Standard Operating Procedures
Scenario 4
Customer brings in an Apple Computer
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 4

Customer brings in an Apple Computer

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

Scenario 8 DATA 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 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.
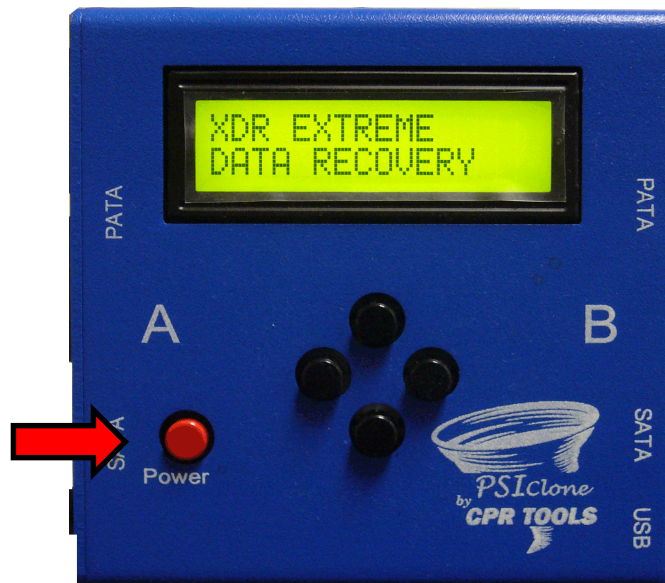
It takes 10 - 30 seconds for PSIClone to power on to this screen

Booting an Apple

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

Keystroke	Description
Press C and hold down until system boots	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)

- XDR CD will eject automatically

- Click the 'Begin' button

Customer Info

- Enter the required information

- Click the 'Start' button
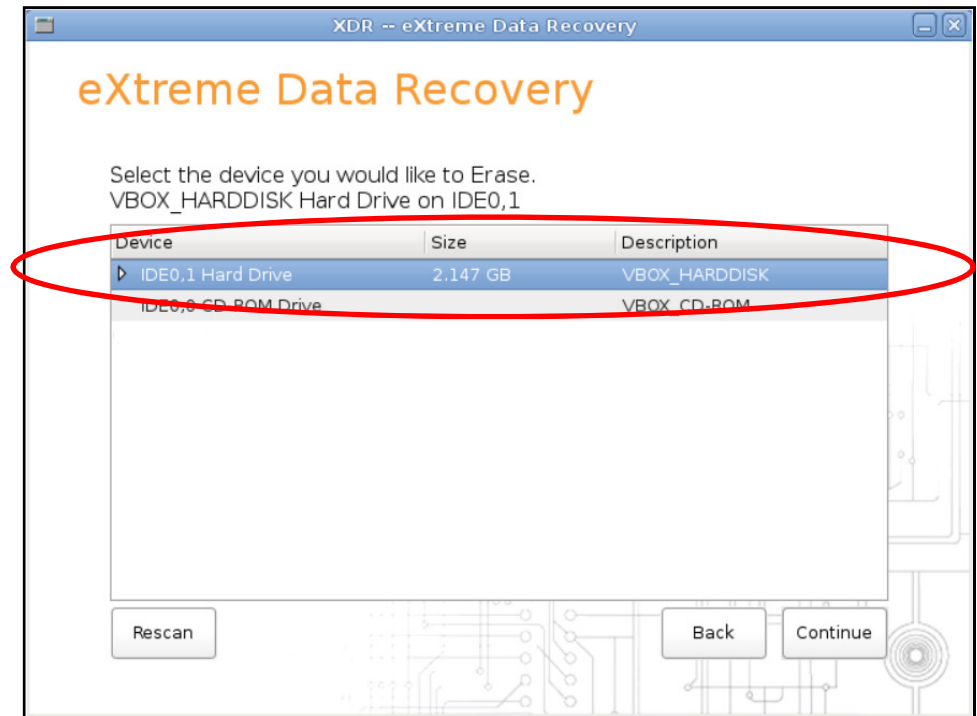
Choose Method

