



BitStorm

Standard Operating Procedures
Scenario 6

Customer brings in a stand alone hard drive

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 6



Customer brings in stand alone hard
drive

For

DATA DESTRUCTION

PSIClone

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

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

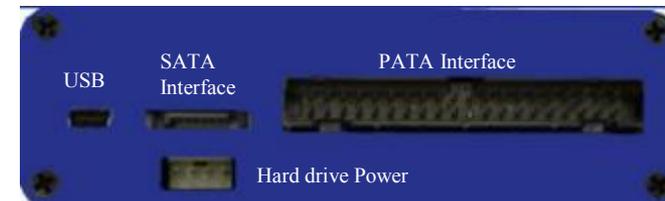
Side B is where you connect the **customer drive and USB cable**



Side A



Side B

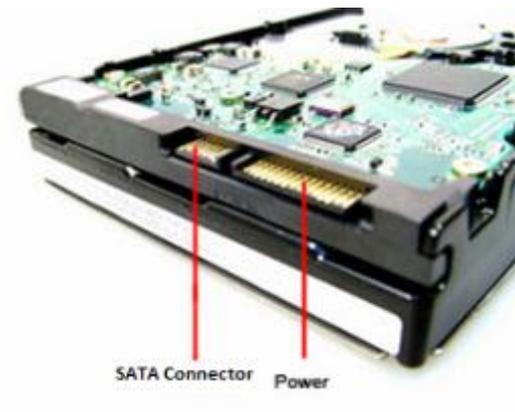


Supported Interface Connectors

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 –Boot 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).



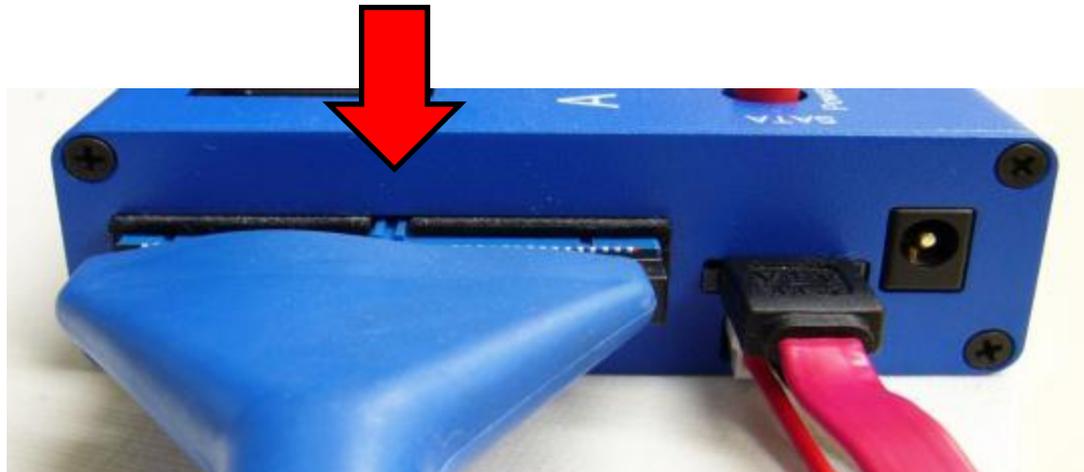
Cable Connections

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 B** 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.



