



# BitStorm

Standard Operating Procedures

Scenario 3

Customer brings in USB 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!

- This document explains the customer's 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 3

Customer brings in USB Drive

# What you will need



1 – PSIClone



1 USB Cable



1 – OMX  
PC/Laptop



1 – Recovered data drive  
(purchased by customer)



1 - AC Power  
Supply  
and cord



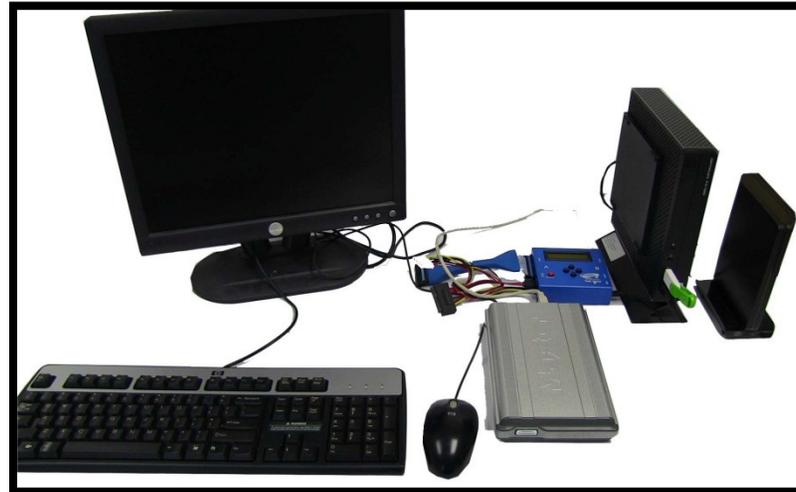
1 –Boot  
Thumb Drive

# What it will look like

## Customer External Drive



## External Drive BitStorm Setup



Since the customer is only supplying the single USB hard drive, the PC in this scenario is supplied by OfficeMax



# Scenario 3 Recovery Steps

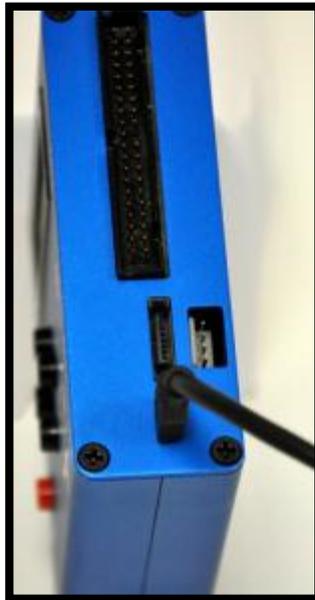
# PSIClone Power

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.

