



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'

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 Software

Introduction

BitStorm Transfer

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



Generic
Thumb Drive



File Transfer



What you will need



Customer's
OLD Computer



External USB
Drive



Customer's
NEW Computer



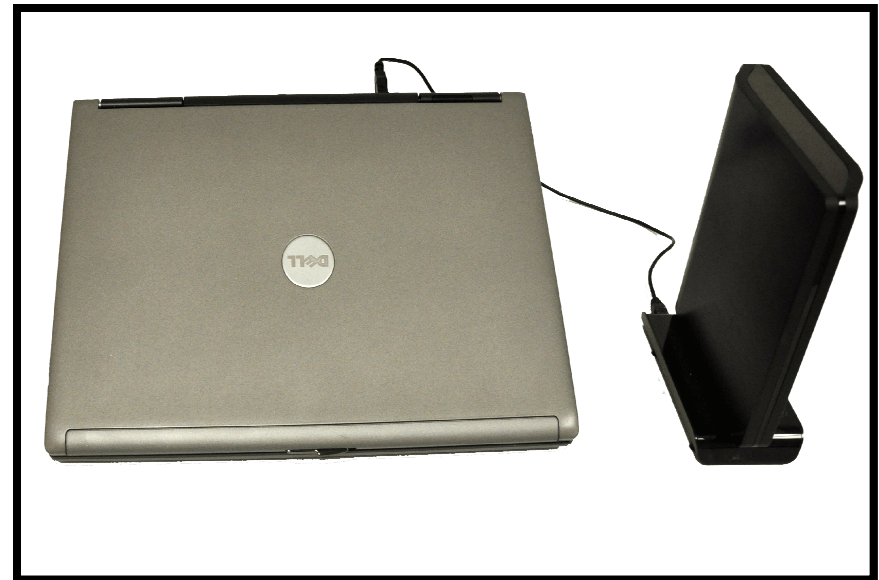
Generic
Thumb Drive

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

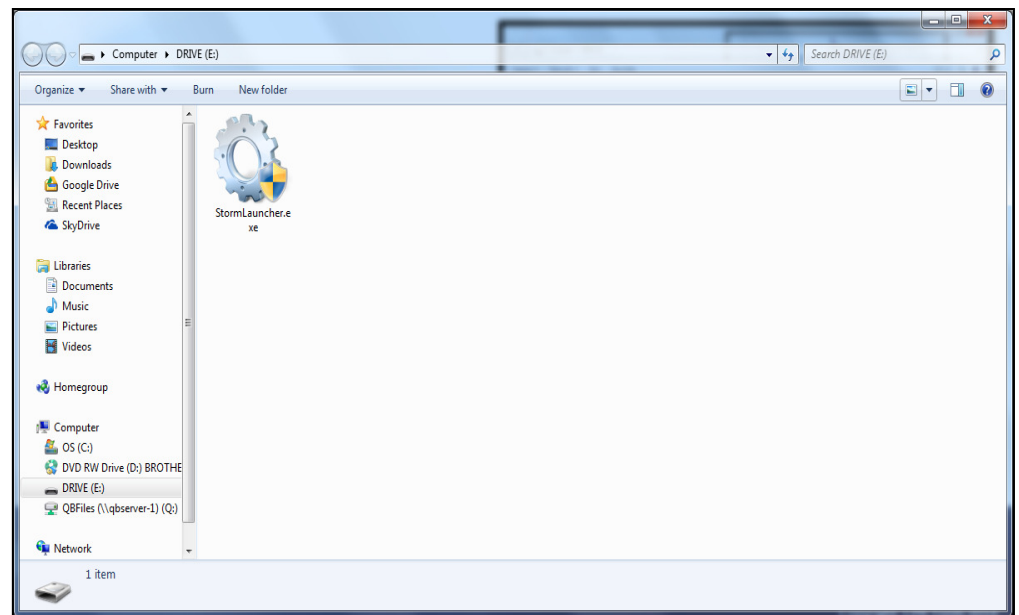
- Boot the customer's OLD computer into Windows
- Insert BitStorm File Transfer thumb drive
- Plug in USB external drive (to copy files to)



