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!

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

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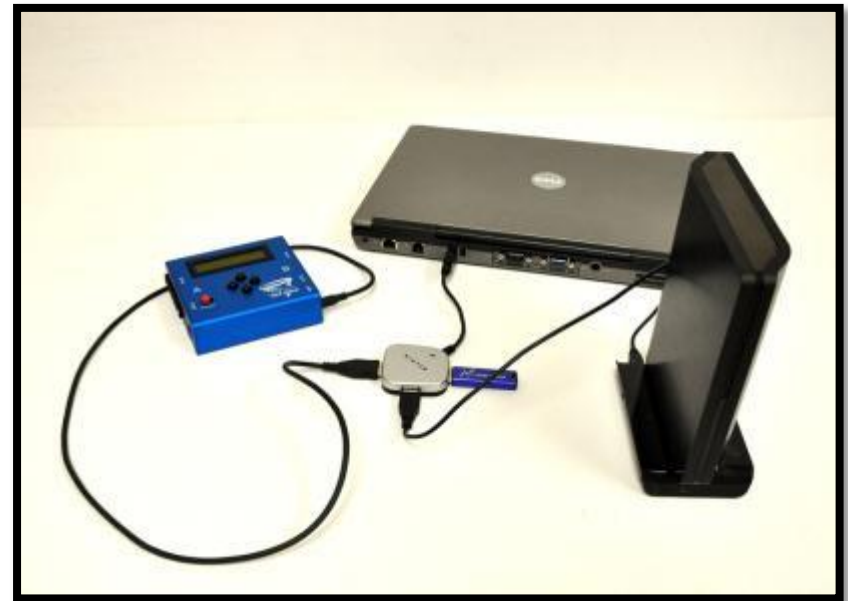
Use USB Hub if the computer has less than 4 USB ports

BitStorm Preparation Steps

1. **Insert** BitStorm USB Thumb Drive into OMX PC

2. **Insert** USB cable from PSIClone into OMX PC
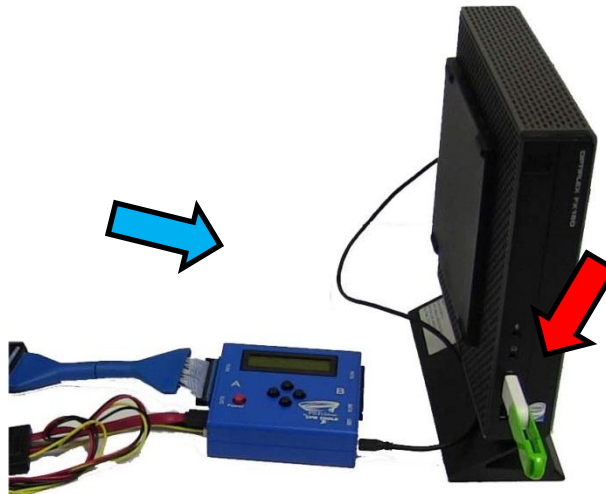
NOTE: The computer or laptop must be configured to boot from USB

Power on PSIClone

Press the **RED** power button to turn the PSIClone on.
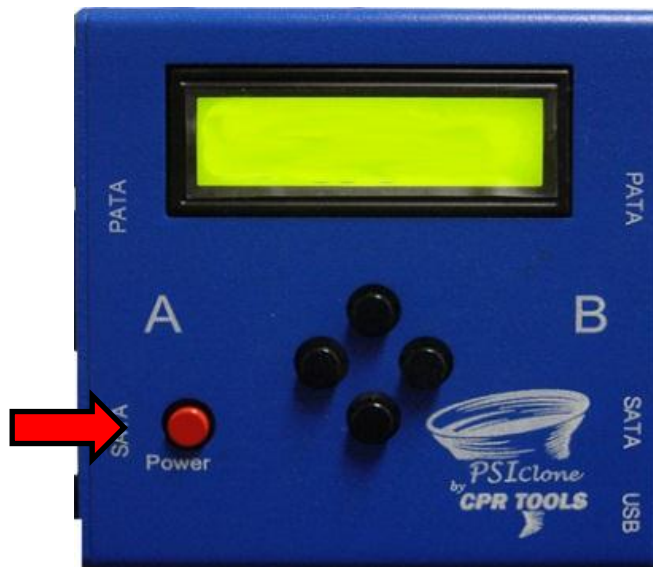
It takes 10 - 30 seconds for PSIClone to power on to this screen