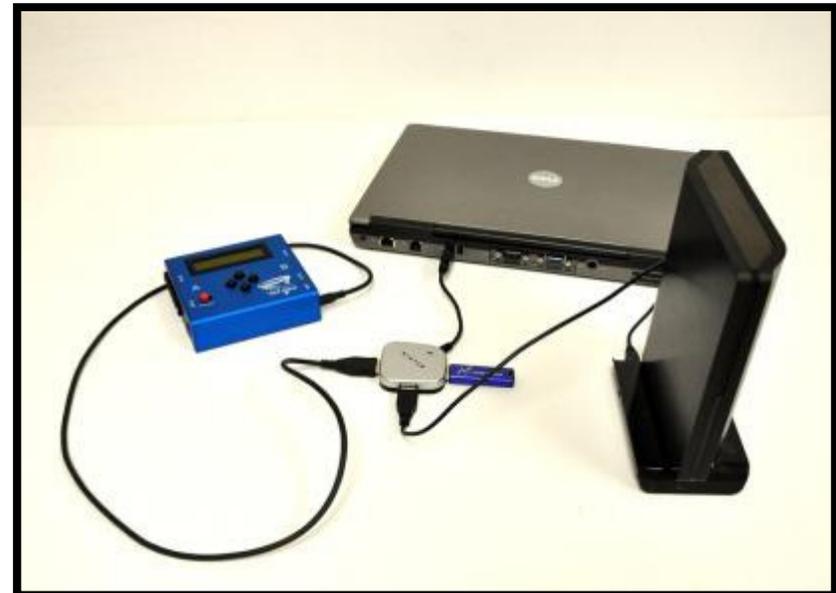


The computer will need **4**  
USB ports for this scenario

### USB Hub



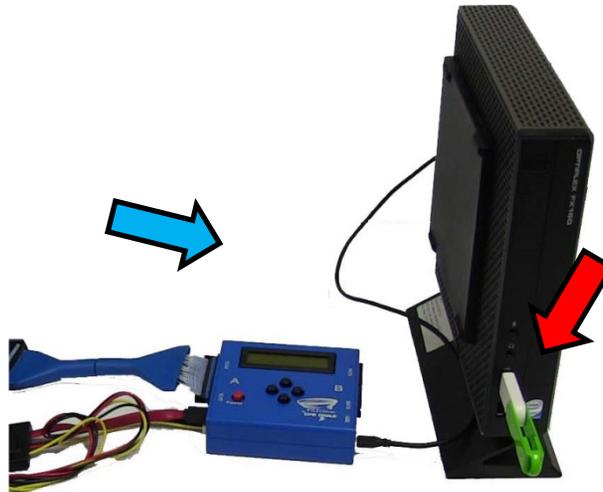
### Hub Connections



**Use USB Hub if the computer has less than 4 USB ports**

# BitStorm Preparation Steps

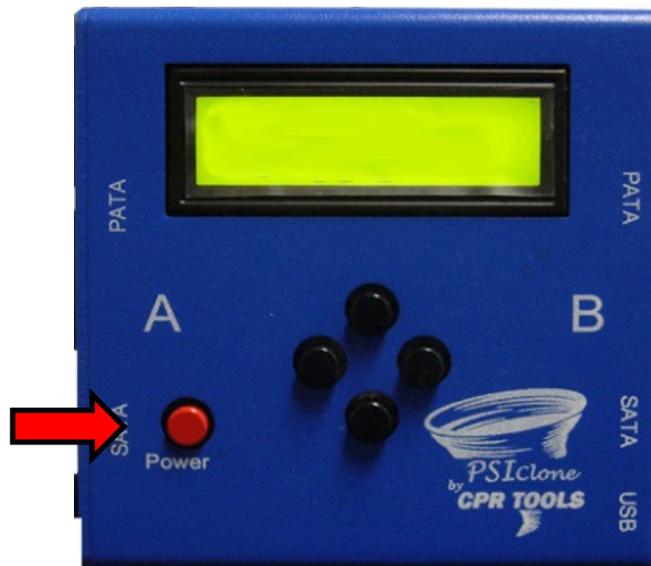
1. **Insert** BitStorm USB Thumb Drive into OMX PC
2. **Insert** USB cable from PSIClone into OMX PC



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

# Power on PSIClone

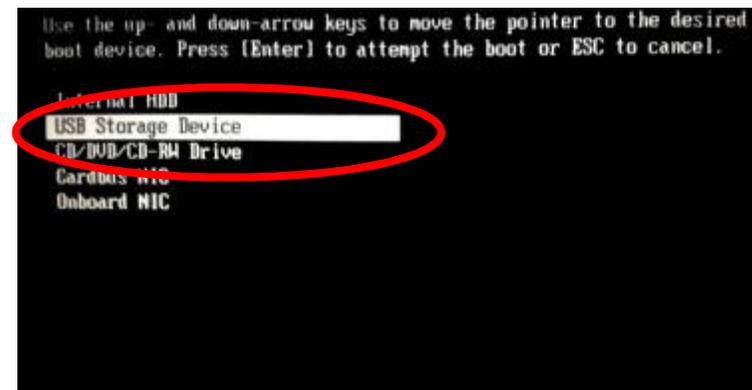
Press the **RED** power button to turn the PSIClone on.



