## stellar

# BitRaser

## **BitRaser Mobile Eraser & Diagnostics**

User Guide for version 3.0

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## **1. GENERAL INFORMATION**

- 1.1. About BitRaser Mobile Eraser & Diagnostics
- 1.2. <u>About the Guide</u>
- 1.3. Contact Information



#### **1.1. INTRODUCTION**

#### About BitRaser Mobile Eraser & Diagnostics

**BitRaser Mobile Eraser & Diagnostics** is a reliable application providing permanent Data Erasure and **Mobile Diagnostics** for mobile devices such as iPhones, iPads, Apple Watches, and Android devices.

Using the **BitRaser Data Erasure** process, data once erased cannot be recovered. This ensures that sensitive data does not fall in the wrong hands when mobile devices are disposed of, recycled, or sold. This software is used by organizations, refurbishers, and mobile data erasure companies to facilitate the safe disposal, reuse, or resale of mobile devices. The software helps meet statutory and regulatory compliance needs with tamper-proof audit trails for data security and privacy – SOX, GLB, HIPAA, ISO27001, EU-GDPR, and PCI-DSS.

The **Mobile Diagnostics** process enables quick identification of hardware problems for mobile devices running on iOS and Android. **BitRaser** diagnostics process helps determine the health status of various components such as the battery, camera, touch-pad, display, microphone, SIM card slots, RAM, internal memory, etc. of a mobile device through series of automated and assisted tests.

This application provides the user to generate an erasure or diagnostic report containing the result of the process. The report can be saved to a hard drive/external media or collected by the **BitRaser Cloud Console**.

BitRaser Mobile Eraser & Diagnostics is a product of Stellar.

#### Key Features of BitRaser Mobile Eraser & Diagnostics:

- Securely and permanently erase sensitive data from Android & iOS devices.
- Perform high-speed simultaneous erasure of up to 40 devices most efficiently.
- Cloud integration for user management, licenses & reports.
- Pay per use No expiry of license.
- Provides an option to check the ESN Status of the mobile devices.
- Support to provide pre-report and asset details before the erasure/diagnostic process.
- Support to erase untrusted iOS devices.
- Option to erase device which has a Samsung Knox container.
- Device label printing available with the company logo and various parameters that can be customized as per requirement.
- Support for customizing general settings, user settings, iOS settings, Android settings, printer settings, and network settings.
- List view and Grid view option for the connected/erased/diagnosed devices.



- Provides an option to edit the USB port name for easy identification.
- Erases devices that are in recovery mode.
- Erase working iOS devices with broken screens.
- Supports 11 erasure methods:
  - o NIST 800-88 Purge
  - Native OS Erasure
  - o NIST 800-88 Clear
  - Zeroes (1 Pass)
  - Pseudo Random (2 passes)
  - US Department of Defense, DoD 5220.22-M (3 passes)
  - US Department of Defense, DoD 5200.22-M, ECE (7 passes)
  - B.Schneiers algorithm (7 passes)
  - Peter Gutmann (35 passes)
  - US Army AR 380-19 (3 passes)
  - US Air Force, AFSSI 5020 (3 passes)
  - British HMG IS5 (3 passes)
- Reporting:
  - Generate 100% secure and tamper-proof reports.
  - Provides an option to preview the runtime report.
  - Option to save erasure/diagnostic reports in various formats such as PDF, XML, and CSV.
  - Fast and user-friendly report searching (including search by date).
  - o Automatically saves erasure reports on the same computer from which erasure is performed.
  - Automatic report delivering to **BitRaser Cloud Console**.
  - Option to customize report layout as per requirements.
  - o Full visibility of hardware and erasure details for customized reporting.
- Devices Supported:
  - $\circ$  ~ Android: All devices with Android OS version 5.0 and above
  - iPhones: iPhone 16, iPhone 16 Plus, iPhone 16 Pro, and iPhone 16 Pro Max, iPhone 15 pro max, iPhone 15 Pro, iPhone 15 Plus, iPhone 15, iPhone 14 Pro Max, iPhone 14 Pro, iPhone 14 plus, iPhone 14, iPhone 13 Pro Max, iPhone 13 Pro, iPhone 13, iPhone 13 Mini, iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12, iPhone 12 Mini, iPhone SE (2nd Generation), iPhone 11 Pro Max, iPhone 11 Pro, iPhone 11, iPhone XS Max, iPhone XS, iPhone XR, iPhone X, iPhone 8, iPhone 8 Plus, iPhone 7, iPhone 7 Plus, iPhone 6S, iPhone 6S Plus, iPhone 6, iPhone 6 Plus, iPhone SE, iPhone 5S, iPhone 5C, iPhone 5, iPhone 4S



- iPads: iPad Air 4<sup>th</sup> Gen, iPad 8<sup>th</sup> Gen, iPad Pro 4<sup>th</sup> Gen, iPad 7<sup>th</sup> Gen, iPad Mini 5<sup>th</sup> Gen, iPad Air 3<sup>rd</sup> Gen, iPad Pro 3<sup>rd</sup> Gen, iPad 6<sup>th</sup> Gen, iPad Pro 2<sup>nd</sup> Gen, iPad 5<sup>th</sup> Gen, iPad Pro, iPad Mini 4, iPad Mini 3, iPad Air 2, iPad Mini 2, iPad Air, iPad Mini, iPad 4<sup>th</sup> Gen, iPad 3<sup>rd</sup> Gen, iPad 2
- Apple Watches: Apple Watch Series 1, 2, 3, 4, 5 and Series SE
- **iPod Touch**: All generations



## **1.2. ABOUT THE GUIDE**

Welcome to **BitRaser Mobile Eraser & Diagnostics User Guide** for version 3.0! Choose a topic from the left to navigate through different topics that are in this guide.

This user guide contains sequential steps to assist you through various **BitRaser Mobile Eraser & Diagnostics** functions. Each function is explained in detail, in the corresponding sections. The guide covers the following major topics:

- 1. General Information
- 2. Getting Started
- 3. Working with BitRaser Mobile Eraser & Diagnostics
- 4. Frequently Asked Questions (FAQ)

This guide is intended for individuals who use **BitRaser Mobile Eraser & Diagnostics** to erase or diagnose mobile devices running iOS and Android.

• There are *Cautions, Notes,* and *Tips* in some topics of this guide for your understanding and ease of work. *Cautions* are given in yellow boxes and *Notes* and *Tips* are given in *italics* style for easy identification.

Definition of acronyms used in this guide:

ITEM	EXPLANATION
ECID	The ECID (Exclusive Chip Identification also referred to as Unique Chip ID in official Apple terms) is an identifier unique to every Apple device.
IMEI	IMEI (International Mobile Equipment Identity) is a 15- or 17-digit code that uniquely identifies mobile phone sets.
JPG or JPEG	Stands for Joint Photographic Experts Group. JPG or JPEG is a standard file format for compressing pictures so they can be stored or sent by e-mail more easily.
PDF	"Portable Document Format" is a file format designed to present documents consistently across multiple devices and platforms.
PNG	Portable Network Graphics (PNG) is a raster-graphics file-format for image compression.
User ID	Stands for User identification, which by default is the e-mail address of the user in this guide.
XML	"Extensible Markup Language" is a metalanguage that allows users to define their customized markup languages, especially to display documents on the Internet.

For any queries or feedback related to this guide, kindly <u>contact us</u>.



## **1.3. CONTACT INFORMATION**

Our **Technical Support** professionals will give solutions for all your queries related to **BitRaser Mobile Eraser & Diagnostics**.

- You can either call us or go online to our support section at <a href="http://www.stellarinfo.com/support/">http://www.stellarinfo.com/support/</a>
- For price details and to place the order, click <a href="https://www.bitraser.com/buy/">https://www.bitraser.com/buy/</a> or e-mail the sales team at <a href="mailto:sales@bitraser.com">sales@bitraser.com</a>
- To join our partner network, click <u>https://www.bitraser.com/partner/</u>
- To connect to our partner team, e-mail us at partner@bitraser.com
- Chat Live with an Online technician at <a href="https://www.bitraser.com/">https://www.bitraser.com/</a>
- Search in our extensive Knowledgebase at <a href="https://www.bitraser.com/kb/">https://www.bitraser.com/kb/</a>
- Submit query at <a href="https://www.bitraser.com/contact-us/">https://www.bitraser.com/contact-us/</a>
- E-mail to Stellar Support at <a href="mailto:support@stellarinfo.com">support@stellarinfo.com</a>



## **2. GETTING STARTED**

- 2.1. System Requirements
- 2.2. Installation Procedure
- 2.3. Connecting to the Internet
- 2.4. Creating a New User Profile
- 2.5. Buying Additional Licenses
- 2.6. Updating the Software
- 2.7. General Overview of User Interface



## **2.1. SYSTEM REQUIREMENTS**

Before you start using **BitRaser Mobile Eraser & Diagnostics**, make sure that your computer meets the following requirements.

#### **Minimum System Requirements:**

- Processor: x86 or x64 Processor
- **RAM**: 1 GB Minimum (4 GB Recommended)
- Hard Disk: 20 GB of free space
- iOS Version for Device Erasure: All versions supported
- iOS Version for Device Diagnostics: 12.0 and above
- Android Version for Device Erasure or Diagnostics: 5.0 and above
- Devices Supported:
  - o Android: All devices with Android OS version 5.0 and above
  - iPhones: iPhone 16, iPhone 16 Plus, iPhone 16 Pro, and iPhone 16 Pro Max, iPhone 15 pro max, iPhone 15 Pro, iPhone 15 Plus, iPhone 15, iPhone 14 Pro Max, iPhone 14 Pro, iPhone 14 plus, iPhone 14, iPhone 13 Pro Max, iPhone 13 Pro, iPhone 13, iPhone 13 Mini, iPhone 12 Pro Max, iPhone 12 Pro, iPhone 12, iPhone 12 Mini, iPhone SE (2nd Generation), iPhone 11 Pro Max, iPhone 11 Pro, iPhone 11, iPhone XS Max, iPhone XS, iPhone XR, iPhone X, iPhone 8, iPhone 8 Plus, iPhone 7, iPhone 7 Plus, iPhone 6S, iPhone 6S Plus, iPhone 6, iPhone 6 Plus, iPhone SE, iPhone 5S, iPhone 5C, iPhone 5, iPhone 4S
  - iPads: iPad Air 4<sup>th</sup> Gen, iPad 8<sup>th</sup> Gen, iPad Pro 4<sup>th</sup> Gen, iPad 7<sup>th</sup> Gen, iPad Mini 5<sup>th</sup> Gen, iPad Air 3<sup>rd</sup> Gen, iPad Pro 3<sup>rd</sup> Gen, iPad 6<sup>th</sup> Gen, iPad Pro 2<sup>nd</sup> Gen, iPad 5<sup>th</sup> Gen, iPad Pro, iPad Mini 4, iPad Mini 3, iPad Air 2, iPad Mini 2, iPad Air, iPad Mini, iPad 4<sup>th</sup> Gen, iPad 3<sup>rd</sup> Gen, iPad 2
  - Apple Watches: Apple Watch Series 1, 2, 3, 4, 5 and Series SE
  - o **iPod Touch**: All generations

Note: You need an active internet connection.

<u>Caution</u>: Installing BitRaser Mobile Eraser & Diagnostics on your computer or laptop will format the hard drive to create partitions. Backup all your data from your computer before installing BitRaser Mobile Eraser & Diagnostics.



## **2.2. INSTALLATION PROCEDURE**

<u>Caution</u>: Installing **BitRaser Mobile Eraser & Diagnostics** on your computer or laptop will format the hard drive to create partitions. Backup all your data from your computer before installing **BitRaser Mobile Eraser & Diagnostics**.

To install or run **BitRaser Mobile Eraser & Diagnostics** on your computer or laptop, you will need a bootable media with **BitRaser Mobile Eraser & Diagnostics** ISO file installed on it. An ISO file combines all the **BitRaser Mobile Eraser & Diagnostics** installation files into a single uncompressed file.

When you buy licenses for **BitRaser Mobile Eraser & Diagnostics**, you can receive the software in two ways: You can receive a **BitRaser Mobile Eraser & Diagnostics** bootable media (USB drive or DVD) from **Stellar**, or you can receive a link to download a **BitRaser Mobile Eraser & Diagnostics ISO file**.

If you have downloaded the **BitRaser Mobile Eraser & Diagnostics ISO file**, you can create a bootable media. To do this, copy the ISO file onto your drive and then burn the ISO onto a USB drive or DVD using any 3rd party software. Then simply install **BitRaser Mobile Eraser & Diagnostics** onto your computer directly from your USB or DVD drive using the steps given below.

#### **Installation Steps:**

Verify the **BitRaser Mobile Eraser & Diagnostics** bootable media is connected to your computer and use the following steps:

1. Power on your computer and check the BIOS boot options to boot from the bootable media (USB drive or DVD).

**Note**: To know how to check the BIOS boot options, refer to the manufacturer's documentation that came with your computer.



2. Once the computer boots, you will see the "**BitRaser Mobile Eraser & Diagnostics**" screen. Click **Next** to install **BitRaser Mobile Eraser & Diagnostics** on your computer.

	<b>BitRaser Mobile Eraser &amp; Diagnostics</b> <b>Welcome to BitRaser Mobile Eraser &amp; Diagnostics installation wizard</b> This wizard will guide you through the installation of BitRaser Mobile Eraser & Diagnostics.
ste <b>ll</b> är	< Back Next > Cancel

3. End User License Agreement screen is displayed. Click Accept to enable the Next button.

	End User License Agreement
	END USER LICENSE AGREEMENT
 	PLEASE READ THIS AGREEMENT CAREFULLY. BY DOWNLOADING, INSTALLING, COPYING, ACCESSING OR USING THIS SOFTWARE, ALL OR ANY PORTION OF THIS SOFTWARE, YOU (HEREINAFTER "CUSTOMER") ACCEPT ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT WHICH WILL BIND YOU. THE TERMS OF THIS LICENSE INCLUDE, IN PARTICULAR, LIMITATIONS ON LIABILITY CLAUSE.
	IF YOU DO NOT AGREE TO THE TERMS OF THIS LICENSE, WE WILL NOT LICENSE THE SOFTWARE AND DOCUMENTATION TO YOU AND YOU MUST DISCONTINUE THE INSTALLATION PROCESS NOW, AND PROMPTLY RETURN THE SOFTWARE AND PROOF O ENTITLEMENT TO THE PARTY FROM WHOM YOU ACQUIRED THE SOFTWARE. 1. Definitions. 1.1 "Stellar" means Stellar Information Technology Pvt. Ltd., having its registered office at 205, Skipper Corner, 88, Nehru Place, New Delhi,
ste <b>ll</b> är	India 110019. 1.2 "Compatible Computer" means a Computer with the recommended operating system and hardware configuration as stated in the Documentation. 1.3 "Computer" means a virtual or physical device that accepts information
	Accept
	< Back Next > Cancel



4. Click the **Next** button to proceed.

	End User License Agreement
	END USER LICENSE AGREEMENT
	PLEASE READ THIS AGREEMENT CAREFULLY. BY DOWNLOADING, INSTALLING, COPYING, ACCESSING OR USING THIS SOFTWARE, ALL OR ANY PORTION OF THIS SOFTWARE, YOU (HEREINAFTER "CUSTOMER") ACCEPT ALL THE TERMS AND CONDITIONS OF THIS AGREEMENT WHICH WILL BIND YOU. THE TERMS OF THIS LICENSE INCLUDE, IN PARTICULAR, LIMITATIONS ON LIABILITY CLAUSE.
	IF YOU DO NOT AGREE TO THE TERMS OF THIS LICENSE, WE WILL NOT LICENSE THE SOFTWARE AND DOCUMENTATION TO YOU AND YOU MUST DISCONTINUE THE INSTALLATION PROCESS NOW, AND PROMPTLY RETURN THE SOFTWARE AND PROOF O ENTITLEMENT TO THE PARTY FROM WHOM YOU ACQUIRED THE SOFTWARE.
	<ol> <li>Berninds.</li> <li>Stellar' means Stellar Information Technology Pvt. Ltd., having its registered office at 205, Skipper Corner, 88, Nehru Place, New Delhi, India 110019.</li> </ol>
stell <sup>ä</sup> ar	<ul> <li>1.2 "Compatible Computer" means a Computer with the recommended operating system and hardware configuration as stated in the Documentation.</li> <li>1.3 "Computer" means a virtual or physical device that accepts information</li> </ul>
	Accept
	< Back Next > Cancel

5. Backup all your Data window is displayed. Click Next to open BitRaser Mobile Eraser & Diagnostics screen.

	BitRaser Mobile Eraser & Diagnostics Backup All Your Data! Installation wizard will remove all the existing partitions from your hard drive, while installing BitRaser Mobile Eraser & Diagnostics. This will lead to removal of all the data on the selected hard drive. Before you proceed with the installation, take a backup of all your data residing on the hard drive, you have selected for installation. Also verify whether your backup is
ste <b>ll</b> <sup>ä</sup> ar	successful or not.



6. Using the **Select Disk** drop-down option, click on the hard drive name on which you want to install **BitRaser Mobile Eraser & Diagnostics**.

> >       	BitRaser Mobile Eraser & Diagnostics Select the hard drive on which you want to install BitRaser Mobile Eraser & Diagnostics. Make sure, you have taken backup of all your data. All data on the selected hard drive will be deleted during the installation process. Select Hard Drive and Install
ste <b>ll</b> är	Disk Size : 1.00TB Start Installation Start > Cancel

7. Click **Start Installation**. "**Please wait... installation is in progress**" message shows that the installation has started.

 	BitRaser Mobile Eraser & Diagnostics Select the disk where the application will be installed. Note:All the content on this disk will be deleted. Select Disk
stell <sup>ï</sup> ar	. Please wait installation is in progress. Start Installation Cancel



8. After the installation process is completed, a screen appears as shown below. Remove installation media from your system and click on **Reboot** button to restart the workstation.

*Note:* if you want to turn off your computer system, click *Shutdown* button.

