



BitStorm

Standard Operating Procedures

Scenario 4

Customer brings in an Apple Computer



Customer Info



- Ask the customer if the hard drive is making any sounds
 - Clicking
 - Scratching
 - Screeching
- Has the hard drive been in any of these conditions
 - Fire
 - Water
 - Dropped
- If the answer to any of these questions is YES the hard drive must be sent to CPR Tools as an **Advanced Plus**
- Applying power to drives with these symptoms can render the data unrecoverable!

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

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 4



Customer brings in an Apple
Computer

What you will need



1 – PSIClone



1 USB Cable



1 – USB recovered data drive (purchased by customer)



1 - AC Power Supply and cord



1 –Boot Thumb Drive

What it will look like





Scenario 4 Recovery 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.

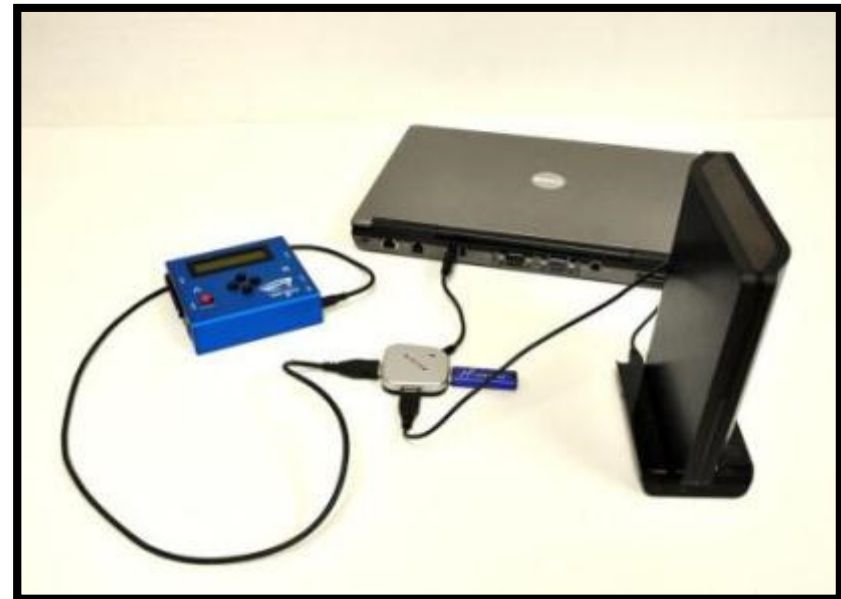


The computer will need
3 USB ports for this scenario

USB Hub



Hub Connections



Use USB Hub if the computer has less than 3 USB ports

BitStorm Preparation Steps

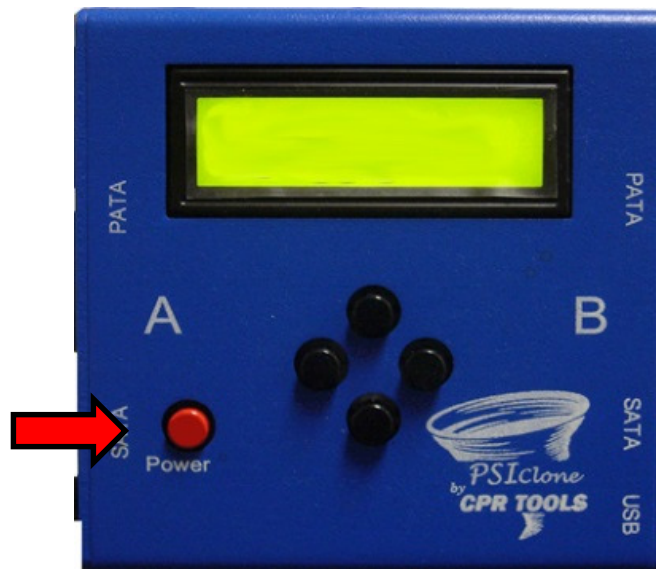
1. **Insert** BitStorm Thumb Drive into computer
2. **Insert** USB cable from PSIClone into computer



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

Press C and hold down until system boots

Description

Start up from a bootable CD, DVD, or USB thumb drive.