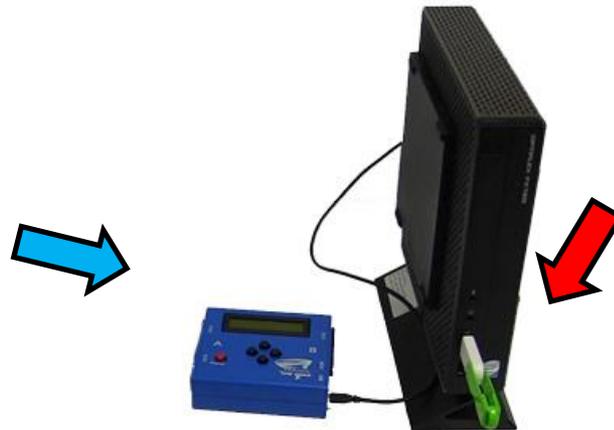
USB Connection

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



BitStorm Preparation Steps

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



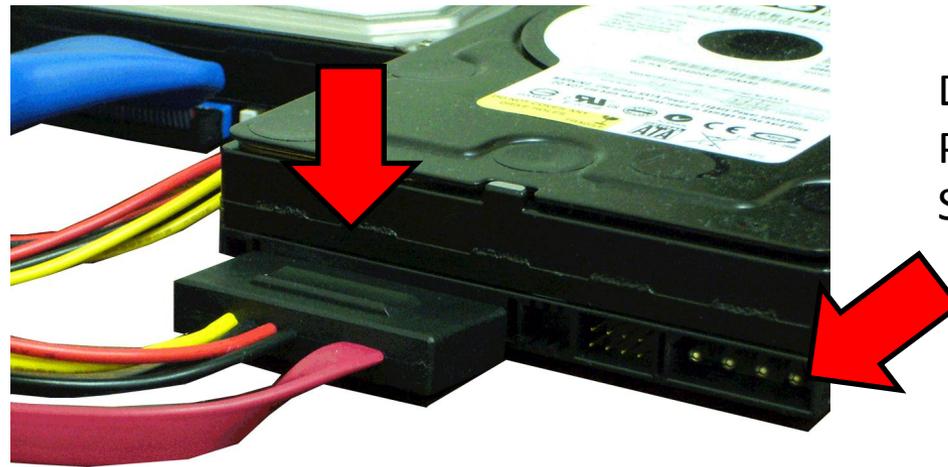
NOTE: The computer or laptop must be configured to boot from USB



Connect Customer Drive

Connecting Customer SATA Drive to B Side

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

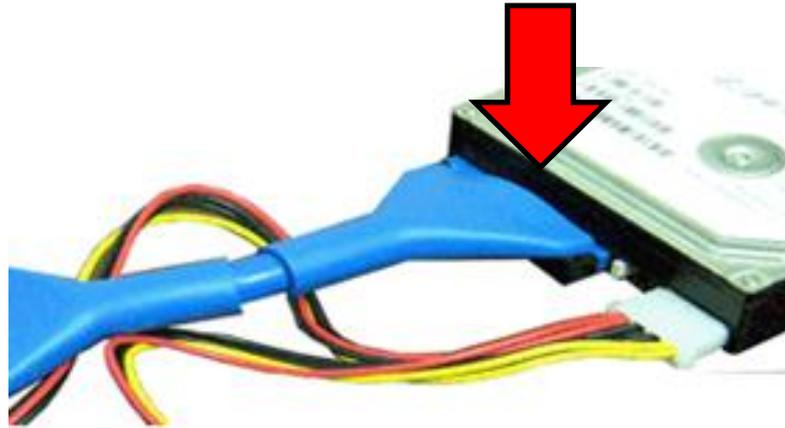


Do not plug in this
Power connector for
SATA hard drives!

SATA

Connecting Customer PATA Drive to B Side

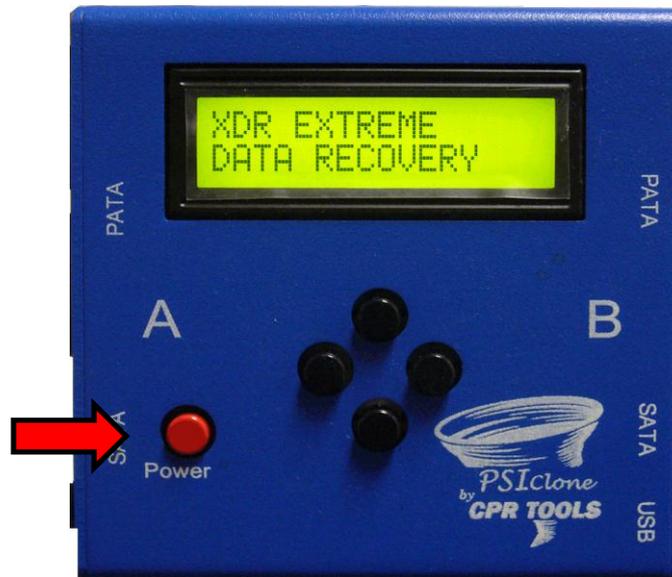
Plug the blue PATA cable into the hard drive and then connect the white power connector into the matching connector on the hard drive.