	BitRaser Mobile Eraser & Diagnostics Installation process complete, please remove	e installation media and restart the workstatior
stell <sup>ä</sup> ar	Reboot	Shutdown



## **2.3. CONNECTING TO THE INTERNET**

Once the **BitRaser Mobile Eraser & Diagnostics** is installed and started, it asks you to connect to the internet and the **Network Settings** dialog is displayed on startup:

Network Settings has the following four tabs:

1. **Ethernet**: Use this tab to connect to the internet using the Ethernet or LAN connection of your computer. This tab has the following fields:

BitRaser Mobile Eraser & Diagnostics									
General L	Jser	Erasure	Dia	agnostics	ESN Ch	eck	Printer	Network	
Ethernet	Wir	eless P	roxy	Network	Status				
	٢	letwork D	evice:	eno1	•	Co	nfiguration:	Manual	*
Address									
IP Address	192.	168.24.16							
Net Mask	255.	255.255.0							
Gateway	192.	168.24.1							
DNS Prima DNS Secon	-	8.8.8.8							
							Reset	Conn	ect
Cancel							Apply	/	ЭК

- **Network Device**: Use this field to select the Network Device from the drop down options, with which you wish to connect the **BitRaser Mobile Eraser & Diagnostics** application to the internet.
- **Configuration**: Use this field to select **Manual** or **Automatic** Internet Protocol (IP) configuration from the drop down options.
  - **Manual Configuration**: The Manual configuration is selected in this field by default. This configuration has the following fields to fill:
    - IP Address
    - Net Mask
    - Gateway
    - DNS Primary
    - DNS Secondary
  - Automatic Configuration: This configuration has the following fields to fill:
    - DHCP Hostname
    - Name Servers



To connect to the internet through Ethernet, select the Network Device and Configuration. Enter the fields as given above and click **Connect**. The following dialog box shows that **BitRaser Mobile Eraser & Diagnostics** is successfully connected to the internet:

BitRaser Mobile Eraser & Diagnostics			
í	Connected to Internet		
	ОК		

Alternatively, if the entered details are incorrect or the LAN cable is not connected, the following dialog box appears:

BitRaser Mobile Eraser & Diagnostics							
(i)	Please check enterd IP's or LAN cable on Interface enp0s3116						

2. **Wireless**: BitRaser Mobile Eraser & Diagnostics also allows you to connect to the internet through the wireless device of your computer.

eneral User	Eras	ure D	agnostics	ESN C	heck	Printer	Network
Ethernet W	ireless	Proxy	Network	Status			
					Interf	ace wlp	01s0
Stellar-Guest						((*	Open
SITPL-SYSADMI	N					((:•	WPA2
Airtel-New-Stell	ar_5GHz					((;•	WPA2
International-Bu	isiness					(( <b>†</b>	WPA2
System-Admin-I	Jser					((;•	WPA2
Ground-Floor-U	ser					(( <b>†</b>	WPA2
HR-Quality-WiFi						((r	WPA2
1st-Floor-User						((:•	WPA2
2nd-Floor-User						((:•	WPA2
Netgear-R&D						(0	WPA2
Mac_M1						(¢	WPA2
Director						((r	WPA2
testiphone					<i>v</i>	÷	WPA2
DIRECT-34-HP N	1252 Las	erjet				(	WPA2
Airtel_Zerotoucl	1_5G					((:•	WPA
Airtel_Zerotoucl	ı					((:•	WPA
systems						((r	WPA2
Ditracor M						6	1A/DA



To do this:

- Select the wireless device from the **Interface** drop-down option. BitRaser Mobile Eraser & Diagnostics automatically scan and displays the list of wireless networks available to connect.
- Double click on the wireless network from the list.
- If the network is secured, it asks you for the password. Enter the password and click **Connect**:

BitRaser Mobile Eraser & Diagnostics						
SSID: Bitraser-M Encryption: WPA2						
•••••						
Cancel	Connect					

• The following dialog box shows that **BitRaser Mobile Eraser & Diagnostics** is successfully connected to the internet:

BitRaser Mobile Eraser & Diagnostics							
í	Connected to Internet						
	ОК						

3. **Proxy**: BitRaser Mobile Eraser & Diagnostics gives an option to connect to a **Proxy** server if required.



	BitRaser Mobile Eraser & Diagnostics										
General	User	Erasu	re Di	agnostics	ESN Che	ck l	Printer	Network	:		
Etherne	t Wir	eless	Proxy	Network	Status						
Proxy S Hostnar Port: Usernar Passwor	ne/IP: [ ne: [										
								Se	et		
Cancel							Appl	у	ок		

The following fields need to be filled:

FIELD NAME	DESCRIPTION
Hostname/IP	Enter the address of the proxy server.
Port	Enter the port number that the proxy server uses.
Username	Enter the proxy user name.
Password	Enter the authentication password of the proxy user.

Click on **Set** to save your preferences.

4. **Network Status**: This tab shows the status of the network - **Connected** or **Disconnected**. The Refresh Button allows you to refresh the network status. This tab also has an option to ping a particular URL to check the network connectivity.



	BitRaser Mobile Eraser & Diagnostics										
Gen	eral	User	Jser Erasure Diagnostics ESN Check				Printer	Network			
Eth	nernet			Proxy	Network	Status					
Net	Network Status : Connected Refresh										
				Ding LIDI	anagla co	~		Start Tes	. C+o		
					google.co	1		start les	t Sto	P	
Car	ncel							Appl	у	ок	

To ping a URL:

- Enter any URL, such as *bitraser.com*, in the **Ping URL** field, and click on **Start Test**.
- If the network is connected successfully, this option will show a reply from the URL in bytes of data, similar to the screen given below:



	BitRaser Mobile Eraser & Diagnostics										
General	User	Erasure	Diagnostics	ESN Cheo	k Printer	Network					
Etherne	t Wire	eless Pro	oxy Network	Status							
Network S	Network Status : Connected Refresh										
64 bytes f 64 bytes f 64 bytes f 64 bytes f 64 bytes f google 5 packets	Network status :         Connected         Refresh           PING google.com (142.250.194.238) 56(84) bytes of data.         64 bytes from del12508-in-f14.1e100.net (142.250.194.238); icmp_seq=1 ttl=120 time=35.7 ms           64 bytes from del12508-in-f14.1e100.net (142.250.194.238); icmp_seq=2 ttl=120 time=35.7 ms         64 bytes from del12508-in-f14.1e100.net (142.250.194.238); icmp_seq=3 ttl=120 time=35.7 ms           64 bytes from del12508-in-f14.1e100.net (142.250.194.238); icmp_seq=4 ttl=120 time=35.7 ms         64 bytes from del12508-in-f14.1e100.net (142.250.194.238); icmp_seq=5 ttl=120 time=35.7 ms           64 bytes from del12508-in-f14.1e100.net (142.250.194.238); icmp_seq=5 ttl=120 time=35.7 ms         64 bytes from del12508-in-f14.1e100.net (142.250.194.238); icmp_seq=5 ttl=120 time=35.7 ms           64 bytes from del12508-in-f14.1e100.net (142.250.194.238); icmp_seq=5 ttl=120 time=35.7 ms         64 bytes from del12508-in-f14.1e100.net (142.250.194.238); icmp_seq=5 ttl=120 time=35.7 ms           64 bytes from del12508-in-f14.1e100.net (142.250.194.238); icmp_seq=5 ttl=120 time=35.7 ms         7           64 bytes from del12508-in-f14.1e100.net (142.250.194.238); icmp_seq=5 ttl=120 time=35.7 ms         7           64 bytes from del12508-in-f14.1e100.net (142.250.194.238); icmp_seq=5 ttl=120 time=35.7 ms         7           7         google.com ping statistics         5           64 bytes from del12508-in-f14.1e100.net (142.250.194.238); icmp_seq=5 ttl=120 time=35.7 ms         7           7         google.com ping statistics         5      <										
		Ping	URL google.co	m	Start Tes	st Stop					
Cancel					Арр	ly c	ок				

Click on **OK** to save the network settings and close the window or **Cancel** to close the window without saving.

**Note:** At any point in time, if you wish to open the network settings again, double click on the Network icon in the bottom right of the screen.



## 2.4. CREATING NEW USER PROFILE

When you run the **BitRaser Mobile Eraser & Diagnostics** for the first time, it asks you to create a new user profile. To create a new user profile, do the following steps:

1. Click on Create New User button.



2. The following screen appears with the fields to fill:

Bit Raser MOBILE ERASER & DIAGNOSTICS		
	Username Password	
	Confirm Password Password Hint (Optional) OK	
0		ų Tari



- Username
- Password
- Confirm Password
- Password Hint (Optional)
- 3. Fill in the above fields and click **OK.**
- 4. You can now login to **BitRaser Mobile Eraser & Diagnostics** using the new user credentials.

**Note**: The new user profile is only to log in to **BitRaser Mobile Eraser & Diagnostics** application. This option does not create a profile to log in to **BitRaser Cloud**. The credentials to log in to **BitRaser Cloud** are created separately.



## **2.5. BUYING ADDITIONAL LICENSES**

You can purchase the additional licenses from <u>https://www.bitraser.com</u>. New licenses will be added to the registered account.

#### To purchase the licenses for BitRaser Mobile Eraser & Diagnostics, follow these steps:

- 1. Go to <a href="https://www.bitraser.com/">https://www.bitraser.com/</a>
- 2. Click **Buy Now** button.
- 3. Select the tab **BitRaser Mobile Eraser & Diagnostics**.
- 4. From the available license options, select the number of licenses you want to purchase.
- 5. Click **BUY NOW** button.
- 6. After you complete the payment and enter the required details, click **Buy Now** button. The licenses are sent on the e-mail address along with the BitRaser Cloud log-in credentials for license management and distribution.

**Note**: You need to use the same email-id given at the time of the first purchase to add the additional licenses to your account. In case a different email-id is entered, a new cloud log-in account will be created with the purchased licenses.



## 2.6. UPDATING THE SOFTWARE

**Stellar** releases periodical software updates for **BitRaser Mobile Eraser & Diagnostics** software. You can update the software to keep it up-to-date. These updates can add new functionality, feature, service, or any other information that can improve the software.

**BitRaser Mobile Eraser & Diagnostics** automatically check for software updates as soon as it is connected to the internet. If an update is available, **BitRaser Mobile Eraser & Diagnostics** will show a dialog to update the software as shown below:



1. Click Yes to start the ISO downloading process. The download dialog appears as follows:



2. Once the download is completed successfully, **Update Success** message appears as shown below:



3. Click Reboot to install and update BitRaser Mobile Eraser & Diagnostics.

**Note**: **BitRaser Mobile Eraser & Diagnostics** also keep the previous version installed on your computer along with the latest version.



## **2.7. GENERAL OVERVIEW OF USER INTERFACE**

The user interface is divided into three main areas:

- 1. Header area
- 2. Work area
- 3. Footer area

				HEADER	AREA			
Devices	Details	Report						<b>0</b> <i>i</i> ?
Select all			Total: (	0, Selected: 0, Progress: 0			Sort by : USB ID	- 88
1	-2	-3.4	1-3.5	1-3.1 WORK	1-1 AREA	1-3.3	1-3.2	
4			1-3.7.1	1-3.7.2	1-3.7.3	1-3.7.4	1.4	
Erasure Method : Zeroes (1 Pas	s) 🔻						Sta	art
0				FOOTER A	REA		F	<b>/</b>

- 1. Header Area: The header area contains the following tabs and buttons:
  - **Devices Tab** Devices : This tab contains a list the connected devices in grid or list view and is used to perform erasure and diagnostic process.
  - **Details Tab** Details : This tab is used to enter various details to be included in reports. To know more, refer to the <u>Details Section</u>.
  - **Report Tab** Report : This tab provides a list of **BitRaser Mobile Eraser & Diagnostics** reports and various options for <u>Working on Reports</u>.
  - Settings Button <sup>1</sup> : Click this button to update various settings available for BitRaser Mobile Eraser & Diagnostics.



- About Button *i*: Click this button to see information about BitRaser Mobile Eraser & Diagnostics.
- Help Button ? : Click this button to open this help guide from the application.
- 2. Work Area: The work area contains all the specific information and functionality of the selected tab or button.
- 3. Footer Area: The footer area contains the following buttons:
  - Power Button O:: Click this button to logout, reboot, or shutdown BitRaser Mobile Eraser & Diagnostics. The following screen appears:

BitRaser Mobile Eraser & Diagnostics								
	te currently running processes. go back to previous screen.							
Cancel	Logout Reboot Shutdown							

- License Key Button :: Click this button to view the BitRaser Mobile Eraser & Diagnostics license information. If you are not connected to BitRaser Cloud, this button opens the User Settings for login authentication.
- Network Button 
   or 
   : Click this button to check the current status of the network. Double click to open the <u>Network Settings</u>. A red cross mark on this button shows that BitRaser Mobile Eraser & Diagnostics is not connected to the network.
- **Battery Icon** : This icon shows the battery status of the laptop.

*Note:* This feature is not available for PC's.



#### **3. WORKING WITH BITRASER MOBILE ERASER & DIAGNOSTICS**

#### 3.1. Settings

- 3.2. Erasure Stages
  - 3.2.1. Erasure Process
- 3.3. Diagnostic Stages
  - 3.3.1. Diagnostic Process
- 3.4. Details Section
- 3.5. Working on Reports
  - 3.5.1. Preview Report
  - 3.5.2. Save Report
  - 3.5.3. Send Report to BitRaser Cloud
  - 3.5.4. Change Report Settings
- 3.6. Forgot Login Password
- 3.7. Enable USB Debugging in an Android Device



## **3.1. SETTINGS**

Before starting an Erasure or a Diagnostic process, it is important to understand and configure various settings of **BitRaser Mobile Eraser & Diagnostics**. After the first login, the **Settings** window appears automatically. Alternatively, click on the **Settings** icon on the top right corner of the screen. Use this window to change the various general and default settings of the software. This window has the following tabs:

- 1. General Settings
- 2. User Settings
- 3. Erasure Settings
- 4. Diagnostic Settings
- 5. ESN Check
- 6. Printer Settings
- 7. Network Settings
- 8. ERP Services



#### 1. General Settings:

The General Settings tab allows you to configure erasure warning settings, grid settings, cloud report settings, delete the local reports and select the default erasure method.

BitRaser Mobile Eraser & Diagnostics										
General	User	Erasure	Diagnostics	ESN Check	Printer	Network	ERP Services			
	Erasure warning settings ✓ Enable erasure warning dialog									
✓ Show	Grid settings ✓ Show connected devices in the top									
	eport set	-			PO	ort identifier	Set			
Delete l	Auto send completed report to cloud  Delete local reports  Delete reports before 15/07/2024  Delete									
• Default	Action									
	-	asure meth	od		150					
NIST 80	0-88 Purg	je					•			
Application Logs option										
Select M	Select Media Click on 'Save' for saving logs into USB storage Save									
						Manage Ve	ndor List			
Cancel						Apply	ОК			

The following fields can be edited from this section:

- Erasure Warning Settings:
  - **Enable Erasure Warning Dialog:** Check this field to enable the warning message before the initiation of the erasure process.
- **Grid Settings**: This option allows you to set the layout of the grid which is shown when we connect the devices.
  - **Column**: Allows you to predefine the number of columns in a grid.
  - Port Identifier: Allows you to predefine name of each port to identify the port easily. Click on Set.
     The popup window shows a list of USB ports. Type the name against each port in the Identifier column and click OK to save or Cancel to exit without saving:



General	User	Erasure	Diagnostics	ESN Check	Printer	Network	ERP Service
	<b>warning</b> le erasure	settings warning di	alog				1
Grid set			aser Mobile	Eraser & Di	agnostic	s	
<ul> <li>✓ Show</li> <li>✓ Fix gri</li> </ul>		USB	Port	Identifier	r	fier	Set
	port sett	1.13	- 3 4				
	ocal repo eports be	1.2	7				Delete
Default Erase		1-1 1-1 2-	0				
Select d	efault er	2-2 2-1	-			_	
NIST 80	0-88 Purg					<b>T</b>	•
Applica Select M	Construction -	Cance	1 'Save' for savin	g logs into USE	OK 3 storage		Save
					_	Manage Ve	

- Show connected devices at the top of the grid: Checking this field allows you to display the connected devices at the starting of the grid.
- **Fix Grid**: Checking this field allows you to fix the grid columns i.e., they cannot be moved.
- Cloud Report Settings:
  - Auto send report to cloud: Checking this field allows you to auto-send the report to the cloud.
- Delete Local Reports:
  - Delete Reports before: This option allows you to delete the reports before a certain date. Specify the date from the calendar and click the Delete button. All the reports generated before the selected date will be deleted.
- **Default Action**: Select a default option of **Erase** or **Diagnose**, when you connect a device to **BitRaser Mobile Eraser & Diagnostics**.
- Select Default Erasure Method: Select any one of the erasure methods from the drop-down options to set the default erasure method for all devices.
- Application Logs option: This option allows you to save the log files at the desired destination path. Click Save Logs to select the path of a USB device where the log file will be saved. After selecting the path, the log files are copied to the destination and a message appears as shown below, click OK.





• **Manage Vendor List:** Click this button to add or list the mobile vendor manually, if mobile vendor is not recognized by the system.

#### Steps to add mobile vendors name manually:

- Click Manage vendor list located below right in the General tab.
- Vendor List screen appears, this screen is displayed list of mobile vendors name.

BitRaser Mobile Eraser & Diagnostics									
Vendor List									
ACER	ANYDATA	ARCHOS	✓ ASUS						
BYD	COMPAL	✓ COOL_PAD	DELL						
ECS	FOXCONN	FUJITSU	FUNAI						
GARMIN_ASUS	GIGABYTE	HAIER	HARRIS						
HISENSE	✓ HTC	✓ HONOR	✓ INQ_MOBILE						
IRIVER	INTEL	КОВО	KT_TECH						
✓ KYOCERA	K_TOUCH	LAB126	✓ LENOVOMOBILE						
✓ LG	LUMIGON	✓ LENOVO	✓ MI						
MEDIATEK	✓ MOTOROLA	NEC	NOOK						
✓ NOKIA_NEW	✓ NOKIA_OLD	✓ NVIDIA	✓ OPPO						
OTGV	OUYA	✓ ONEPLUE	PANTECH						
PEGATRON	✓ PHILIPS	PMC	POSITIVO						
QISDA	✓ QUALCOMM	QUANTA	SHARP						
SK_TELESYS	✓ SONY	✓ SAMSUNG	SAN						
SONY_ERICSSON	SONY_HUWAEI	TELEEPOCH	П						
✓ TOSHIBA	T_AND_A	VIZIO	✓ VIVO						
✓ ZTE	✓ ZUK		-						
Cancel Add New Vendor Apply OK									

- Check mobile vendor name from this screen, if the vendor name is available check that checkbox and click **Apply** to list mobile vendor name in the main user interface.
- If mobile vendor name is not found in the Vendor List screen, click Add New Vendor button to add name of mobile vendor manually.
- User Vendor List screen appears. In Add new Vendor section, enter vendor Name and ID.



	BitRaser Mobile Eraser &	Diagnostics	
User Vendor List			
Add new Vendor			
Enter vendor Name:	abcd		
Enter vendor ID:	OCDE		
		Delete Added Vendor	Add Vendor
Cancel			ОК

• Click Add Vendor button to list the vendor name in User Vendor List section.

Note: If you wish to delete any vendor from the User Vendor List section, click Delete Added

Vendor button.

• Vendor added screen appears as shown below, click OK to continue.

BitRaser Mobile Eraser & Diagnostics						
í	Vendor added.					
	ОК					

• After the vendor name is added under **User Vendor List**, click **OK** to continue further and **Cancel** to exit the screen.

Once the settings have been modified, click the **Apply** button to save the changes. **OK** applies all the changes to the software and closes the Settings menu, **Cancel** closes the Settings menu without saving the changes.



#### 2. User Settings:

User settings allow you to connect **BitRaser Mobile Eraser & Diagnostics** application to the **BitRaser Cloud**. Connection to **BitRaser Cloud** is required to acquire the license information and to initiate the erasure or diagnostic process.

	BitRaser Mobile Eraser & Diagnostics									
General										
User Lo	User Login									
Hostname/IP https://bitrasercloud.com										
UserID	e	xample@dor	main.com							
Password	<b>i</b> p	assword								
Status	N	ot Connected	Ŀ							
				Log In						
✓ Enable	auto logi	n when BitR	aser application	starts						
Cancel						Apply	ОК			

The following fields have to be filled:

FIELD NAME	DESCRIPTION
Hostname / IP	Hostname or IP address where the BitRaser Cloud Console is located.
UserID	UserID that is used to login to the BitRaser Cloud Console.
Password	Password which is used to login to the BitRaser Cloud Console.
Status	<b>Connected</b> : Shown when the connection to the BitRaser Cloud Console is active. <b>Not Connected</b> : Shown when there is no active connection to the BitRaser Cloud Console.

After you have entered the values in all the fields, click **Log In** to login to the **BitRaser Cloud Console**.



	BitRaser Mobile Eraser & Diagnostics								
General	User	Erasure	Diagnostics	ESN Check	Printer	Network	ERP Services		
User Lo	User Login								
Hostname/IP https://beta.bitrasercloud.com									
UserID	bi	itraser9@gn	nail.com						
Password									
Status	Co	onnected							
				.og Out					
✓ Enable a	auto logi	n when BitR	aser application	starts					
Cancel						Apply	ОК		

Checking Enable auto login when BitRaser Mobile Eraser & Diagnostics starts option allows you to automatically login to the BitRaser Cloud Console when you start BitRaser Mobile Eraser & Diagnostics application.