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

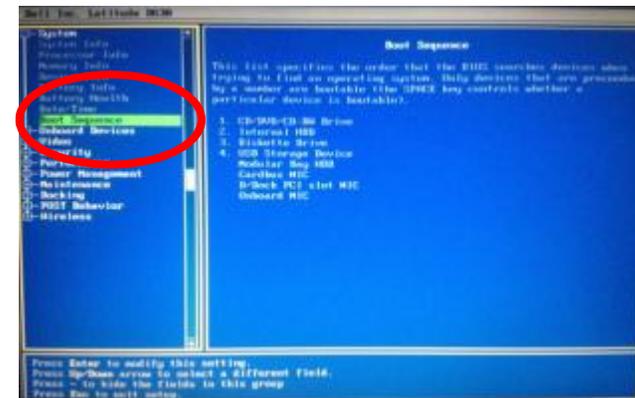
# Boot Device Menu

- 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



# BitStorm Preparation Step

1. **Insert** Customer USB drive cable (or Jump Drive) into OMX PC/Laptop
2. Plug in USB external drive power (if applicable)



# 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

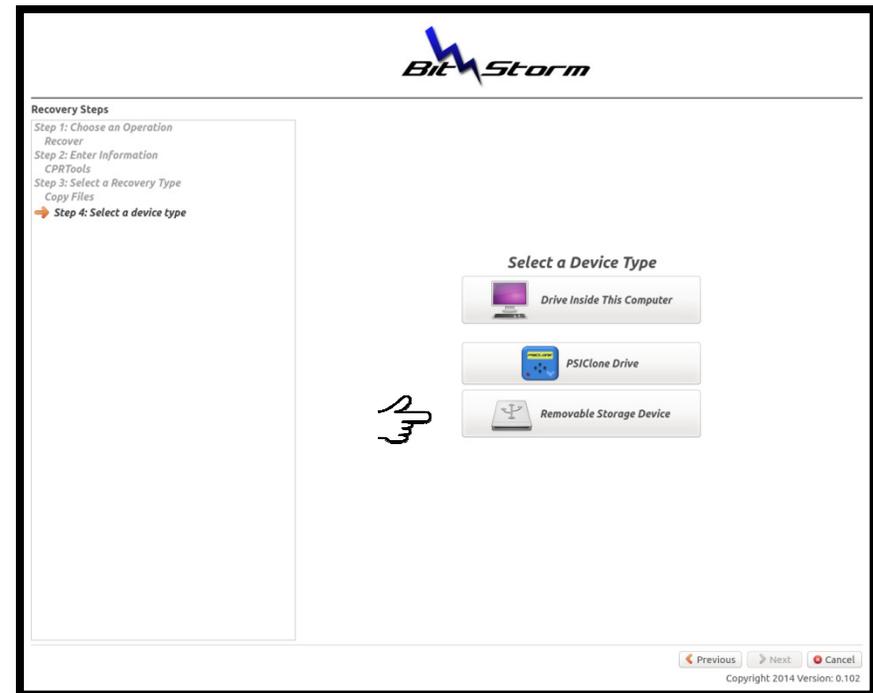
The screenshot shows the BitStorm software interface. At the top, the BitStorm logo is displayed. Below it, a document icon and the text "Please complete the following form to continue" are visible. The form contains a text input field with the value "CPRTools" and a label "Enter a name for this recovery operation \*". Below the input field, there are several paragraphs of legal disclaimer text. At the bottom of the form, there is a checkbox labeled "I agree to the above terms and conditions" which is checked, and a note "\* required". At the bottom right of the form, there are buttons for "Previous", "Next", and "Cancel". The footer of the form indicates "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 “Removable Storage Device”