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

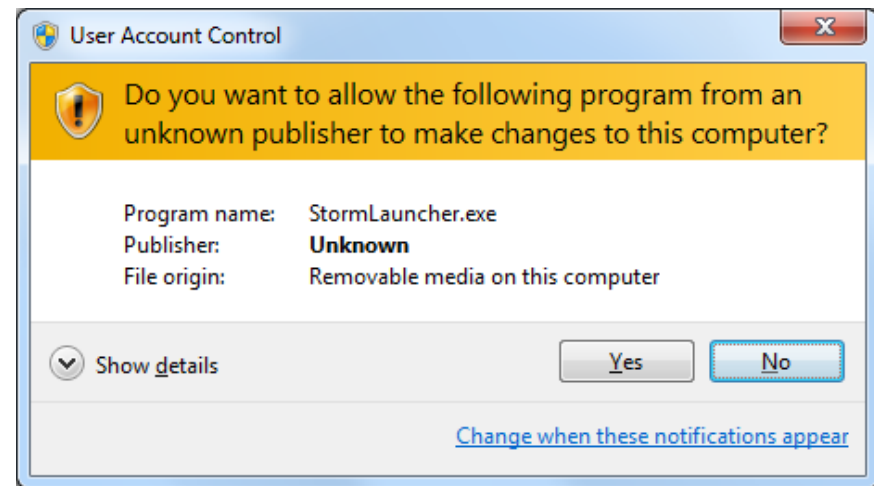
Insert BitStorm Transfer Thumb Drive

- Once Inserted double click the executable
- StormLauncher.exe



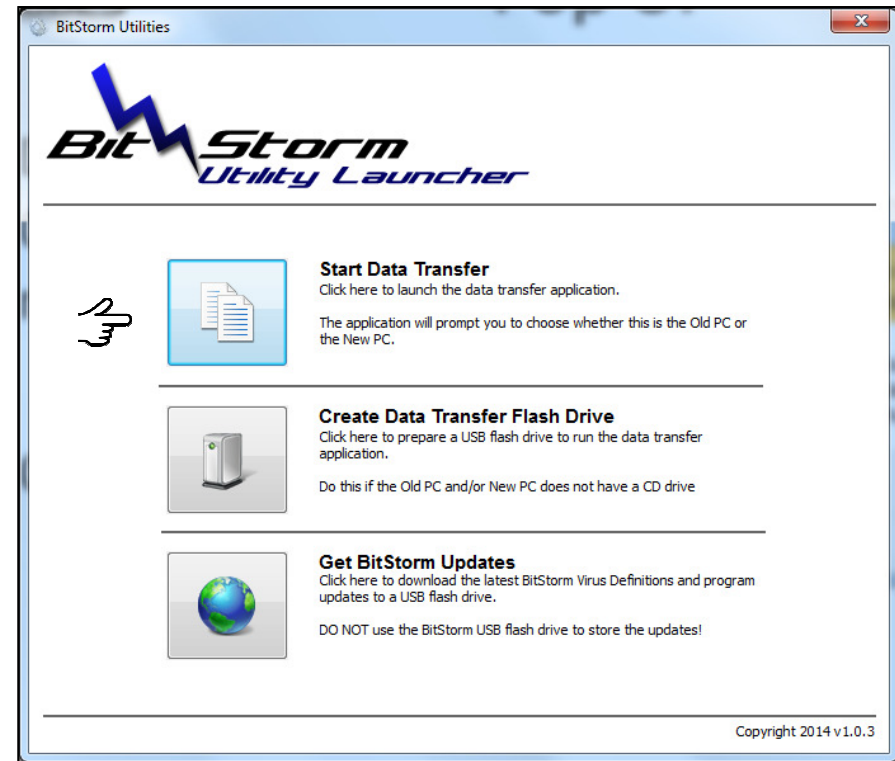
Pop UP

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



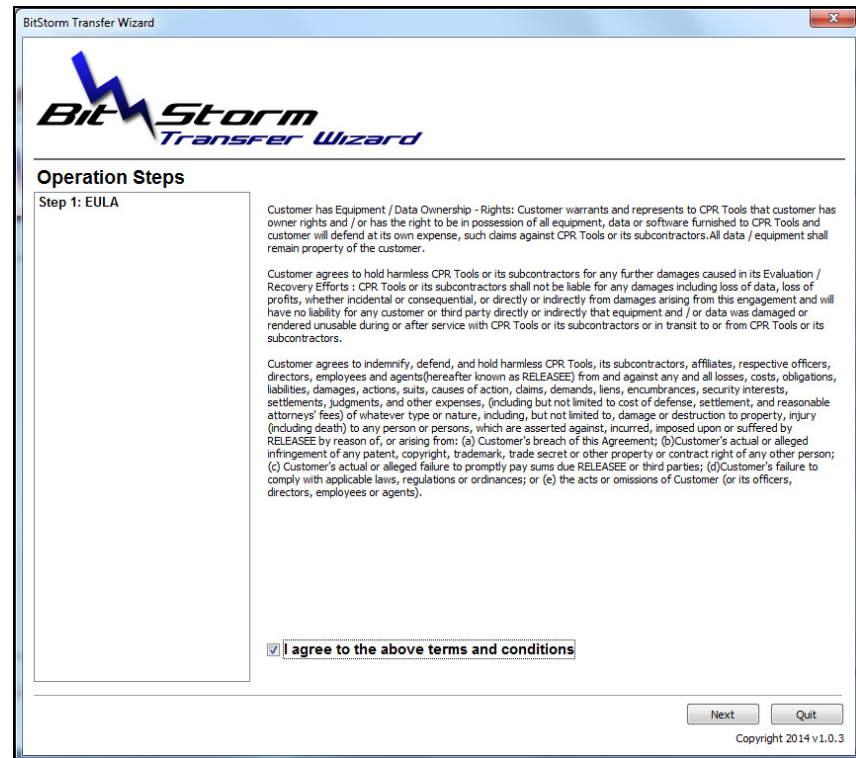
Start Transfer

- Click on “Start Data Transfer”