Once the settings have been modified, click **Apply** button to save the changes. **OK** applies all the changes to the software and closes the Settings menu, **Cancel** closes the Settings menu without saving the changes.



#### 3. Erasure Settings:

The Erasure setting tab has the following two sub-tabs:

#### A. iOS Settings:

		BitR	aser Mobile	Eraser & Di	agnostic	IS	
ieneral	User	Erasure	Diagnostics	ESN Check	Printer	Network	ERP Services
ios A	Android						
Down	load Set	tings					
Cache S	torage [	os FirmWare	Directory Path				Browse
Clear De	ownloade	ed Firmware	5				Clear
Erasu	re Settin	igs					
Auto	start wh	ien device co	nnected				
✔ Rest	ore with	latest firmwa	are				
	setup aft						
Minimu	m Batter	у ()——	1 I	1 I	1	1 I.	10%
Numbe	r of tries i	if device fails	5 🗘				
						(	
Cancel						Apply	OK

The iOS settings tab displays the firmware download and erasure settings. The following fields can be edited from this section:

#### • Download Settings:

- Cache Storage: This option allows you to select the desired location where the firmware is located. Click Browse button and specify the path using Look In dialog box. After selecting the path, click OK.
- Click **Clear** button to remove the downloaded iOS firmware from your hard drive.

#### • Erasure Settings:

It has minimum battery and number of trials parameter which must be defined to erase the data:

- Auto start when device connected: Checking this option allows you to automatically start the erasure process once device is connected.
- **Restore with latest Firmware:** Checking this option allows you to erase an IOS device by restoring the latest firmware.


• Skip Setup: This checkbox is enabled by default, allowing you to activate the phone and bypass or skip the UI setup. You have the option to uncheck the box if you prefer not to skip setting up your device.

**Note**: The Skip Setup feature won't function when either FMIP or MDM is enabled on the device, or if the device is in recovery mode.

- **Minimum Battery**: You can define the minimum battery percentage using the slider. This represents the minimum battery required to erase the device's data. For example: If you set the slider to 20 % it means that at least 20% battery should be there in your device for the Erase process to take place.
- Number of tries if the device fails: Allows you to define the maximum amount of retries/attempts for the erasure process to start if in case the device is disconnected/removed in the middle of the erasure process.

Once the settings have been modified, click **Apply** button to save the changes. **OK** applies all the changes to the software and closes the Settings menu, **Cancel** closes the Settings menu without saving the changes.

#### **B.** Android Settings:

		BitR	aser Mobile	Eraser & Di	agnostio	:s	
General	User	Erasure	Diagnostics	ESN Check	Printer	Network	ERP Services
ios A	Android						
✓ Eras	e rooted	device					
	Request SIM card removal during erasure     Erase device which has samsung knox container						
Auto		en device co					
		y if device fails	5 5 🜩	1 1 1 1			10%
Cancel						Apply	ок

The Android settings tab displays general and erasure settings. The following fields can be edited from this section:

• General Settings:



- Erase rooted device: Checking this option allows you to erase an Android device even if it is rooted.
- **Request SIM card removal during erasure**: Checking this option will show a message to remove the SIM card from the device before the erasure process starts.
- Erase device which has Samsung Knox container: Checking this option allows you to erase an Android device that has a Samsung Knox container.
- Erasure Settings:

It has minimum battery and number of trials parameter which must be defined to erase the data:

- **Minimum Battery**: You can define the minimum battery percentage using the slider. This represents the minimum battery required to erase the device's data. For example: If you set the slider to 20% it means that at least 20% battery should be there in your device for the Erase process to take place.
- Number of tries if the device fails: Allows you to define the maximum amount of retries/attempts for the erasure process to start if in case the device is disconnected/removed in the middle of the erasure process.

Once the settings have been modified, click **Apply** button to save the changes. **OK** applies all the changes to the software and closes the Settings menu, **Cancel** closes the Settings menu without saving the changes.



#### 4. Diagnostic Settings:

The Diagnostic setting tab has the following two sub-tabs:

• iOS Settings:

		BitR	aser Mobile	Eraser & Di	agnostic	:s	
General	User	Erasure	Diagnostics	ESN Check	Printer	Network	ERP Services
Phone nur		live call 121	1				
	ndroid <b>atic Tes</b> t All	t					<b></b>
✓ Accel	✓ Accelerometer Sensor ✓ Barometer Sensor			✓ Batte	ery		
✓ Gravi	ty Sensor	ensor 🗸 Gyroscope Sensor			✓ Inter	rnal Memory	
✓ Magn	etomete	r Sensor	✓ Orientatio	n Sensor	✓ Proc	essor	
✓ RAM			✓ SIM Card		✓ USB		-
Manua ✓ Select							4
✓ Auto	Rotation		✓ Bluetooth		🗸 Cam	era (Autofoci	us)
✓ Came	ra (Front	)	🗸 Camera Fr	ont Video	✔ Cam	era (Macro)	
✓ Came	era (Rear)		🗸 Camera Re	ear Video	🗸 Cam	era (Ultrawid	e)
✓ Carrie	er Signal		✓ Dead Pixe		✓ Earp	hone Socket	<u>-</u>
✓ Earph			✓ Original I	Packing	✔ Ch	arger	
Gradin ✓ Body		V D	isplay Grade	✓ Back C	over	<b>√</b> Overa	ll Grading
	S	elected te	sts will be perf	ormed on all	connected	devices	
Cancel						Apply	ок

• Android Settings:



	BitRaser Mobile Eraser & Diagnostics							
General	User	Erasure	Diagnostics	ESN Check	Printer	Network	ERP Services	
Phone numb	per for liv	ve call 121	1					
iOS An	droid							
Automa ✓ Select A							4	
✓ Acceler	ometer s	Sensor	✓ Baromete	r Sensor	✓ Batt	ery		
✓ Call Dia	ler		✓ Gravity Se	nsor	✔ Gyro	oscope Senso	r	
▼ Internal Memory ▼ Magnetometer			neter Sensor	🗸 Orie	ntation Sense	or		
✓ Processor ✓ RAM ✓ SIM Card				<u>_</u>				
Manual								
✓ Select A	All						-	
✓ Alert Sl	ider		🗸 Auto Rota	tion	✓ Back	( Key		
✓ Bluetoc	oth		🗸 Camera (A	utofocus)	✔ Cam	iera (Front)		
✓ Camera	a (Macro)	)	🗸 Camera (F	lear)	✔ Cam	✔ Camera Rear Video		
✓ Camera		ideo	Camera (L	Jltrawide)	✓ Carr	ier Signal	<u>_</u>	
Accesso ✓ Earpho		✓ M	emory Card	✓ Charger		✔ Origina	l Packing	
Grading Body G		V D	isplay Grade	✓ Back Co	over	<b>√</b> Overa	ll Grading	
	Se	elected te	sts will be per	formed on all	connecte	d devices		
Cancel						Apply	ОК	

These tabs have lists of automatic tests, manual tests, accessories, and grading options. The tests which are checked will be performed on the connected devices.

Once the settings have been modified, click **Apply** button to save the changes. **OK** applies all the changes to the software and closes the Settings menu, **Cancel** closes the Settings menu without saving the changes.



#### 5. ESN Check:

An ESN (Electronic Serial Number) check detects whether a phone is stolen, lost, or blacklisted. Using this tab you can choose a appropriate option for ESN check while performing Erasure/Diagnostics process.

		BitR	aser Mobile	Eraser & Di	iagnostio	:5	
General	User	Erasure	Diagnostics	ESN Check	Printer	Network	ERP Services
<ul> <li>Perfo</li> <li>Check</li> <li>Auto</li> <li>Check</li> </ul>	k ESN ma check ESI k ESN on	heck on mo nually N when devi mobile devi	bile device ice is connected ces along with E a/Diagnostics pr	rasure/Diagno:			

The following fields can be selected from ESN check setting sections:

- Perform ESN check on mobile device: Check this field to enable the following options to perform ESN check on selected mobile devices.
  - Check ESN manually: Select this option to check the ESN status manually.
  - Auto check ESN when device is connected: Select this option to check the ESN status automatically, when the mobile devices is plugged-in.
  - Check ESN on mobile devices along with Erasure/Diagnostics process: Choose this option, if you want ESN to be checked automatically while performing Erasure/Diagnostics.
  - Do not perform Erasure/Diagnostics process on ESN failed device: Select this checkbox if you do not want to perform Erasure/Diagnostics process on ESN failed devices.

Once the settings have been modified, click the **Apply** button to save the changes. **OK** applies all the changes to the software and closes the Settings menu, **Cancel** closes the Settings menu without saving the changes.

6. Printer Settings:



This option allows you to print the information on the connected devices.

It has the following two tabs:

A. Printer:

	BitRaser Mobile Eraser & Diagnostics							
General	User	Erasure	Diagnostics	ESN Check	Printer	Network	ERP Services	
Printer	Layout	:						
Printer	Settings							
Printer				QL-700			•	
Page Si	Page Size 62mmx100mm(2-3/7" x 4")							
🗆 Prin	t when o t when o		onnected emoved after cess is comple		pleted			
Cancel						Apply	ок	

- Printer Settings:
  - Printer: Allows you to select a printer from the drop-down list.
  - Page Size: Choose the appropriate paper size from the drop-down list that you can print on.
- Printing:
  - To generate a print when you connect the device, select the option **Print when device is** connected.
  - To generate a print when you disconnect the device after the erasure or diagnostic process, select the option **Print when device is removed after process completed**.
  - To generate a print when the erasure or diagnostic process is completed, select the option **Print when device process is completed**.

B. Layout:



#### Android



iOS

The layout tab allows you to select a list of parameters such as Action (Erasure or Diagnostics), Device Type (Android or iOS), Company Logo, Asset Tag, OS Version, and so on, for printing the device label. It also shows you the print preview of the label with all the device details selected by you.

The **QR code** displayed below the erasure / diagnostic completion status provides easy access to the report of the erased devices. Scan the QR code to instantly receive a **PDF** version of the report.

Once the settings have been modified, click **Apply** button to save the changes. **OK** applies all the changes to the software and closes the Settings menu; **Cancel** closes the Settings menu without saving the changes.

**Note: BitRaser Mobile Eraser & Diagnostics** currently supports only **Brother QL-700** and the **Dymo Label Writer 450** brands of label makers. These labels are very useful for asset tagging and managing device *inventory.* 



#### 7. Network Settings:

The Network settings have been defined in the <u>Connecting to the Internet</u> section of this help guide.



#### 8. ERP Services:

**BitRaser Mobile Eraser and Diagnostics** supports integration with **Makor-2.0** and **RazorERP**. Fill in the required details in order to connect and import the reports to your preferred server.

#### Makor-2.0

	BitRaser Mobile Eraser & Diagnostics								
General	User	Erasure	Diagnostics	ESN Check	Printer	Network	ERP Services		
ERP Serv									
Select El	RP			Makor-2.0			•		
Select D	ata Trans	fer Type		Rest API			-		
Select S	ync Erasu	ire Status		During Erasure	2		-		
ERP URL	. / Server	IP		merp-20extapi	makeor-er	p.com			
Client ID	)								
Scope									
Client Se	ecret								
ERP Stat	tus								
Login St	atus								
							Connect		
Cancel						Apply	ок		

#### RazorERP



		BitR	aser Mobile	e Eraser & Di	agnostic	:s			
General	User	Erasure	Diagnostics	ESN Check	Printer	Network	ERP Services		
ERP Serv									
Select El	RP			RazorERP			•		
Select D	ata Trans	fer Type		FTP Server			-		
Select Sy	Select Sync Erasure Status				During Erasure 💌				
ERP URL	/ Server	IP		ftp01.razorerp.	com				
Compan	y ID								
User Na	me								
Passwor	ď			Password					
Cancel						Apply	ОК		



### **3.2. ERASURE STAGES**

Before the completion of the erasure process, a series of steps take place while we erase a device. The erasure stages are as follows:

- 1. <u>Device Connection</u>
- 2. Initialization
- 3. Firmware Downloading
- 4. <u>Restoration</u>
- 5. Erasure

**<u>Caution</u>**: Make sure you do not interrupt the process by disconnecting the device or pressing the power button at any stage. Doing so might fail the process and harm your device.

**1. Device Connection**: In this stage, the connection of the iOS/Android device which you want to erase is established.

BitRa							
Devices	Details	Report					<b>Ø</b> <i>i</i> ?
Select all			Total: 4, Selected: 4, Progress: 0			Sort by :	Name * 88 =
Example 12:1	Provide the second seco	trase     total     t	V Erase 1.4 Android	13	15	1.9	
Trust Device ECID: 221801491a01e	Trust Device ECID: 196c411423802e	Trust Device ECID: 6289101f0a01e	Turn On USB Debugging IMEI: 353684121054716				
	12	21	22	23	24	1-11	·
Erasure Method : NIST 800-88 Clear	r v						Start
0							₽ 📮



**2.** Initialization: In the initialization phase, the application starts analyzing the device you have connected. In case you have connected multiple devices, the application lists Device Status, Device Type, ECID/IMEI, and Serial Number of the connected devices. The erasure is also possible in case if the device gets into **Recovery mode**.



**3. Firmware Downloading**: Before the start of the erasure process for iOS devices, the firmware downloading process begins. In case, the firmware is already downloaded, the firmware's version will be checked and then the restoration process begins immediately. The percentage of download completed is displayed in a circular progress bar. If multiple devices are connected at a time, all of them show that their firmware is being downloaded.



Devices Details	Report	ji -					<b>Q</b> <i>i</i>
ect all		Total: 3, Se	elected: 3, Progress: 3			Sort by : Name	
iPhone 13 12868	1.2.3 V Ersse Ind Gen 64GB	1:24 one 13 128GB	14	1.3	15	1.9	
01h:08m:06s 53m:53s Downloading 16% Downloading ECID: 221801491a01e ECID: 196c4114 Serial: GK3D777H4N	19% Downloading 23802e ECID: 6289101 KDPUJQ Serial: THHPC	; 16% f0a01e 71YF1					
14	1-2	21	22	23	2-4	141	

Note: For Android devices, the erasure will start immediately after the Initialization phase.

**4. Restoration**: When the firmware downloading for the iOS devices gets complete, the firmware restoration process starts. Restoring your iOS device puts it into an almost completely factory-reset state that includes the erasure of all data. A '*Restoring Completed*' text appears after its successful completion.

Devices Details	Report					<b>₽</b> <i>i</i>
Select all		Total: 3, Selected: 3, Progress: 3			Sort by :	Name * 88
iPhone 12 mini 128GB  iPhone SE 2nd Gen 64GB	V Erse One Phone 13 12868	18	13	15	19	
05m:34s 12m:43s Restoring 1% Restoring 37% ECID: 40d9634a0001e ECID: 196c411423802e Serial: C7CDWF1N0GQ0 Serial: FFXCL4XDPUQ	25m:39s Erasing 52% ECID: 565d90c51a01e Serial: P21XTNJ79Y					
14 12	24	22	2:3	2.4	1411	

**5. Erasure**: The erasure process starts immediately after the completion of the restoring procedure. When the erasure is successfully completed, the icon displays a green color with the text **'Completed'**. The icon displays a red color with the text **'Failed'** in case of erasure failure.





You can view the progress of the erasure process at any time during the process by double-clicking on the device and clicking on the **Progress** tab from the **Device Information** dialog that opens:



BitRaser Mobile Eraser & Diagnostics					
D iPhone SE 16GB Gold Apple Inc.	evice Information				
	USB ID: 1-2 Info Progress Erase Method: Native OS Erasure Write Pass: 1 Start Time: Fri May 06 2022 11:51:48 End Time: Fri May 06 2022 12:01:06 Duration: 09m:18s Status: Completed Method: Zeroes Write Pass: 1 Start Time: Fri May 06 2022 12:01:06 End Time: Fri May 06 2022 12:07:21 Duration: 06m:14s Status: Completed Completed				
Cancel		Print Label			

Learn in detail about the erasure process for iOS and Android devices in the section Erasure Process.



## **3.2.1. ERASURE PROCESS**

**BitRaser Mobile Eraser & Diagnostics** is a reliable application providing permanent **Data Erasure** for iPhones, iPads, Apple Watches and Android devices. Using the **BitRaser Data Erasure** process, data once erased cannot be recovered. This ensures that sensitive data does not fall into the wrong hands when mobile devices are disposed of, recycled, or sold. You can also generate an erasure report containing the results of the process. The report can be saved to a hard drive/external media or collected by the **BitRaser Cloud Console**. The application allows you to connect, erase, or diagnose multiple devices at once.

#### Read the data erasure process suitable for your device:

- Erasure Process for Android Devices
- Erasure Process for iOS Devices
- Erasure Process for Apple Watches

**BitRaser Mobile Eraser & Diagnostics** provides **11 data erasure methods**. You can select any one of the following erasure methods for both Android and iOS devices:

Erasure Methods	Description
	This algorithm wipes data by overwriting the HDD or SSD
NIST 800-88 Clear	drives using the Cryptographic Erase (CE) of a Self-Encrypting Drive (SED).
Native OS Erasure	This is the default algorithm available to the users in the device's OS.
Zeroes	This algorithm wipes data by overwriting it with zeros in a single pass. This is the
	fastest algorithm available to a user.
Pseudo-random	This algorithm wipes data by overwriting an entire device with randomly
(1 pass)	generated numbers in a single pass.
US Department of	This algorithm wipes data by overwriting the device in three passes. In the first
Defense, DoD	pass, it overwrites data with zeros, then in the second pass, it overwrites the data
5220.22-M (3	with ones, and finally in the third pass overwrites the data with randomly
passes)	generated bytes. This is a U.S. Department of Defense algorithm.
	This algorithm wipes data by overwriting the device in seven passes. The first,
US Department of	fourth, and fifth pass are overwriting with a random byte, its 8 right-bit shift
Defense, DoD	complement, and 16 right-bit shift complement; second and sixth passes are
5200.22-M (ECE) (7	overwriting with zeros, and third and seventh pass with random data.
passes)	
	This is a U.S. Department of Defense algorithm.



B.Schneier's algorithm (7 passes)	This algorithm wipes data in seven passes. In the first two passes, it overwrites the device with ones and then zeros, and in the next five passes, it overwrites data with random characters.
Peter Gutmann (35 passes)	This algorithm wipes data by overwriting it 35 times, making recovery of the wiped data by any tool impossible. This algorithm takes more time than other wiping algorithms.
US-Army AR 380-19	This algorithm wipes data by overwriting the media in three passes. In the first pass, it overwrites data with random bytes, then in the second and third pass, it overwrites data with certain bytes and their complements. This is a U.S. Army algorithm.
5020(3 passes)	This algorithm wipes data by overwriting the media in three passes. First, it overwrites with zeros, then with ones, and finally with random characters. This algorithm is a three-pass overwriting algorithm, first pass - with zeros, the second pass—with ones and the last pass with random data.

**Note:** The algorithms mentioned above are not applicable for Apple Watches.



## **3.2.1.1. ERASURE PROCESS FOR ANDROID DEVICES**

You can securely erase data from your device by using the erasure feature of **BitRaser Mobile Eraser & Diagnostics**. You can choose an erasure method from a list of 11 data erasure methods. The software lists all of your connected devices. It allows you to perform erasure on multiple devices at once.

#### Steps to erase data using BitRaser Mobile Eraser & Diagnostics:

- 1. Run BitRaser Mobile Eraser & Diagnostics. Plug the Android device into the computer.
- The **Devices** tab (which is selected by default) lists all the attached devices. The screen which appears is displayed below:



3. Your Android device appears with the message **'Turn On USB Debugging'** once it is connected. To continue from this stage, USB Debugging must be allowed from your Android device.

**Note:** Please refer to the section '<u>Enable USB Debugging in an Android device</u>' to know how to turn on USB Debugging.

4. All the devices along with their information like process (Erase or Diagnose), USB port name, type, progress bar, status, ECID/IMEI, and serial number are displayed. You can also see icons for connectivity status, SIM card status, and FRP (Find my device) locked/unlocked status.



