



BitStorm

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

- 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



BitStorm Kit



1 – PSIClone



1 – SATA Plus Power Cable



1 – PATA Cable



1 USB Cable



1 - AC Power Supply and cord



1 –Boot Thumb Drive



Scenario 5



Customer brings in PC or Laptop

For

DATA DESTRUCTION



What you will need



1 –Boot
Thumb Drive



Scenario 5 Eradication Steps

BitStorm Preparation Steps

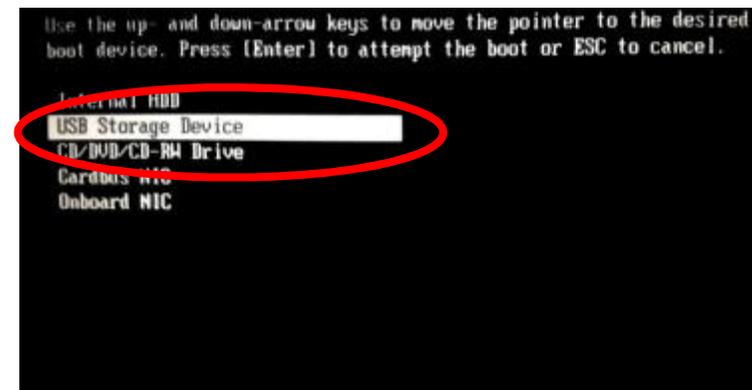
1. **Insert** BitStorm USB Thumb Drive into PC/Laptop



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

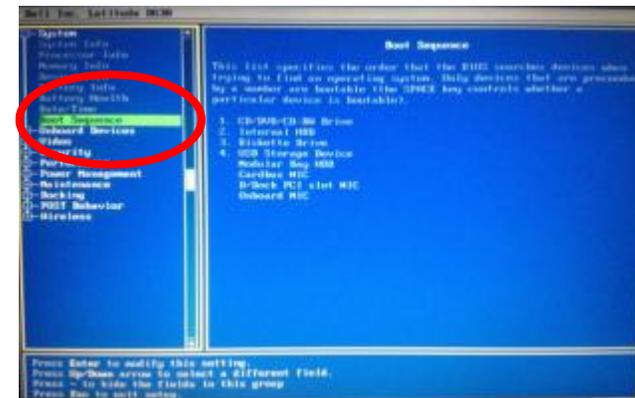
Boot Device Menu

- 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



Select the Operation

- Select the “Destroy Data” button





Enter Customer Name

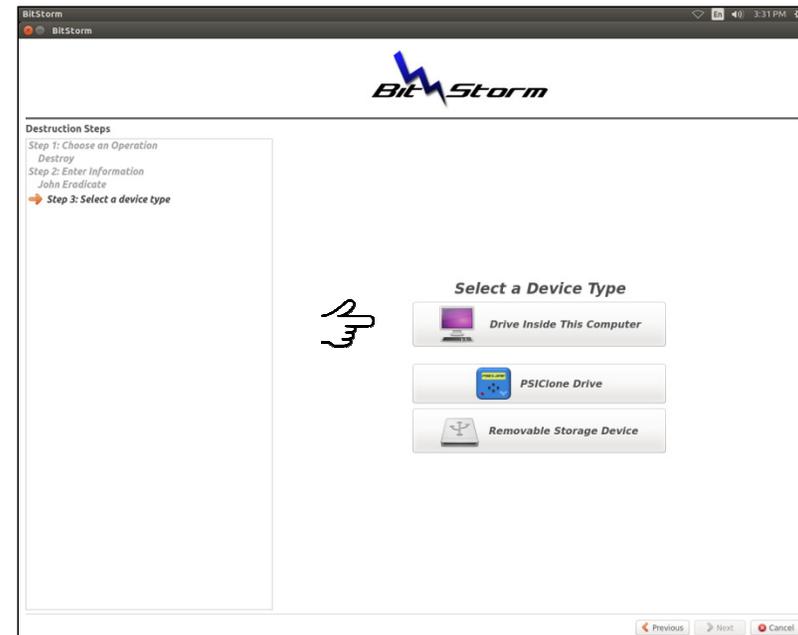


- This screen allows you to enter the name for the eradication effort
- Typically you would enter the customers last name