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
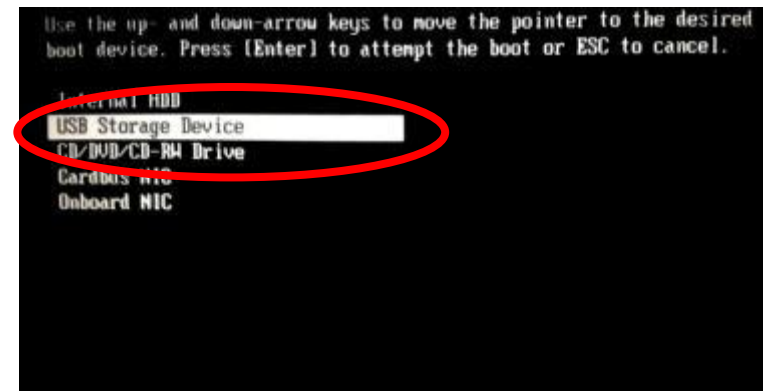
BIOS Settings

- 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

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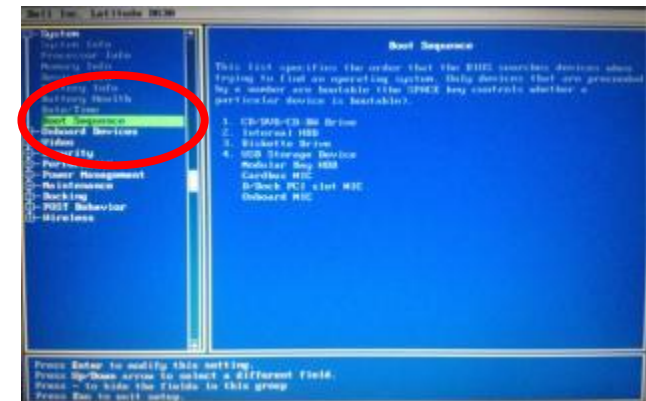
BitStorm Preparation Step

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

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
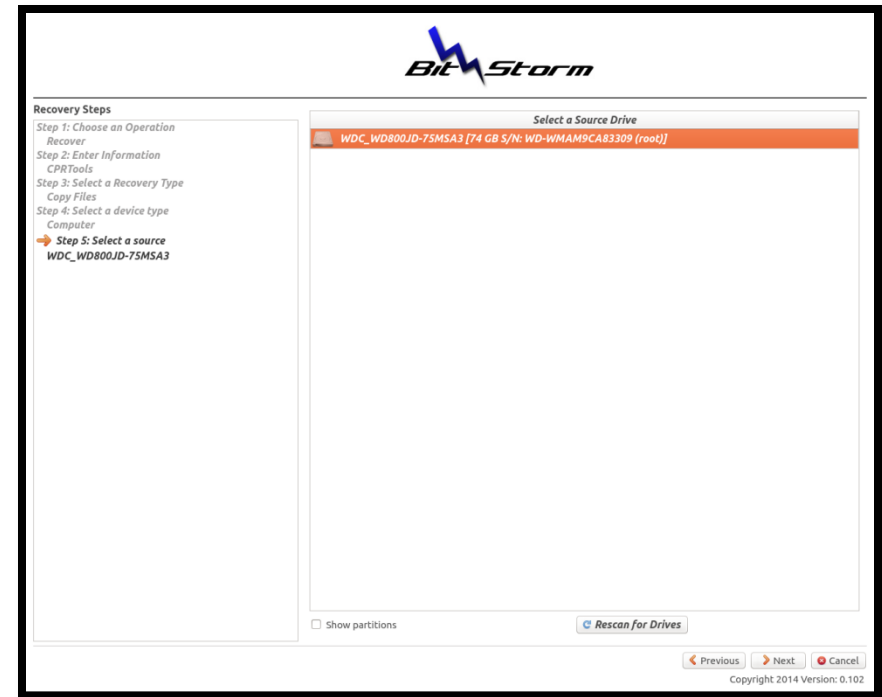
BitStorm Preparation Step

