

iMac Data Backup Procedure

Service Optimization Platform · Applies to iMac (All Models)

GENERAL NOTES

1. If the drive prompts for a password, try the customer's main Mac login password.
2. When Time Machine is not possible, transfer data with **rsync** (all lowercase) — see rsync Guide. Basic command:
`sudo rsync -aP --exclude="Applications" --exclude="Library" <sourceuserfolder>
<targetfolder>` **Use DOUBLE HYPHENS (--) before each exclude flag.**
3. On Apple Silicon (M1+) iMacs or MacBooks, last-resort recovery may be possible via Recovery Mode Terminal — see Terminal Data Backup Guide.



Always attempt Time Machine backup first. Only proceed below if the original OS will not boot.

PRIMARY PROCEDURE

1. Connect a keyboard. Power on while holding **T** to enter Target Disc Mode (TDM).
2. If TDM does not load, try different cables and ports.
3. If still unsuccessful, look up the serial number in **GSX** to confirm drive type, then follow the appropriate path below.

RECOVERY PATHS BY DRIVE TYPE

- **SINGLE DRIVE — Option A:** Offer drive replacement + fresh OS install.
- **SINGLE DRIVE — Option B:** Remove drive, connect via USB dock. Try on both Catalina and modern macOS. If the drive icon doesn't appear on desktop: open Disk Utility → right-click the drive → Show in Finder.
- **SINGLE DRIVE — Slow or inaccessible data:** Run DiskWarrior repair — see DiskWarrior Guide. If unsuccessful, quote **Gillware in-store recovery: ~\$250–\$350** (varies by capacity).
- **FUSION DRIVE:** Fusion Drives only mount in TDM on **Catalina or earlier** — use the dedicated shop Catalina iMac. Try different cables/ports if it doesn't mount.
- **FUSION DRIVE — Still fails:** Quote **Gillware ship-out: ~\$2,500 + tax. Must ship BOTH drives** (SSD and mechanical — they operate as one unit).

Gillware ship-out for Fusion Drives requires both drives to be present. Missing either drive will void the recovery attempt.