**Note:** If you wish to change the process (**Erase** or **Diagnose**), click on the Diagnose (header area in orange color) to change the process to Erase (header area in green color) and vice versa.

**Note**: If you wish to check the ESN status of the mobile device prior to **Erase** process, click on the **ESN check** (Footer area in blue color). For more information on how to make prior settings for this feature, see <u>ESN</u> check.

Devices	Details	Report					₿ i
elect all			Total: 3, Selected: 3, Progress: 0			Sort by :	Name *
221113171	Connected IME: 35753768397525 Serial:HTRG/AD0338	Connected MINEE 33368412103/716 Serial:R2:N00146E	1-6	13	15	19	
1-1	Settal: (17,40,40,000)		22	2-3	2-4	1-11	
re Method : NIST 800-88 Clear	×						Start

5. Select the device to erase by marking the check-box before every device. Mark **Select All** option to select every listed device for erasing.

**Tip:** When you install **BitRaser Mobile Eraser & Diagnostics** on a device running Android OS, you control which capabilities or information **BitRaser Mobile Eraser & Diagnostics** can access-known as **Permissions**. For example, the application might want permission to see your device's contacts or location. You can control which permissions the application can access after it installs on your device.

6. BitRaser Mobile Eraser & Diagnostics prompts the user to allow permissions on the connected Android device. Click Allow on each of the permissions from your Android device to permit access to photos, media, files, and phone calls.





**Note:** Keep in mind that turning off permissions may cause **BitRaser Mobile Eraser & Diagnostics** on your device to lose functionality.

**Note:** For Redmi devices, you need to install a **BitRaserAndroidErasure.apk** on your phone. See Procedure to <u>installBitRaserAndroidErasure.apk</u> on Redmi Phone.

7. You can preview the device's information either in Grid view  $\blacksquare$  or List view  $\equiv$ .



Don't Press any button

 In the Grid view, the devices get displayed in a grid-like structure, and also the devices can be sort using the Sort By option. The Sort By option allows sorting the devices based on the following information/criteria: USB ID, Name, Serial Number, Type, Size, ECID/IMEI, and Status.

~
USB ID
Name
Serial Number
Туре
Size
ECID/IMEI
Status

• In the List view, the devices get displayed in a list.

	Devices		Details		Report							<b>₿</b> <i>i</i> ?
Sele	ct all						Total: 4, Progress:	0				88 📃
	Action	USB Port		Name	Icons	Serial No	Туре	Size	ECID/IMEI	Progress	Statu	IS
<b>v</b>	Erase				۵ ۵						Conne	
V	Erase	1-8	•	iPhone	De 🔂	THHPG71YF1	iPhone 13 Midnight	128GB	352224320089311		Conner	cted
V	Erase	1-9	•	Android	<b>⊳ ∆</b>	ACRK6R4122004901	ALI NX1		869627074907577		Conne	rted
V	► Erase	1-5	•	Android	۵.	R3CRC08HRTN	SM F711B		352334255446970		Conne	cted
rasure	Method : NIST 8	00-88 Purge		•						Downlo	oad Firmware	Start
0												₽ 1

8. Double-clicking on any of the displayed devices will show the device information of the corresponding device. These details can be printed by clicking on the **Print Label** button.



В	itRaser Mobile Era	aser & Diagnostics	
SM_F711B Samsung	Device Inf	ormation	
	USB ID 9-4 Info Progress		
	Device Type: IMEI: SD Card: SIM Card: FRP: MDM: Serial:	SM_F711B 352334255446970 Absent Present Locked N/A R3CRC08HRTN	
	<b>Battery</b> Type: Health: Temperature: Level:	Li-ion Good,3200 mAh (max) 81.3 °F 100	
Cancel		Connected	Print Label

9. From the dialog that appears, click on **USB ID** to change the identifier for the USB port. Click **OK**.

Bi	itRaser Mobile Eraser & Diagnostics
SM_F711B Samsung	Device Information
	USB ID 13-2 Info Progress itRaser Mobile Eraser & Diagnostics
USB Port la Enter iden XYZ Cancel	lentifier tifier for USB port 13-2 : OK
	Battery         Type:       Li-ion         Health:       Good,3200 mAh (max)         Temperature:       91.4 °F         Level:       87
	Connected
Cancel	Print Label

10. Select any one of the <u>11 erasure methods</u> from the bottom of the screen by clicking on the drop-down menu.



	NIST 800-88 Purge		
	NIST 800-88 Clear		
	US DoD 5220.22-M (3 passes)		
	US DoD 5200.22-M (ECE) (7 passes)		
	B.Schneier's algorithm (7 passes)		
	British HMG IS5 (3 passes)		
	Native OS Erasure		
	Peter Gutmann (35 passes)		
	Pseudo-random (2 passes)		
	US Army AR 380-19 (3 passes)		
	US Air Force, AFSSI 5020(3 passes)		
	Zeroes		
Erasure Method :	NIST 800-88 Purge	$\sim$	

11. Click **Start** to begin the erasing process.

**Note:** If you wish to erase a single device, you can start the process by simply clicking the play button in the middle.

12. A warning message appears asking to proceed to the erasure process. Click Proceed.

	BitRaser Mobile Eraser & I	Diagnostics
	This process will erase all data on the Please do not disconnect device duri	, ,
Don't shov	v again	Cancel Proceed

**Note:** If you do not wish to see the warning message the next time you erase a device, mark **Don't Show Again** check-box.

**Note**: At this stage, **BitRaser Mobile Eraser & Diagnostics** acquire license information from **BitRaser Cloud**, and licenses are consumed depending upon the number of devices you have selected for erasure. Therefore, you need an active internet connection to start the erasing process.



#### Procedure to Install BitRaserAndroidErasure.apk on Redmi Devices:

# 1. Open File Manager on your Redmi phone



4. Click **Install** to begin the installation process





5. Wait while the device installs the **.apk** file



## 3. Select and open **BitRaserAndroidErasure.apk**



6. BitRaserMobileErasure is installed successfully





## **3.2.1.2. ERASURE PROCESS FOR iOS DEVICES**

**BitRaser Mobile Eraser & Diagnostics** allows you to erase your data from all of your iOS devices like iPhones and iPads. It also supports complete data erasure from Apple Watches. The software provides you a list of <u>11</u> <u>data erasure methods</u> for erasing your data. **BitRaser Mobile Eraser & Diagnostics** lists all of your connected devices and allows you to perform erasure on multiple devices simultaneously.

#### Steps To erase data using BitRaser Mobile Eraser & Diagnostics:

1. Run BitRaser Mobile Eraser & Diagnostics. Plug the iOS device into the computer.

2. The **Devices** tab (which is selected by default) lists all the attached devices. The screen which appears is displayed below:

Devices	Details	Report					₿ i
lect all			Total: 4, Selected: 4, Progress: 0			Sort by :	
iPhone	Perse 1:23 Phone	Prese 1:2.4 Prove Prove	Android	13	15	19	
Trust Device ECID: 221801491a01e	Trust Device ECID: 196c411423802e	Trust Device ECID: 6289101f0a01e	Turn On USB Debugging IMEI: 353684121054716				
ы	1-2	24	22	23	24	141	

3. Your iOS device appears with a message 'Trust this Computer?'. Click on 'Trust' button to proceed further.





**Note:** You need to Trust the computer to enable sync and data transfer between your connected iOS device and the computer. Keep in mind that clicking on **'Don't Trust'** instead of **'Trust'** may cause **BitRaser Mobile Eraser & Diagnostics** on your device to lose functionality.

4. All the devices along with their information like process (**Erase** or **Diagnose**), USB port name, type, progress bar, status, ECID/IMEI, and serial number are displayed. You can also see icons for connectivity status, SIM card status, and FMIP locked/unlocked status.

**Note:** If you wish to change the process (**Erase** or **Diagnose**), click on the Diagnose (header area in orange color) to change the process to Erase (header area in green color) and vice versa.

BitRa MOBILE ERASER & DI							
Devices	Details	Report					₿ <b>i</b> ?
Select all			Total: 4, Progress: 0				Sort by : Name 🔹 🕫 🗮
Connected IMEE 8695/27074907577 Serial: ACEKSR4122004901	Connected IMEE 35234255446970 Serial: R3CRC08HRTN	Connected ECID: 625101 FRa01e Senial: THHPG71 YF1	Connected ECID: 6399621a180Fe	ы	16	17	13
1.2	1-4	2.1	22	23	24		
Erasure Method : NIST 800-88 Pur	rge 🔹					Download Firmware	e Start
0							۶ 🗜

5. Select the device to erase by marking the check-box before every device. You can mark **Select All** option for selecting every listed device at once.

6. You can preview the device's information either in Grid view  $\square$  or List view  $\equiv$ .

• In the **Grid view**, the devices get displayed in a grid-like structure, and also the devices can be sort using the **Sort By** option. The **Sort By** option allows sorting the devices based on the following information/criteria: USB ID, Name, Serial Number, Type, Size, ECID/IMEI, and Status.





Select All         Total: 4, Selected: 4, Progress 0           Action         USB Port         Name         Select 31 No         Type         Size         ECD/MEI         Progress         Status           Action         USB Port         Name         Select 31 No         Size         ECD/MEI         Progress         Status           Ensee         11-3         Android         Select 22         PZ/DNA00146E         SM_NR86B         0%         Cennected           Ensee         11-4         IPhone         Select 22         PYDY90971407M         IPhone 7         128 GB 73731705610377         O%         Cennected		evices	Details	R	eport						Ø 1
Errse         11-3         Android         Android         R2CNA00146E         SM_N888B         0%         Cennected           Errse         11-4         iPhone         A         P/D1999THGTM         iPhone 7         128 G8         0%         Cennected           Errse         6-1         iPhone         A         L3QINIH99FW         iPhone 13 Pro         128 G8         1752166832377         0%         Cennected	Select All	e				Total: 4, Selecter	d: 4, Progress: 0				
Ensise         11-4         IPhone         B         C         PYDY999TH077M         IPhone 7         128 G8         73731706510377         0%         Cennected           I         Ensise         6-1         IPhone         G         L3QINI8H39FW         IPhone 13 Pro         128 G8         1752166832377         0%         Cennected		Action			Name	100 10 100		Туре	Size ECID/IMEI	Progress	Status
🕨 Erese 6-1 🔹 iPhone 🔓 🖧 L3QNN9H39FW iPhone 13 Pro 128 G8 1752166823737 01% Connected	3 🕨	Erase	11-3		Android	6 6 0	RZCNA00146E	SM_N986B		0%	Connected
		Erase	11-4	•	iPhone	6	FYDY909THG7M	iPhone 7	128 GB 73731706510377	0%	Connected
🕽 🕨 Erese 11-2		Erase	6-1		iPhone	6	L3QNNH39FW	iPhone 13 Pro	128 GB 17521668323737	0%	Connected
		Erase	11-2		Android	660	FA6A40311680	Pixel	24 GB 351615081321010	0%	Connected

• In the List view, the devices get displayed in a list.

7. Double-clicking on any of the displayed devices will show the device information of the corresponding device. These details can be printed by clicking on the **Print Label** button.

IPhone 13 Pro 128GB Si Apple Inc.		nformation	
	USB ID:	(1-10)	
	Info Progre	rss i	
	Device Type: Model: IMEI: FMIP: MDM: JailBreak: SIM Card: Serial: Model No: ECID: UDID: Battery Serial: Cycle:	iPhone 13 Pro Sierra Blue 128GB iPhone 13 Pro 359664928806504 <b>Locked</b> NA No Inserted L3QNNH39FW MLVD3 6399621a1801e 00008110-0006399621A1801E F8Y1461161T13RFB7 289	
		Connected	

8. From the dialog that appears, click on **USB ID** to change the identifier for the USB port. Click **OK**.



BitRaser Mobile Eraser & Diagnostics					
D iPhone 13 128GB Midnig Apple Inc.	evice Information				
	USB ID: 1-8				
Bit	Raser Mobile Eraser & Diagnostics				
USB Port Identifi	er				
Enter identifier	for USB port 1-8 :				
Cancel	ОК				
	Model No:         MLPF3           ECID:         6289101f0a01e           UDID:         00008110-0006289101F0A01E	_			
	Battery Serial: F8Y3517002V1YP05P Cycle: 11	-1			
	Connected				
Cancel		Print Label			

9. Select any one of the <u>11 erasure methods</u> from the bottom of the screen by clicking on the drop-down menu.

	NIST 800-88 Purge	
	NIST 800-88 Clear	
	US DoD 5220.22-M (3 passes)	
	US DoD 5200.22-M (ECE) (7 passes)	
	B.Schneier's algorithm (7 passes)	
	British HMG IS5 (3 passes)	
	Native OS Erasure	
	Peter Gutmann (35 passes)	-
	Pseudo-random (2 passes)	
	US Army AR 380-19 (3 passes)	
	US Air Force, AFSSI 5020(3 passes)	
	Zeroes	
rasure Method :	NIST 800-88 Purge 🗸 🗸 🗸	

**Note:** The algorithms shown above are not applicable for Apple Watches. You have to manually <u>erase data</u> <u>from the Apple Watch</u>.

10. Click **Start** to initiate the erasing process.

**Note:** If you wish to erase a single device, you can start the process by simply clicking the play button in the middle.

11. A warning message appears asking to proceed to the erasure process. Click **Proceed**.





**Note:** If you do not wish to see the warning message the next time you erase a device, select the **Don't show** again check-box.

**Note:** At this stage, **BitRaser Mobile Eraser & Diagnostics** acquires license information from **BitRaser Cloud,** and licenses are consumed depending upon the number of devices you have selected for erasure. Therefore, you need an active internet connection to start the erasing process.



## **3.2.1.3. ERASURE PROCESS FOR APPLE WATCHES**

**BitRaser Mobile Eraser & Diagnostics** is efficiently capable of not only erasing data from iPhones, iPads, and Android devices but also from Apple Watches. It supports data erasure from Apple Watch Series 1, 2, 3, 4, 5 and Series SE. Your Apple Watch should have a minimum of 10% battery backup for successful data erasure. **BitRaser Mobile Eraser & Diagnostics** allows you to see your connected Apple Watch's information like process (Erase), USB port name, type, progress bar, status, ECID/IMEI, and serial number. You can also see icons for connectivity status, SIM card status, and FMIP locked or unlocked status. You can preview this information either in <u>Grid view</u> or <u>List view</u>. The software allows you to securely erase data from both activated and non-activated Apple Watches.

#### Steps to erase data when the Apple Watch is activated:

- 1. Run BitRaser Mobile Eraser & Diagnostics.
- 2. Detach the bands from the Apple Watch.
- 3. Remove the cap shielding the pin on the Apple Watch using a small pin or similar tool.

4. Connect your Apple Watch to the iBUS adapter, ensuring that the iBUS text is positioned towards the front of the Apple Watch's display, then plug the adapter into the computer using a USB cable.

*Note*: If the device item isn't visible in BitRaser, attempt flipping the lightning cable upside down.

*Note*: You need to pair Apple Watch to iPhone and then perform a manual factory reset from the Apple Watch's menu.

5. The **Devices** tab (which is selected by default) lists all the attached devices. The screen which appears is displayed below:



BitRase MOBILE ERASER & DIAGNO	STICS						
Devices D	etails Repo	ort					<b>♀</b> i ?
Select all			Total: 3, Progress: 0			Sort by : N	lame 🔻 🕫
	Phone 13 1286B	Connected d094a4402180202e iai: M6FCX269KV	1.5	14	1-6	1.7	1-2
13	1-1	21	22	23	24		
rasure Method : NIST 800-88 Purge	¥				Dov	wnload Firmware	Start
D							۴ 🔍

6. Your Apple Watch appears with a message 'Trust this Computer'. Click on 'Trust' button to proceed further.



**Note:** You need to Trust the computer to enable sync and data transfer between your connected Apple Watch and the computer. Keep in mind that clicking on **'Don't Trust'** instead of **'Trust'** may cause **BitRaser Mobile Eraser & Diagnostics** on your device to lose functionality.

7. You can see your connected Apple Watch's information by double-clicking on its icon. These details can be printed by clicking on the **Print Label** button.



BitRaser Mobile Eraser & Diagnostics					
I	Device Info	ormation			
Apple Watch SE 2 Apple Inc.					
	USB ID 3-1				
	Info Progress				
	Device		^		
	IMEI:	350326913544271			
	SIM Card:	Absent			
	FMIP:				
	MDM:	N/A			
	JailBreak Device:	No			
	Serial:	M6FCX269KV			
	ECID:	15029818451789094958			
	UDID:	00008301-D094A4402180202E			
	Battery				
	Serial:	F5D31045FF91WHFA2			
	Cycle:	9			
	Capacity:	251/245 mAh (100 %)	~		
		Connected			
Cancel			Print Label		

**Note:** From the dialog box that appears, click on **USB ID** if you wish to change the identifier of the USB port, and then click **OK**.

BitRaser Mobile Eraser & Diagnostics						
Apple Watch SE 2 Apple Inc.						
	USB ID 3-1 Info Progres BitRaser Mobile B	s Fraser & Diagnostics	^			
Enter id	UDID: Battery Serial: Cycle:	ОК ОО0008301-D094A4402180202E F5D31045FF91WHFA2 9				
	Capacity:	251/245 mAh (100 %)	~			
Cancel			Print Label			

8. Press the Digital Crown of your Apple Watch for two seconds to open the Home Screen.



9. Tap on the "Settings" app from your Apple Watch's Home Screen and click on "General" button.



10. Scroll down and tap "Reset".

< General	<del>\$</del> 11:25
Regulatory	
Storage	
Reset	
Shut Down	

11. Select **"Erase All Content and Settings"**. It prompts you to enter your Apple Watch's passcode if it is passcode protected.



12. A dialog box appears telling you to confirm whether you want to erase your media, data, and settings or not. Tap on **"Erase All"** to initiate the erasure process.





**Note:** You will need to first unpair your Apple Watch before erasing if you wish to remove the activation lock.



#### Steps to erase data when the Apple Watch is not activated:

#### 1. Run BitRaser Mobile Eraser & Diagnostics.

2. Detach the bands from the Apple Watch.

3. Remove the cap shielding the pin on the Apple Watch using a small pin or similar tool.

4. Connect your Apple Watch to the iBUS adapter, ensuring that the iBUS text is positioned towards the front of the Apple Watch's display, then plug the adapter into the computer using a USB cable.

5. The **Devices** tab (which is selected by default) lists all the attached devices. The screen which appears is displayed below:

	SET						
Devices	Details	Report					<b>Ø</b> <i>i</i> ?
Select all			Total: 3, Progress: 0				Sort by : Name 🔹 🕫 🗮
SM E711B	Erase 12 Phone 13 128G8 Connected ECID: c289101fba01e Serial: THIPG71YF1	Connected ECID: 609454402182022e Serial: M6FC/289KV	15	1-4	1.6	1-7	1-2
13	1-1	2-1	22	23	24		
Erasure Method : NIST 800-88 Purg	ge 👻					Download Firmware	Start
0							<b>P</b>

6. You can see your non-activated Apple Watch's information by double-clicking on its icon, just like the activated Apple Watch. Click on the <u>Print Label</u> button to print these details.

**Note:** From the dialog box that appears, click on **USB ID** if you wish to change the identifier of the USB port, and then click **OK**.

7. Press and hold the Digital Crown your Apple Watch.





8. A dialog box appears telling you to confirm whether you want to reset your Apple Watch or not. Tap on **"Reset"** button to begin the erasure process.




# **3.3. DIAGNOSTIC STAGES**

Before the completion of the diagnostic process, a series of steps take place while we diagnose a device. The diagnostic stages are as follows:

- 1. Device Connection
- 2. Initialization
- 3. Automatic Diagnostic Tests
- 4. Manual Diagnostic Tests
- 5. Accessories and Grading

<u>**Caution**</u>: Make sure you do not interrupt the process by disconnecting the device or pressing the power button at any stage. Doing so might fail the process and harm your device.