Select the Operation

- Select the “Recover Data” button





Enter Recovery Name

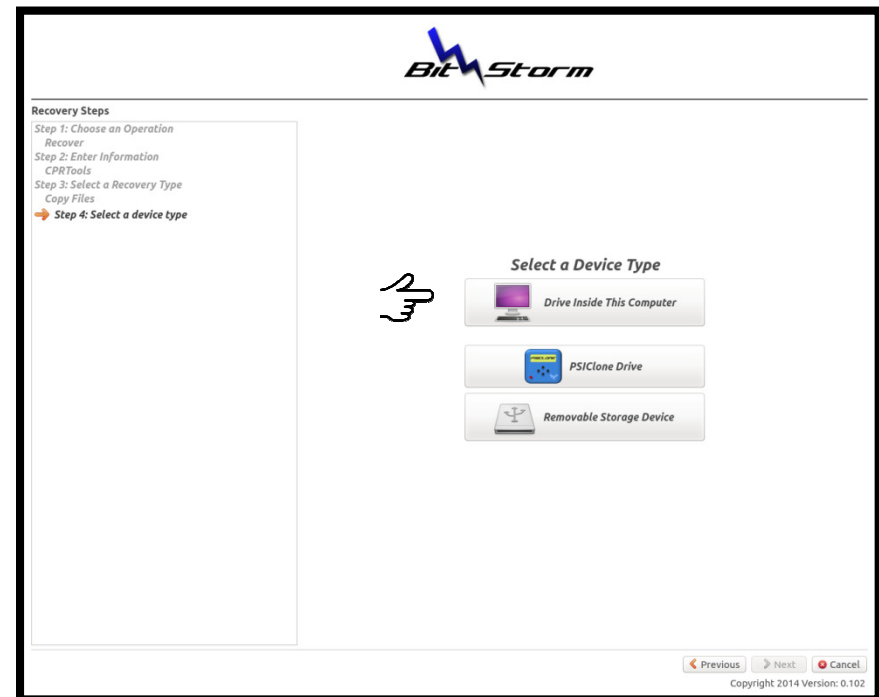


- This screen allows you to enter the name for a recovery effort
- Typically you would enter the customers last name

The screenshot shows the BitStorm software interface. At the top, the BitStorm logo is displayed. Below it, a 'Recovery Steps' section indicates 'Step 1: Choose an Operation' (Recover) and 'Step 2: Enter Information' (selected). The main area prompts the user to 'Please complete the following form to continue'. A text input field is labeled 'Enter a name for this recovery operation *' and contains the text 'CPRTools'. Below the input field, there are several paragraphs of legal disclaimer 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, it says '* required'. At the bottom right of the window, there are 'Previous', 'Next', and 'Cancel' buttons. The footer of the window reads 'Copyright 2014 Version: 0.101'.

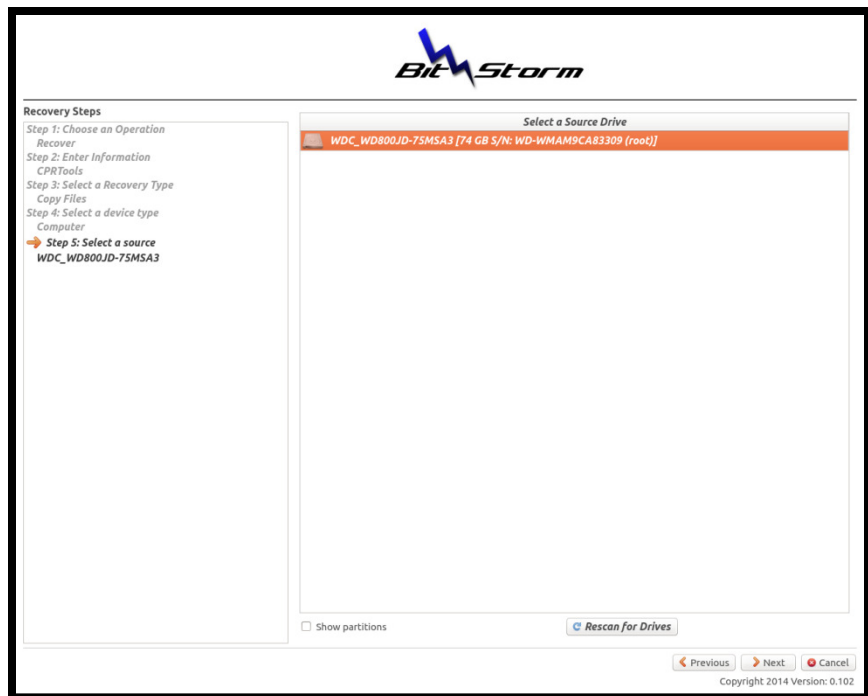
Select the Location of the Device to Recover

