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'

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

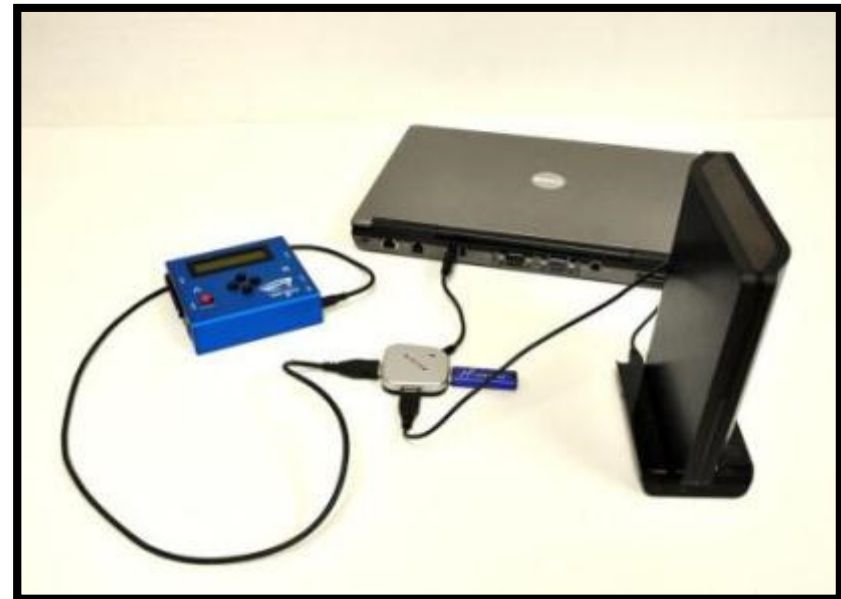Plug the USB connector into the USB slot on Side B of the PSIClone.

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
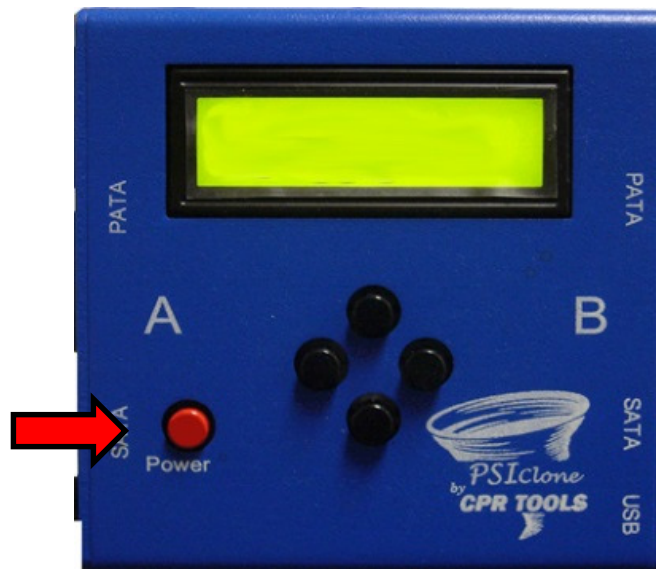
BitStorm Preparation Steps

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	Description
Press C and hold down until system boots	Start up from a bootable CD, DVD, or USB thumb drive.

Select the Operation
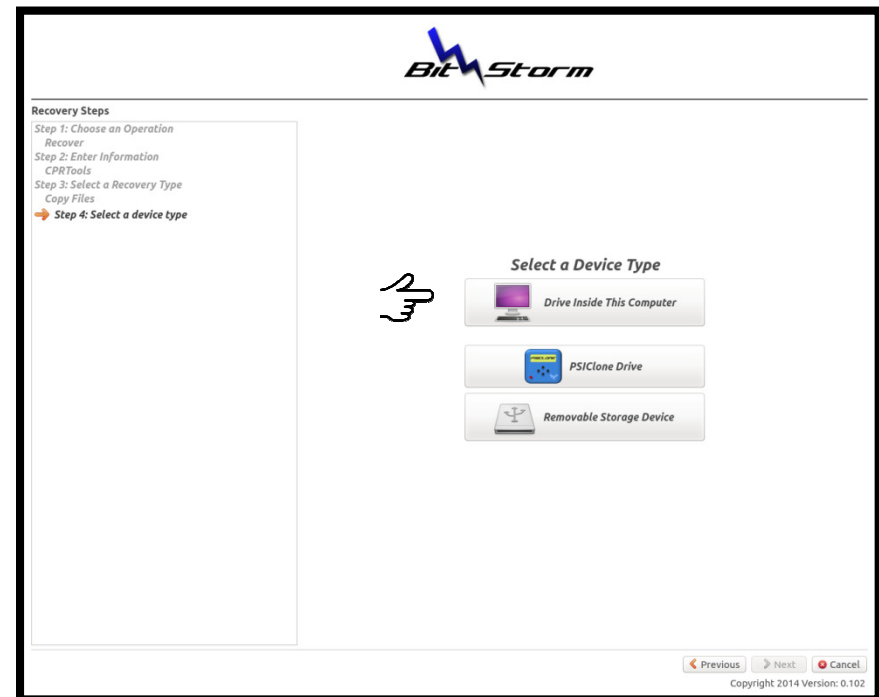
- Select the "Recover Data" button