**1. Device Connection**: In this stage, the connection of the iOS/Android device that you want to diagnose is established.

Bit Ras							
Devices	Details	Report					<b>₽</b> <i>i</i> ?
Select all			Total: 4, Selected: 0, Progress: 0			Sort by :	Name 🔹 🕫 🗮
Connected ESCID 2180/4910/16 Senial Control 4010/16 Senial Control 4010/16 Senial Control 4010/16	iPhone SE 2nd Gen 64GB	Connected ECID: 62910176301e Seat: The Phone 13 12868	14	13	15	1.9	4
11	12	21	22	23	2:4	1-11	
Erasure Method : NIST 800-88 Clear	•						Start
0							₽ ⊑

**2.** Initialization: In the initialization phase, the application starts analyzing the device you have connected. In case you have connected multiple devices, the application lists Device Status, Device Type, ECID/IMEI, and Serial Number of the connected devices.



The application prompts the user to **Install App from device** for **Redmi** devices and <u>Allow Permissions</u> on other android devices. Proceed to this process on the device as required by the application.

**Note**: For **Redmi** devices, you need to install a **BitraserMobileDiagnostics.apk** on your phone. See <u>Procedure to</u> <u>install BitraserMobileDiagnostics.apk on Redmi Phone</u> to know the required steps.





Devices	Details	Report					<b>\$</b> <i>i</i>
/ Select all			Total: 3, Selected: 3, Progress: 3			Sort by	: Name 🔻 88
iPhone 13 128GB	Liugnoot 1:2.3     IPhone SE 2nd Gen 64GB	V Dugnous 1.2.4 iPhone 13 128GB	14	ta	15	1.5	
Start Application ECID: 221801491a01e Serial: GK3D777H4N	Start Application ECID: 196c411423802e Serial: FFXCL4XDPLJQ	Start Application ECID: 6289101f0a01e Serial: THHPG71YF1					
ы	1-2	24	22	23	24	5-11	
asure Method : NIST 800-88 Clear	Ţ						Start
							۽ 🖉

**3.** Automatic Diagnostic Tests: The automatic diagnostic tests starts immediately after the diagnostic procedure is initiated. The device at this stage goes through a series of automatic tests. You can view the progress of the diagnostic process by double-clicking on the device and clicking on the **Progress** tab from the **Device Information** dialog that opens:

iPad mini 6th Gen 64G Apple Inc.	Device Inform B Space Gray	nation	
	USB ID: 1-1		
	Info Progress		
	Automatic           Accelerometer Sensor:           Barometer Sensor:           Battery:           Gravity Sensor:           Gyroscope Sensor:           Internal Memory:           Magnetometer Sensor:           Orientation Sensor:           Processor:           RAM:	Pass Pass Pass Pass Pass Pass Pass Pass	_
	SIM Card: USB: <u>Manual</u> Auto Rotation:	Fail Pass Pace	
	Di	agnosing	

**4. Manual Diagnostic Tests**: At this stage, the device goes through a series of manual tests. These are a series of easy tests that you need to perform manually on the device. Follow the simple instructions on the device to perform these tests.



**5.** Accessories and Grading: After the completion of manual tests, the device gives you an option to enter the accessories such as charger, earphone, memory card, original packing, etc. that are available with the device. Mark the check-boxes for the accessories if they are available.

The device also asks you to grade the back cover, body, display, and overall grading on a scale of A+, A, B, and C with A+ being the highest grading and C being the lowest.

When the diagnose gets successfully completed, the icon displays a green color with the text **'Completed'**. The icon displays a red color with the text **'Failed'** in case of diagnose failure.

Devices	Details	Report					₿ <i>i</i> ?
✓ Select all			Total: 3, Selected: 3, Progress: 0			Sort by :	Name 🔹 🕫 🗮
Phone 13 12868	iPhone SE 2nd Gen (-64GB	Completed	14	19	15	1:9	
ECID: 221801491a01e Serial: GK3D777H4N	ECID: 196c411423802e Serial: FFXCL4XDPLJQ	ECID: 6289101f0a01e Serial: THHPG71YF1					
14	1-2	2.1	22	2.3	24	1-11	, v
Erasure Method : NIST 800-88 Clear	r 💌						Start
0							٦

Procedure to Install BitraserMobileDiagnostics.apk on Redmi Devices:

- 1. Open File Manager on
- 2. Locate and open **Bitraser**
- 3. Select and open

your Redmi phone

folder

 ${\it BitraserMobileDiagnostics.apk}$ 



3:01 PM 经 参 () +	3.01 PM ∯ ⑧ ≁	
13 - S	Ξ• © □ α	
Weather Calendar File Manager Cleaner	10%         Storage         >           5.12GB/ 53.40GB         >	Internal shared storage > Bitraser > 88 : Bitraser MobileDiagnostics.apk
💽 🚺 💽 💋	Internal shared storage > 88 : Android >	
ShareMe Music Mi Video Notes	1 Ham 1 1900/20 500 PM  Bitraser  1 Ham 1 1900/20 500 PM	
Settings More apps Services & Mi Pay feedback	DCIM >	
📀 💽 😎 🎒	Download > 0 turns 1 22:00/20 11:48 AM	
Lens WhatsApp Aarogya Setu Bindaas	3 terris 1 2000/20 8/46 AM	
	oitensi I 1307/01 236 PM → → → → → → → → → → → → → → → → → →	
	3 atom 1 24/06/20 240 AM	
	28   10(07/20 120 MM)	
💽 🚺 🚺 💽	ти и ици/201520 ААА раскадесlear.sh 2.09/8 1.11/07/710-49.AM	
	■ ● ◄	■ () ◄
4. Click <b>Install</b> to begin the	5. Wait while the device	6. BitRaser Mobile Diagnostic
installation process	installs the <b>.apk</b> file	is installed successfully
3:01 PM ½ ≵ .all 중 Œ ≁	3:01 PM 役	> 3:23 PM 2/2
BitRaser Mobile Diagnostic	BitRaser Mobile Diagnostic	©
Do you want to install this application? It does not require any special access.		BitRaser Mobile Diagnostic
		Details
	<b>_</b>	
	<b>—</b>	
	Installing	
CANCEL INSTALL	Installing	MORE APPS OPEN

Learn in detail about the diagnostic process for iOS and Android devices in the section Diagnostic Process.



# **3.3.1. DIAGNOSTIC PROCESS**

You can diagnose your device by using the diagnose feature of **BitRaser Mobile Eraser & Diagnostics**.

Steps to diagnose a device using BitRaser Mobile Eraser & Diagnostics:

- 1. Run BitRaser Mobile Eraser & Diagnostics. Plug the iOS/Android device into the computer.
- The **Devices** tab (selected by default) lists all the attached iOS/Android devices. The screen which appears is displayed below:



A device message appears after its connection. **For example**: In the above screen, an Android device shows the message **'Turn On USB Debugging**' and iOS device shows **'Trust Device**'. To continue from this stage, USB Debugging must be allowed on the Android device's end and Trust Device must be allowed on the iOS device's end.

Note: For more information, please refer to the section 'Enable USB Debugging in an Android device'.

3. All the devices along with their information like process (Erase or Diagnose), USB port name, type, progress bar, status, ECID/IMEI, and serial number are displayed. You can also see icons for connectivity status, SIM card status, and FMD (Find my device) locked/unlocked status.



**Note**: If you wish to change the process (**Erase** or **Diagnose**), click on the Erase (header area in green color) to change the process to Diagnose (header area in orange color) and vise versa.

*Note*: If you wish to check the ESN status of the mobile device prior to **Diagnose** process, click on the **ESN** *check* (Footer area in blue color). For more information on how to make prior settings for this feature, see <u>ESN check</u>.

- 4. You can preview the device's information either in a **Grid view** or **List view**.
  - In the Grid view, the devices get displayed in a grid-like structure, and also the devices can be sort using the Sort By option. The Sort By option allows sorting the devices based on the following information/criteria: USB ID, Name, Serial Number, Type, Size, ECID/IMEI, and Status.

Sort by :	USB ID
	Name
1-3	Serial Number
	Туре
	Size
	ECID/IMEI
	Status

• In the List view, the devices get displayed in a list.

	Devices	Det	tails		Report							🗘 i
elect	all						Total: 3	, Selected: 3, Progress: 3				
	Action	Check ESN	USB Port		Name	Icons 🔺	Serial No	Туре	Size	ECID/IMEI	Progress	Status
	Diagnose	ESN passed	1-3.1	•	iPhone	<b>B</b>	FFXCL4XDPLJQ	iPhone SE 2nd Gen Black	64GB	196c411423802e	30%	Diagnosing 30%
	Diagnose	Check ESN	1-3.4	•	iPhone	De la	F4GVM0CFJC6Q	iPhone 8 Gold	256GB	525da2804483a	32%	Diagnosing 32%
	Diagnose	ESN passed	1-1	•	iPad		F7J2N64W30	iPad mini 6th Gen Space	64GB	16393a21f1801e	30%	Diagnosing 30%



5. Clicking on any of the following devices will show device information of the corresponding device. These details can be printed by clicking on the **Print Label** button.

	BitRaser Mobile Eraser & Diagnostics	
IPad mini 6th Gen 64GE Apple Inc.	Device Information S Space Gray	
	USB ID: 1-1 Info Progress Device Type: iPad mini 6th Gen Space Gray 64GB Model: iPad mini 6th Gen FMIP: Unlocked MDM: Unlocked JailBreak: No ESN: Passed SIM Card: No Sim Serial: F7J2N64W30 Model No: MK7M3 ECID: 16393a21f1801e UDID: 00008110-0016393A21F1801E Battery Sarial: f26d13103f3fbd0302	
Cancel		Print Label

6. From the dialog that appears, click on **USB ID** to change the identifier for the USB port. Click **OK**.

B	itRaser Mobile Eraser & Diagnostics	
D iPhone SE 2nd Gen 64GE Apple Inc.	evice Information Black	
	USB ID: 1-3.3	
Bit	Raser Mobile Eraser & Diagnostics	
USB Port Identi	fier	-
	er for USB port 1-3.3 :	
Cancel	ОК	
Cancer	Serial: FFXCL4XDPLJQ Model No: MX9R2	_
	ECID: 196c411423802e UDID: 00008030-00196C411423802E	
	Battery	*[
	Connected	
Cancel		Print Label



7. Select the devices to diagnose by marking the check-box before every device.

Devices	Details	Report					<b>Q</b> <i>i</i>
Select all			Total: 4, Selected: 0, Progress: 0			Sort by :	Name * 8
Plagnose 1-2.1 iPhone 13 128GB	Phone 1.23 Phone SE 2nd Gen 64GB	Phone 1.2.4 Phone 13 1286B	1-4	13	15	1.9	
Connected ECID: 221801491a01e Serial: GK3D777H4N	Connected ECID: 196c411423802e Serial: FFXCL4XDPLJQ	Connected ECID: 6289101f0a01e Serial: THHPG71YF1					
14	12	2-1	2.2	2:3	2.4	1-11	

Note: Mark Select All option to select every listed device for diagnosing.

8. Click **Start** to start diagnosing the device.

**Note:** If you wish to diagnose a single device, you can start the process by simply clicking the play button in the middle.

**Note**: At this stage, **BitRaser Mobile Eraser & Diagnostics** acquire license information from **BitRaser Cloud**, and licenses are consumed depending upon the number of devices you have selected for diagnostics. Therefore, you need an active internet connection to start the diagnostic process.

**Tip:** It is recommended to enable Bluetooth, GPS (location services), and Wi-Fi on your device before starting the diagnostic process, to diagnose these services on your device.

**Note:** On your iOS device, make sure you have enabled the Bluetooth from the Control Centre of your device. This is required to diagnose the Bluetooth service successfully.



# **3.4. DETAILS SECTION**

The **Details** section allows you to fill in the generic information related to the customer. These details must be entered by the user which can later be modified if required.

The information mentioned in these fields will be added to the **Report**. The **Details** section have the following three sub-sections:

#### 1. Enter Details

FIELD NAME	DESCRIPTION
Customer Details	This section allows you to enter the details of the customer.
Customer Name Customer Address	Name of the customer for whom the erasure or diagnosis is to be done. Location of the customer for whom the erasure or diagnosis is to be done.
Device Details	This section allows you to enter the details of the device.
Device Source Device Destination	You get an option to record the source (user who has handed over the device) and destination (user who will be assigned the device after erasure or diagnosis) of the device.
Technician Performing Erasure	This section allows you to enter the details of the technician who is going to perform the process.
Technician Name Organization	Name of the technician processing the device. Name of the organization providing the service.
Person Validating Erasure	This section allows you to enter the details of the person validating the process.
Validator Name Organization	Name of the person validating the process. Name of the organization validating the process.
Comment/Notes	This section allows you to enter any other comments or notes that you want to include in the report. You can enter up to a maximum of 250 characters.



evices Det	o Enter Custom Fields				
Customer Details		Device	Details		
Customer Name	ABCD		Device Source	IJKLM	
Customer Address	EFGH		Device Destination	NOPQ	
Technician Name Organization	XYYZ ZZXX		Validator Name Organization	xxxy xyzz	
<b>omment/Notes</b> (max 250 chars BitRaser - our cutting-edge erasu	) re technology guarantees the wiping of sensitive data permane	antly from hard drives, SSDs, deskto	ps, laptops & servers.		151

You can reset these fields using the **Reset** button located at the bottom of the **Details** dialog box.

After making the required changes to **Details**, click **Save** to continue.

A *Saved Successfully* dialog appears. Click **OK**.

BitRaser I	Mobile Eraser & Diagnostics
í	Successfully Saved
	ОК



### 2. Enter Asset Details

• To set a particular asset tag for all the devices, select the radio button 'Enter all Devices Asset Tag' and enter the asset tag in the corresponding text box.

BitRaser			
BILE ERASER & DIAGNOSTICS			
Devices Detail:	5 Report		0
	Enter Custom Fields		
Enter All Devices Asset Tag :	samsung devices	~	
Enter Individual Device Asset Tag			
Asset Tag	USB Port Name		
samsung devices			
samsung devices			
samsung devices			
		Reset Save	

• To set an individual asset tag for the device, select the radio button 'Enter individual Device Asset Tag' and enter the Asset Tag for each device, this section has the following fields:

FIELD NAME	DESCRIPTION
Asset Tag	Enter the Asset Tag associated with the device.
USB Port Name	The USB Port name is set by default.
Туре	The Device Type is set by default.
Serial No/ECID	The Serial No/ECID associated with the device is set by default.

-					
B	It Raser				
MOBIL	LE ERASER & DIAGNOSTICS				
De	evices Details	Report			<b>♀</b> <i>i</i> ?
O Enter De	etails 💿 Enter Asset Details 🔿 Enter Cu	tom Fields			
0	Enter All Devices Asset Tag : samsu	ng devices			
۲	Enter Individual Device Asset Tag :				
	Asset Tag	USB Port Name	Туре	Serial No/ECID	
	samsung devices	1-3.4	iPhone 8 Gold 256GB	F4GVM0CFJC6Q	
	samsung devices	1-3.5	iPhone 5 Black 64GB	DNPKL1BHF39C	
			Reset Save		
0					🔎 🗭



You can reset the asset tags that you entered using the **Reset** button located at the bottom of the **Details** dialog box.

After making the required changes to **Details**, click **Save** to continue.

A *Saved Successfully* dialog appears. Click **OK**.

BitRaser I	Mobile Eraser & Diagnostics
í	Successfully Saved
	ОК

## 3. Enter Custom Fields:

**BitRaser Mobile Eraser & Diagnostics** also allows you to create custom fields to enter in the Reports. You can create up to two sets of custom fields with each Custom Field Set containing up to 10 custom fields. The following two fields are available for each set:

- Enter Custom Field Name: Allows you to enter the name of the custom field.
- Enter Custom Field Value: Allows you to enter the value of the custom field.

Devices Details	Report			Ø
Details O Enter Asset Details O Enter Cus	stom Fields	 Cus	tom Fields Set 2	
Enter Custom Field Name	Enter Custom Field Value		Enter Custom Field Name	Enter Custom Field Value
Test 1	Test 2	1.	Test 21	Test 22
Test 3	Test 4	2.	Test 23	Test 24
Test 5	Test 6	3.	Test 25	Test 26
Test 7	Test 8	4.	Test 27	Test 28
Test 9	Test 10	5.	Test 29	Test 30
Test 11	Test 12	6.	Test 31	Test 32
Test 13	Test 14	7.	Test 33	Test 34
Test 15	Test 16	8.	Test 35	Test 36
Test 17	Test 18	9.	Test 37	Test 38
Test 19	Test 20	10	. Test 39	Test 40

You can reset these fields using the **Reset** button located at the bottom of the **Details** dialog box.

After making the required changes to **Details**, click **Save** to continue.



A Saved Successfully dialog appears. Click OK.





# **3.5. WORKING ON REPORTS**

The **Report** tab in the **BitRaser Mobile Eraser & Diagnostics** application displays all of the erasure and diagnostic processes that either have been completed or failed.

t all USB Port												_
								From : 05/	06/2022 × To :	05/06/2022	- A	
	Serial No	Туре	Customer	Asset Tag	Date	Time	IMEI	Status	ESN Status			
1-3.1	C6KDNDBA0GPP	iPhone 12 mini Black	Sebastian Flick		05/06/2022		353023114452324	Failed	Passed	0	연명전원원원원원원원원원	4
1-3.4	F4GVM0CFJC6Q	iPhone 8 Gold	Sebastian Flick	Orbit Devices	05/06/2022		356705087363531	Completed	N/A	0	P	
1-3.1	FFXCL4XDPLJQ	iPhone SE 2nd Gen Black	Sebastian Flick	Orbit Devices	05/06/2022		356490102121111	Completed	N/A N/A	0	E	1
1-1 1-3.4	F7J2N64W30	iPad mini 6th Gen Space Gray iPhone 8 Gold	Sebastian Flick	Orbit Devices	05/06/2022		256705007262521	Completed	N/A N/A	00	E A	-
1-3.4	F4GVM0CFJC6Q FFXCL4XDPLIQ	iPhone SE 2nd Gen Black			05/06/2022 05/06/2022		356705087363531 356490102121111	Completed Completed	N/A	00	日本	2
1-3.1	DNQPTXG7G5MC	iPhone 6 Space Gray	Sebastian Flick	Orbit Devices	05/06/2022		359304060416917	Completed	N/A	0		1
1-3.1	F19RXQL8H2XW	iPhone SE Gold	Sebastian Flick	Orbit Devices	05/06/2022		355793077633510	Completed	N/A	0		2
1-3.4	DMPDK247LMT7	iPad mini 5th Gen Space Gray	Sebastian Flick	Orbit Devices	05/06/2022		353182100345569	Completed	N/A	00	町	2
1-3.1	C6KDNDBA0GPP	iPhone 12 mini Black	Sebastian Flick	or art Devices	05/06/2022		353023114452324	Failed	Passed	õ	E.	0
1-3.4	F4GVM0CFJC6Q	iPhone 8 Gold	Sebastian Flick	Orbit Devices	05/06/2022		356705087363531	Completed	N/A	0	ED .	
1-3.1			Sebastian Flick		05/06/2022			Completed	Passed	õ	B	
1-3.1	C6KDNDBA0GPP	iPhone 12 mini Black	Sebastian Flick		05/06/2022		353023114452324	Failed	Passed	õ	E.	0
1-1	F712N64W30	iPad mini 6th Gen Space Gray			05/06/2022			Completed	N/A	o	(B)	

**BitRaser Mobile Eraser & Diagnostics** gives an option to search reports for the processes performed. Based on the specification of records, different filters help in fetching records more quickly. You can search for multiple reports using certain search criteria. This makes the search operation efficient as the user can straight away find the intended result.