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



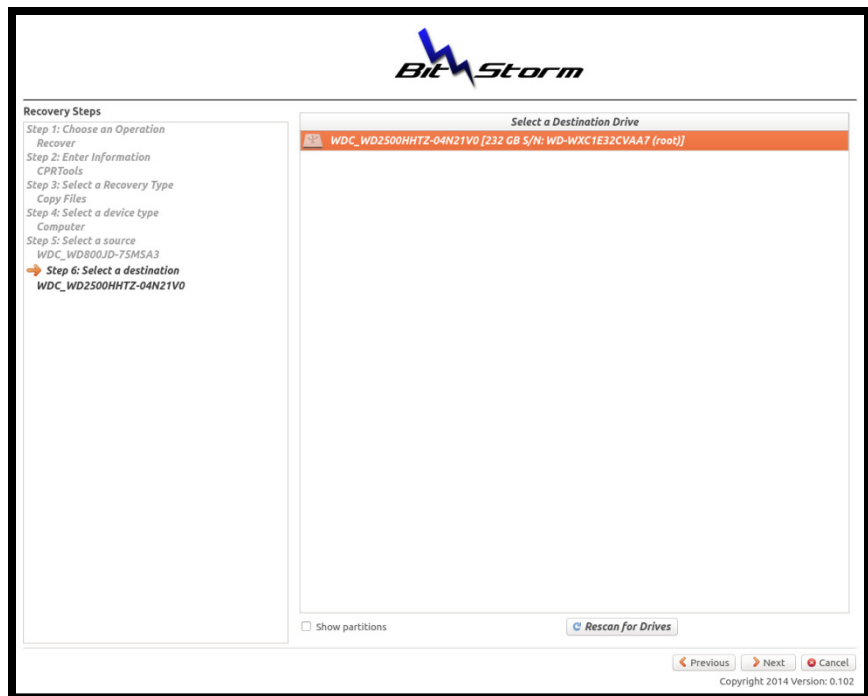
Select the Drive to Recover

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



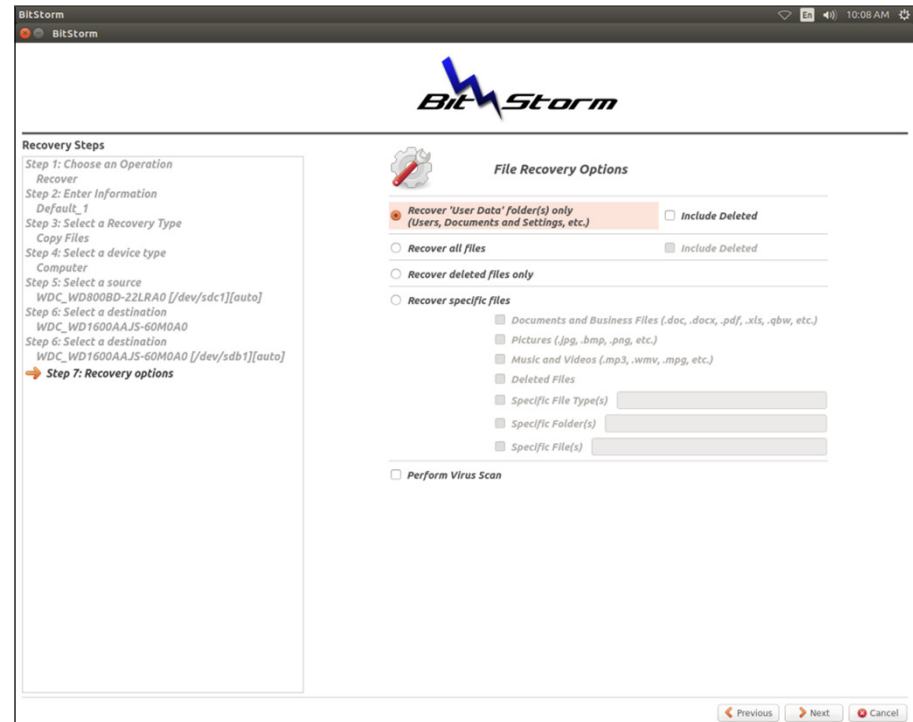
Select the “Dump Drive”

- In this step you would select the media to recover the customer data to
- The USB external hard drive the customer has purchased or brought in



Select The Files

- Here we select what files the customer wants to recover
- Default is 'Recover files from the User Data' which means all user created files





Review and GO!

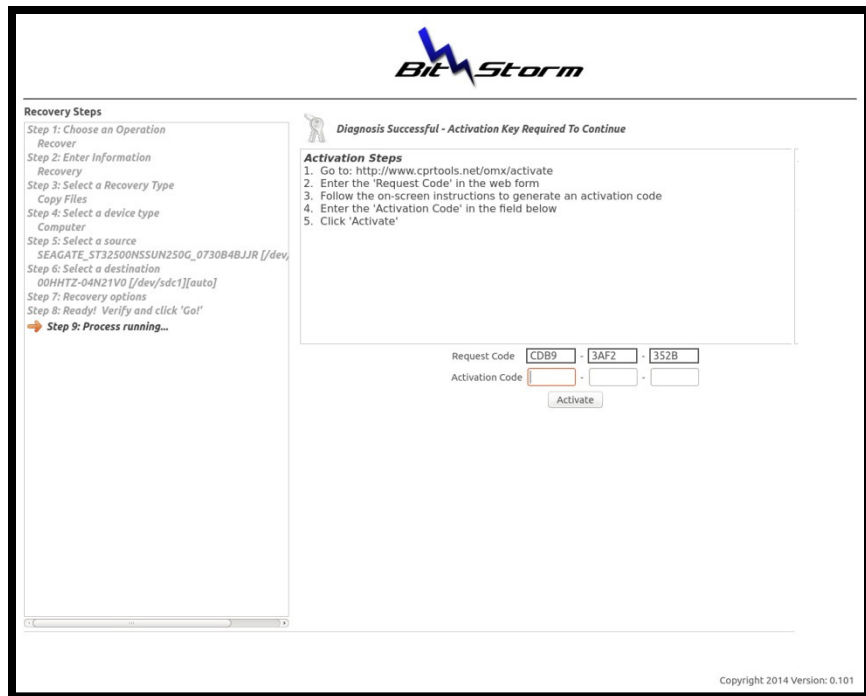


- Make sure everything is correct and press the 'Go' button



Diagnostic and Activate

- Once the diagnostic completes BitStorm will tell you if the data can be recovered in the store
- If it can you must go to the data services website and receive an activation code
- If it cannot it becomes and Advanced and must be shipped to CPR Tools Labs with customer approval



The image shows a screenshot of the BitStorm software interface. At the top, the BitStorm logo is displayed. Below it, a message states "Diagnosis Successful - Activation Key Required To Continue". On the left, a "Recovery Steps" list shows steps 1 through 9, with step 9, "Process running...", highlighted. On the right, "Activation Steps" are listed: 1. Go to: <http://www.cprtools.net/omx/activate>, 2. Enter the 'Request Code' in the web form, 3. Follow the on-screen instructions to generate an activation code, 4. Enter the 'Activation Code' in the field below, 5. Click 'Activate'. Below these steps, there are input fields for "Request Code" (containing CDB9, 3AF2, 352B) and "Activation Code" (with a red box for the first two digits). An "Activate" button is located below the activation code field. At the bottom right, a small copyright notice reads "Copyright 2014 Version: 0.101".