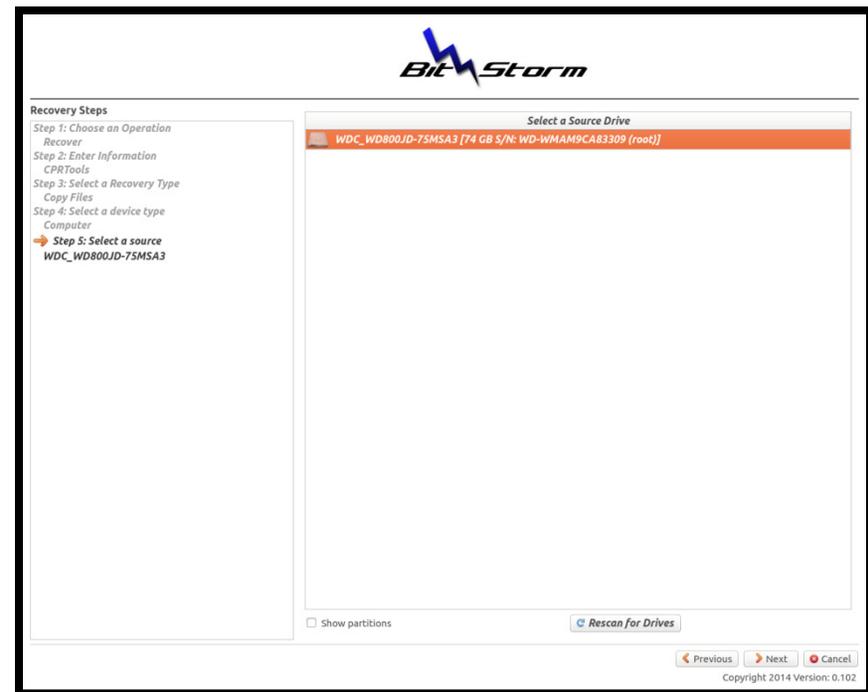




# Select the Drive to Recover



- In this step you would select the “source drive” which is the external USB device



# 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 Ext USB Hard Drive Power
3. Click “Rescan for Drives”
4. If the drive does not appear, wait 15 seconds and click rescan again