PATA

Power on PSIClone

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

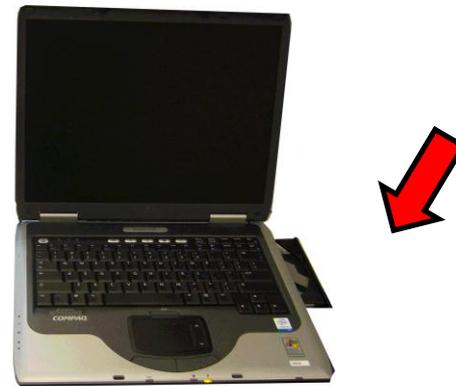


It takes 10 - 30 seconds for PSIClone to power on to this screen

Scenario 6 Eradication Steps

BitStorm Preparation Steps

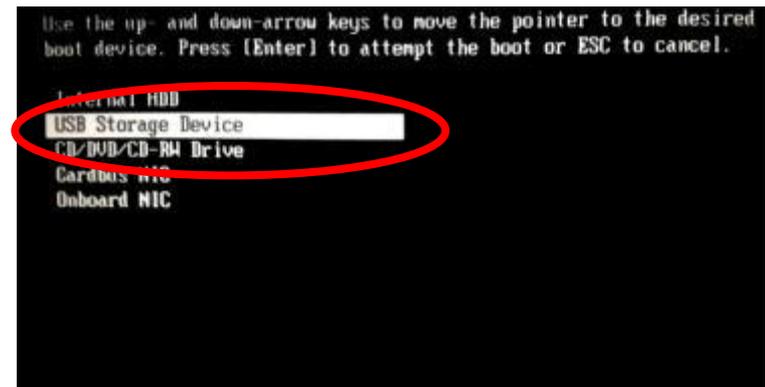
1. **Insert** BitStorm USB Thumb Drive into PC/Laptop