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
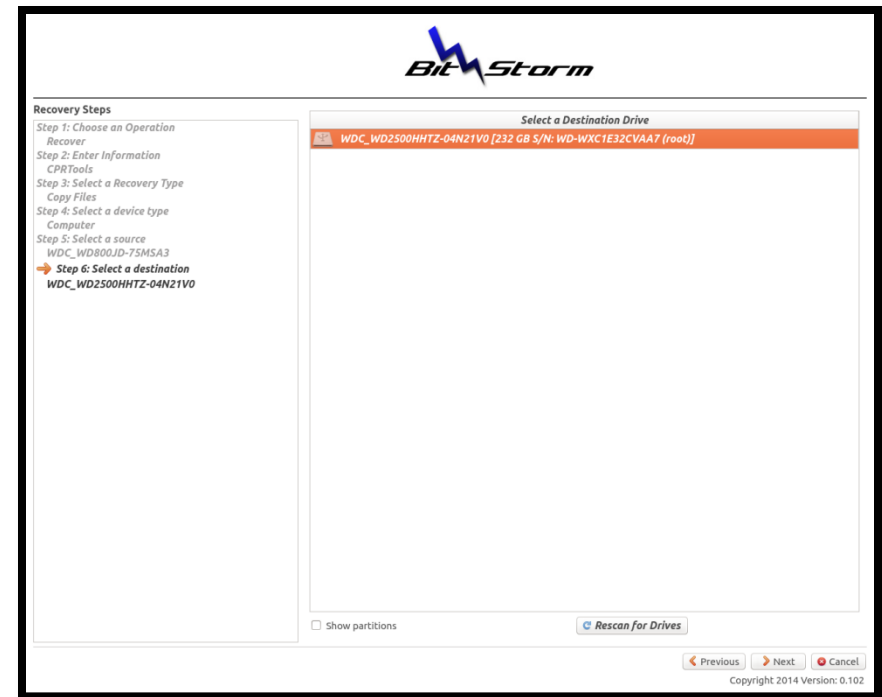
Select The Files

- Here we select what files the customer wants to recover

- Default is 'Recover files from the User Data'

- **We recommend selecting 'Recover All Files' for all USB drives**
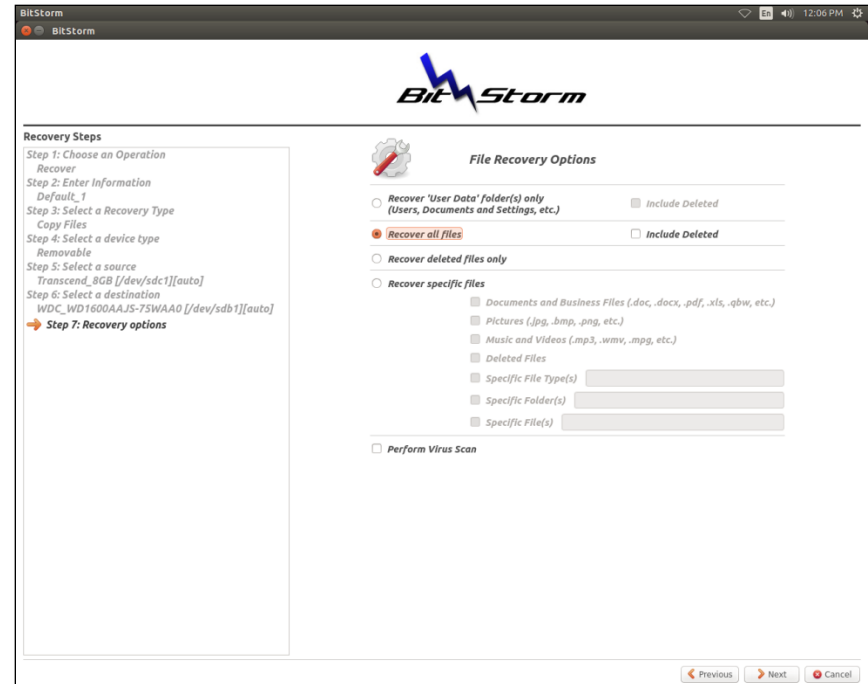
Review and GO!

- 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"
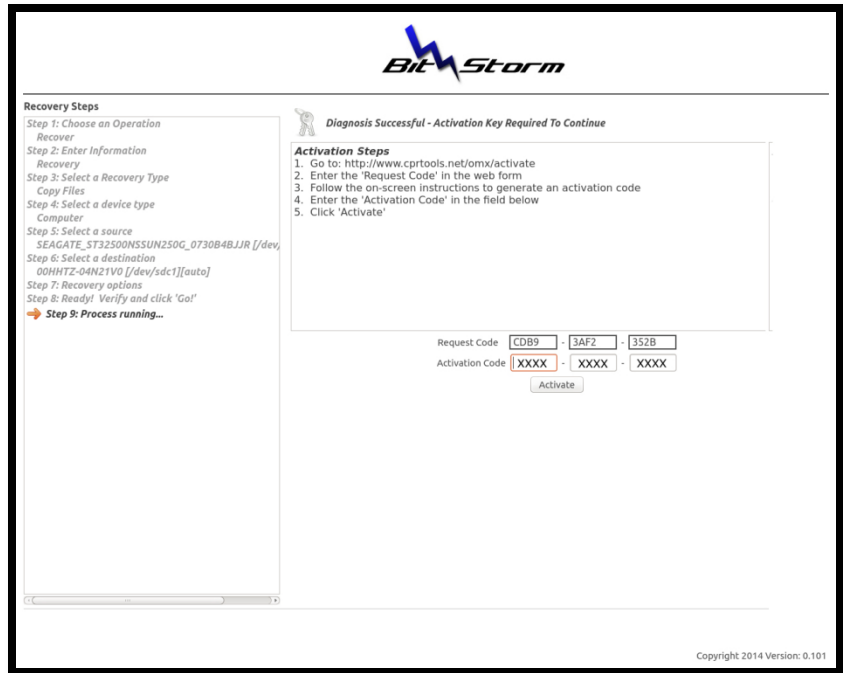
Activate