- Click "Erase drive"
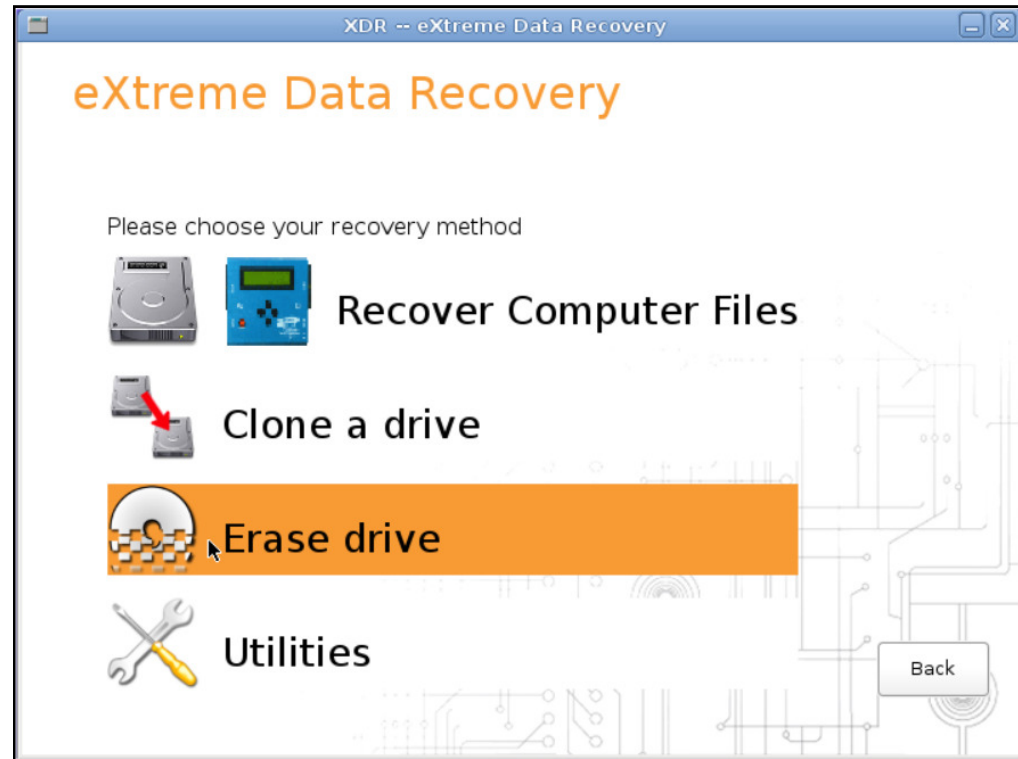
Drive Scan

- Select the **customer** drive to perform data destruction on (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 data destruction can be performed on the drive
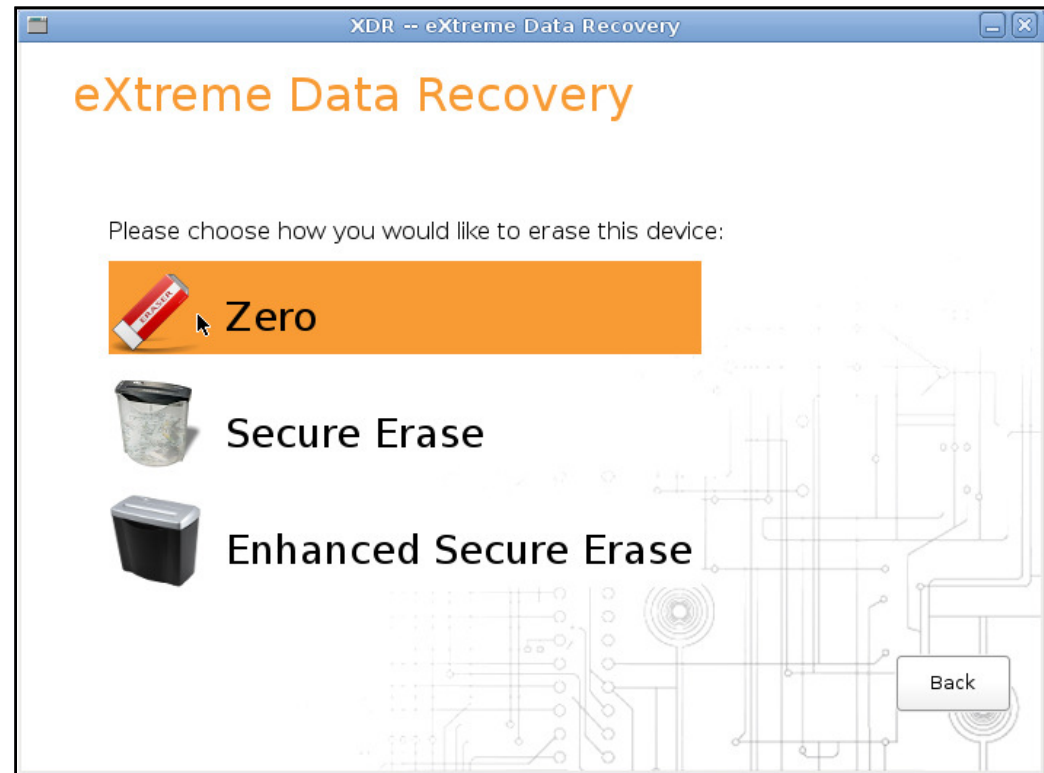
WARNING: Verify the customer drive model