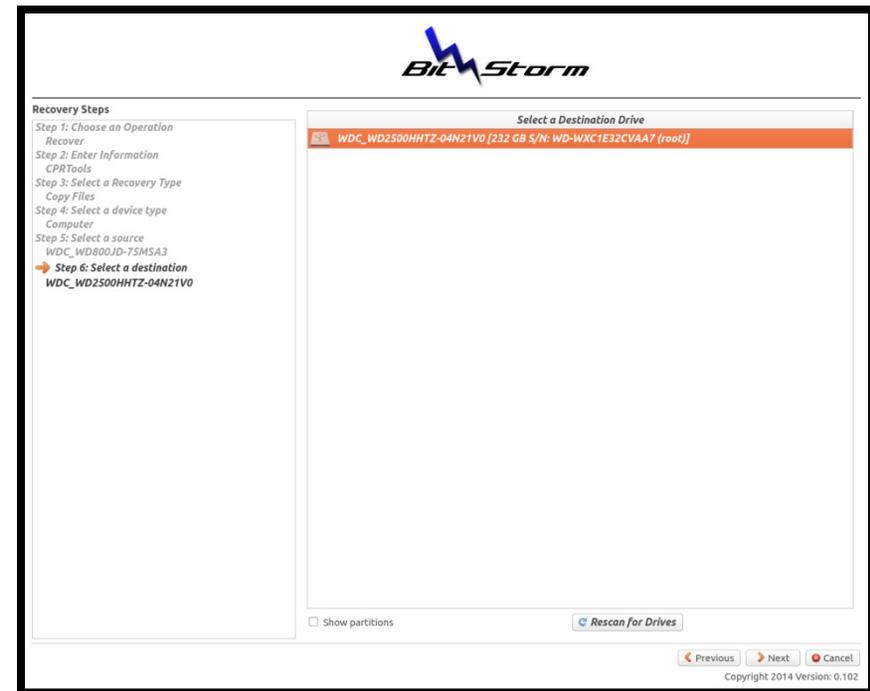




# Select the “Dump Drive”

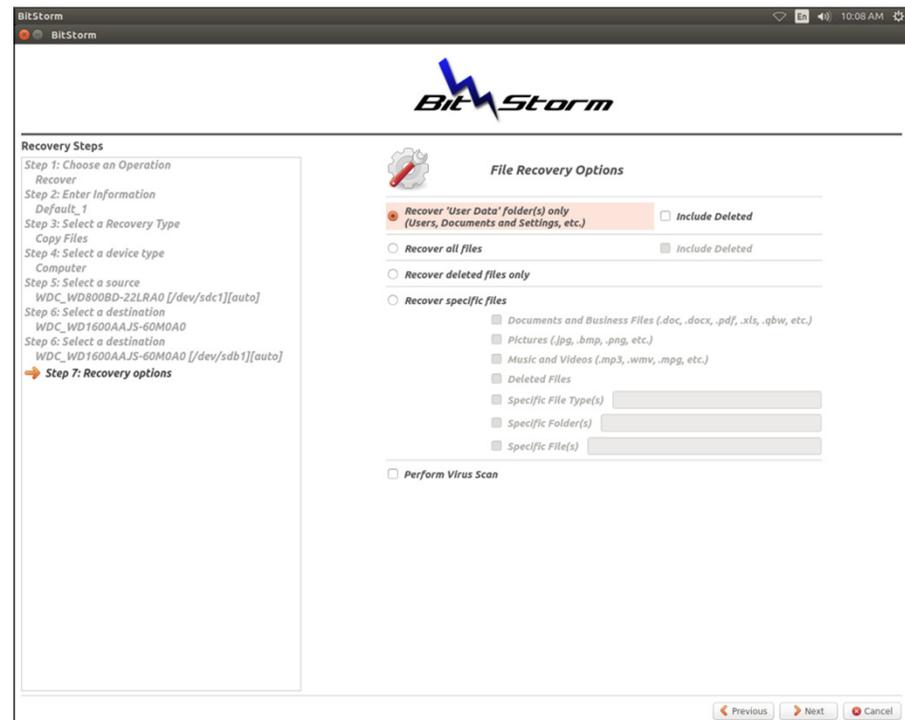


- In this step you would select the media to recover the customer data to
- The USB external hard drive the customer has purchased or brought in



