



# BitStorm

Standard Operating Procedures

Scenario 2

Customer brings in internal hard drive



# 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!



# 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

# PSIClone

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

**Side A** is where you connect the **customer** drive and **power**

**Side B** is where you connect the **USB cable**



Side A



Side B



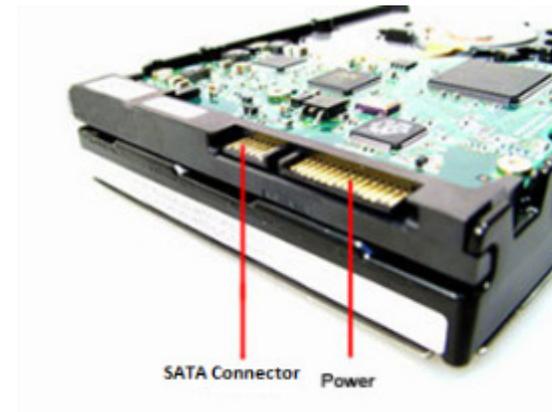
**WARNING: Attaching the customer drive to the wrong side will cause customer data loss** 5

# 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 2



Customer brings in internal hard drive

# What you will need



1 – PSIClone



1 USB Cable



1 – SATA Plus Power Cables



1 – PATA Cables



1 – OMX PC/Laptop



1 – Recovered data drive (purchased by customer)



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 2 Recovery Steps

# Cable Connections

Connect the multi-colored power cable of the SATA Plus Power cable to Side A of the PSIClone. (Note: Insert so yellow cable is on the right and red is on the left).



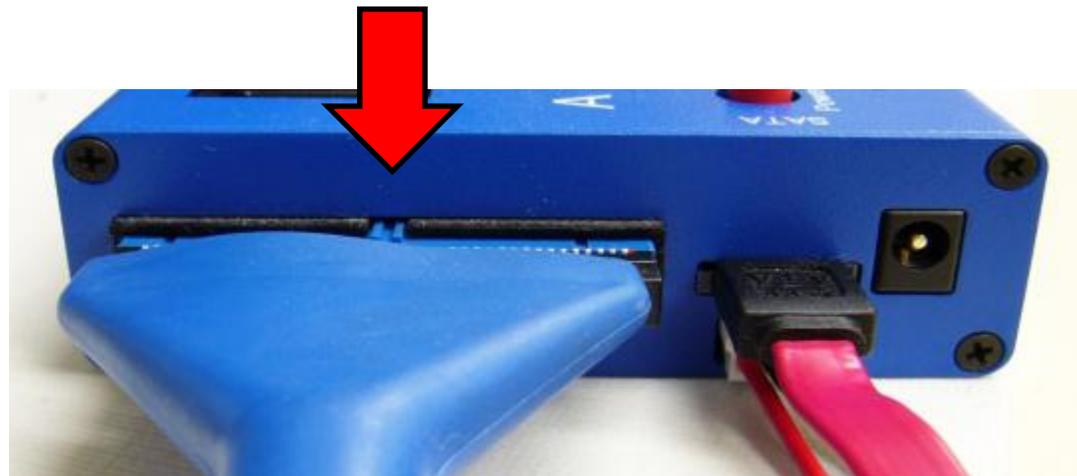
# Cable Connections

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 A 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.