Activate



- Go the data services website and click on the “Activate Tab”
- Input the store number and the 12 digit “Request Code” the software is displaying
- Click “Submit”

The screenshot shows the 'OfficeMax SERVICES Data Services' page. The main heading is 'Activate BitStorm™ Function'. Below this, there are input fields for 'Store #' (containing '1234') and 'Request Code' (containing 'cb9c - 2cef - 35f'). A 'Submit' button is located below the request code field. The page footer includes the CPR TOOLS and MPOWERTECH logos, and text indicating it is 'Powered by:'. At the very bottom, there is a footer with contact information: 'OfficeMax Internal ONLY Associate Support M-F 10am - 7pm Eastern (863)674-0120', a link to 'Return to Main Page', and a 'Logout' link.



Activate

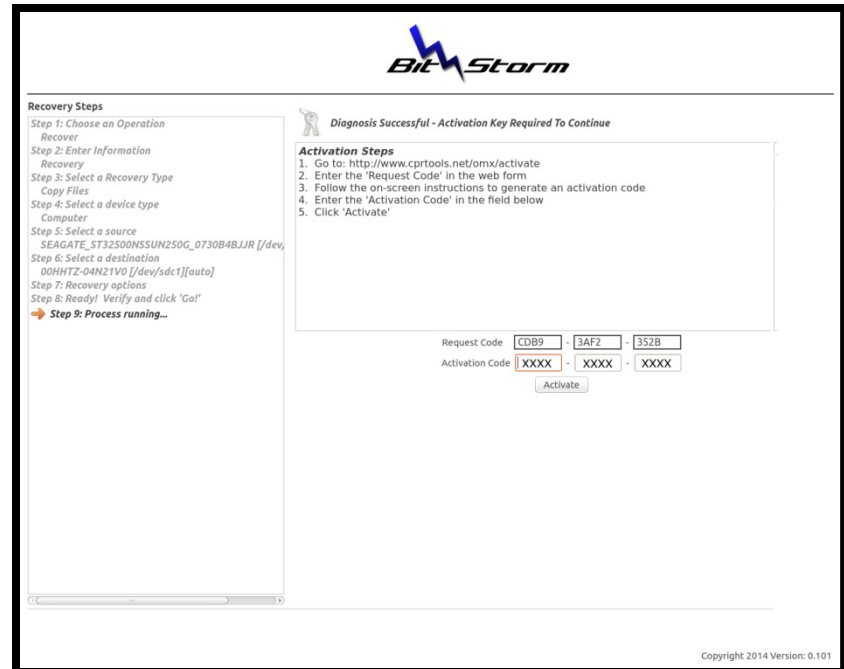


- This code must be input into the software



Input Activation Code

- Input the “Activation Code” into the software
- Click “Activate”



The screenshot shows the BitStorm software interface. On the left, a 'Recovery Steps' list includes: Step 1: Choose an Operation (Recover), Step 2: Enter Information (Recovery), Step 3: Select a Recovery Type (Copy Files), Step 4: Select a device type (Computer), Step 5: Select a source (SEAGATE_ST32500NSSUN250G_0730B4BJR [/dev/], Step 6: Select a destination (00HHTZ-04N21V0 [/dev/sdc1][auto]), Step 7: Recovery options, Step 8: Ready! Verify and click 'Go!', and Step 9: Process running... (highlighted with an orange arrow). On the right, a 'Diagnosis Successful - Activation Key Required To Continue' message is displayed. Below this, 'Activation Steps' are listed: 1. Go to: <http://www.cprtools.net/omx/activate>, 2. Enter the 'Request Code' in the web form, 3. Follow the on-screen instructions to generate an activation code, 4. Enter the 'Activation Code' in the field below, and 5. Click 'Activate'. At the bottom right, there are input fields for 'Request Code' (CDB9 - 3AF2 - 352B) and 'Activation Code' (XXXX - XXXX - XXXX), with an 'Activate' button below them. The copyright notice 'Copyright 2014 Version: 0.101' is visible in the bottom right corner of the software window.