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

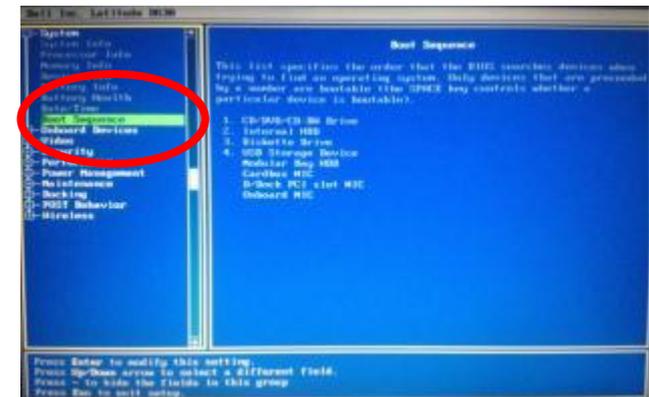
Boot Device Menu

- 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



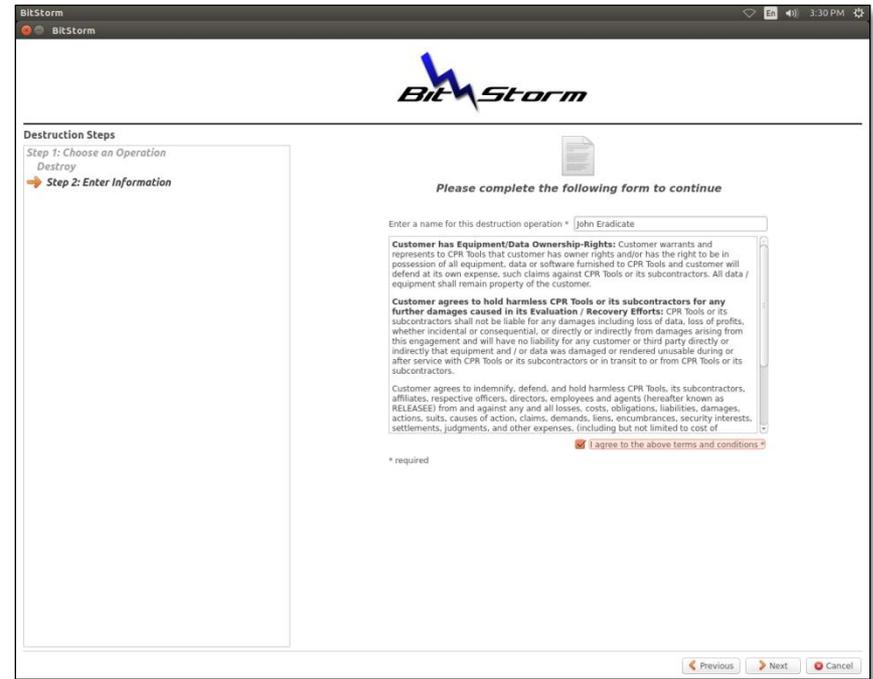
Select the Operation

- Select the “Destroy Data” button



Enter Customer Name

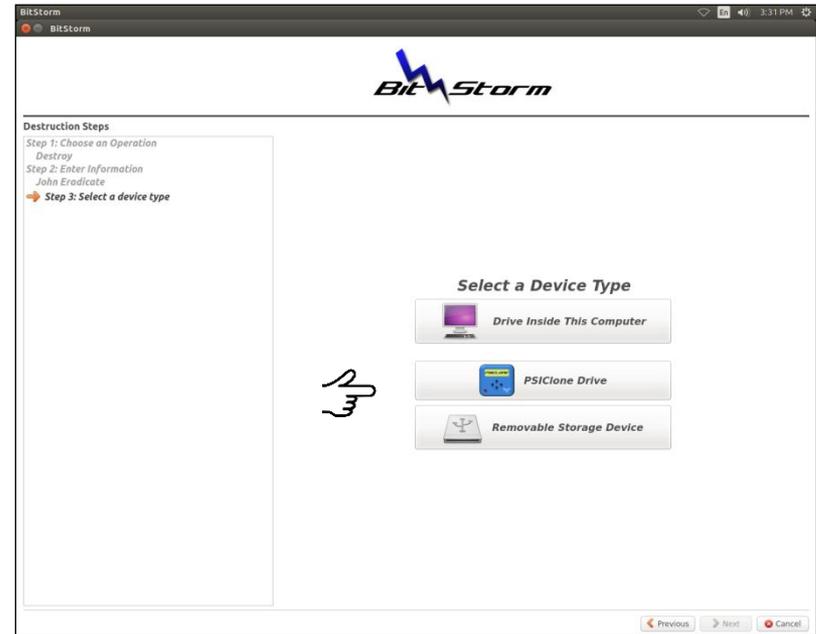
- This screen allows you to enter the name for the eradication effort
- Typically you would enter the customers last name



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' (with a sub-step 'Destroy') and 'Step 2: Enter Information' (which is the active step). The main content area is titled 'Please complete the following form to continue'. It contains a text input field with the value 'John Eradicate'. Below the input field, there are several paragraphs of legal text regarding equipment ownership, liability, and indemnification. At the bottom of the form, there is a checkbox labeled 'I agree to the above terms and conditions' which is checked. Below the checkbox, there is a small asterisk and the word 'required'. At the bottom right of the window, there are three buttons: 'Previous', 'Next', and 'Cancel'.