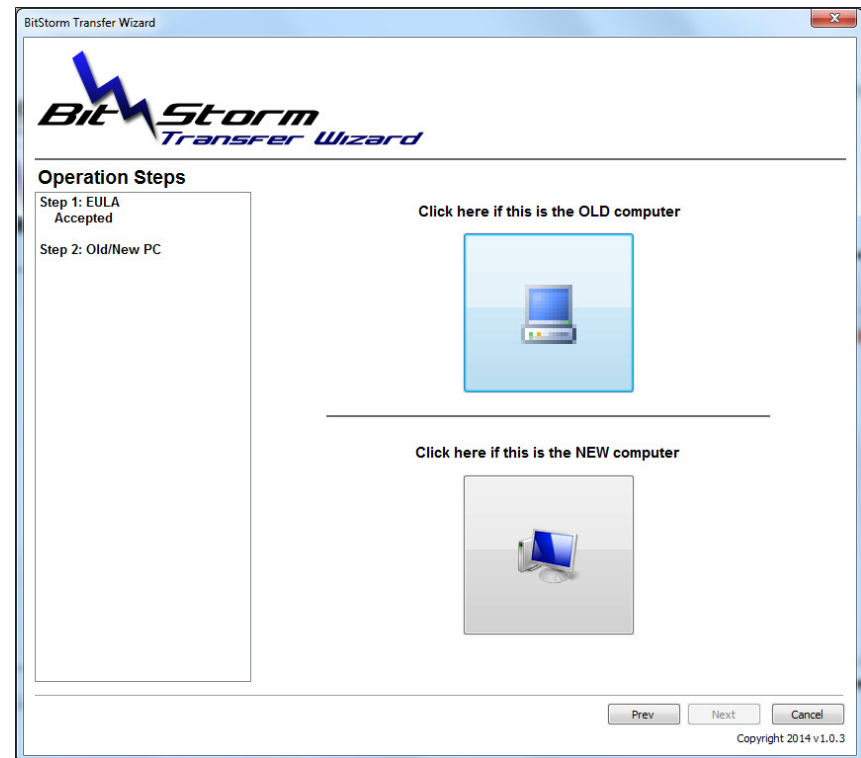
EULA

- Select “I agree..”
- Click “Next



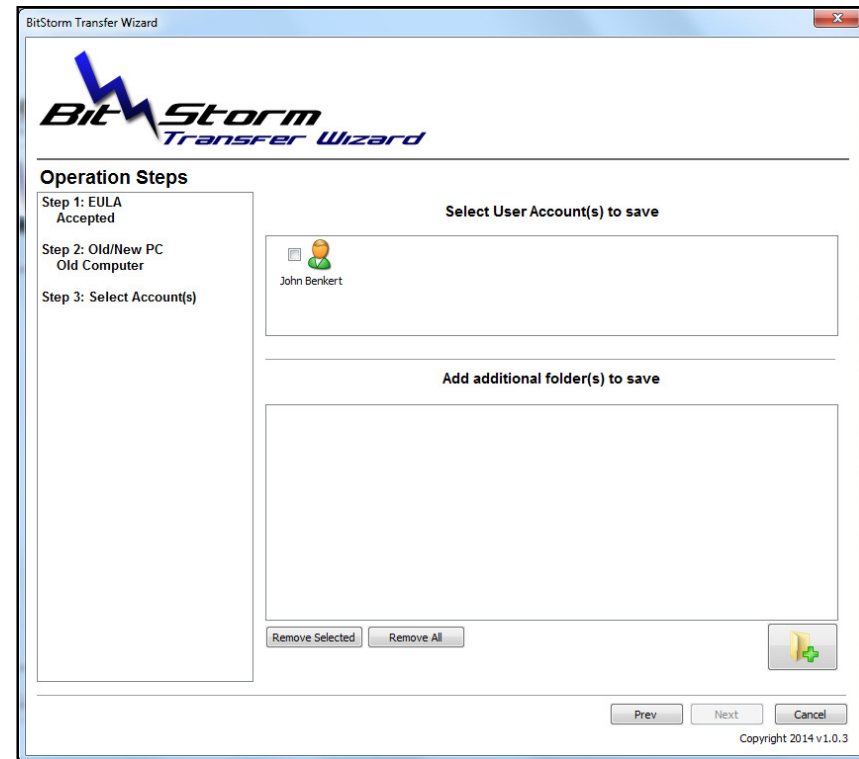
Select Which Computer

- Select “Click here if this is the OLD computer



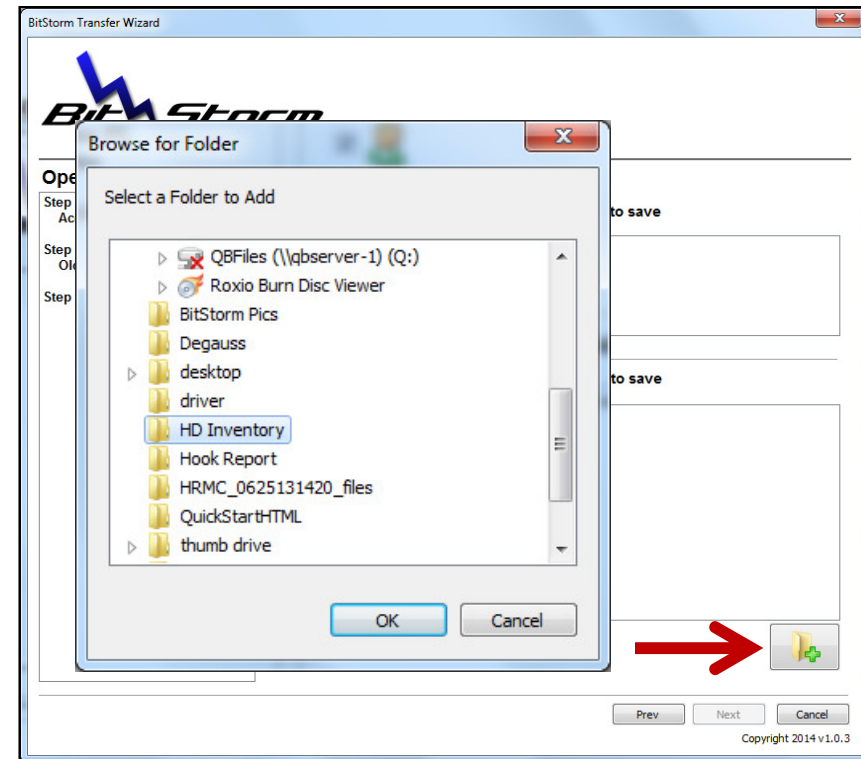
Select The User Account