BitRaser Mobile Eraser & Diagnostics provides you with erasure and diagnostic reports as follows:



• An erasure report provides information such as Customer Details, Device Information, Battery Information, Erasure Information, Erasure & Validation Details. A sample erasure report is given as follows:

BitRa	ser	stellar			
	BitRaser M	obile Repor	t		
Erasure Status:	Successful	Report ID	4699		
Customer Details					
Customer Name:		Customer Address:			
Device Information:					
Manufacturer: Model Name: Serial Number: UDID: IMEI: Model Number: MDM: ESN Status: Device Source:	Apple Inc. IPhone 6 GSM+CDMA Space Gray DNOPTXG7G5MC 33697986213a4077a65e0e95533dade2b0a26952 359304060416917 MG4N2 Unlocked Passed, Wed May 04 2022 14:53:29	Device Type: Size: Name: ECID: Device OS: FMIP: JailBreak Device: Asset Tag: Device Destination:	Mobile Device 16GB 1Phone 12d3a2053o426 10S 12.5.5 Unlocked No		
Battery Information Serial Number:	F5D5185BJVCFW5RBN	Cycle:	187		
Health:	Excellent , 1654/1751 mAh (5 %)	Temperature:	82.6 °F		
Erasure Information					
Digital Identifier	b643217de24071a13645b0dcfbf03a14	Tool Used:	BitRaser Mobile Eraser and Diagnostics 3.0.0.3		
Method 1: Start Time: Duration:	Native OS Erasure Wed May 04 2022 14:59:40 08m:50s	Write Passes: End Time: Status:	1 Wed May 04 2022 15:08:30 Completed		
Method 2: Start Time: Duration:	Zeroes Wed May 04 2022 15:08:30 09m:21s	Write Passes: End Time: Status:	1 Wed May 04 2022 15:17:51 Completed		

A diagnostic report provides information such as Customer Details, Device Information, Battery Information, Diagnostic Information, Diagnostic & Validation Details. A sample diagnostic report is given as follows:

		e Eraser & Diagr							
BitRas	ier		stellar						
BitRaser Mobile Report									
Diagnostics Status:	Completed	Diagnostics Date:	Fri May 06 2022 11:10:07						
Customer Details									
Customer Name:	Sebastian Flick	Customer Address:	63 Rimbanda Road Shannon vale						
Device Information:									
Manufacturer: Model Name: Serial Number: UDID: IMEI: Model Number: MoDM: ESN Status: Device Source:	Apple Inc. iPhone 6 GSM+CDMA Space Gray DNOPTXG7G5MC 3dt679662f3a4bf7ae5e0e95533dade2b0a2695 359304060416917 MG4N2 Unlocked N/A Orbit Travel Corp.	Device Type: Size: Name: 2 ECID: Device OS: FMIP: JailBreak Device: Asset Tag: Device Destination:	Mobile Device 16GB iPhone 12d3a2053c426 iOS 12.5.5 Unlocked No Orbit Devices Gart Sports						
Battery Information									
Serial Number: Health:	F5D5185BJVCFW5RBN Good , 1565/1751 mAh (10 %)	Cycle: Temperature:	187 90.7 °F						
Report Information									
Report ID:2210	Digital Identifier: dd46d30ef9e535c84da801bb4	60a9573 Tool Used	BitRaser Mobile Eraser & Diagnostics 3.0.0.3						
Custom Fields									
Company: State: Mobile 1: Email: Customer Name: Company:	Orbit Travel Co Jaxon 43XXXXX23 deniesricheyXXX@amityspy.com Orbit Travel	Address: Country: Mobile 2: Fax No.: SSN: Address:	63 Rimbanda Road Shabbon vale NSW 2370 Australia 7410XXX63 CD898XXX 64770XXXXX 63 Dirbactor Dood Shabbon vale NSW 2370						



•

### To search BitRaser Mobile Eraser & Diagnostics reports:

- 1. Run BitRaser Mobile Eraser & Diagnostics. Select the Report tab.
- 2. The upper right pane of the screen, shows the criteria to be entered. This can be set up depending on

what the user wants.

							ŧ.	1	?
			From : 05/0	06/2022 🔻 To : 05	5/06/202	2 🔻 A	I		•
e	Time	IMEI	Status	ESN Status					
2022	09:42:27	353023114452324	Failed	Passed	D	ø			
2022	09:27:24	356705087363531	Completed	N/A	D	ø		4	
2022	09:27:22	356490102121111	Completed	N/A	D		-	•	

Specify the date range in the **From** and **To** fields, if you want to search reports for processes performed from a specific period i.e., between two dates.

The '**All**' drop-down button displays:

All
Action
Asset Tag
Customer Name
Device Type
IMEI
OS Type
Serial Number
Status

- Action: This option enables you to filter data based on the type of process (Diagnose or Erase).
- Asset Tag: Select this option if you know the asset tag assigned to a device.
- **Customer Name**: Select this option if you know the person who performed the erasure process.
- **Device Type**: This option enables you to filter data based on the type of device and/or its model.
- **IMEI**: Select this option if you know the IMEI number of a device.
- **OS Type**: This option enables you to filter data based on the type of operating system on your device.
- Serial Number: Select this option if you know the serial number of a device.
- Status: Select this option if you know the process status i.e., Completed, Failed, or Running.



3. The application will show all the reports fulfilling the search criteria. A list of all the reports generated on the specific time period mentioned, along with the information like USB Port, Serial No, Type, Customer Name, Asset Tag, Date, Time, IMEI, Status, and Action are displayed.

Devices	Details	; Report										6	2
all								From : 05/	06/2022 * To :	05/06/202	2 - A	Л	
USB Port	Serial No	Туре	Customer	Asset Tag	Date	Time	IMEI	Status	ESN Status			m	
1-3.1	C6KDNDBA0GPP	iPhone 12 mini Black	Sebastian Flick		05/06/2022		353023114452324	Failed	Passed	۲			
1-3.4	F4GVM0CFJC6Q	iPhone 8 Gold	Sebastian Flick	Orbit Devices	05/06/2022		356705087363531	Completed	N/A	•	国		
1-3.1	FFXCL4XDPLJQ	iPhone SE 2nd Gen Black	Sebastian Flick	Orbit Devices	05/06/2022		356490102121111	Completed	N/A	0	粤	10	
1-1	F7J2N64W30	iPad mini 6th Gen Space Gray	Sebastian Flick	Orbit Devices	05/06/2022			Completed	N/A	0	න්භිතිකිකිකිකිකිකිකිකි		
1-3.4	F4GVM0CFJC6Q	iPhone 8 Gold			05/06/2022		356705087363531	Completed	N/A	0	粤		
1-3.1	FFXCL4XDPLJQ	iPhone SE 2nd Gen Black	A 1 1 1 1 1 1 1 1		05/06/2022		356490102121111	Completed	N/A	0	8	8	
1-3.1	DNQPTXG7G5MC	iPhone 6 Space Gray	Sebastian Flick	Orbit Devices	05/06/2022		359304060416917	Completed	N/A	0	副	2	
1-2	F19RXQL8H2XW	iPhone SE Gold	Sebastian Flick Sebastian Flick	Orbit Devices	05/06/2022		355793077633510	Completed	N/A N/A	00000		8	
1-3.4	DMPDK247LMT7 C6KDNDBA0GPP	iPad mini 5th Gen Space Gray iPhone 12 mini Black	Sebastian Flick	Orbit Devices	05/06/2022 05/06/2022		353182100345569 353023114452324	Completed Failed	Passed			2	
1-3.1	F4GVM0CFJC6Q	iPhone 12 mini Black	Sebastian Flick	Orbit Devices	05/06/2022		353023114452324 356705087363531	Completed	N/A		믬	8	
1-3.4	P4GVIMUCFJCOQ	IFNONE 8 GOID	Sebastian Flick	Orbit Devices	05/06/2022		536703087363531	Completed	Passed		副	2	
1-3.1	C6KDNDBA0GPP	iPhone 12 mini Black	Sebastian Flick		05/06/2022		353023114452324	Failed	Passed		8	2	
1-3.1	F712N64W30	iPad mini 6th Gen Space Gray	Sebastian Flick		05/06/2022		353023114452324	Completed	N/A	0	E C		
Settings			User : new1.clien	t@stellarmail.in Sta	atus : Connecte	d				Save		s	Sei

- 4. The **Action** tab provides the shortcuts to perform the following functions:
  - **Process icon C** or **D**: This shows an icon indicating the Erasure or Diagnostic process.
  - **Preview** 🖾: This function enables you to see how the **Report** looks like before you save or print it.
  - Save : This option allows you to save the Report in PDF, XML, and CSV formats. The reports can be saved to an external storage device, not to the device where BitRaser Mobile Eraser & Diagnostics application is launched.
  - Send to Cloud 4 : This option allows you to send the reports over the BitRaser Cloud.
- 5. In case you want to <u>customize the report</u>, select the **Report Settings** button located at the bottom left of the screen.



# **3.5.1. PREVIEW REPORT**

**BitRaser Mobile Eraser & Diagnostics** allows you to preview a report after it has been generated. This function enables you to see how the report looks like before you save/print it. You cannot make any changes in preview mode. The report contains information like Customer Details, Device Information, Erasure or Diagnostic Information, Technician performing the process, and Person validating the process.

### To preview a report:

- 1. Select the Report tab.
- 2. Click **Preview** button from the **Action** tab of the report that you want to preview.