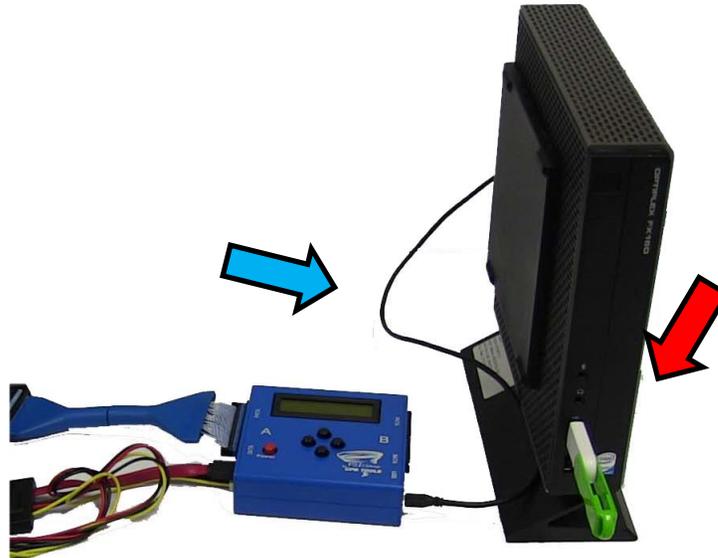
# USB Connection

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



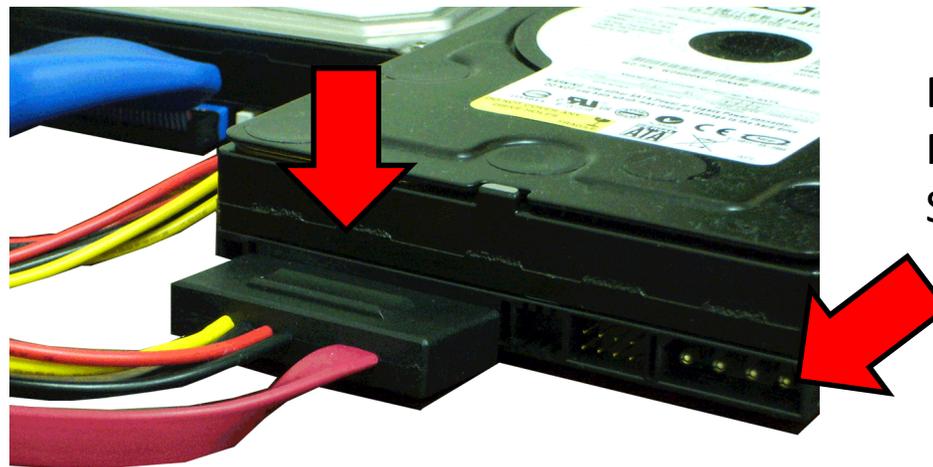
**NOTE: The computer or laptop must be configured to boot from USB**



# Connect Customer Drive

# Connecting Customer SATA Drive to A Side

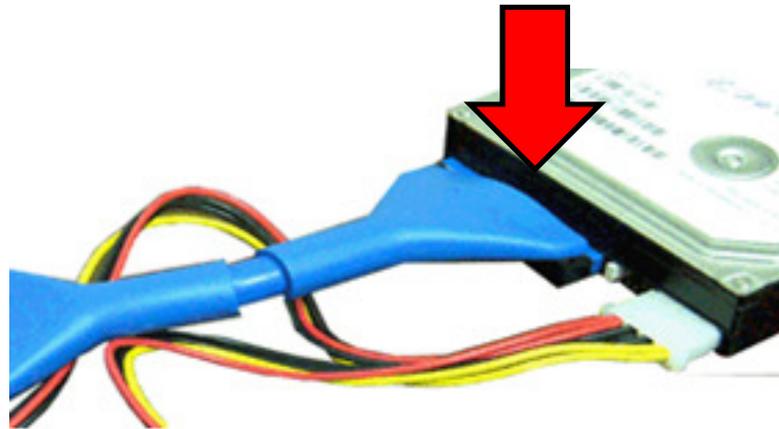
Plug the SATA Plus Power Connector into the matching connector on the hard drive.



SATA

# Connecting Customer PATA Drive to A 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

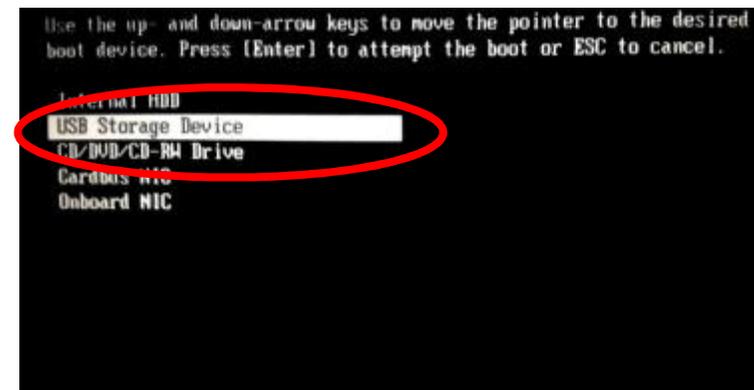
Press the **RED** power button to turn the PSIClone on.