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



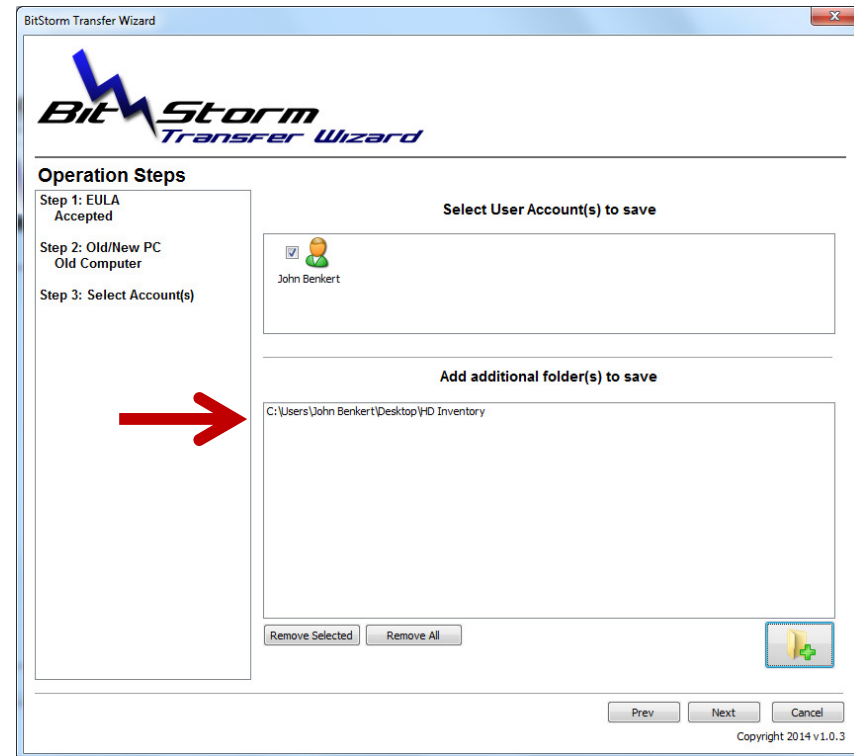
Select More Folders

- 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



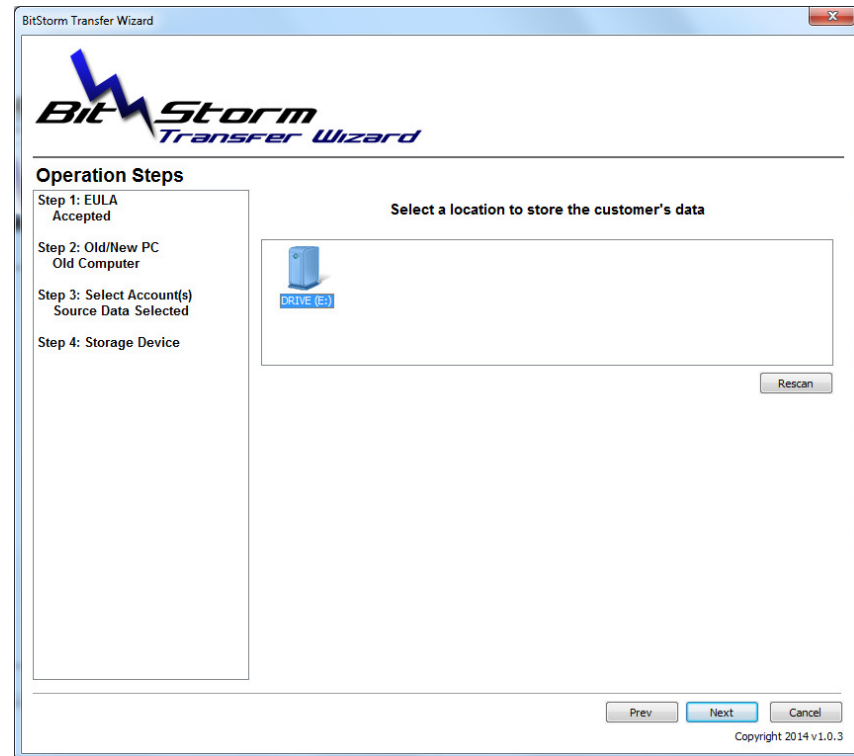
Additional Folders Selected

- The USER “John Benkert” was selected