Select drive

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

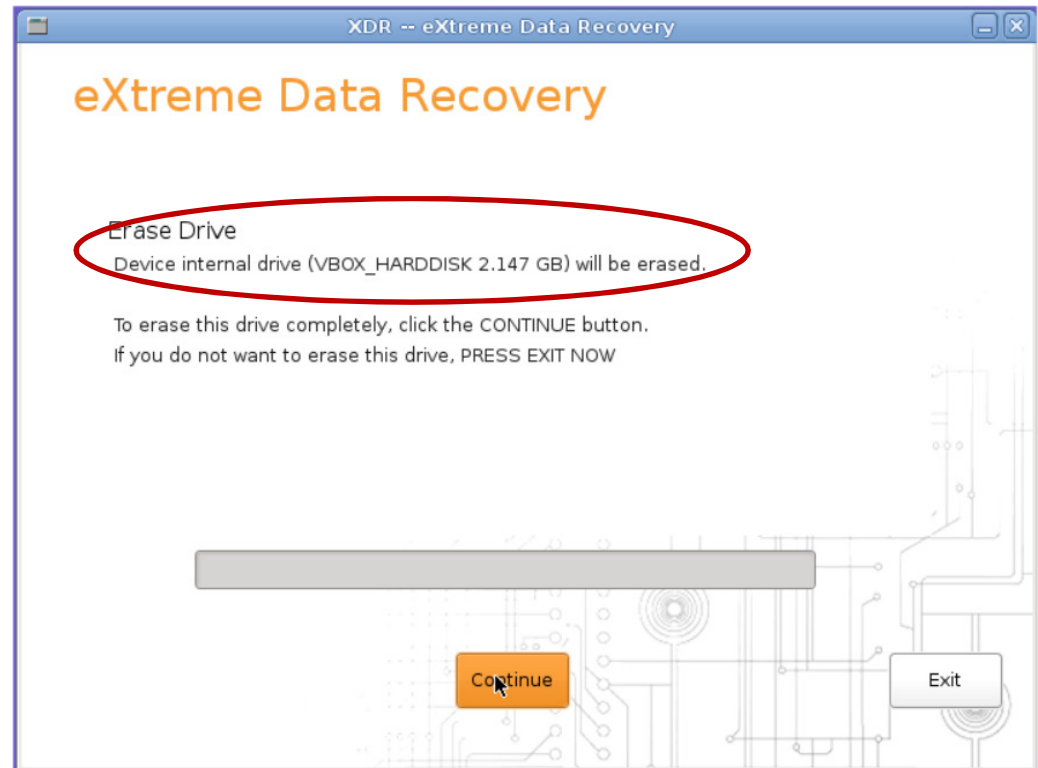# Choose Method

- Click "Zero"

Select USB Log Drive

- Insert the XDR USB Thumb Drive into computer

- Click "Rescan"

