





BitStorm

Standard Operating Procedures Data Transfer





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 Software

Introduction





BitStorm Transfer



- Go to website and download tool
 - <u>www.cprtools.net/omx</u>
- Place BitStorm Transfer tool on a new thumb drive



Generic Thumb Drive

















What you will need





Customer's OLD Computer



External USB Drive



Customer's NEW Computer



Generic Thumb Drive





What it will look like



OLD COMPUTER

NEW COMPUTER









Data Transfer Steps





BitStorm Preparation Steps



- 1. Download BitStorm Transfer Tool from website www.cprtools.net/omx
- 2. Place BitStorm Transfer Tool onto a new thumb drive (you cannot use BitStorm boot thumb drive because it cannot be seen by Windows)







TRANSFER FILES FROM *OLD* COMPUTER





Boot OLD Computer



- Boot the customer's OLD computer into Windows
- Insert BitStorm File Transfer thumb drive
- Plug in USB external drive (to copy files to)



If OLD computer does not boot then this is a data recovery and must be charged accordingly



Insert BitStorm Transfer Thumb Drive



- Once Inserted double click the executable
- StormLauncher.exe







Pop UP



- Depending on the Operating System you may see this pop up
- Click "Yes"

0	User	Account Control	×
(Do you want unknown put	to allow the following program from an plisher to make changes to this computer?
		Program name: Publisher: File origin:	StormLauncher.exe Unknown Removable media on this computer
6	i si	now <u>d</u> etails	Yes No
			Change when these notifications appear





Start Transfer



• Click on "Start Data Transfer"







EULA



- Select "I agree.."
- Click "Next







Select Which Computer



• Select "Click here if this is the OLD computer







Select The User Account



- Select which User account to transfer files from
- The customer may also specify a folder or files
 - Find out how on next slide

Bit	
Operation Steps	srer Wizard
Step 1: EULA Accepted	Select User Account(s) to save
Step 2: Old/New PC Old Computer	Dohn Berkert
Step 3: Select Account(s)	
	Add additional folder(s) to save
	Remove Selected Remove All
	Prev Next Cancel
	Prev Next Cancel Copyright 2014 v1.4





Select More Folders



- Click the folder and + to add more user folders and files
- The customer must tell you what folders if they are not the Windows defaults
 - Defaults include
 Documents, Music,
 Pictures, Videos







Additional Folders Selected



- The USER "John Benkert" was selected
- The additional folder "HD Inventory" was selected

Storm Transfer Wizard	
Bit	
Tran	srer Wizard
Operation Steps	
Step 1: EULA Accepted	Select User Account(s) to save
Step 2: Old/New PC Old Computer	I and a second s
Step 3: Select Account(s)	
	Add additional folder(s) to save
	C:\Users\John Benkert\Desktop\HD Inventory
	Remove Selected Remove All
	Prev Next Cancel
	Copyright 2014 v1.0

• Once all selections are complete click "Next"

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Location for Files



- Select the USB external hard drive
- If the drive is not available check connections and rescan



• Click "Next"





Verify Settings



• Once all settings have been verified click "GO"







Complete



- Once completed click "Done"
- If there are errors run process again
- If there are still errors or process is unable to complete the drive needs to become a data recovery and be charged as such

Operation Steps		
Step 1: EULA Accepted	File Transfer Progress	
Step 2: Old/New PC Old Computer Step 3: Select Account(s) Source Data Selected		
Step 4: Storage Device DRIVE (E:)		
Step 5: Confirm Ready Step 6: Copying	Transfer Complete	
	100.00% Complete [Current file: 11 of 11]	





TRANSFER FILES TO NEW COMPUTER





EULA



- Select "I agree.."
- Click "Next







Select Which Computer



• Select "Click here if this is the NEW computer







Select Folder



- There may be several folders if you use the same USB external hard drive
- Select the latest by time
- Click "Next"



You should NOT retain customer data after transferring



Select the User



- Select the User on the new computer
- Click "Next"

BIE Storm	Wizard
Operation Steps Step 1: EULA Accepted	Select a User Account to restore to
Step 2: Ota/New PC New Computer Bitep 3: Select Source E:\STORM_XFER_1	Kort
tep 4: Select Destination	
	Prev Next Cancel Copyright 2014 v1





Verify Settings



• Once all settings have been verified click "GO"







Complete



- Once completed click "Done"
- If there are errors run process again

Storm Transfer Wizard	
4	
Bit	11
Operation Steps	
Step 1: EULA Accepted	File Transfer Progress
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Step 5: Confirm Ready	-
Step 6: Copying	Transfer Complete
	100.00% Complete [Current file: 11 of 11]
	Done
	Copyright 2014 v1.0





Need Help?



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

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PC/Laptop USB External Storage Dev FREE DIAGNOSTIC	ices	Portable Flash Device FREE DIAGNOSTIC	85
Basic	Advanced	Basic	Advanced
Uses Patented Technology Usually done in hours versus weeks Never leaves the store	Damaged storage devices (water, fire, dropped, etc.) Uses patented technology Safety transported and recovered in our pattern facilities: Over 25 years of data recovery experience Insured and Bonded company Secure facilities All employees background checked	Technology • Usually done in hours versus weeks • Never leaves the store	 Damaged storage devices (water, fre, smasted, etc.) Uses patented technology Safely transported and recovered in our partner facilities: Over 25 years of data recovery experience Insured and Bonded company Sacure Tacilities All employees background checked
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Seamless PC Upgrades Audit Trail and Certificatio Erased to Government Sta SECURE		in andards	1 year of protection against data loss