IPhone & Gold         05/06/2022         08/45/05         35/05/08/73/263331         Completed         N/A         O         E         F           IPhone & Space Gray         Sebastian Flick         Orbit Devices         05/06/2022         11:10:07         35/930/0630117         Completed         N/A         O         E         F           IPhone & Space Gray         Sebastian Flick         Orbit Devices         05/06/2022         11:10:05         35/930/063014017         Completed         N/A         O         E         F           Pad mini Sth. Gen Space Gray         Sebastian Flick         Orbit Devices         05/06/2022         11:10:05         35/930/0632124         Failed         N/A         O         E         F           Pad mini Sth. Gen Space Gray         Sebastian Flick         Orbit Devices         05/06/2022         11:10:05         35/930/0632124         Failed         N/A         O         E         F           IPhone E Z mini Sth. Geld         Sebastian Flick         Orbit Devices         05/06/2022         10:10:03         35/9312/10:0435569         Completed         N/A         O         E         F           IPhone E Z mini Sth. Gold         Sebastian Flick         Orbit Devices         05/06/2022         10:430         35/932114:4532324         Faile	USB Port Serial No Type Customer Asset Tag Date Time IMEI Status ESN Status	USB Port         Serial No         Type           1-3.1         C6KDNDBA0GPP         iPhone 12 min is           1-3.4         FACVMCCF[C6Q         iPhone 8 Coll           1-3.1         FFXCL4X0PLQ         iPhone 8 Coll           1-3.1         FFXCL4X0PLQ         iPhone 8 Coll           1-3.1         FFXCL4X0PLQ         iPhone 8 Coll           1-3.1         FXCL4X0PLQ         iPhone 8 Coll           1-3.1         DNQPTXG7G5MC         iPhone 8 Coll           1-3.1         DNQPTXG7G5MC         iPhone 5 E and Ger           1-3.4         F40XM0CF[C6Q         iPhone 8 Coll           1-3.1         DNQPTXG7G5MC         iPhone 15 min 16           1-3.4         F40XM0CF[C6Q         iPhone 15 min 16           1-3.4         F40XM0CF[C6Q         iPhone 16 min 16           1-3.1         C6KDNDBA0GPP         iPhone 17 min 16           1-3.1         C6KDNDBA0GPP         iPhone 12 min 16	i Black Sebastian Flick old Sebastian Flick en Black Sebastian Flick old Sebastian Flick old en Black e Gray Sebastian Flick iold Sebastian Flick iold Sebastian Flick Space Gray Sebastian Flick Sebastian Flick Sebastian Flick	Orbit Devices Orbit Devices Orbit Devices Orbit Devices Orbit Devices	05/06/2022 09:42:27 05/06/2022 09:27:24 05/06/2022 09:27:22 05/06/2022 09:27:20 05/06/2022 08:46:52 05/06/2022 08:46:50 05/06/2022 11:10:07	353023114452324 356705087363531 356490102121111 356705087363531 356490102121111 359304060416917	Status Failed Completed Completed Completed Completed Completed	ESN Status Passed N/A N/A N/A N/A			
		13.1         C6KDNDBA0GPP         iPhone 12 mini E           13.4         FAGWMCF(5CQ         iPhone 8 Coll           13.1         FFXCL4X0PLjQ         iPhone 8 Coll           13.1         FFXCL4X0PLjQ         iPhone 8 Coll           13.1         FFXCL4X0PLjQ         iPhone 8 Coll           13.3         FAGWMCF(5CQ         iPhone 8 Coll           13.1         FFXCL4X0PLjQ         iPhone 8 Coll           13.1         DNQFTX0TSMC         iPhone 8 Coll           1-3.2         F19KCL4X0PLjQ         iPhone 8 Coll           1-3.1         C6KNDBBA0SPP         iPhone 12 mini E           1-3.1         C6KNDBA0GPP         iPhone 12 mini E           1-3.1         C6KNDBA0GPP         iPhone 12 mini E	i Black Sebastian Flick old Sebastian Flick en Black Sebastian Flick old Sebastian Flick old en Black e Gray Sebastian Flick iold Sebastian Flick iold Sebastian Flick Space Gray Sebastian Flick Sebastian Flick Sebastian Flick	Orbit Devices Orbit Devices Orbit Devices Orbit Devices Orbit Devices	05/06/2022 09:42:27 05/06/2022 09:27:24 05/06/2022 09:27:22 05/06/2022 09:27:20 05/06/2022 08:46:52 05/06/2022 08:46:50 05/06/2022 11:10:07	353023114452324 356705087363531 356490102121111 356705087363531 356490102121111 359304060416917	Failed Completed Completed Completed Completed Completed	Passed N/A N/A N/A N/A	0000		
iPhone 12 mini Black     Sebastian Flick     00506/2022 09:42:27     353023114452324     Failed     Passed     0     E     I       iPhone 8 Cold     Sebastian Flick     Orbit Devices     0506/2022 09:27:24     356450012121111     Completed     N/A     0     E     I       iPhone 8 Cold     Sebastian Flick     Orbit Devices     0506/2022 09:27:24     356450012121111     Completed     N/A     0     E     I       iPhone 8 Cold     0506/2022 09:27:22     356450012121111     Completed     N/A     0     E     I       iPhone 8 Cold     0506/2022 08:455.2     35670507363531     Completed     N/A     0     E     I       iPhone 8 Cold     0506/2022 08:455.2     3567050737363510     Completed     N/A     0     E     I       iPhone 8 Cold     0506/2022 08:455.2     356705073531     Completed     N/A     0     E     I       iPhone 8 Cold     5ebastian Flick     Orbit Devices     0506/2022 11:1000     3531821004559     Completed     N/A     0     E     I       iPhone 8 Cold     Sebastian Flick     Orbit Devices     0506/2022 05:527     3550231314452324     Completed     N/A     0     E     I       iPhone 8 Cold     Sebastian Flick     Orbit Devices	1-3.1       C6KUNDBA0GPP       iPhone 12 min lillack       Sebastian Fick       OP 006/022       09:42:27       353023114452324       Failed       Passed       0       E       G         1-3.4       FAXVMCF[C6Q       iPhone 8 Gold       Orbit Devices       09:06/022       09:27:43       356490102121111       Completed       N/A       0       E       G         1-3.1       FFXLLK0PLQ       iPhone 8 Gold       Orbit Devices       09:06/022       09:27:24       356490102121111       Completed       N/A       0       E       G         1-3.4       FAXUMCF[C6Q       iPhone 8 Gold       09:06/022       09:42:23       356490102121111       Completed       N/A       0       E       G         1-3.1       FYXLLK0PLQ       iPhone 8 Gold       09:06/022       08:45:23       356705087363331       Completed       N/A       0       E       G         1-3.1       IPAXLM2PLQ       iPhone 5 2ace Gray       Sebastian Fick       Orbit Devices       09:06/022       08:45:01       3564010212111       Completed       N/A       0       E       G         1-3.4       DAVGPXX0TM       iPhone 6 Sale       Gray       Sebastian Fick       Orbit Devices       09:06/022       11:00:03:03:0311810       Completed	13.4         F44CWMCCF(SC)         IPhone 8 Coll           13.1         FFXLLX0PUL         IPhone 8 Coll           1-1         F12N4-MP30         IPAd mini eth Gens 9           1-3.4         F4CWMCCF(SC)         IPhone 8 Coll           1-3.1         FFXLLX0PUL         IPhone 8 Coll           1-3.1         FFXLLX0PUL         IPhone 8 Coll           1-3.1         DPCPTX0750K         IPhone 6 Space           1-3.1         DPCPTX0750K         IPhone 6 Space           1-3.4         F180KQL8H2XW         IPhone 18 Coll           1-3.4         C6KDNDBA0GPP         IPhone 12 cmin 16           1-3.4         C6KDNDBA0GPP         IPhone 12 cmin 16           1-3.1         C6KDNDBA0GPP         IPhone 12 cmin 16	old Sebastian Flick en Black Sebastian Flick Space Gray Sebastian Flick old en Black e Gray Sebastian Flick Space Gray Sebastian Flick I Black Sebastian Flick	Orbit Devices Orbit Devices Orbit Devices Orbit Devices	05/06/2022 09:27:24 05/06/2022 09:27:22 05/06/2022 09:27:20 05/06/2022 08:46:52 05/06/2022 08:46:50 05/06/2022 11:10:07	356705087363531 356490102121111 356705087363531 356490102121111 359304060416917	Completed Completed Completed Completed Completed	N/A N/A N/A N/A	0000		
IPhone 8 Gold       Sebastian Flick       Orbit Devices       05/06/2022       09/27/2       35/05/09/23/63531       Completed       N/A       ID       IL       IL         Pad mini 6th Gen Space Gray       Sebastian Flick       Orbit Devices       05/06/2022       09/27/2       35/07/09/23/63531       Completed       N/A       ID       IL       IL </td <td>1-3.4       FAGVM0CF(5G)       iPhone 8 Gold       Sebattan Fick       Orbit Devices       9006/022       092-724       35670567363531       Completed       N/A       0       E       IF         1-1       F7XCL4XDPLQ       iPhone 52 Gold       Sebattan Fick       Orbit Devices       9006/022       092-724       35670567363531       Completed       N/A       0       E       IF         1-1       F7XCL4XDPLQ       iPhone 52 Gold       Sebattan Fick       Orbit Devices       9006/022       084650       35670507363531       Completed       N/A       0       E       IF         1-3.1       F7XCL4XDPLQ       iPhone 52 Gold       Sebattan Fick       Orbit Devices       9006/022       084650       356400102121111       Completed       N/A       0       E       IF         1-3.1       F7XCL4XDPLQ       iPhone 52 Gold       Sebattan Fick       Orbit Devices       9006/022       084650       35640101211111       Completed       N/A       0       E       IF       IF<!--</td--><td>1-3.1         FFXCL4X0PLQ         IPhone SE 2nd Ger           1-1         FTZVMEWAD         IPad mini 6th Gen Sp           1-3.4         FAG/MMCF(SG)         IPhone S Col           1-3.1         FFXCL4X0PLQ         IPhone S Ech           1-3.1         DNQFTX0TSGMC         IPhone S Ech           1-3.2         F19KCL4X0PLQ         IPhone S Ech           1-3.4         DMQPTX0TSGMC         IPhone S Ech           1-3.4         DMQPXX0TSGMC         IPhone S Ech           1-3.4         C6KNDBAAGEP         IPhone 12 mini E           1-3.1         C6KNDBAAGEP         IPhone 12 mini E           1-3.1         C6KNDBAAGEP         IPhone 12 mini E</td><td>en Black Sebastian Flick Space Gray Sebastian Flick old en Black e Gray Sebastian Flick iold Sebastian Flick Space Gray Sebastian Flick Sebastian Flick</td><td>Orbit Devices Orbit Devices Orbit Devices Orbit Devices</td><td>05/06/2022 09:27:22 05/06/2022 09:27:20 05/06/2022 08:46:52 05/06/2022 08:46:50 05/06/2022 11:10:07</td><td>356490102121111 356705087363531 356490102121111 359304060416917</td><td>Completed Completed Completed Completed</td><td>N/A N/A N/A</td><td>000</td><td></td><td></td></td>	1-3.4       FAGVM0CF(5G)       iPhone 8 Gold       Sebattan Fick       Orbit Devices       9006/022       092-724       35670567363531       Completed       N/A       0       E       IF         1-1       F7XCL4XDPLQ       iPhone 52 Gold       Sebattan Fick       Orbit Devices       9006/022       092-724       35670567363531       Completed       N/A       0       E       IF         1-1       F7XCL4XDPLQ       iPhone 52 Gold       Sebattan Fick       Orbit Devices       9006/022       084650       35670507363531       Completed       N/A       0       E       IF         1-3.1       F7XCL4XDPLQ       iPhone 52 Gold       Sebattan Fick       Orbit Devices       9006/022       084650       356400102121111       Completed       N/A       0       E       IF         1-3.1       F7XCL4XDPLQ       iPhone 52 Gold       Sebattan Fick       Orbit Devices       9006/022       084650       35640101211111       Completed       N/A       0       E       IF       IF </td <td>1-3.1         FFXCL4X0PLQ         IPhone SE 2nd Ger           1-1         FTZVMEWAD         IPad mini 6th Gen Sp           1-3.4         FAG/MMCF(SG)         IPhone S Col           1-3.1         FFXCL4X0PLQ         IPhone S Ech           1-3.1         DNQFTX0TSGMC         IPhone S Ech           1-3.2         F19KCL4X0PLQ         IPhone S Ech           1-3.4         DMQPTX0TSGMC         IPhone S Ech           1-3.4         DMQPXX0TSGMC         IPhone S Ech           1-3.4         C6KNDBAAGEP         IPhone 12 mini E           1-3.1         C6KNDBAAGEP         IPhone 12 mini E           1-3.1         C6KNDBAAGEP         IPhone 12 mini E</td> <td>en Black Sebastian Flick Space Gray Sebastian Flick old en Black e Gray Sebastian Flick iold Sebastian Flick Space Gray Sebastian Flick Sebastian Flick</td> <td>Orbit Devices Orbit Devices Orbit Devices Orbit Devices</td> <td>05/06/2022 09:27:22 05/06/2022 09:27:20 05/06/2022 08:46:52 05/06/2022 08:46:50 05/06/2022 11:10:07</td> <td>356490102121111 356705087363531 356490102121111 359304060416917</td> <td>Completed Completed Completed Completed</td> <td>N/A N/A N/A</td> <td>000</td> <td></td> <td></td>	1-3.1         FFXCL4X0PLQ         IPhone SE 2nd Ger           1-1         FTZVMEWAD         IPad mini 6th Gen Sp           1-3.4         FAG/MMCF(SG)         IPhone S Col           1-3.1         FFXCL4X0PLQ         IPhone S Ech           1-3.1         DNQFTX0TSGMC         IPhone S Ech           1-3.2         F19KCL4X0PLQ         IPhone S Ech           1-3.4         DMQPTX0TSGMC         IPhone S Ech           1-3.4         DMQPXX0TSGMC         IPhone S Ech           1-3.4         C6KNDBAAGEP         IPhone 12 mini E           1-3.1         C6KNDBAAGEP         IPhone 12 mini E           1-3.1         C6KNDBAAGEP         IPhone 12 mini E	en Black Sebastian Flick Space Gray Sebastian Flick old en Black e Gray Sebastian Flick iold Sebastian Flick Space Gray Sebastian Flick Sebastian Flick	Orbit Devices Orbit Devices Orbit Devices Orbit Devices	05/06/2022 09:27:22 05/06/2022 09:27:20 05/06/2022 08:46:52 05/06/2022 08:46:50 05/06/2022 11:10:07	356490102121111 356705087363531 356490102121111 359304060416917	Completed Completed Completed Completed	N/A N/A N/A	000		
IPhone S and Gen Black     Sebastian Flick     Orbit Devices     05/06/2022     09/27/22     356490102121111     Completed     N/A     ID     IE     IF       IPhone S Gold     05/06/2022     09/27/20     05/06/2022     09/27/20     Completed     N/A     ID     IE     IF       IPhone S Gold     05/06/2022     08/45/23     356705087363531     Completed     N/A     ID     IE     IF       IPhone S Gold     05/06/2022     08/45/23     356705087363531     Completed     N/A     ID     IE     IF       IPhone S Gold     56bastian Flick     Orbit Devices     05/06/2022     08/45/03     356705087363531     Completed     N/A     ID     IE     IF       IPhone S End Gold     Sebastian Flick     Orbit Devices     05/06/2022     11:1003     335121104533559     Completed     N/A     ID     IE     IF       IPhone S Gold     Sebastian Flick     Orbit Devices     05/06/2022     11:1003     33512110453333     Completed     N/A     ID     IE     IE     IE     ID     ID <td>1-3.1       FFXCL4XOPUQ       iPhone 55.2nd Gen Black       Sebastian Flick       Orbit Devices       50%/0222       36469102121111       Completed       N/A       Ø       E       G         1-3.4       F4XUMCF[C5Q       iPhone 8 Gold       Orbit Devices       50%/0222       084652       36640102121111       Completed       N/A       Ø       E       G         1-3.1       FXXL4XOPUQ       iPhone 6 Gold       050%/0222       084652       36640102121111       Completed       N/A       Ø       E       G         1-3.1       FXXL4XOPUQ       iPhone 6 Sold       050%/0222       01100       3539340600109171       Completed       N/A       Ø       E       G         1-2       F19KQL4XDPUP       iPhone 6 Gold       Sebastian Flck       Orbit Devices       050%/0222       111003       35318210034559       Completed       N/A       Ø       E       G         1-3.1       CGKDNDBADGAP       iPhone 12 mini Black       Sebastian Flck       Orbit Devices       050%/0222       014300       35318210034559       Completed       N/A       Ø       E       G         1-3.1       CGKDNDBADGAP       iPhone 8 Gold       Sebastian Flck       050%/0222       055817       Completed       N/A       Ø</td> <td>1-1         F7J2N64W30         IPad mini eth Gen39           1-3.4         FFACWACE/CEQ         IPhone 8 Gol           1-3.1         FFACUARDPLQ         IPhone 8 Col           1-3.1         FFACUARDPLQ         IPhone 8 Col           1-3.1         DROPTX6726MC         IPhone 6 Space           1-3.2         DMPDK247LMT7         IPad mini 81ch Gen59           1-3.4         DMPDK247LMT7         IPad mini 81ch Gen59           1-3.1         C6KDNDBA0GP         IPhone 12 mini 8           1-3.1         C6KDNDBA0GP         IPhone 12 mini 8           1-3.1         C6KDNDBA0GP         IPhone 12 mini 8</td> <td>Space Gray Sebastian Flick old en Black e Gray Sebastian Flick sold Sebastian Flick Space Gray Sebastian Flick I Black Sebastian Flick</td> <td>Orbit Devices Orbit Devices Orbit Devices</td> <td>05/06/2022 09:27:20 05/06/2022 08:46:52 05/06/2022 08:46:50 05/06/2022 11:10:07</td> <td>356705087363531 356490102121111 359304060416917</td> <td>Completed Completed Completed</td> <td>N/A N/A</td> <td>00</td> <td></td> <td>-</td>	1-3.1       FFXCL4XOPUQ       iPhone 55.2nd Gen Black       Sebastian Flick       Orbit Devices       50%/0222       36469102121111       Completed       N/A       Ø       E       G         1-3.4       F4XUMCF[C5Q       iPhone 8 Gold       Orbit Devices       50%/0222       084652       36640102121111       Completed       N/A       Ø       E       G         1-3.1       FXXL4XOPUQ       iPhone 6 Gold       050%/0222       084652       36640102121111       Completed       N/A       Ø       E       G         1-3.1       FXXL4XOPUQ       iPhone 6 Sold       050%/0222       01100       3539340600109171       Completed       N/A       Ø       E       G         1-2       F19KQL4XDPUP       iPhone 6 Gold       Sebastian Flck       Orbit Devices       050%/0222       111003       35318210034559       Completed       N/A       Ø       E       G         1-3.1       CGKDNDBADGAP       iPhone 12 mini Black       Sebastian Flck       Orbit Devices       050%/0222       014300       35318210034559       Completed       N/A       Ø       E       G         1-3.1       CGKDNDBADGAP       iPhone 8 Gold       Sebastian Flck       050%/0222       055817       Completed       N/A       Ø	1-1         F7J2N64W30         IPad mini eth Gen39           1-3.4         FFACWACE/CEQ         IPhone 8 Gol           1-3.1         FFACUARDPLQ         IPhone 8 Col           1-3.1         FFACUARDPLQ         IPhone 8 Col           1-3.1         DROPTX6726MC         IPhone 6 Space           1-3.2         DMPDK247LMT7         IPad mini 81ch Gen59           1-3.4         DMPDK247LMT7         IPad mini 81ch Gen59           1-3.1         C6KDNDBA0GP         IPhone 12 mini 8           1-3.1         C6KDNDBA0GP         IPhone 12 mini 8           1-3.1         C6KDNDBA0GP         IPhone 12 mini 8	Space Gray Sebastian Flick old en Black e Gray Sebastian Flick sold Sebastian Flick Space Gray Sebastian Flick I Black Sebastian Flick	Orbit Devices Orbit Devices Orbit Devices	05/06/2022 09:27:20 05/06/2022 08:46:52 05/06/2022 08:46:50 05/06/2022 11:10:07	356705087363531 356490102121111 359304060416917	Completed Completed Completed	N/A N/A	00		-
rad mini to den Space Gray seoastian Flick Orbit Device 05/06/2022 08:4552 356705087363331 Completed N/A 0 E F iPhone S E and Gen Black 05/06/2022 08:4552 356400 0211111 Completed N/A 0 E F iPhone S E and Gen Black 05/06/2022 08:4552 356400 0211111 Completed N/A 0 E F iPhone S E ace Gray Sebastian Flick 0rbit Device 05/06/2022 11:000 35579907763331 Completed N/A 0 E F iPhone S E ace Gray Sebastian Flick 0rbit Device 05/06/2022 11:000 355799077635331 Completed N/A 0 E F iPhone S E ace Gray Sebastian Flick 0rbit Device 05/06/2022 11:000 35579907763531 Completed N/A 0 E F iPhone S E ace Gray Sebastian Flick 0rbit Device 05/06/2022 10:4300 353023114452324 Failed Passed 0 E F iPhone S E ace Gray Sebastian Flick 0rbit Device 05/06/2022 00:5824 3507509787363531 Completed N/A 0 E F iPhone S E ace Gray Sebastian Flick 0rbit Device 05/06/2022 00:5824 35075097863531 Completed N/A 0 E F iPhone S E ace Gray Sebastian Flick 0rbit Device 05/06/2022 00:5824 35075097863533 Completed N/A 0 E F iPhone S E ace Gray Sebastian Flick 0rbit Device 05/06/2022 00:5824 35023114452324 Failed Passed 0 E F iPhone S E ace Gray Sebastian Flick 05/06/2022 00:5827 Si33023114452324 Failed Passed 0 E F iPhone S E ace Gray 05/06/2022 08:46:48 Completed N/A 0 E F iPhone S E ace Gray Sebastian Flick 05/06/2022 08:46:48 Completed N/A 0 E F iPhone S E ace Gray Sebastian Flick 05/06/2022 08:46:48 Completed N/A 0 E F iPhone S E ace Gray Sebastian Flick 05/06/2022 08:46:48 Completed N/A 0 E F iPhone S E ace Gray Sebastian Flick 05/06/2022 08:46:48 Completed N/A 0 E F iPhone S E ace Gray Sebastian Flick 05/06/2022 08:46:48 Completed N/A 0 E F iPhone S E ace Gray Sebastian Flick 05/06/2022 08:46:48 Completed N/A 0 E F iPhone S E ace Gray Sebastian Flick 05/06/2022 08:46:48 Completed N/A 0 E F iPhone S E ace Gray Sebastian Flick 05/06/2022 08:46:48 Completed N/A 0 E F iPhone S E ace Gray Sebastian Flick 05/06/2022 08:46:48 Completed N/A 0 E F iPhone S E ace Gray Sebastian Flick 05/06/2022 08:46:48 Completed N/A 0 E F iPhone S E ace Gr	1-1       Prigreewras       Image mining on cent space Gray       Sebastian Fick       Orbit Devices       0500/2022       09.27.20       Completed       N/A       Ø       E       E         1-3.4       FFXCLAXDPLQ       IPhone 8 Gold       0500/2022       08.465.0       356/05087363531       Completed       N/A       Ø       E       E         1-3.1       FFXCLAXDPLQ       IPhone 8 Gold       Sebastian Fick       Orbit Devices       0500/2022       08.465.0       356/40102121111       Completed       N/A       Ø       E       E         1-3.1       DNQPTXIGT5MU       IPhone 5E Gold       Sebastian Fick       Orbit Devices       0500/2022       08.465.0       356/40102121111       Completed       N/A       Ø       E       E         1-3.4       DMPDR2AT/NT       IPhone 12 mini IBlack       Sebastian Fick       Orbit Devices       0500/2022       11:003       353/331714452324       Failed       Paised       Ø       E       E       E         1-3.4       C6KDNDBA0GPP       iPhone 12 mini IBlack       Sebastian Fick       Orbit Devices       0500/2022       00.582.4       353/023114452324       Failed       Paised       Ø       E       E       E         1-3.1       C6KDNDBA0GPP       iPhone	13.4         FAGVMACCFC6Q         IPhone 8 Gold           13.1         IPKCLAXDPUL         IPhone 8 Sold           13.1         DNQPTX2/GSMC         IPhone 8 Sold           1-3.4         DMQPTX2/GSMC         IPhone 6 Space           1-3.4         DMQPTX2/LTMT         IPad mini 5h Gen 5p           1-3.4         DMPDX2/LTMT         IPad mini 5h Gen 5p           1-3.1         C6KNDBAAGPP         IPhone 12 mini E           1-3.1         C6KNDBAAGPP         IPhone 12 mini E	old en Black e Gray Sebastian Flick iold Sebastian Flick Space Gray Sebastian Flick i Black Sebastian Flick	Orbit Devices Orbit Devices	05/06/2022 08:46:52 05/06/2022 08:46:50 05/06/2022 11:10:07	356490102121111 359304060416917	Completed Completed	N/A	0		
immers doma uponzazze usakszy 366/0508/346331 Completed N/A U L F Phone S 2nd Gen Black Orbit Devices 0306/0222 11:1007 35930466640102121111 Phone S 2nd Gen Black Orbit Devices 0306/022 11:1007 35930466640102121111 Phone S 2nd Gen Black Orbit Devices 0306/022 11:1007 35930466640102120111 Phone S 2nd Gen Black Orbit Devices 0306/022 11:1007 35930466640102120111 Phone S 2nd Gen Black Orbit Devices 0306/022 11:1007 35930466640102120111 Phone S 2nd Gen Black Orbit Devices 0306/022 11:1007 35930466640102120111 Phone S 2nd Gen Black Orbit Devices 0306/022 11:1007 359307633100 Completed N/A U E F Phone S Gold Shartlan Flick Orbit Devices 0306/022 11:1007 359307633102 Completed N/A U E F Phone S Gold Shartlan Flick Orbit Devices 0306/022 11:1007 359307635317 Completed N/A U E F Phone S Gold Shartlan Flick Orbit Devices 0306/022 00:5517 Completed N/A U E F Phone S Gold Shartlan Flick Orbit Devices 0306/022 00:5517 S50708736331 Completed N/A U E F Phone S Gold Shartlan Flick Orbit Devices 0306/022 00:5517 S50708736331 Completed N/A U E F Phone S Gold Shartlan Flick Orbit Devices 0306/022 00:5517 S50708736331 Completed N/A U E F Phone S Gold Shartlan Flick Orbit Devices 0306/022 00:5517 S50708736331 Completed N/A U E F Phone S Gold Shartlan Flick Orbit Devices 0306/022 00:5517 S50708736331 Completed N/A U E F Phone S Gold N	<ul> <li>i-3.4 F-extrinuct, for informe a com informed infor</li></ul>	1-3.1         FFXCL4X0PLjQ         iPhone 52 and Ger           1-3.1         DNQPTX07500K         iPhone 6 \$pace           1-2         F19KQL4H2XW         iPhone 5 face           1-3.4         DMPDX2471VF         iPidant 51 fb cm 5p           1-3.4         DMPDX2471VF         iPidant 51 fb cm 5p           1-3.1         C6KDNDBA0GPP         iPhone 12 mini 16           1-3.1         C6KDNDBA0GPP         iPhone 12 mini 12           1-3.1         C6KDNDBA0GPP         iPhone 12 mini 12	en Black e Gray Sebastian Flick Sold Sebastian Flick Space Gray Sebastian Flick i Black Sebastian Flick	Orbit Devices	05/06/2022 08:46:50 05/06/2022 11:10:07	356490102121111 359304060416917	Completed				
Immers and dem black. Completed File. Completed File File Status File. Completed File File File Status File Status File. Completed File File File File Status File St	1-31       DNQPTXGTSMC       iPhone 52 cmi user lauke.       Sebastian Flick       Orbit Devices       506/02/22       08/463/01       Sebastian Flick       Orbit Devices       506/02/22       11:007       35930406011971       Completed       N/A       0       E       E         1-32       F198K02L8/2XW       iPhone 54 Gold       Sebastian Flick       Orbit Devices       506/02/22       11:007       35930406011971       Completed       N/A       0       E       E         1-34       DMPDC47X1174K       iPhone 54 Gold       Sebastian Flick       Orbit Devices       506/02/22       11:003       35373077633510       Completed       N/A       0       E	1-3.1         DNOPTKX7G5MC         IPhone 6 Space           1-2         F198XQ14H2W         IPhone 5 E Gol           1-3.4         DMPDK247LMT7         IPad mini 5th Gen Sp           1-3.1         CKKNDBADGPP         IPhone 8 Gol           1-3.3         F4GVM0CFC6Q         IPhone 8 Gol           1-3.1         CKKNDBADGPP         IPhone 9 Lonin 1           1-3.1         CKKNDBADGPP         IPhone 12 mini E	e Gray Sebastian Flick Sold Sebastian Flick Space Gray Sebastian Flick i Black Sebastian Flick	Orbit Devices	05/06/2022 11:10:07	359304060416917			0		2
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Phone 12 min Black     Sebastian Flick     05/06/022 10/43:00     353/022114/452324     Failed     Passed     ©     C       Phone 8 Gold     Sebastian Flick     Orbit Device     05/06/022 00/53:24     556/05087363531     Completed     N/A     ©     C       Phone 12 min Black     Sebastian Flick     07/06/022 00/53:24     355/075087363531     Completed     N/A     ©     C       Phone 12 min Black     Sebastian Flick     05/06/022 00/53:27     355/023114452324     Failed     Passed     ©     C       Phone 12 min Black     Sebastian Flick     05/06/2022 00/53:27     355/023114452324     Failed     Passed     ©     C       Pad mini 6th Gen Space Gray     05/06/2022 00/44:48     50/023114452324     Completed     N/A     ©     E	1-3.1     C6K0NDBA0GPP     iPhone 12 min Black     Sebastian Flick     0506/2022 1043:00     353023114452324     Failed     Passed     0	1-3.1         C6KDNDBA0GPP         iPhone 12 mini           1-3.4         F4GVM0CFJC6Q         iPhone 8 Gol           1-3.1         F4GVM0CFJC6Q         iPhone 12 mini           1-3.1         C6KDNDBA0GPP         iPhone 12 mini	i Black Sebastian Flick	or bit bevices	05/06/2022 11:10:02				õ		3
iPhone & Gold Sebastian Flick Orbit Devices 05/06/2022 09:58:4 356705087363331 Completed N/A ♥ ♥ Sebastian Flick 05/06/2022 09:58:17 Completed Passed ♥ iPhone 12 mini Black Sebastian Flick 03/06/2022 09:58:27 353023114452324 Tailed Passed ♥ *ad mini 6th Gen Space Gray 05/06/2022 08:46:48 Completed N/A ♥ ♥	1-3.4 F4GVM0CF(5GQ IPhone 8 Gold Sebastian Flick Orbit Device 0598/2022 05:52.4 356705087363331 Completed MiA O G G H 1-3.1 C6/DNDBAOGPP IPhone 12 min Black Sebastian Flick 0598/2022 05:52.7 353023114452324 Failed Passed O G H 1-1 F7/2N64W30 IPad min 6th Gen Space Gray 05/06/2022 06:46:45 Completed N/A O G F F F F F F F F F F F F F F F F F F	1-3.4 F4GVM0CFJC6Q iPhone 8 Gol 1-3.1 1-3.1 C6KDNDBA0GPP iPhone 12 mini E							õ		ä
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iPhone 12 mini Black Sebastian Flick 05/06/2022 09:53:27 353023114452324 Failed Passed 0 🛱 🖬 ?ad mini 6th Gen Space Gray 05/06/2022 08:46:48 Completed N/A O 🖻 🖬	1-3.1 C&KDNDBAOGPP iPhone 12 mini Black Sebastian Flick 05/06/2022 06:53:27 353023114452324 Failed Passed O 🛱 🛱 1-1 F7J2N64W30 iPad mini 6th Gen Space Gray 05/06/2022 06:46:48 Completed N/A O 🖻 🖬	1-3.1 C6KDNDBA0GPP iPhone 12 mini E		breberrees					0	a i	
05/06/2022 08:46:48 Completed N/A O 🖻 🖬	1-1 F7J2N64W30 iPad mini 6th Gen Space Gray 05/06/2022 08:46:48 Completed N/A o 🖻 🛱					353023114452324			0	a	
									0	a i	