- Select the XDR USB thumb drive to be used for the logging information
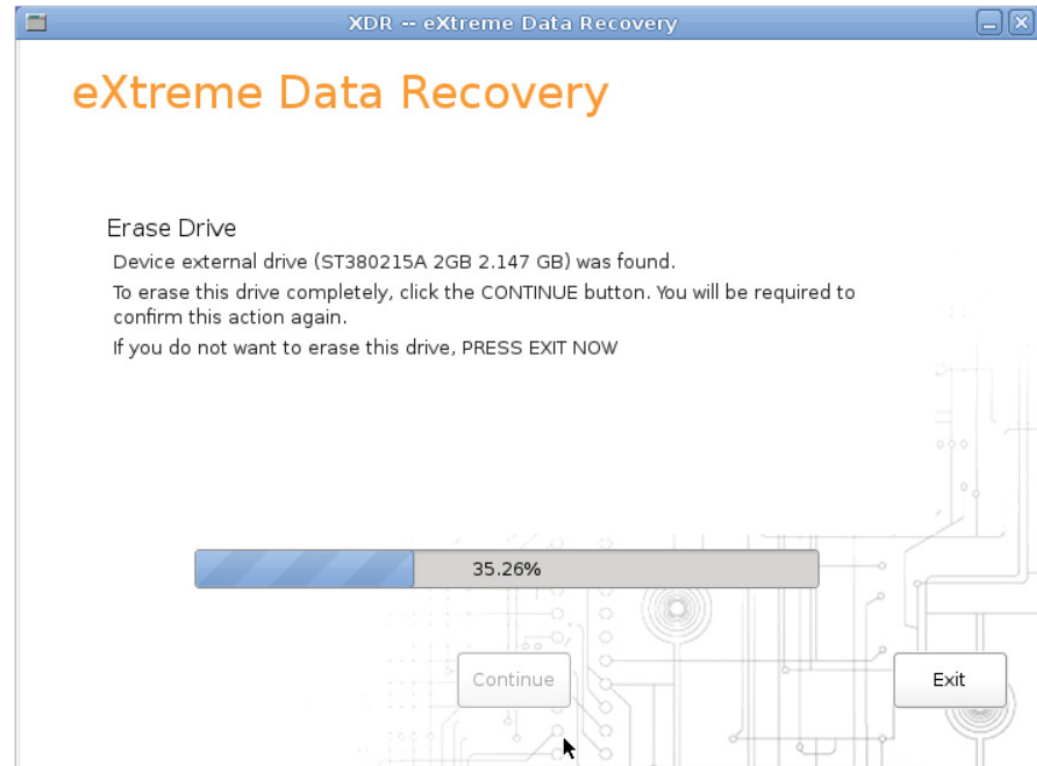
- Click 'Continue'
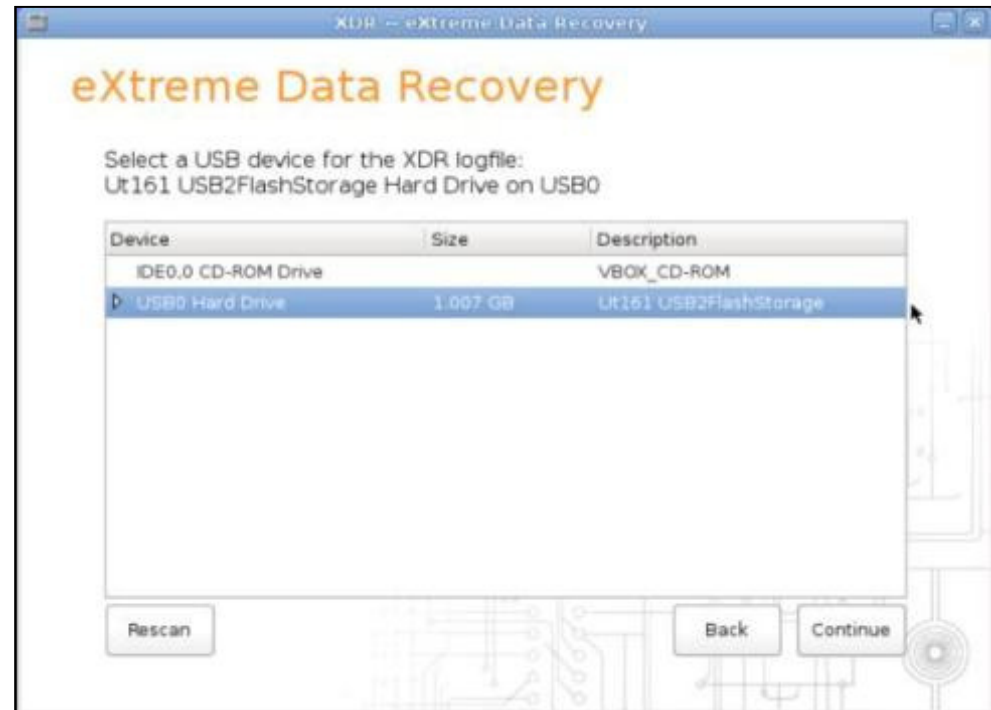
Start

- Verify this is the customer drive!