- The additional folder “HD Inventory” was selected
- Once all selections are complete click “Next”



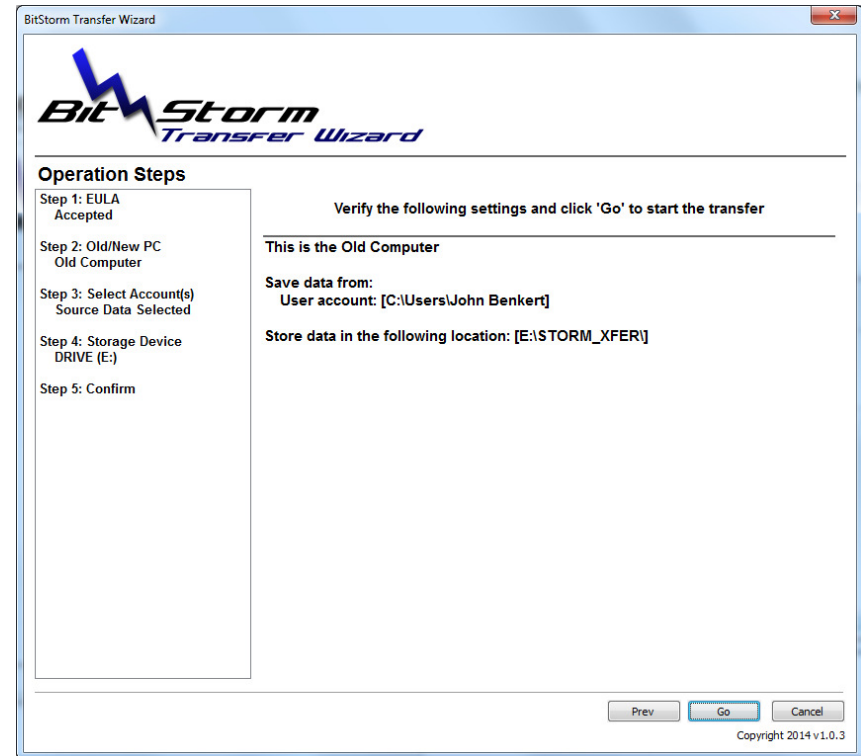
Location for Files

- Select the USB external hard drive
- If the drive is not available check connections and rescan
- Click “Next”