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

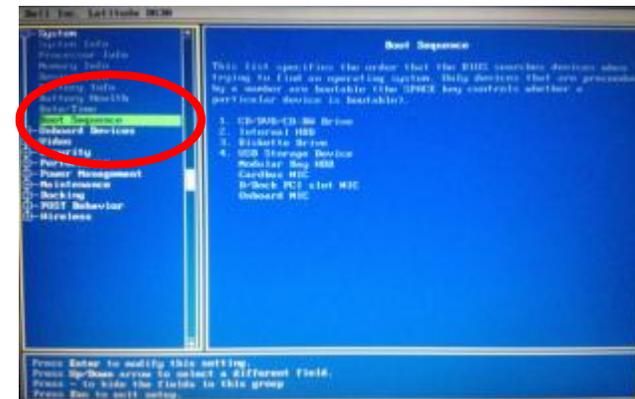
# Boot Device Menu

- 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



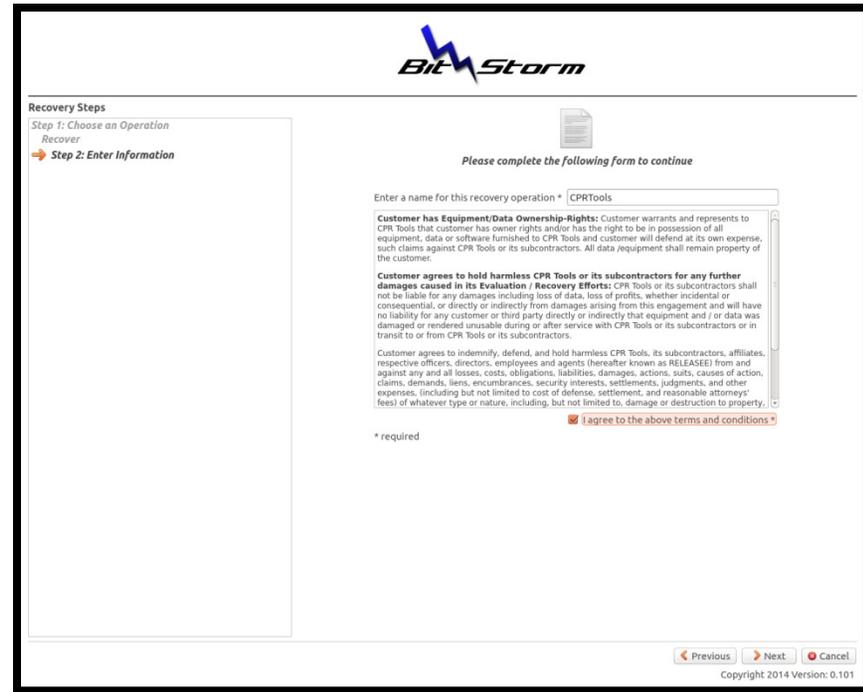
# Select the Operation

- Select the “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



**BitStorm**

Recovery Steps

Step 1: Choose an Operation  
Recover

→ Step 2: Enter Information

Please complete the following form to continue

Enter a name for this recovery operation \* | CPRTools

**Customer has Equipment/Data Ownership-Rights:** Customer warrants and represents to CPR Tools that customer has owner rights and/or has the right to be in possession of all equipment, data or software furnished to CPR Tools and customer will defend at its own expense, such claims against CPR Tools or its subcontractors. All data/equipment shall remain property of the customer.

**Customer agrees to hold harmless CPR Tools or its subcontractors for any further damages caused in its Evaluation / Recovery Efforts:** CPR Tools 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 CPR Tools or its subcontractors or in transit to or from CPR Tools or its subcontractors.

Customer agrees to indemnify, defend, and hold harmless CPR Tools, 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.