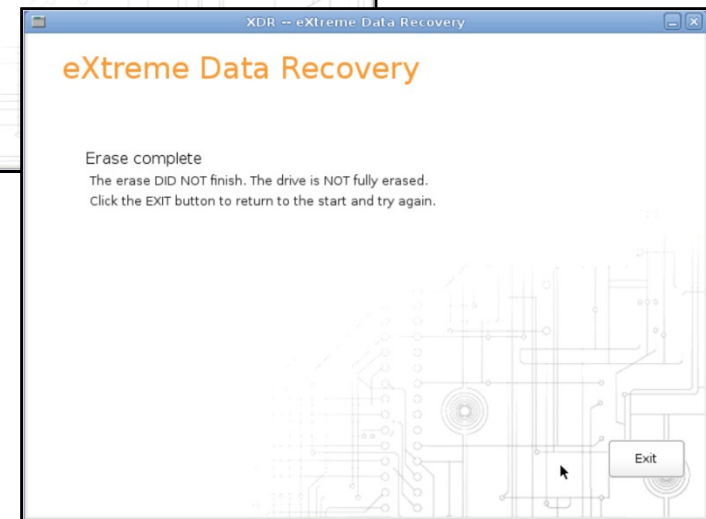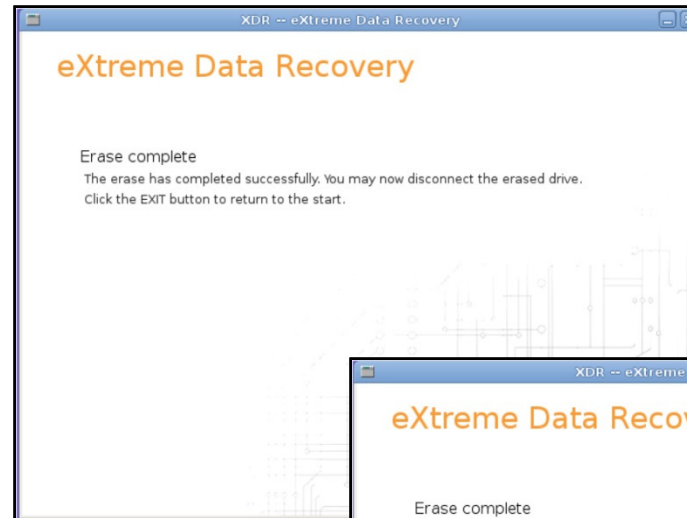- Click 'Begin' to start the erasure

How long?

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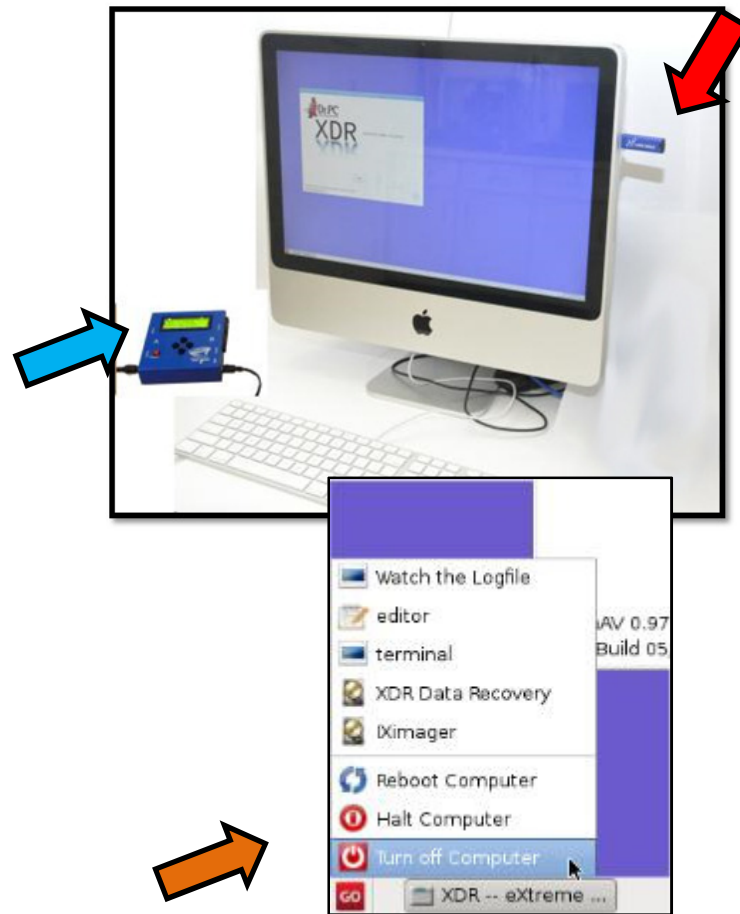
Completed

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