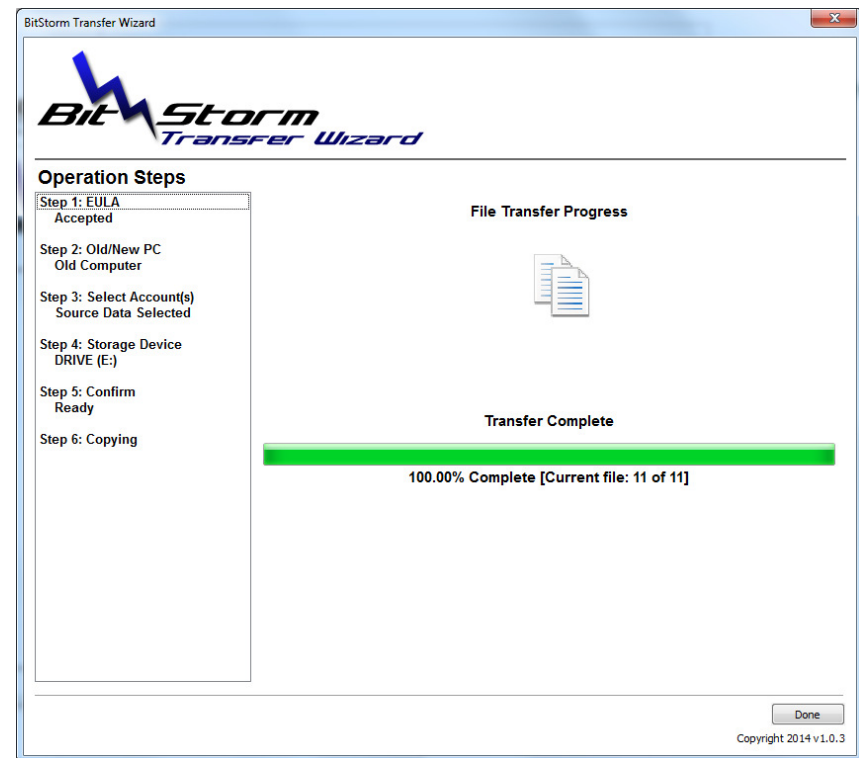
Verify Settings

- 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

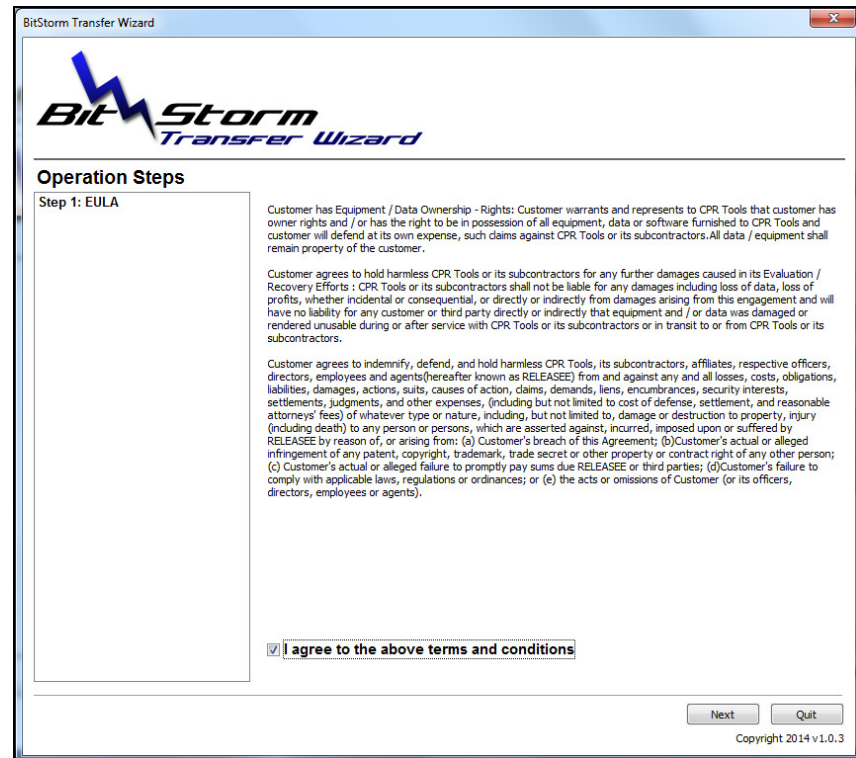




TRANSFER FILES TO *NEW* COMPUTER

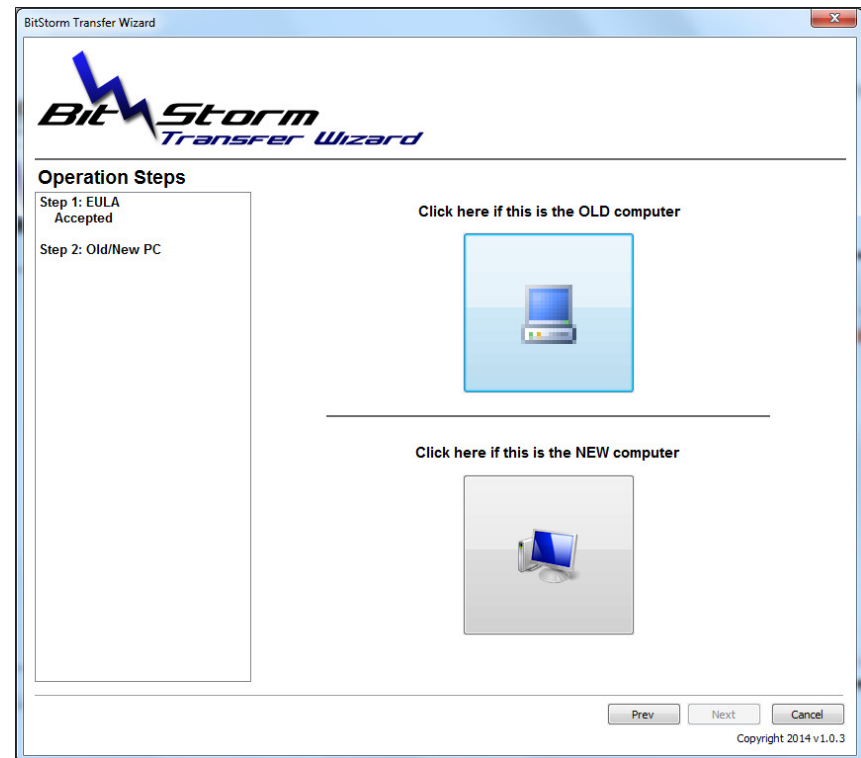
EULA

- Select “I agree..”
- Click “Next