I agree to the above terms and conditions \*

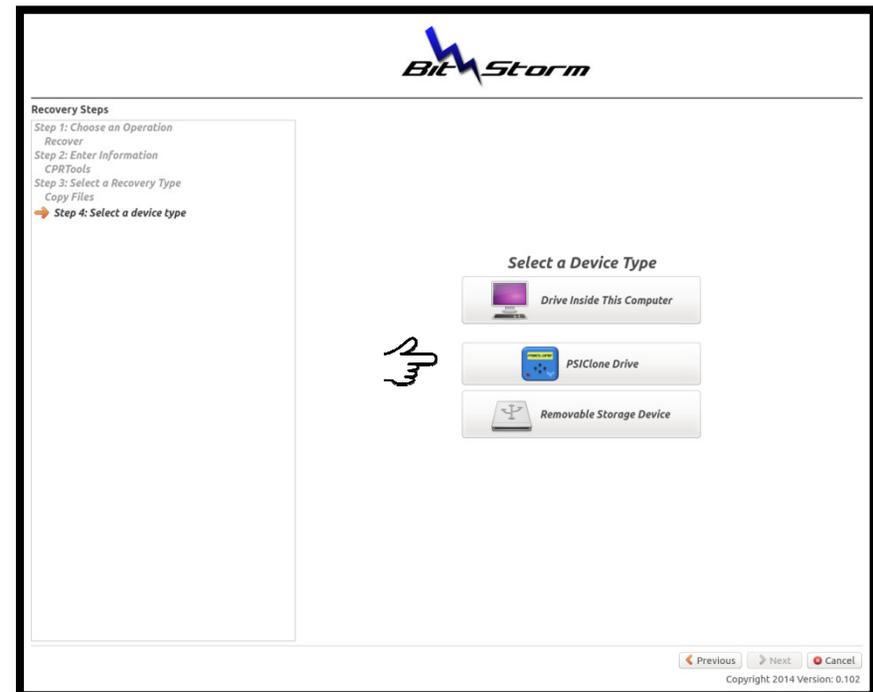
\* required

Previous Next Cancel

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# Select the Device to Recover