Enter Recovery Name

- This screen allows you to enter the name for a recovery effort

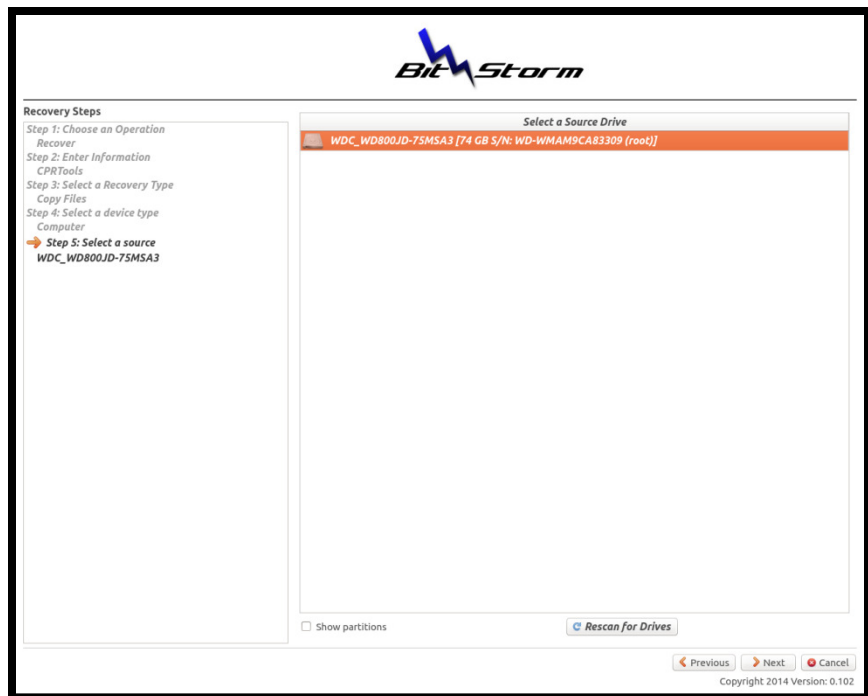- Typically you would enter the customers last name

Select the Location of the Device to Recover

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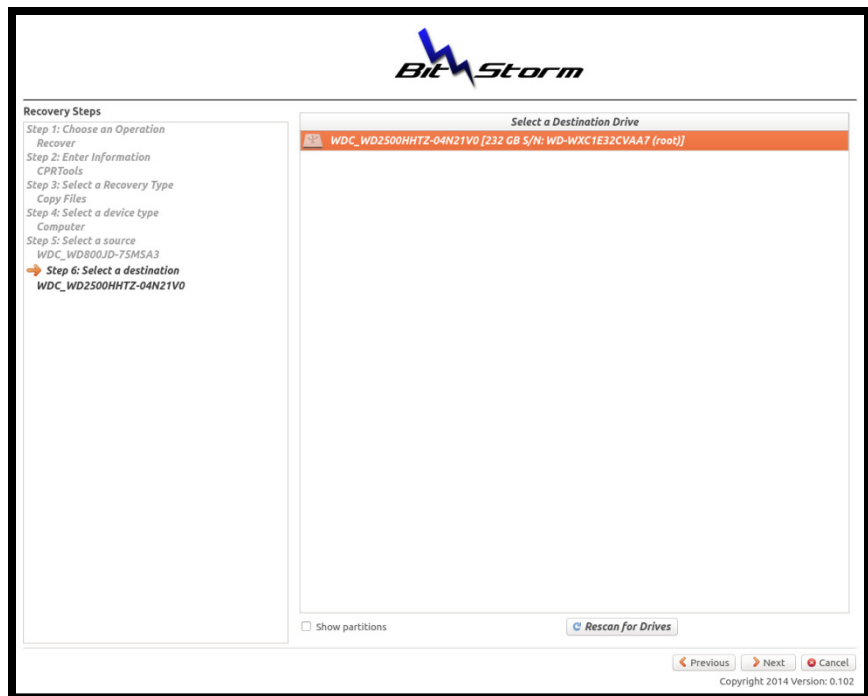
- You would select "Drive Inside This Computer"