The screenshot shows the BitStorm software interface. The title bar reads 'BitStorm'. The main window has a header with the 'BitStorm' logo. Below the header, there is a 'Destruction Steps' section with two steps: 'Step 1: Choose an Operation' (sub-step 'Destroy') and 'Step 2: Enter Information' (the current step). The main content area is titled 'Please complete the following form to continue'. It contains a text input field for 'Enter a name for this destruction operation' with the value 'John Eradicate'. Below this is a large text area containing legal disclaimer text. At the bottom of the text area, there is a checkbox labeled 'I agree to the above terms and conditions' which is checked. A small asterisk and the word 'required' are visible below the checkbox. At the bottom right of the window, there are three buttons: 'Previous', 'Next', and 'Cancel'.

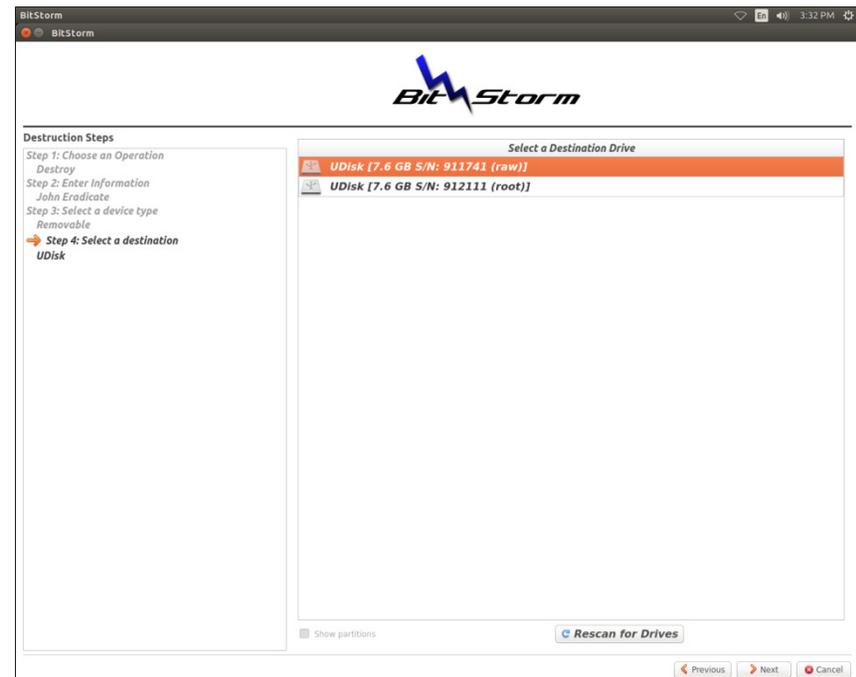
Select the Location of the Device

- In this scenario the customer has brought in a PC or a Laptop
- You would select “Drive Inside This Computer”