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

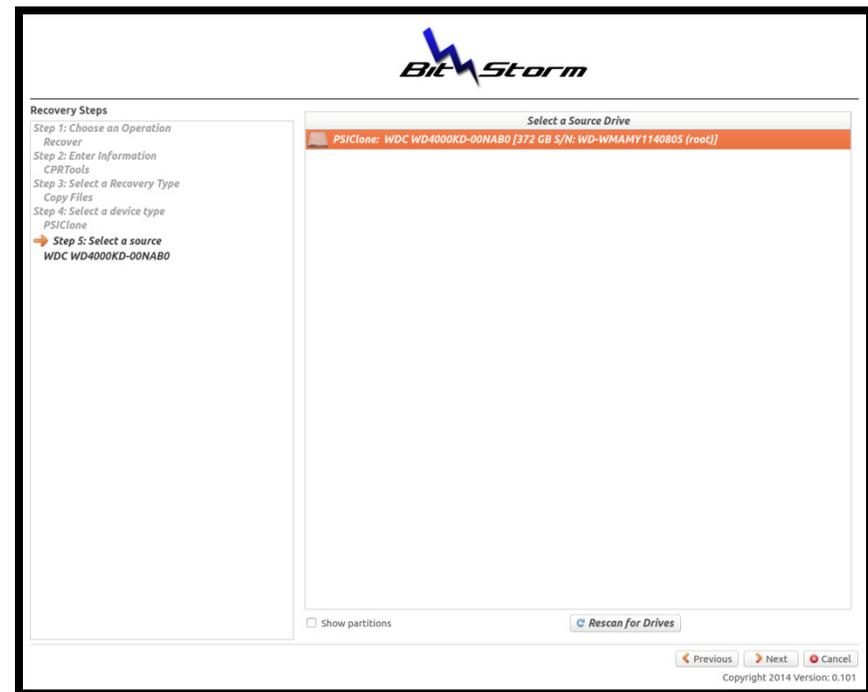




# Select the Drive to Recover



- In this scenario always select the drive connected to the PSIClone

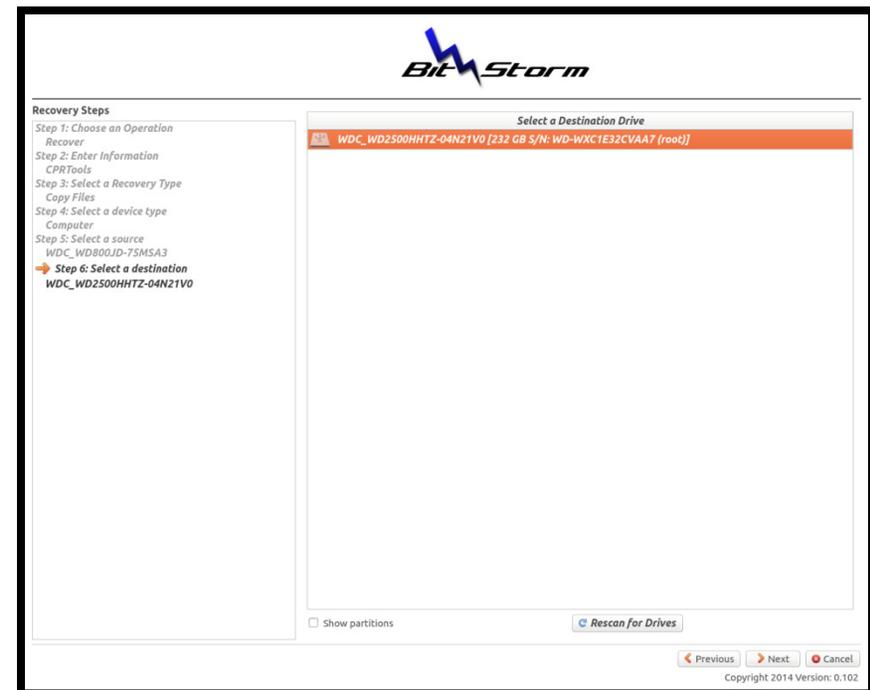




# Select the “Dump Drive”

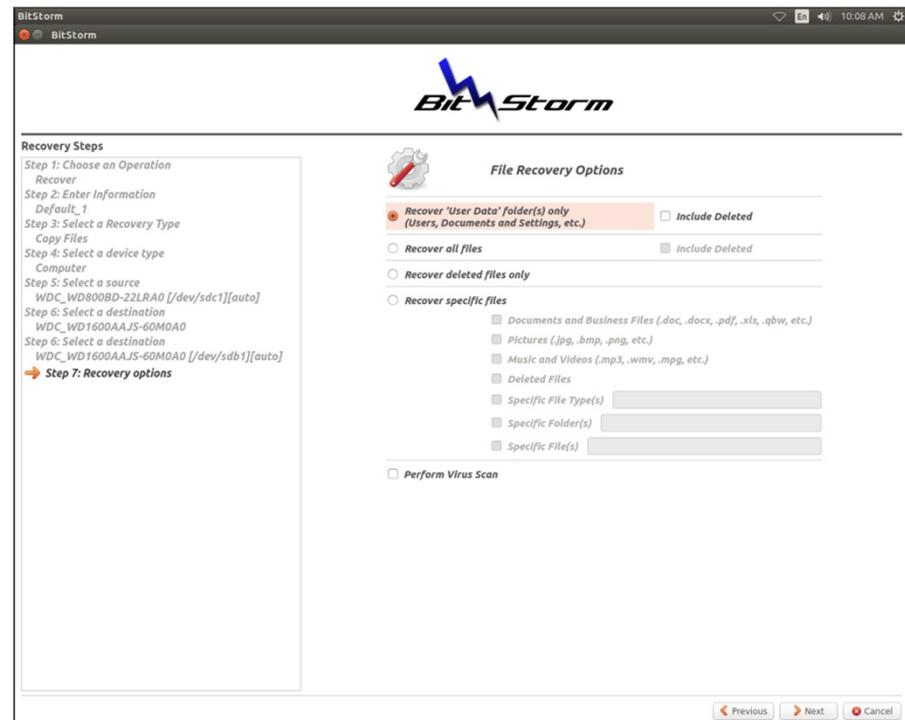


- In this step you would select the media to recover the customer data to
- The USB external hard drive the customer has purchased or brought in