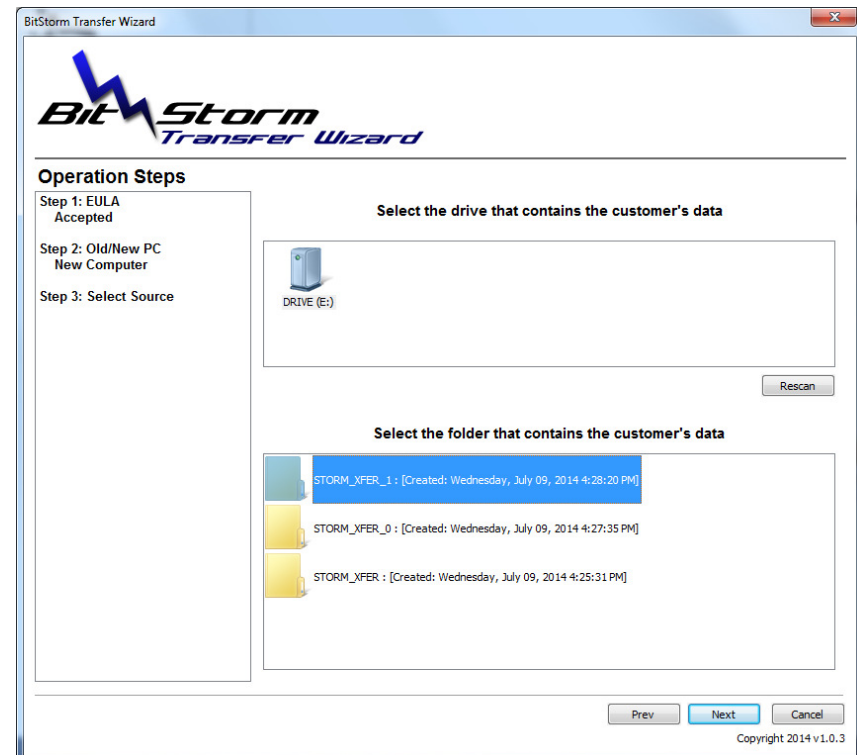
Select Which Computer

- Select “Click here if this is the NEW computer



Select Folder

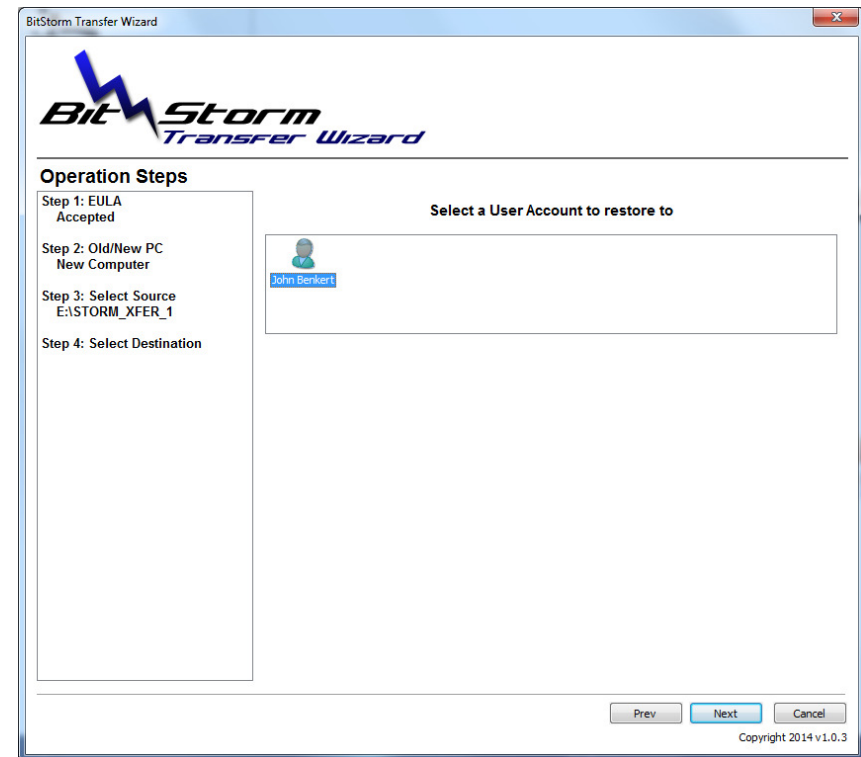
- There may be several folders if you use the same USB external hard drive
- Select the latest by time
- Click “Next”