- 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
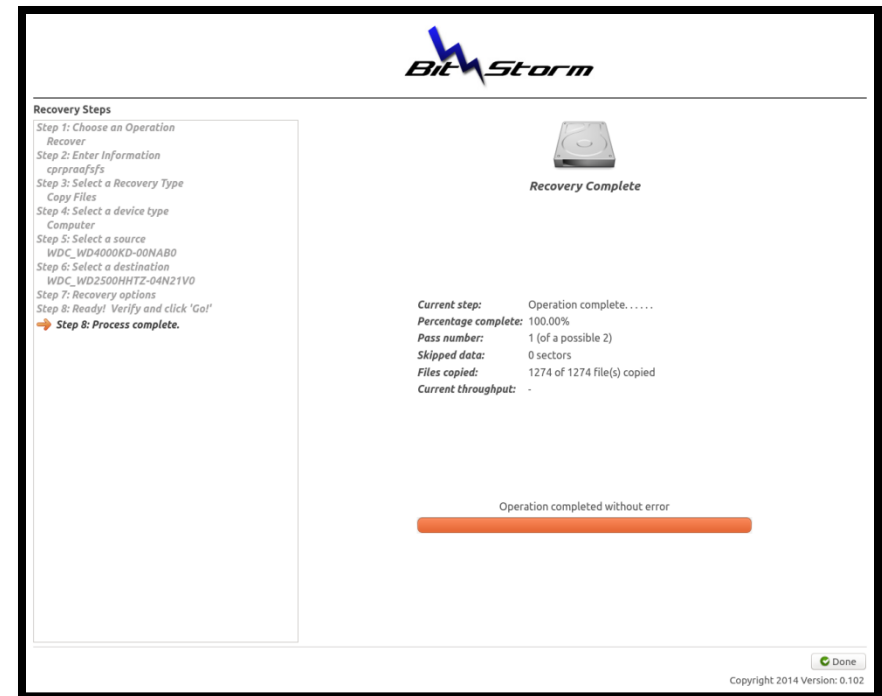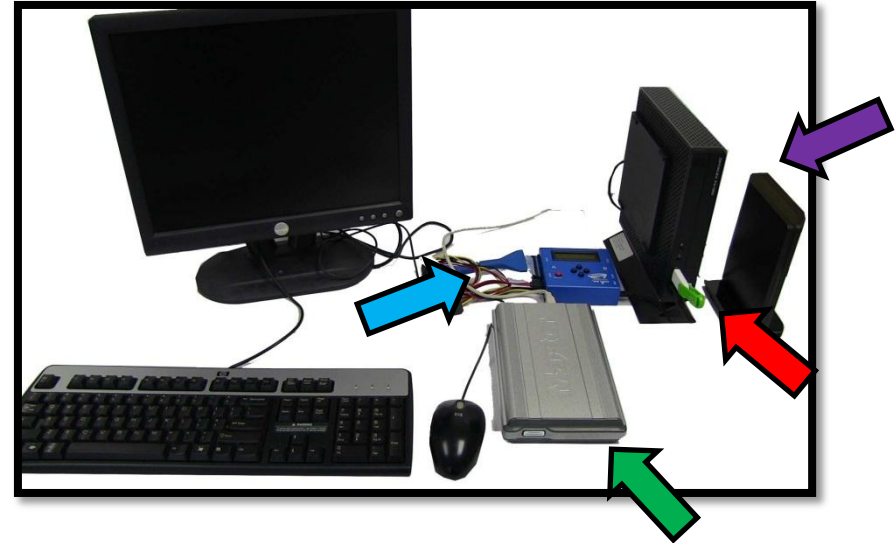
Complete

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

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

- Call
  - 1-863-674-0120
  - 10am – 7pm
  - Mon-Fri