# 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!

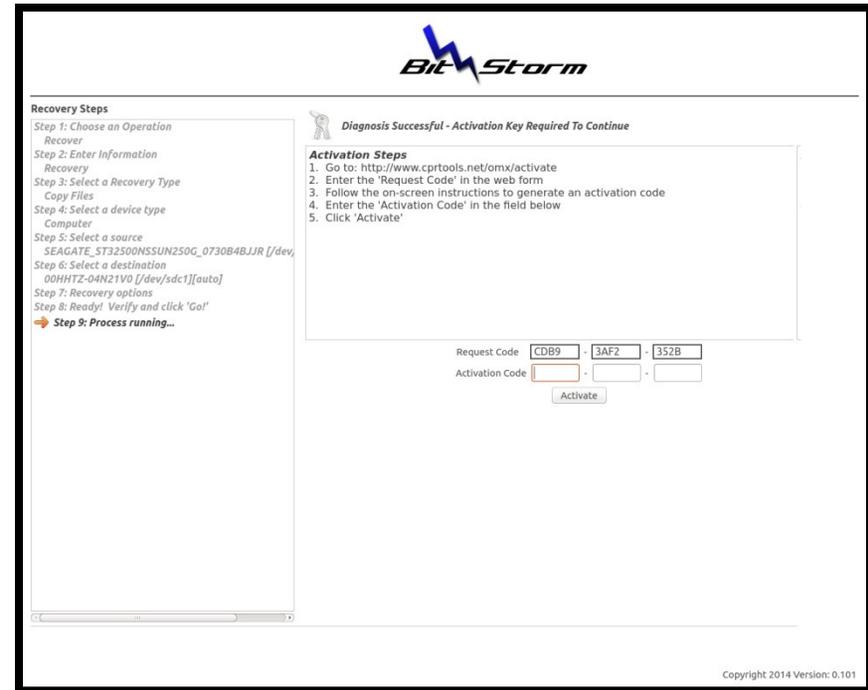


- Make sure everything is correct and press the 'Go' button



# 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 screenshot displays the BitStorm diagnostic interface. On the left, a list of 'Recovery Steps' is shown, with 'Step 9: Process running...' highlighted. On the right, a message states 'Diagnosis Successful - Activation Key Required To Continue'. 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, 5. Click 'Activate'. The form shows a 'Request Code' field with the value 'CDB9 - 3AF2 - 352B' and an 'Activation Code' field with a red border. An 'Activate' button is located below the activation code field. The BitStorm logo is at the top center, and the copyright notice 'Copyright 2014 Version: 0.101' is at the bottom right.



# 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 #: 1234" and "Request Code: cb9c - 2cef - 35ff". A "Submit" button is located below the request code field. The page footer includes the CPR TOOLS and MPOWERTECH logos, and the text "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" and links for "[ Return to Main Page ]" and "[ Logout ]".