Select the Drive to Recover

- In this step you would select the "source drive" which is the internal hard drive
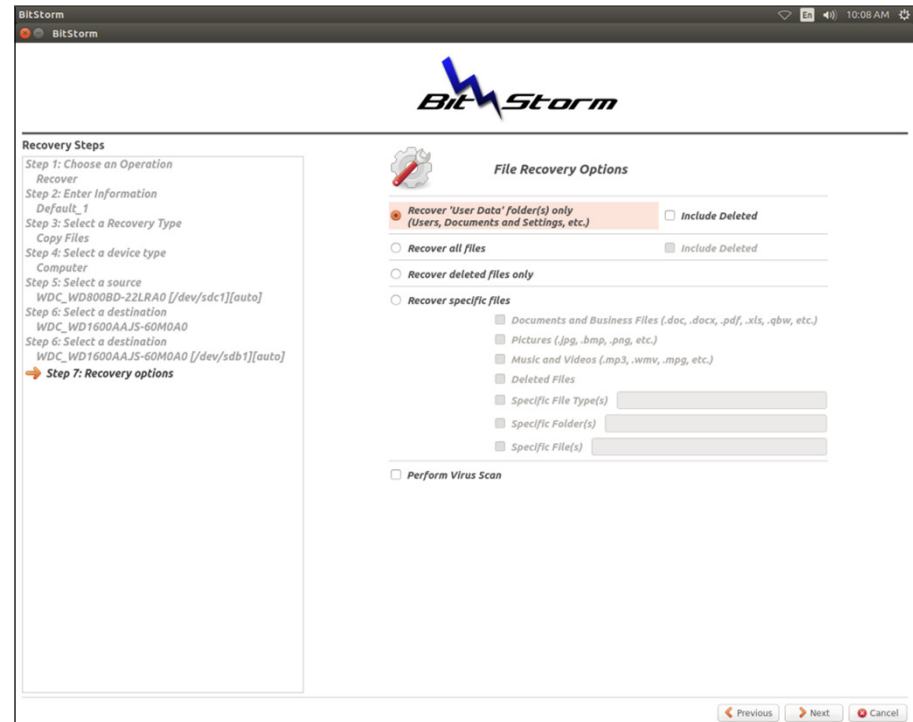
Select the "Dump Drive"

- 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
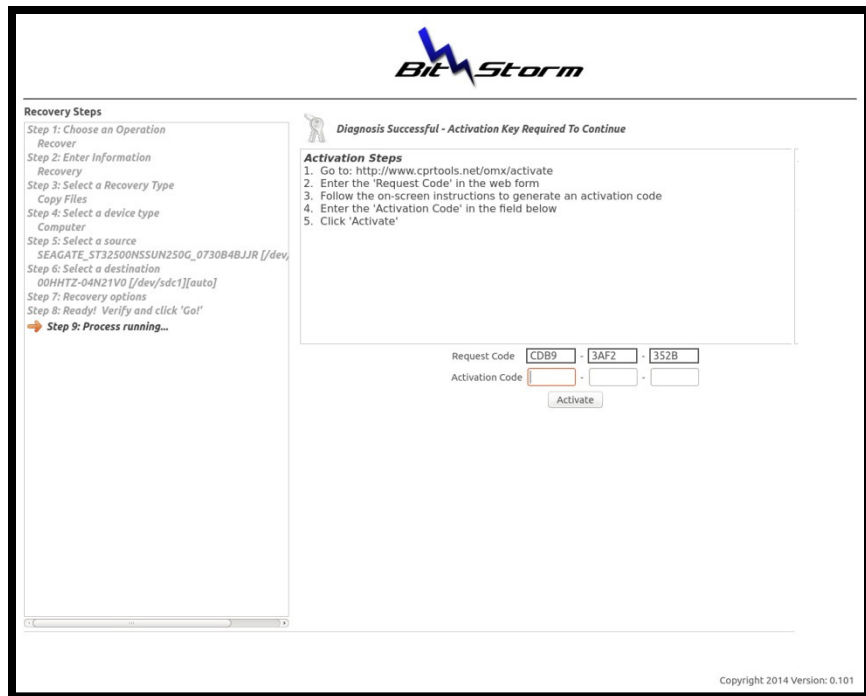
Review and GO!