# 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!

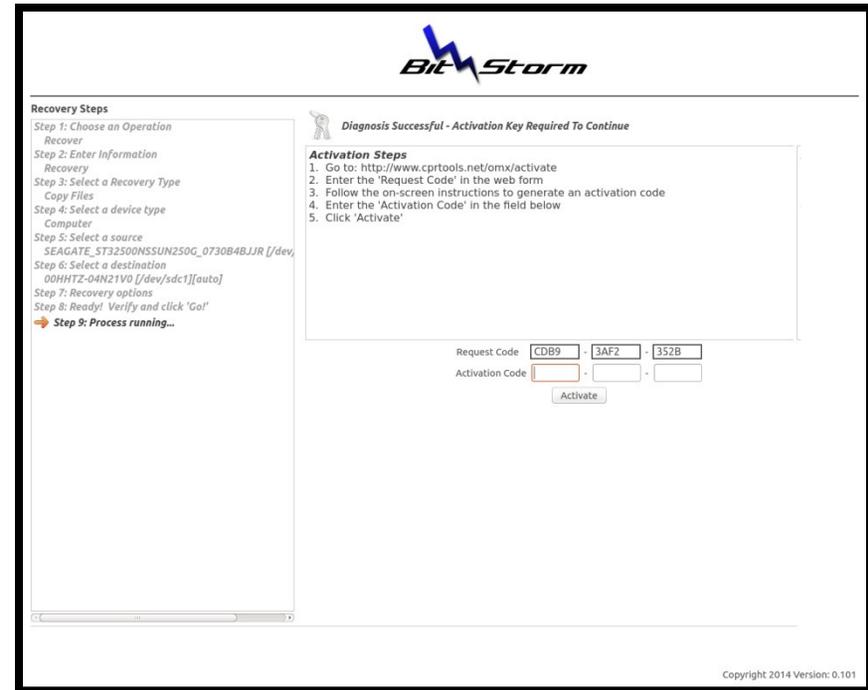


- Make sure everything is correct and press the 'Go' button



# 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 'Request Code' field contains 'CDB9 - 3AF2 - 352B'. The 'Activation Code' field is empty. An 'Activate' button is located below the activation code field. The BitStorm logo is at the top center. 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 "Data Services". Below the heading, there are navigation links: "Service Options", "Help Me Decide", "Training Guides", "Order Cables, Media & More (Store Use Only)", and "Upgrade to Advanced Plus". The main content area is titled "Activate BitStorm™ Function". It contains a form with the following fields: "Store #: 1234" and "Request Code: cb9c - 2cef - 35ff". Below the form is a "Submit" button. At the bottom of the page, there is a footer with the text "OfficeMax Internal ONLY Associate Support M-F 10am - 7pm Eastern (863)674-0120", a "[ Return to Main Page ]" link, and a "[ Logout ]" link. The footer also includes the logos for CPR TOOLS and MPOWERTECH.



# Activate

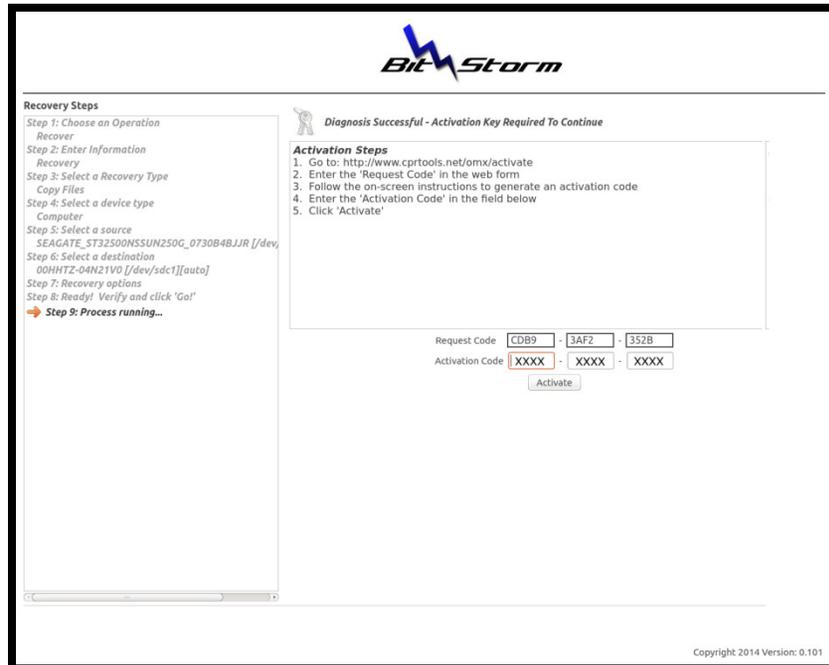


- This code must be input into the software

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 for "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 is a footer with the text "Powered by:" and logos for CPR TOOLS and MPOWERTECH. The footer also contains contact information: "OfficeMax Internal ONLY Associate Support M-F 10am - 7pm Eastern (863)674-0120" and links for "[ Return to Main Page ]" and "[ Logout ]".

