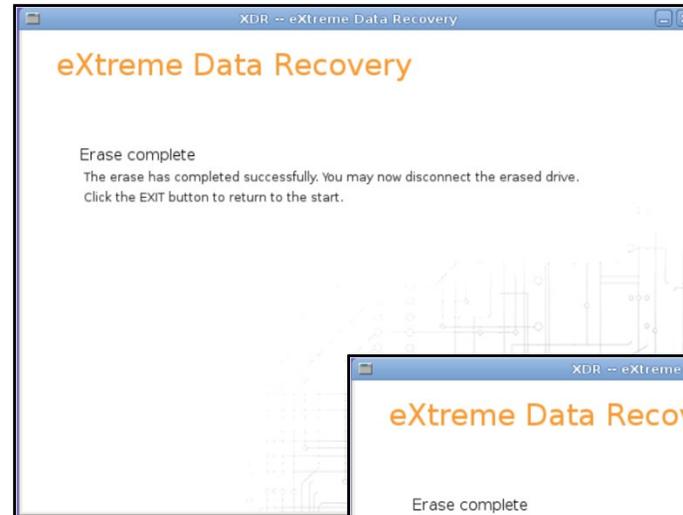
Once started, the percentage complete and estimated time remaining will be displayed



# Completed

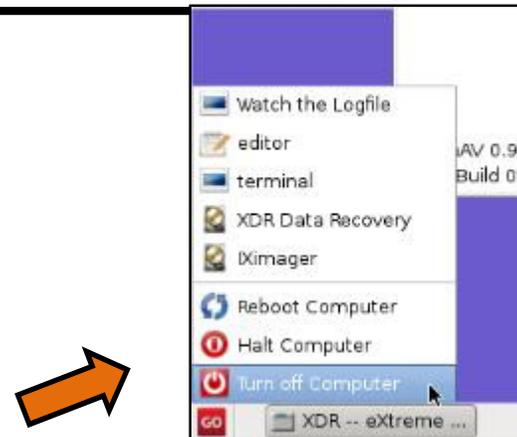
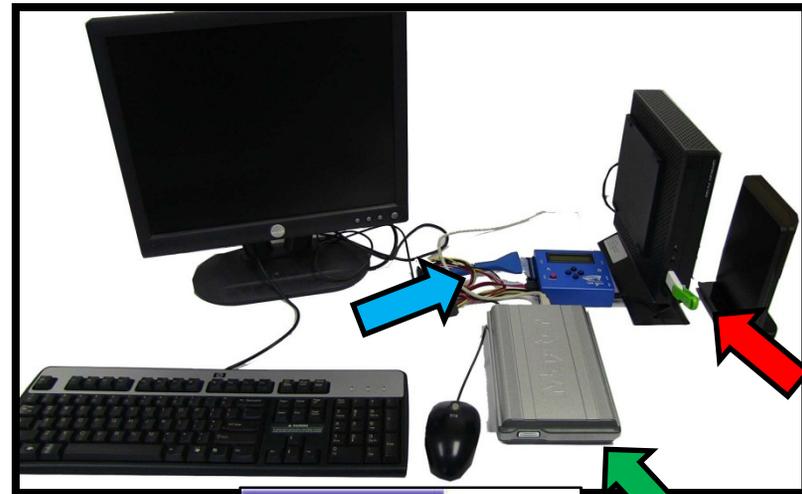
Once the process has completed XDR will display the successful completion or a FAILURE.

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. **Remove** customer USB drive from PC
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

OfficeMax CPR TOOLS MPOWERTECH

Service Options Help Me Decide Training Guide Print Entire Site Ship to CPR Tools Order XDR Media Upgrade to Advanced Plus

<b>Hard Drive Recovery Services</b> <ul style="list-style-type: none"><li>• PC/Laptop</li><li>• USB External Storage Devices</li><li>• FREE DIAGNOSTIC</li></ul> <table border="0"><tr><td><b>Basic</b><ul style="list-style-type: none"><li>• Uses Patented Technology</li><li>• Usually done in hours versus weeks</li><li>• Never leaves the store</li></ul></td><td><b>Advanced</b><ul style="list-style-type: none"><li>• Damaged storage devices (water, fire, dropped, etc.)</li><li>• Uses patented technology</li><li>• Safely transported and recovered in our partner facilities:<ul style="list-style-type: none"><li>◦ Over 25 years of data recovery experience</li><li>◦ Insured and Bonded company</li><li>◦ Secure facilities</li><li>◦ All employees background checked</li></ul></li></ul></td></tr></table>	<b>Basic</b> <ul style="list-style-type: none"><li>• Uses Patented Technology</li><li>• Usually done in hours versus weeks</li><li>• Never leaves the store</li></ul>	<b>Advanced</b> <ul style="list-style-type: none"><li>• Damaged storage devices (water, fire, dropped, etc.)</li><li>• Uses patented technology</li><li>• Safely transported and recovered in our partner facilities:<ul style="list-style-type: none"><li>◦ Over 25 years of data recovery experience</li><li>◦ Insured and Bonded company</li><li>◦ Secure facilities</li><li>◦ All employees background checked</li></ul></li></ul>	<b>Data Recovery Portable Device Services</b> <ul style="list-style-type: none"><li>• Portable Flash Devices</li><li>• FREE DIAGNOSTIC</li></ul> <table border="0"><tr><td><b>Basic</b><ul style="list-style-type: none"><li>• Uses Patented Technology</li><li>• Usually done in hours versus weeks</li><li>• Never leaves the store</li></ul></td><td><b>Advanced</b><ul style="list-style-type: none"><li>• Damaged storage devices (water, fire, smashed, etc.)</li><li>• Uses patented technology</li><li>• Safely transported and recovered in our partner facilities:<ul style="list-style-type: none"><li>◦ Over 25 years of data recovery experience</li><li>◦ Insured and Bonded company</li><li>◦ Secure facilities</li><li>◦ All employees background checked</li></ul></li></ul></td></tr></table>	<b>Basic</b> <ul style="list-style-type: none"><li>• Uses Patented Technology</li><li>• Usually done in hours versus weeks</li><li>• Never leaves the store</li></ul>	<b>Advanced</b> <ul style="list-style-type: none"><li>• Damaged storage devices (water, fire, smashed, etc.)</li><li>• Uses patented technology</li><li>• Safely transported and recovered in our partner facilities:<ul style="list-style-type: none"><li>◦ Over 25 years of data recovery experience</li><li>◦ Insured and Bonded company</li><li>◦ Secure facilities</li><li>◦ All employees background checked</li></ul></li></ul>
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<b>Data Transfer</b> <ul style="list-style-type: none"><li>• Seamless PC Upgrades</li></ul>	<b>Hard Drive Data Eradication</b> <ul style="list-style-type: none"><li>• Audit Trail and Certification</li><li>• Erased to Government Standards</li><li>• SECURE</li></ul>	<b>Data Recovery Service Plan</b> <ul style="list-style-type: none"><li>• 1 year of protection against data loss</li></ul>			

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