You should NOT retain customer data after transferring

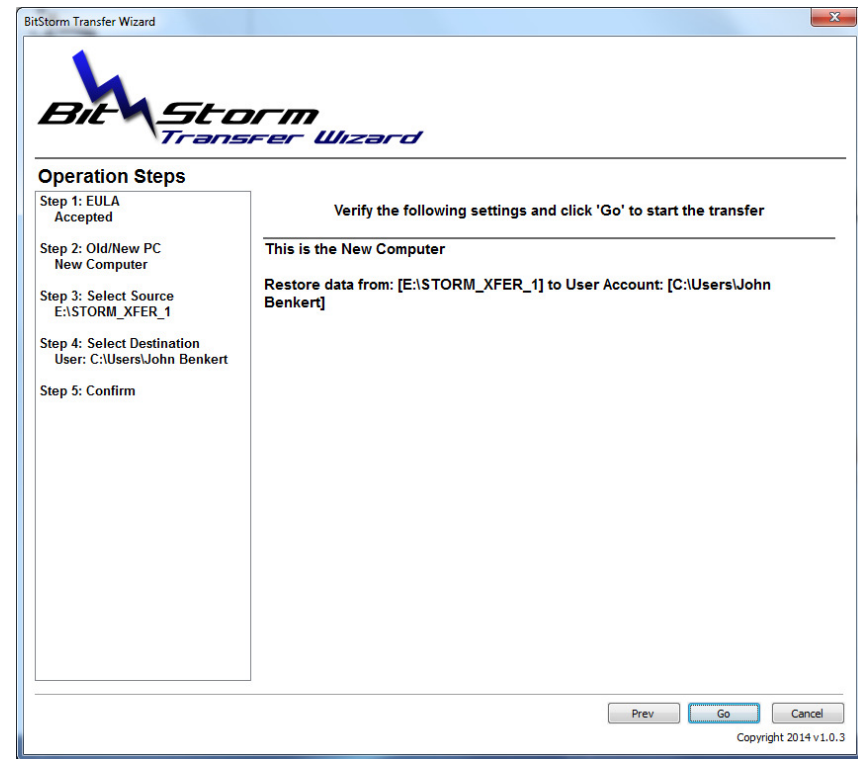
Select the User

- Select the User on the new computer
- Click “Next”



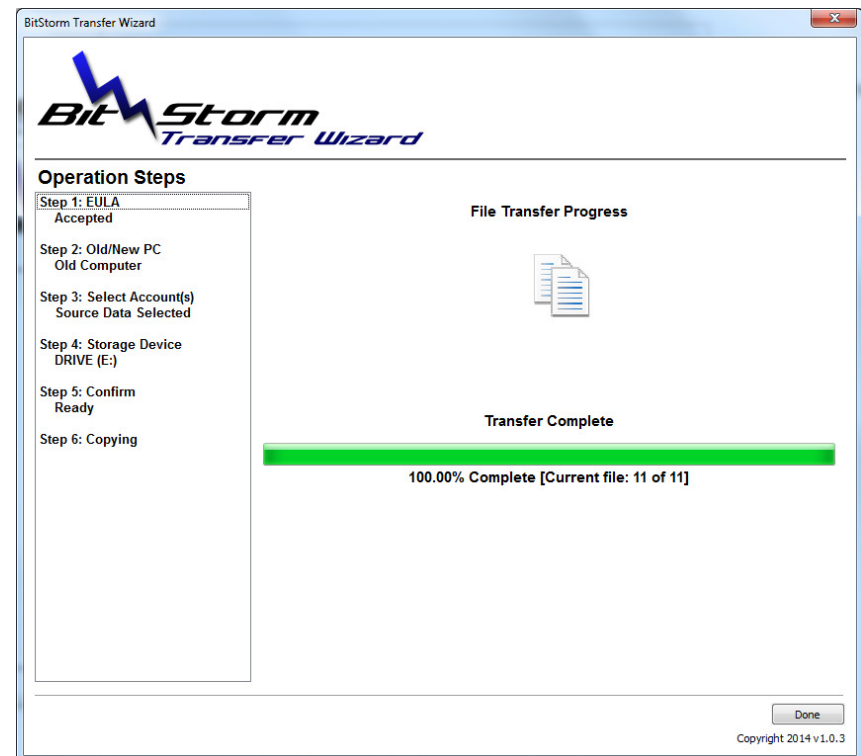
Verify Settings

- Once all settings have been verified click “GO”



Complete

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





Need Help?



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