3. The report will be displayed in a new window as shown below.

BitRaser Mobile Eraser & Diagnostics					
Bit <mark>Ras</mark>	ier <sup>.</sup>	stellar			
	BitRaser M	obile Repor	t		
Diagnostics Status:	Completed	Diagnostics Date:	Fri May 06 2022 11:10:07		
Customer Details					
Customer Name:	Sebastian Flick	Customer Address:	63 Rimbanda Road Shannon vale		
Device Information:					
Manufacturer: Model Name: Serial Number: UDID: Model Number: MOM: ESN Status: Device Source: Battery Information Serial Number: Health: Report Information Report Information	Apple Inc. iPhone 6 GSM+CDMA Space Gray DNOPTXG7GMC 3di67986213a4b/7ae5e0e95533dade2b0a26952 359304060416917 MG4N2 Unlocked N/A Orbit Travel Corp. F5D5185BJVCFW5RBN Good , 1565/1751 mAh (10 %) Digital Identifier: dd46d30ef9e535c84da801bb460a	Device Type: Size: Name: ECID: Device OS: FMIP: Jailfreak Device: Asset Tag: Device Destination: Cycle: Temperature: 9573 Tool Use	Mobile Device 16GB 19Pone 12d3a20530426 10S 12.5.5 Unlocked No Orbit Devices Gart Sports 187 90.7 °F dt BitRaser Mobile Eraser & Diagnostics 3.0.0.3		
Custom Fields					
Company: State: Mobile 1: Email: Customer Name:	Orbit Travel Co Jaxon 43XXXXXX23 deniesricheyXXX@amityspy.com Orbit Travel	Address: Country: Mobile 2: Fax No.: SSN:	63 Rimbanda Road Shabbon vale NSW 2370 Australiia 7410XXXX63 CD898XXX 64770XXXXX 632 Rimbarda Road Shabban vale NSW 2320		

*Note*: You cannot preview more than one report at a time.



# **3.5.2. SAVE REPORT**

You can save a report for future use once it has been generated. The report can be saved in PDF, XML, or CSV format.

#### To Save an erasure Report:

- 1. Select the **Report** tab.
- 2. Select the desired reports which you want to save by checking on the check-boxes. You can click **Select All** to select all the files.

Devices	Details	; Report										6	ŧ,
all								From : 05/	06/2022 * To : 0	05/06/202	2 - A	1	
USB Port	Serial No	Туре	Customer	Asset Tag	Date	Time	IMEI	Status	ESN Status			1000	
1-3.1	C6KDNDBA0GPP	iPhone 12 mini Black	Sebastian Flick		05/06/2022		353023114452324	Failed	Passed	٥			
1-3.4	F4GVM0CFJC6Q	iPhone 8 Gold	Sebastian Flick	Orbit Devices	05/06/2022		356705087363531	Completed	N/A	0			
1-3.1	FFXCL4XDPLJQ	iPhone SE 2nd Gen Black	Sebastian Flick	Orbit Devices	05/06/2022		356490102121111	Completed	N/A	0	自		
1-1	F7J2N64W30	iPad mini 6th Gen Space Gray	Sebastian Flick	Orbit Devices	05/06/2022			Completed	N/A	000	ය යා		
1-3.4	F4GVM0CFJC6Q	iPhone 8 Gold			05/06/2022		356705087363531	Completed	N/A	O	粤		
1-3.1	FFXCL4XDPLJQ	iPhone SE 2nd Gen Black			05/06/2022		356490102121111	Completed	N/A	0	8		
1-3.1	DNQPTXG7G5MC	iPhone 6 Space Gray	Sebastian Flick	Orbit Devices	05/06/2022		359304060416917	Completed	N/A	0	8		
1-2 1-3.4	F19RXQL8H2XW DMPDK247LMT7	iPhone SE Gold	Sebastian Flick Sebastian Flick	Orbit Devices Orbit Devices	05/06/2022 05/06/2022		355793077633510 353182100345569	Completed	N/A N/A	0		1	
1-3.4	C6KDNDBA0GPP	iPad mini 5th Gen Space Gray iPhone 12 mini Black	Sebastian Flick	Orbit Devices	05/06/2022		353182100345509	Completed Failed	Passed	00	H		
1-3.4	F4GVM0CFJC6Q	iPhone 8 Gold	Sebastian Flick	Orbit Devices	05/06/2022		356705087363531	Completed	N/A		H	8	
1-3.1	r4GVMUCFJCOQ	IFNONE 8 GOID	Sebastian Flick	Orbit Devices	05/06/2022		530703067303331	Completed	Passed	000	副	2	
1-3.1	C6KDNDBA0GPP	iPhone 12 mini Black	Sebastian Flick		05/06/2022		353023114452324	Failed	Passed	0	R		
1-3.1	F712N64W30	iPad mini 6th Gen Space Gray	Sebasuan Flick		05/06/2022		333923114432324	Completed	N/A	0	用	100	
Settings				t@stellarmail.in Sta	atus : Connecte					Save			5

3. Click on the **Save** button at the lower pane of your screen to save all the selected reports. Alternatively, you can click **Save** button from the **Action** tab to save one report at a time. A dialog prompts as illustrated below:

Bit	Raser Mobile Erase	er & Diagnostics	5
Select destination   BITMOB/123	path :		Browse
Report Format			<u> </u>
ø pdf	🔾 xml	⊖ csv	
Cancel			ОК

- 4. Click **Browse** to select a destination to save the report file in external media.
- 5. Select the desired format as PDF, XML, or CSV. Click OK to proceed.

Note: The report cannot be saved to the hard drive where BitRaser Mobile Eraser & Diagnostics is launched.



# **3.5.3. SEND REPORT TO BITRASER CLOUD**

BitRaser Mobile Eraser & Diagnostics provides you with an option to send the selected reports to the BitRaser

**Cloud**. This requires that the connection to the Cloud Console is working i.e., the user must be connected to the Cloud.

**Note:** Checking the '**Auto send completed report to cloud**' option in the <u>General Settings</u> section of the **Settings** window automatically sends the report to the BitRaser Cloud Console.

## To send reports to the cloud:

- 1. Select the **Report** tab.
- 2. Select the desired reports which you want to send.

Devices	i Detail	s Report										¢	ł
t all								From : 05/	06/2022 × To :	05/06/202	2 - A	1	
USB P		Type	Customer	Asset Tag	Date	Time	IMEI	Status	ESN Status			100	
1-3.1		iPhone 12 mini Black	Sebastian Flick		05/06/2022		353023114452324	Failed	Passed	0	නිසිසිසිලිලිලිලිලිලිලිලිලිලිලිලි		
1-3.4		iPhone 8 Gold	Sebastian Flick	Orbit Devices	05/06/2022		356705087363531	Completed	N/A	0	-		
1-3.1		iPhone SE 2nd Gen Black	Sebastian Flick	Orbit Devices	05/06/2022		356490102121111	Completed	N/A	0	8		
1-1	F7J2N64W30	iPad mini 6th Gen Space Gray	Sebastian Flick	Orbit Devices	05/06/2022			Completed	N/A	0	粤		
1-3.4		iPhone 8 Gold			05/06/2022		356705087363531	Completed	N/A	0	四日		
1-3.1		iPhone SE 2nd Gen Black	Web and the Winter	and the providence	05/06/2022		356490102121111	Completed	N/A		胃	1	
1-3.1	DNQPTXG7G5MC F19RXQL8H2XW	iPhone 6 Space Gray iPhone SE Gold	Sebastian Flick Sebastian Flick	Orbit Devices Orbit Devices	05/06/2022 05/06/2022		359304060416917 355793077633510	Completed Completed	N/A N/A	00	曾	2	
1-2		iPad mini 5th Gen Space Gray	Sebastian Flick	Orbit Devices Orbit Devices	05/06/2022		353182100345569		N/A N/A	0	日日		
1-3.4		iPhone 12 mini Black	Sebastian Flick	Orbit Devices	05/06/2022		353023114452324	Completed Failed	Passed	ő	副		
1-3.4		iPhone 8 Gold	Sebastian Flick	Orbit Devices	05/06/2022		356705087363531	Completed	N/A	õ	語		
1-3.4		IPhone 8 Gold	Sebastian Flick	Orbit Devices	05/06/2022		330/0308/303331	Completed	Passed	ő	H		
1-3.1		iPhone 12 mini Black	Sebastian Flick		05/06/2022		353023114452324	Failed	Passed	õ	47		
1-5.	F7J2N64W30	iPad mini 6th Gen Space Gray	Sebasuan Flick		05/06/2022		353023114432324	Completed	N/A	ő	47		
t Settings			User : new1.clien	t@stellarmail.in Sta	atus : Connecte	d				Save		2	Sei

Click on Send button located at the lower pane of your screen to send the selected reports over BitRaser
 Cloud. Alternatively, click 
 button from the Action tab of the report that you wish to send.

**Note**:  $^{\circ}$  icon shows that the report has been sent to BitRaser Cloud successfully and  $^{\circ}$  shows that the report has not been sent to BitRaser Cloud.

4. The desired reports will be sent to the **BitRaser Cloud Console**.



# **3.5.4. CHANGE REPORT SETTINGS**

To customize the report, select the **Report Settings** button located at the bottom left of the screen.

BitRaser Mobile Eraser & Diagnostics	
Report Settings	
Signature Settings	
Select technician signature image (170 x 48 PNG)	
BitRaser_Sign.png	Browse
Select validator signature image (170 x 48 PNG)	
BitRaser_Sign.png	Browse
Image Settings ✔ Select top right logo (170 x 48 PNG)	
Stellar.png	Browse
✓ Select watermark(225 x 300 PNG)	~
BitRaser_Watermark.png	Browse
Changes made here would not be displayed on cloud report	Save

• In the **Report Settings** dialog box, you can edit the following fields:

Field Name	Description
Report Settings	This section allows you to customize Reports like signature settings, header settings, top-right logo, and watermark.
Signature Settings	This section allows you to add a signature image of the technician and validator.
Select technician signature image	You can change the technician's signature image here.
(170 x 48 PNG)	
Select validator signature image	You can change the validator's signature image here.
(170 x 48 PNG)	



Header Settings	You can either enter Header information like header text or header image here.
Enter header text (max 30 characters)	Enter the header text.
Image Settings	This section allows you to add the top-right logo and watermark image.
Select top right logo (170 x 48 PNG)	You can change the top-right logo image of the report here.
Select watermark (225 x 300 PNG)	You can change the watermark image of the report here.

**Note**: You can reset **Report Settings** fields using the **Reset** button located at the bottom right of the Report Settings dialog box.

**Note**: Signature images, Logo, and Watermark image size needs to be the same as specified in Report Settings. **BitRaser Mobile Eraser & Diagnostics** will accept images with a specified size only. In the case of a size mismatch, **BitRaser Mobile Eraser & Diagnostics** will continue to use the previously selected images.

• After making the required changes to **Report Settings**, click **Save** to update settings.

**Note**: Changes made to reports settings in **BitRaser Mobile Eraser & Diagnostics** application will not be updated on the **BitRaser Cloud** report.



# **3.6. FORGOT LOGIN PASSWORD**

**BitRaser Mobile Eraser & Diagnostics** provides an option to reset your login password if you forget it. The software also has an option to set and view a **Password Hint** to help you remember your old password.

If you have set a **Password Hint** at the time of <u>Creating New User Profile</u>, you can view the hint by hovering your mouse cursor over **Password Hint Icon** on the **User Login** screen:

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If you don't remember your password, use the following steps to reset it:

1. On the User Login screen, click on Forgot password?. The Enter Master Password screen appears as shown below:

BitRaser Mobile Eraser	& Diagnostics
Enter Master Password : (Please contact software manufacturer	r to obtain Master Password)
Cancel	ОК

2. Enter the Master Password that you received along with **BitRaser Mobile Eraser & Diagnostics** software from Stellar and click **OK.** 

**Note**: The master password is a unique password sent to you by Stellar along with the **BitRaser Mobile Eraser & Diagnostics** software.



- 3. The Reset password screen appears if the master password that you have entered is correct. The screen has the following fields:
  - New Password
  - Confirm New Password
  - Password Hint (Optional)

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	ABC     ABC     New Password     Confirm New Password     Password Hint (Optional)     OK	
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4. Fill in the above fields and click **OK** to reset the password.



# **3.7. ENABLE USB DEBUGGING IN AN ANDROID DEVICE**

In order to initiate the erasure process on an android device, the **USB Debugging** must be in **ENABLE** mode for the device you are connecting.

### Follow the steps below to enable USB Debugging:

1. Go to settings in your android device and click "About phone" option.



2. Select "Software information" from the about device page.



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Model name	SM-F711B
Serial number	R3CRC08HRTN
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IMEI (eSIM)	352399935446971
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3. Tap the **Build number** eight times to make **Settings** > **Developer Options** available.

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4. A notification saying "Developer mode has been enabled" appears.





5. Go back to the setting page and scroll down until you see "**Developer options**". Select **Developer options**.



6. On the Developer Options page scroll down and enable USB debugging.



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Demo mode	
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7. Once you enable **USB debugging**, A dialog box asking **"Allow USB debugging?"** appears. Click **OK** to confirm.

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8. For final confirmation, the dialog box asking **"Allow USB debugging?"** with your computer's information appears. Click **Allow**.



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Auto update system Apply updates when the phone restarts.			
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Allow USB debugging? The computer's RSA key fingerprint is 02:E7:69:65:68:DA:88:47:FC:B3:DC:A C:52			
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Note: select "Always allow from this computer" checkbox to avoid repeating the process again.



# 4. FREQUENTLY ASKED QUESTIONS (FAQ)

1. I want to erase or diagnose multiple iOS devices at a time, is it possible to do so using BitRaser Mobile Eraser & Diagnostics?

Yes, **BitRaser Mobile Eraser & Diagnostics** allows you to erase or diagnose multiple iOS devices at the same time.

2. Does BitRaser Mobile Eraser & Diagnostics support other languages?

BitRaser Mobile Eraser & Diagnostics is currently available in the English language only.

3. Is it possible to edit the existing fields of the report?

Yes, you can edit existing fields from the report of **BitRaser Mobile Eraser & Diagnostics** as per your requirement.

## 4. Is it possible to edit the USB Identifier for the USB Port of a particular device?

Yes, **BitRaser Mobile Eraser & Diagnostics** allows you to change the identifier for the USB port.

### 5. Why do iOS devices need a firmware update and Android devices do not?

**iOS** uses Cryptographic Erasure. In this process, the firmware is downloaded and restored on the device. Encryption keys are changed and the data on the device is rendered inaccessible. After this, other overwrite methods may be applied. In the case of **Android** devices, a traditional overwrite of all storage and a factory reset is done, thus a new firmware is not needed.

# 6. When I erase an android device, the erasure process comes to a standstill at 8 percent. Why does this happen?

When you install **BitRaser Mobile Eraser & Diagnostics** on a device running Android OS, you control which capabilities or information **BitRaser Mobile Eraser & Diagnostics** can access—known as **Permissions**. Thus, the user needs to grant all the required permissions for the erasure process to proceed.



### 7. When I try to erase or diagnose a device, I get a failed status. What could be the problem?

Failure of the process mostly occurs due to the following reasons:

- There might be some issues with internet connectivity. Make sure that your internet connection is active.
- Your USB cable has probably disconnected or is not supported. Make sure you are using a genuine USB cable provided by your device manufacturer. Reconnect your device and then try to erase or diagnose it again.
- The USB port on your computer is loose or not functioning properly. Change the USB port and try again.

# 8. I got failed status while performing erasure or diagnostic process but the license was consumed. Will another license be consumed if I start another process?

No, you can perform the erasure or diagnostic process again within 24hrs without consuming another license for the same device.

### 9. Which algorithm should I choose for the best erasure?

It depends upon how many times an algorithm overwrites the data precisely or the number of passes used to erase the data. More the passes used by the algorithm, the more effective it is. Each algorithm performs a different set of features from where you can choose the suitable algorithm as per the requirement.

# 10. I want to perform a diagnostics process on my Redmi phone. After connecting my phone, the software is asking me to install an app on my device. How to install the app?

BitRaser Mobile Eraser & Diagnostics need a BitraserMobileDiagnostics.apk (application) to be installed manually on Redmi phones, to perform the diagnostic process. See <u>Procedure to install</u> <u>BitraserMobileDiagnostics.apk on Redmi Phone</u> to know the required steps.

## 11. The application is taking too long to erase the data. Why does this happen?

It depends on the size of the data you are erasing, the configuration of the system, and the algorithm you are using to erase the data. A large amount of data, lesser configuration, and more number of passes may consume more time for erasure.

## 12. Can I erase data from MDM (Mobile device management) from my mobile device?

Yes, **BitRaser Mobile Eraser & Diagnostics** can erase data from MDM (Mobile Device Management) Apple Inc. mobile (iPhones, iPads and iPod Touch) devices only.



### 13. Can I erase data from Jailbreak mobile devices?

Yes, **BitRaser Mobile Eraser & Diagnostics** can erase data from Jailbreak Apple Inc. mobile (iPhones, iPads and iPod Touch) devices only.

## 14. Why do I need to check the ESN status of the mobile device before Erasure/Diagnostics process?

ESN check gives you a precise information if the device is reported, blacklisted or a genuine product. This way, you can rest assured that you can perform data Diagnostics/Erasure on a genuine product. Refer to <u>ESN Check</u> for more details.



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**Stellar** is an ISO 9001 and ISO 27001 certified organization and has a strong presence across the USA, Europe & Asia.

For more information about us, please visit <u>www.stellarinfo.com</u>.