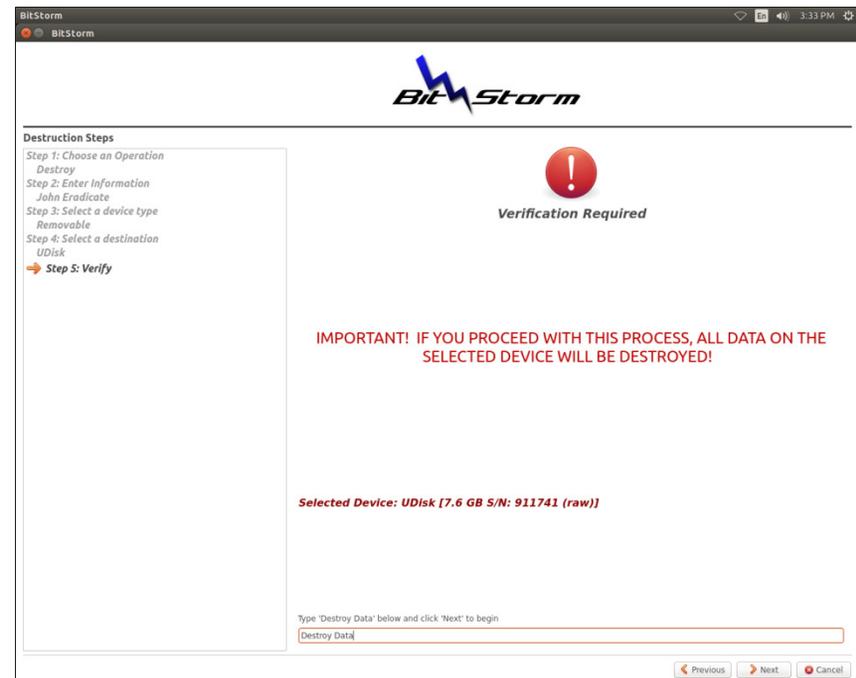
Select the Drive to Eradicate

- In this step you would select the “source drive” which is the internal hard drive



Are you sure!?

- Remember that the data is gone FOREVER
- Once you are sure that you want to proceed
- Type 'Destroy Data' in the box provided at the bottom
- Click 'Next'