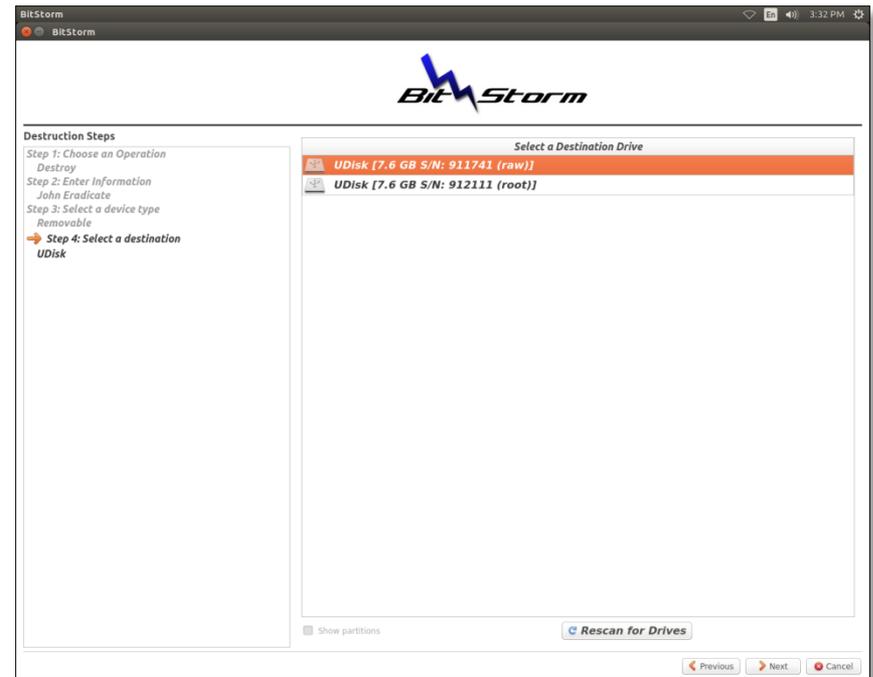
Select the Location of the Device

- In this scenario the customer has brought in a stand alone hard drive
- You would select “PSIClone Drive”



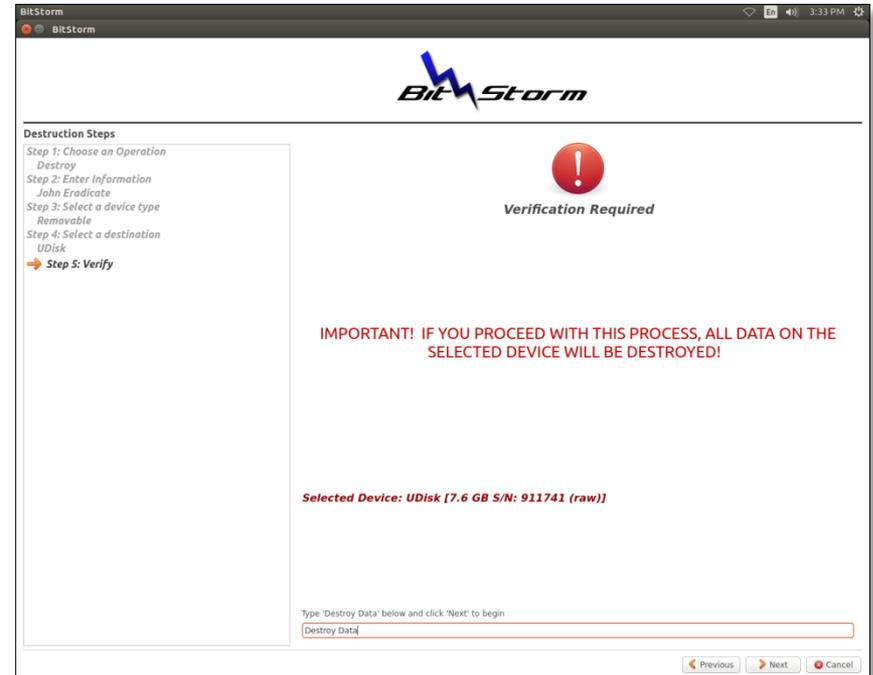
Select the Drive to Eradicate

- In this step you would select the “source drive” which is the drive connected to the B side of the PSIClone