# Activate

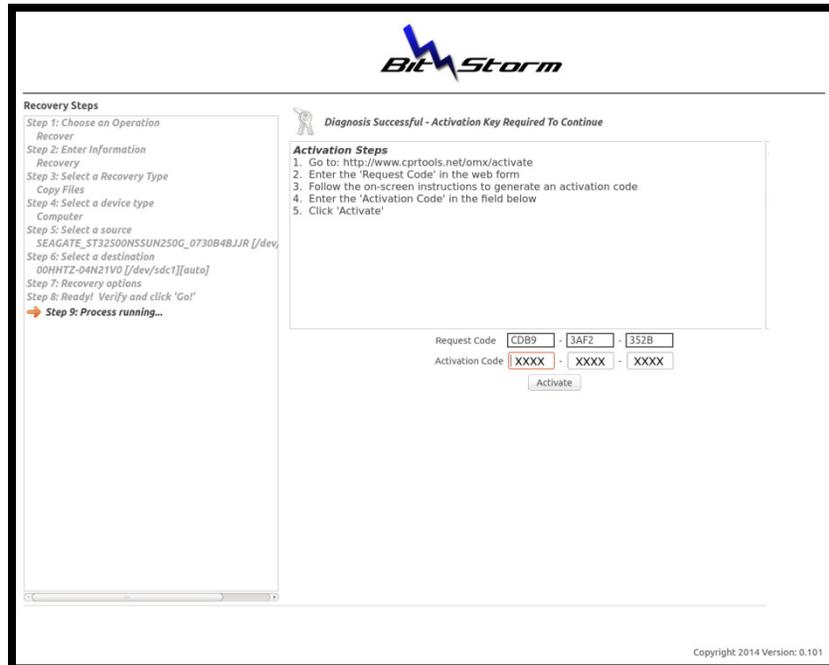


- This code must be input into the software

The screenshot shows the OfficeMax SERVICES Data Services page. The header includes the OfficeMax SERVICES logo and the title "Data Services". Below the header is a navigation bar with links: Service Options, Help Me Decide, Training Guides, Order Cables, Media & More (Store Use Only), and Upgrade to Advanced Plus. The main content area displays a message: "The request code you have entered is for a data recovery function." Below this message, it says "Activation Code:" followed by "XXXX - XXXX - XXXX". At the bottom of the page, there are logos for CPR TOOLS and MPOWERTECH, and 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.

# 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

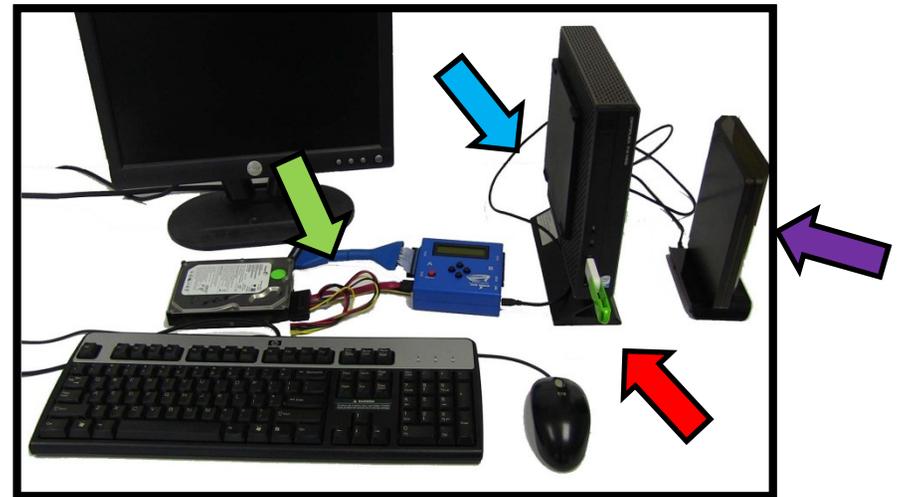
- Once complete the software provides a quick glance to see what was recovered



The screenshot displays the BitStorm software interface. On the left, a 'Recovery Steps' list shows the progress: Step 1: Choose an Operation (Recover), Step 2: Enter Information (cprproofs), Step 3: Select a Recovery Type (Copy Files), Step 4: Select a device type (Computer), Step 5: Select a source (WDC\_WD4000KD-00NAB0), Step 6: Select a destination (WDC\_WD2500HHTZ-04N21V0), Step 7: Recovery options, and Step 8: Ready! Verify and click 'Go!'. The current step, Step 8, is highlighted with a red arrow and the text 'Step 8: Process complete.' On the right, the 'Recovery Results' section shows a grid of icons for recovered files: Documents (364 items), Pictures (223 items), Music (0 items), Videos (3 items), Other (684 items), and Deleted (0 items). A note above the icons says '[Click an icon to preview the files]'. At the bottom right, there is a 'Done' button and a copyright notice: 'Copyright 2014 Version: 0.102'.

# Clean Up

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





# Lastly



- Invoice customer
- Give customer USB recovered data drive



# Need Help?



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

OfficeMax CPR TOOLS M POWERTECH

Service Options Help Me Decide Training Guide Print Entire Site Ship to CPR Tools Order XDR Media Upgrade to Advanced Plus

**Hard Drive Recovery Services**

- PC/Laptop
- USB External Storage Devices
- FREE DIAGNOSTIC

**Basic**

- Uses Patented Technology
- Usually done in hours versus weeks
- Never leaves the store

**Advanced**

- Damaged storage devices (water, fire, dropped, etc.)
- Uses patented technology
- Safely transported and recovered in our partner facilities:
  - 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**

- Uses Patented Technology
- Usually done in hours versus weeks
- Never leaves the store

**Advanced**

- Damaged storage devices (water, fire, smashed, etc.)
- Uses patented technology
- Safely transported and recovered in our partner facilities:
  - 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

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