

ibas[®]

KROLL ONTRACK[®]

Ibas Data Recovery Clinic

Parts & Services

Clinic Components

- Ontrack Easy Recovery
- Ontrack Eraser

Technical details

Model name	OPU272504A
	Ontrack Processing Unit (IBAS Clinic) 2,7Ghz, 250GB, 4GB RAM - Rev D
Processor	Intel Pentium Dual Core E5400, Dual Core, 2.70Ghz, Socket 775, 2MB, 65W, 800Mhz
Chipset	Intel G41 Express / Intel ICH7
System Memory	2 x 2GB. Type DDR2 800 DIMM (PC2-6400)
BIOS	8 Mb Flash ROM AMI BIOS, PnP, DMI2.0, WfM2.0, ACPI2.0, SMBIOS 2.5
VGA	Integrated Intel Graphics Media Accelerator (Intel® GMA X4500) - Supports Microsoft® DirectX 10, OpenGL 2.1 - Supports RGB with max. resolution 2048 x 1536@75Hz
Expansion slots	1 x PCIe x16 1 x PCIe x1 2 x PCI Support PCIe 1.1 Architecture
Onboard IDE	Intel ICH7 : ATA-100 - contact: 1 x 40-pin IDC - 2 units
Onboard SATA	Intel ICH7 : Serial ATA-300 - contacts: 4 x 7-pin seriell ATA - 4 units
Onboard LAN	1 x Ethernet 10Base-T/100Base-TX/1000Base-T - RJ-45
Onboard Audio	Realtek ALC1200, 5.1 surround HD Audio
Onboard I/O	1 x line-In - 4 pin MPC 1 x VGA - 15-pin HD D-Sub (HD-15) 1 x parallel - IEEE 1284 (EPP/ECP) - 25-pin D-Sub (DB-25) 1 x keyboard - 6-pin mini-DIN (PS/2-stil) 1 x mouse - 6-pin mini-DIN (PS/2-stil) 1 x Ethernet 10Base-T/100Base-TX/1000Base-T - RJ-45 4 x Hi-Speed USB - 4 pin USB Type A 1 x seriell - RS-232 - 9-pin D-Sub (DB-9) 1 x sound - line-out - stereo minijack 3,5 mm 1 x sound - line-In - stereo minijack 3,5 mm 1 x microfon - input - minijack 3,5 mm 1 x sound - line out (side surround) - stereo minijack 3,5 mm 1 x sound - line out (back) - stereo minijack 3,5 mm 1 x sound - linjeutgang (center/sub) - minijack 3,5 mm
Back Panel I/O	1 x D-Sub 1 x Parallel port 1 x PS/2 Keyboard 1 x PS/2 Mouse 1 x LAN(RJ45) port 4 x USB 2.0/1.1 1 x COM port 6 -Channel Audio I/O
System Monitoring and Management	ASUS MyLogo 2 ASUS EZ Flash 2 ASUS CrashFree BIOS 3 ASUS Q-Fan Turbo Key AI NET2
Harddisk	Hitachi Deskstar™ 7K1000.C 250GB/7200RPM, 3,5", 8MB Cache, SATA 3Gb/s
DVD Writer	Sony Optiarc DVD±RW burner AD-5260SDVDRW 24x, DL, SATA, Black
OS compatibility	Linux, Windows 2000/XP/Vista/Win 7/CE, Xpe
Operating temperature	0°C ~ 40°C (Ambient)
Operating humidity	0% ~ 90% (relative humidity; non-condensing)

Data Recovery capabilities

- Logical recovery
 - Deleted files
 - Extract files and catalogues from damaged partitions
 - File extraction from raw data, more than 480 file types
 - Formatted media
 - File repair
- Support of file systems
 - Windows 98 SE & Windows Me
 - Windows 2000, Windows NT & Windows XP
 - Windows Vista



Ontrack® EasyRecovery™ Professional

Complete solution for your data recovery needs

Includes all capabilities plus advanced data recovery options and Data Advisor® diagnostic features

General capabilities – data recovery, file repair, disk diagnostics

For all operating systems – RawRecovery Module – [support for over 485 specific file signatures](#).