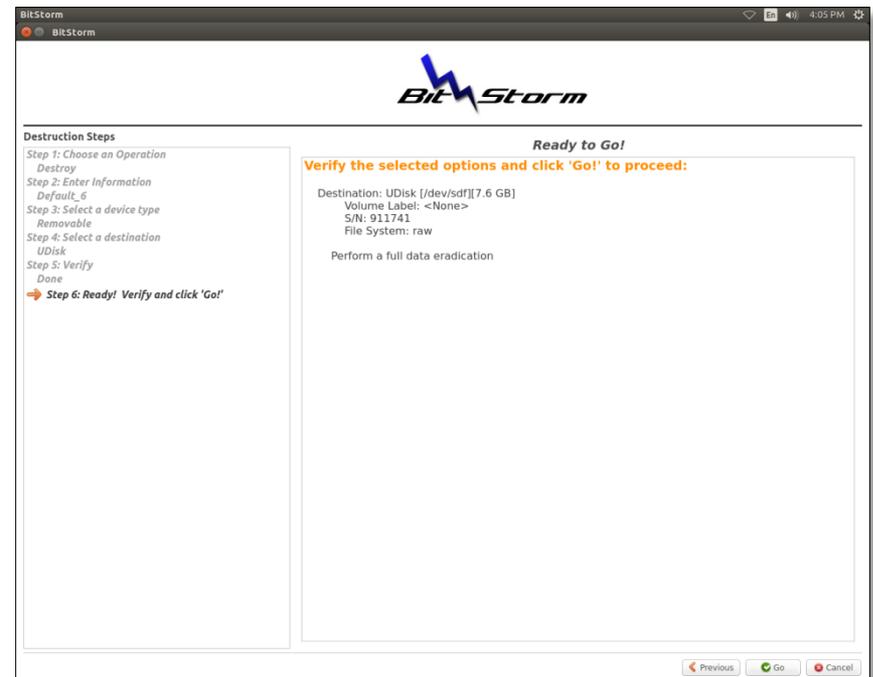
Are you sure!?

- 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'



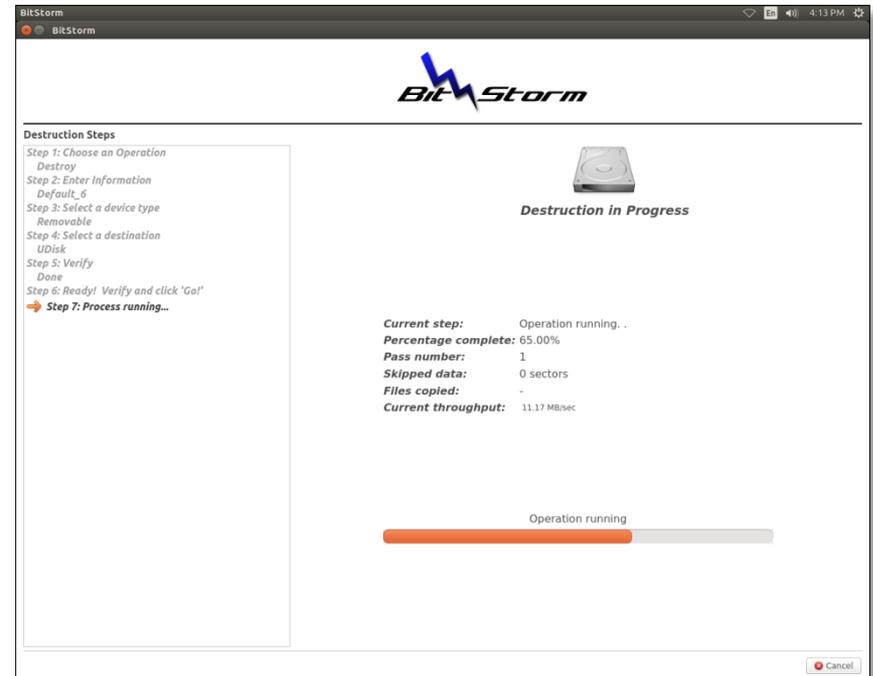
Go

- Verify the selected options
- Select 'Go'