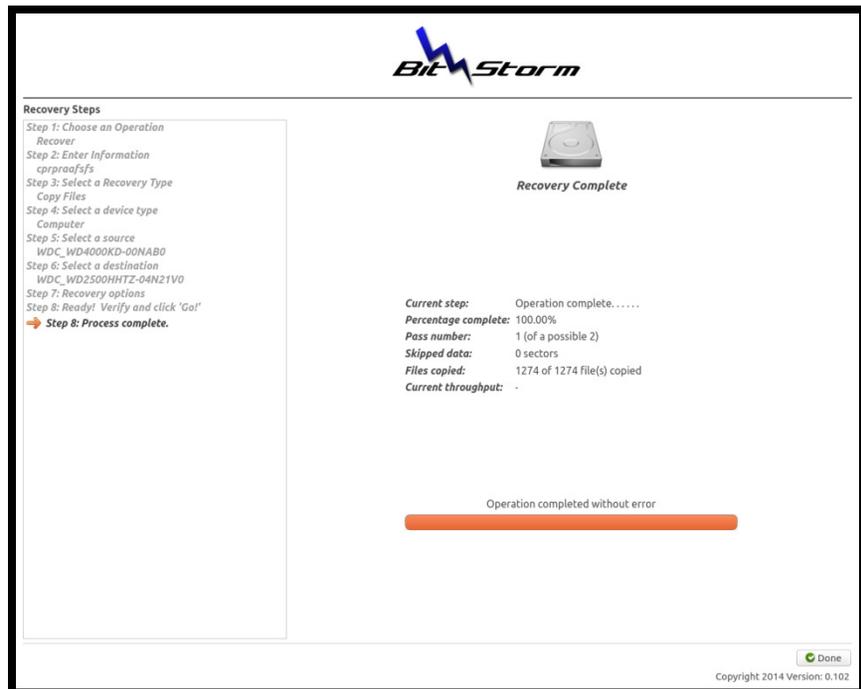
# Input Activation Code

- 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



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 (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\_WD2500HTZ-04N21V0), Step 7: Recovery options, and Step 8: Ready! Verify and click 'Go!' (Process complete). On the right, a hard drive icon is shown with the text 'Recovery Complete'. Below this, statistics are listed: Current step: Operation complete....., Percentage complete: 100.00%, Pass number: 1 (of a possible 2), Skipped data: 0 sectors, Files copied: 1274 of 1274 file(s) copied, and Current throughput: -. At the bottom, a red progress bar is shown with the text 'Operation completed without error'. A 'Done' button and 'Copyright 2014 Version: 0.102' are visible in the bottom right corner.



# Complete



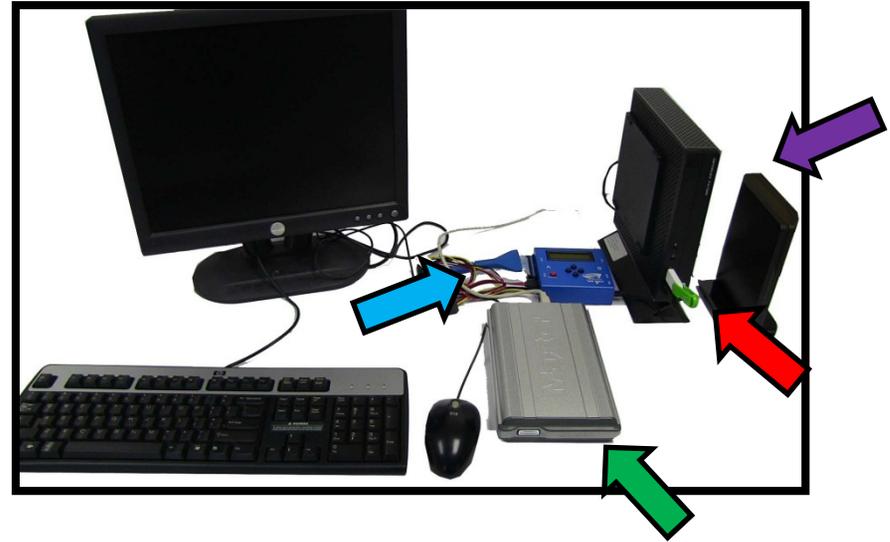
- Once complete the software provides a quick glance to see what was recovered

The screenshot displays the BitStorm software interface. On the left, a 'Recovery Steps' list shows the progress through eight steps, with 'Step 8: Process complete.' highlighted. On the right, the 'Recovery Results' section shows a grid of folders: Documents (364 items), Pictures (223 items), Music (0 items), Videos (3 items), Other (684 items), and Deleted (0 items). A 'Done' button is visible at the bottom right of the interface.

Folder Name	Item Count
Documents	364
Pictures	223
Music	0
Videos	3
Other	684
Deleted	0

# 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. **Remove** customer USB drive from PC
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 MPOWERTECH

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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