For Windows – AdvancedRecovery and additional Modules – capable of locating all directories and unlimited file types

Repair options for Microsoft Outlook and Email files – Outlook (PST, OST), Outlook Express (DBX), Word (DOC), Excel (XLS), Access Database (MDB), PowerPoint (PPT) and Zip (ZIP)

Main steps of a data recovery case

Step 1:
Perform Data Recovery



Step 2:
Deliver data back
to customer



Step 3:
If recovery is not possible. [Order forms](#) to
be filled in with customer and e-mailed to recovery@ibas.no

Service levels

- In-Store
 - Data Recovery carried out in-store
- In-Lab
 - Logical/physical data recovery
 - Based on Ibas Economy Service Level
- The service, Ibas Economy has the following conditions which must be fulfilled:
 - Windows operativsystem? Ja
 - Enkeldisk Ja
 - Er garantiforseglingen brutt? Nej
 - Er data kryptert? Nej
 - Har du behov for en detaljert teknisk rapport? Nej
 - Er enheten brann eller vannskadet? Nej
 - Price information
 - Analysis: Charged in store
 - Recovery: NOK 6 000 – 12 000
- Fire, water other operating systems and multidisksystems? Please contact Ibas for order forms and price information.
- Order form can be downloaded at www.ibas.no/drc

Routine In-Lab

- If recovery is not possible using the clinic the technician offers In-Lab Data Recovery by Ibas. If customer accept the technician fills in the [order form](#) together with the customer. The order form are to be e-mailed to recovery@ibas.no. The customer pays for the analysis and the technician make the package ready to be collected. Ibas will organize pick up with DHL as soon as the order form is received.
- When the analysis is ready from Ibas the customer will be contacted by Ibas and receive technical solution and price offer.
- Ibas will keep the further communication with the customer and return recovered data etc. to the customer if nothing else is requested.
- Agreed commission will centrally be paid quarterly.

RECOMMENDATIONS ON PACKAGING



Step 1:

Find necessary impact-absorbing packaging material



Step 2:

Silica gel is protecting against humidity. Use it if you got it.



Step 3:

Use antistatic bag for ESD protection. This is a MUST! Seal the bag with an ESD label.



Step 4:

Stabilize the units to avoid damages during transport



Step 5:

Use a box that fits the contents

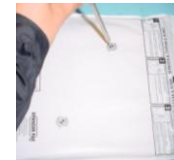
This packaging overview is a proposal if you are going to ship your data equipment by mail or courier. Data equipment is in many cases delicate technical instruments sensitive to physical impacts. To prevent damage during shipment, it is important that the contents are packed properly. Original packaging is constructed to give your equipment sufficient protection and this is the preferred packaging method. If you don't have the original packaging at hand, please use one of the alternatives explained above. Bubble plastic or crumpled old newspapers are other options that can give adequate protection. Make sure that the cardboard box is big enough to give room to the protection material.

Alternative packaging materials:



Original box:

Original packaging is always the best



Special packaging:

Self expanding bags give good protection



Expanded polyester:

Polyester protects and stabilizes to prevent shocks



Foam:

Foam is another alternative

Ontrack® Eraser

Ontrack® Eraser software is an easy-to-use, highly flexible data erasure tool that erases all traces of data stored on a targeted media - ensuring that sensitive information does not fall into the wrong hands.

External Application for Linux (Mobile dongle)

The main purpose of the application for Linux is to securely erase hard drives and other storage units. The application for Linux is the primary mechanism to erase hard drives, as opposed to logical volumes and partitions, etc. Using the Linux client is the only way to erase the primary boot media. An erase report is presented displaying the results of the erase process (success and nonsuccess)

Ontrack® Eraser

How to use:

External Application for Linux (Mobile dongle)

Connect the disk to the tool kit and put the mobile dongle into the USB port and boot the Clinic using the mobile dongle. **Warning: Make sure the correct disk are chosen to be erased and not the Clinic itself.** Turn on the Clinic. Start the erasing progress. After successful erasure save the report and remove the mobile dongle and attached it to a PC attached to a printer and print the report.

Contact Ibas AS, HQ:

Technical Support: Ibas AS, support@ibas.no, 62 81 01 00

Commercial Contact: Lars Løfsgaard, lars.loefsgaard@ibas.no, 62 81 01 00 / 62 81 00 82