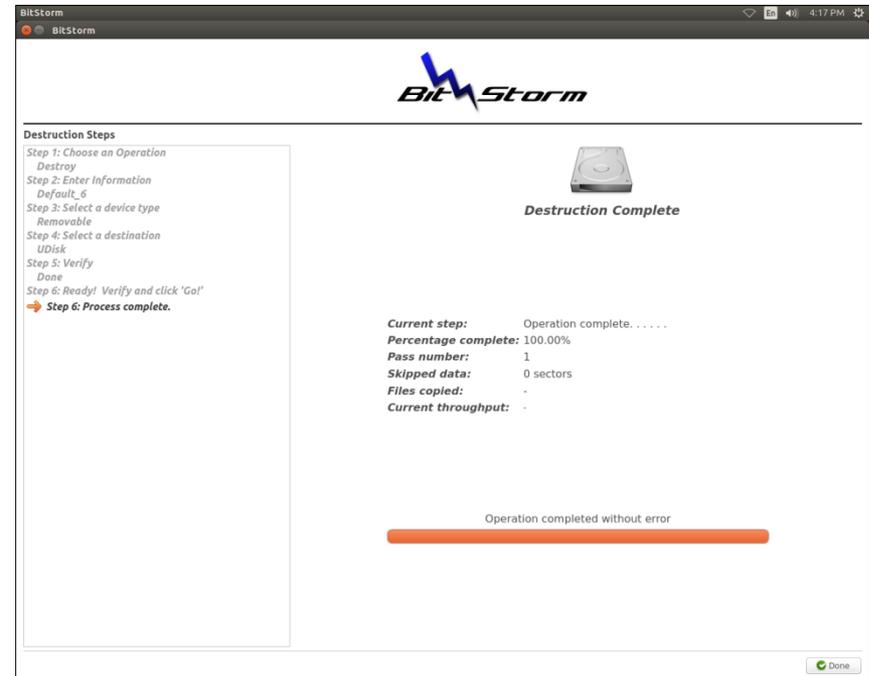
In Progress

- 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



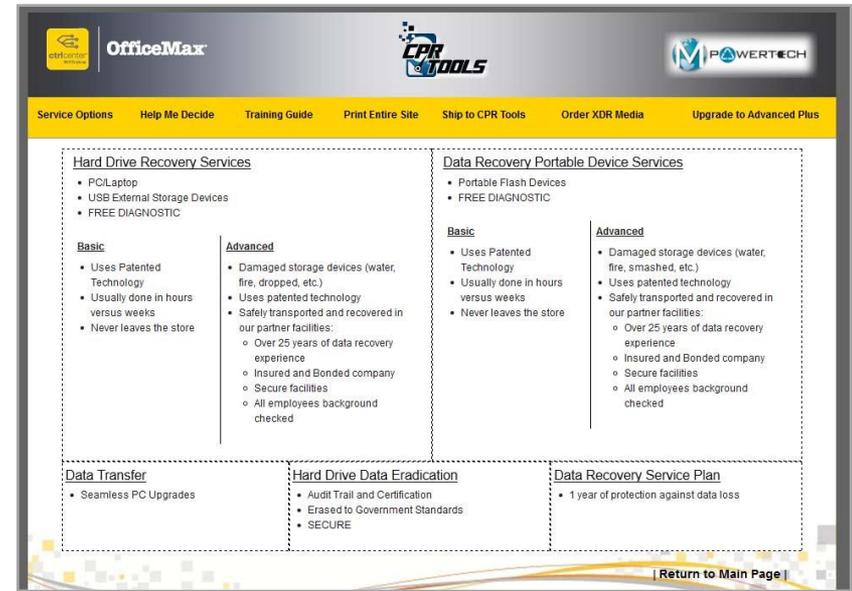
Lastly

1. **Remove** BitStorm USB Thumb drive from OMX 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



The screenshot displays the OfficeMax CPR TOOLS website interface. The header includes the OfficeMax logo, CPR TOOLS logo, and M POWERTECH logo. A navigation bar contains links for Service Options, Help Me Decide, Training Guide, Print Entire Site, Ship to CPR Tools, Order XDR Media, and Upgrade to Advanced Plus. The main content area is divided into several sections:

- Hard Drive Recovery Services**
 - PC/Laptop
 - USB External Storage Devices
 - FREE DIAGNOSTIC

Basic	Advanced
<ul style="list-style-type: none">• Uses Patented Technology• Usually done in hours versus weeks• Never leaves the store	<ul style="list-style-type: none">• Damaged storage devices (water, fire, dropped, etc.)• Uses patented technology• Safely transported and recovered in our partner facilities:<ul style="list-style-type: none">◦ Over 25 years of data recovery experience◦ Insured and Bonded company◦ Secure facilities◦ All employees background checked
- Data Recovery Portable Device Services**
 - Portable Flash Devices
 - FREE DIAGNOSTIC

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

A "Return to Main Page" link is located at the bottom right of the content area.