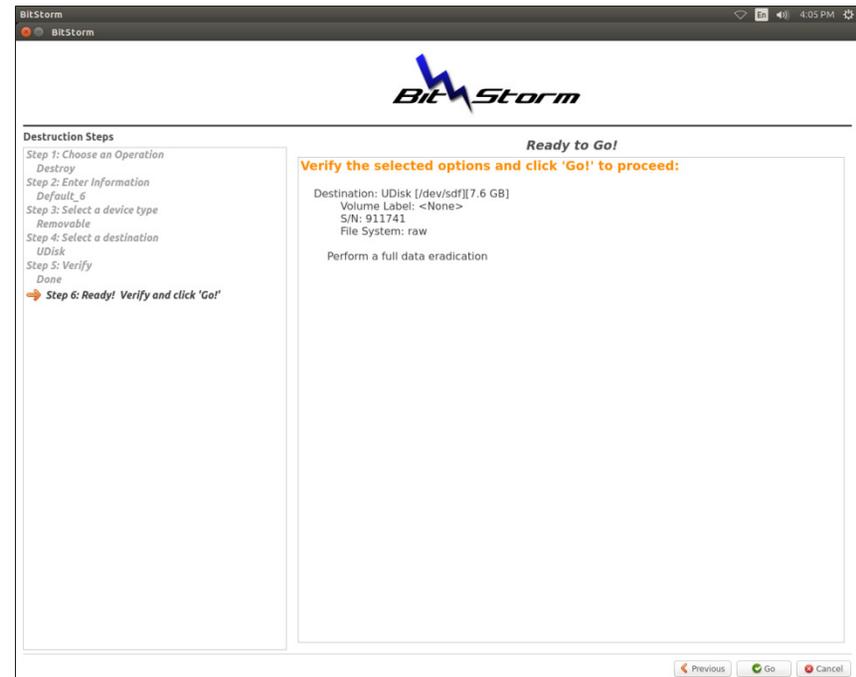




Go

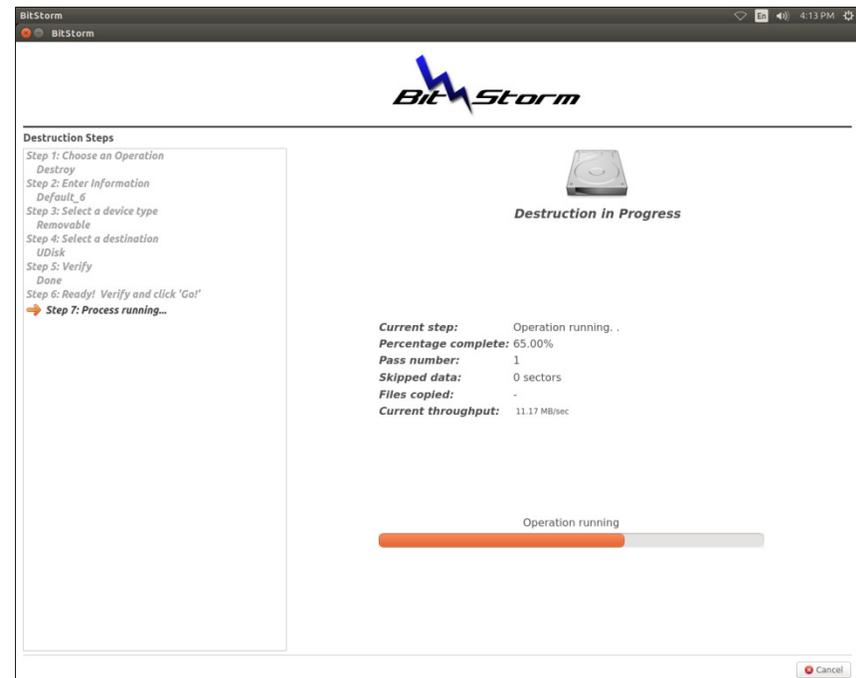


- Verify the selected options
- Select 'Go'



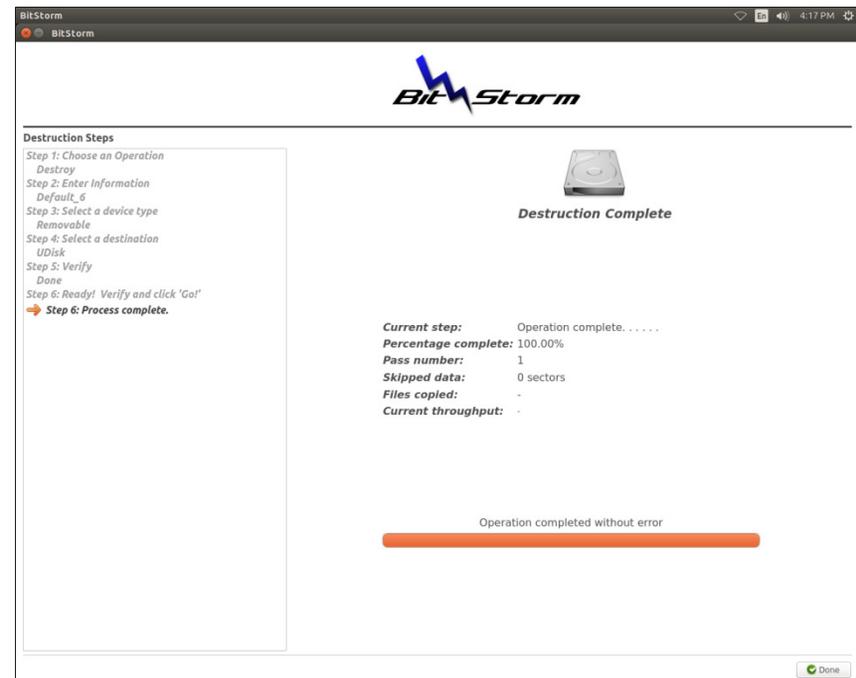
In Progress

- The bar at the bottom will update and give you a general timeline



Complete

- Once complete the software provides a quick glance to see if there were errors
- If there were errors you can restart the process but most likely the drive is bad and physical destruction is required



Lastly

1. **Remove** BitStorm USB
Thumb drive from
PC/Laptop
2. Invoice customer





Need Help?



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