- 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

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
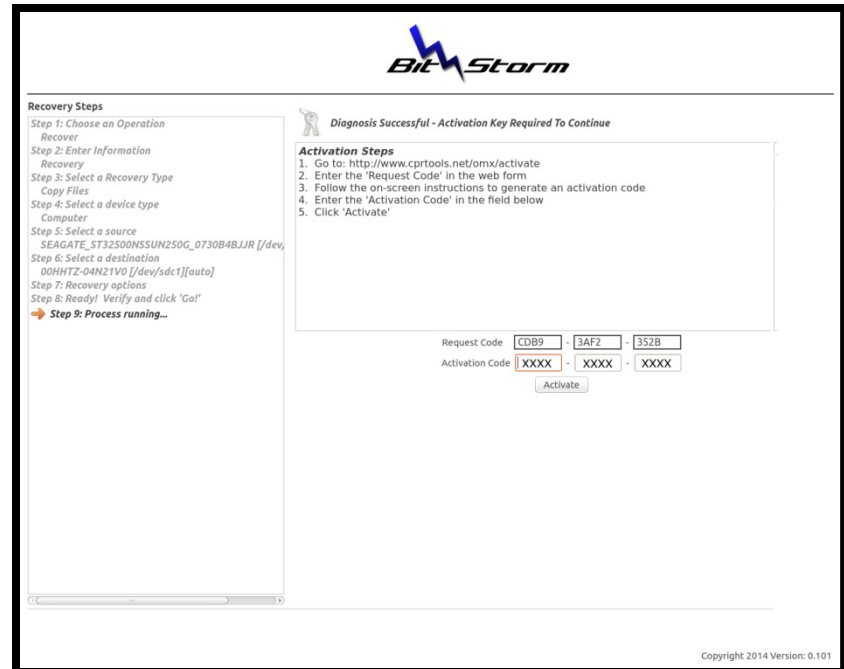
- Click "Submit"

Activate

- This code must be input into the software

Input Activation Code

- Input the "Activation Code" into the software

- Click "Activate"

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
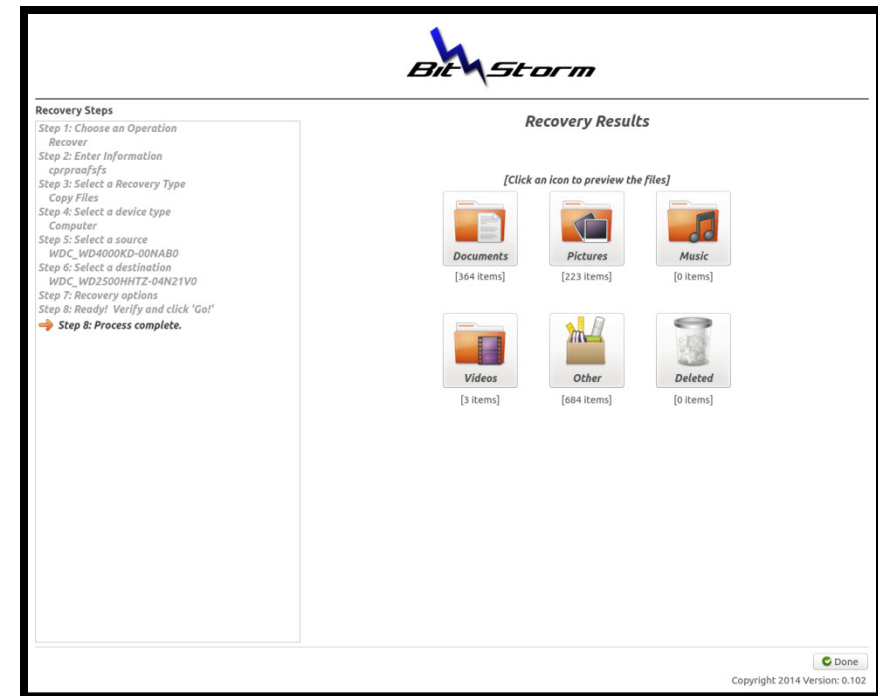
Complete

- 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
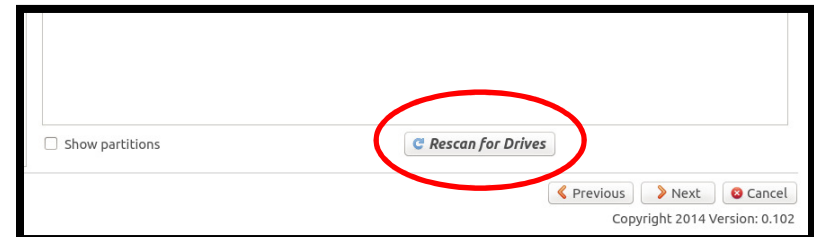
Clean Up

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