In Progress

- The bar at the bottom will update and give you a general timeline
- Remember since this is a data recovery corrupt files can make the process proceed very slowly

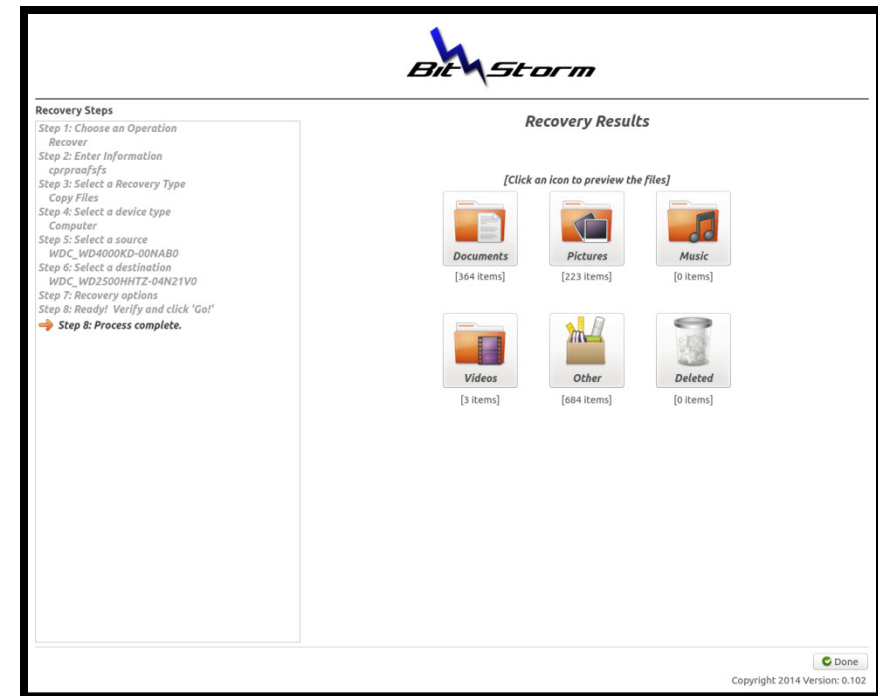




Complete

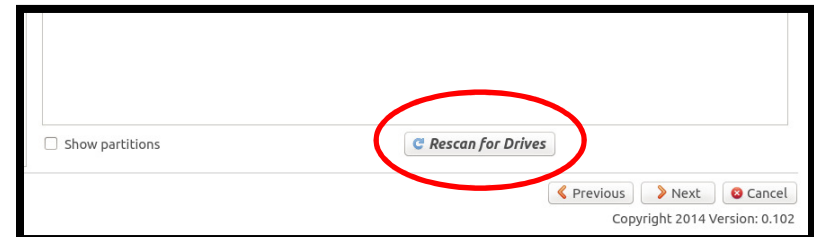


- Once complete the software provides a quick glance to see what was recovered



BitStorm Preparation Step

1. **Insert** the USB connector for the External USB Drive (this is where recovered files will be transferred and is typically sold by Office Max)
2. Plug in Power for External USB Hard Drive
3. Click “Rescan for Drives”
4. If the drive does not appear, wait 15 seconds and click rescan again



Clean Up

1. **Remove** BitStorm CD/USB Thumb drive from PC/Laptop
2. **Remove** PSIClone USB from PC/Laptop
3. **Remove** USB recovered data drive with customer files
4. **Power** down the PC/Laptop





Lastly



- Invoice customer
- Give customer the USB recovered data drive



Need Help?



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

