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1. GENERAL INFORMATION

1.1. About BitRaser Mobile Eraser and Diagnostics
1.2. About the Guide
1.3. Contact Information
1.1. INTRODUCTION

About BitRaser Mobile Eraser and Diagnostics

BitRaser Mobile Eraser and Diagnostics is a portable and reliable application providing permanent Data Erasure and Mobile Diagnostics of mobile devices such as iPhone, iPad and Android devices.

Using BitRaser Data Erasure process, data once erased cannot be recovered. This ensures that sensitive data does not fall in wrong hands when mobile devices are disposed, 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 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.

Key Features of BitRaser Mobile Eraser and Diagnostics:

- Securely and permanently erase sensitive data from Android & iOS devices.
- Perform high speed simultaneous erasure of up to 40 devices in the most efficient way.
- Cloud integration for user management, licenses & reports.
- Pay per use – No expiry of license.
- 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 Samsung Knox container.
- Device label printing available with company logo and various parameters that can be customized as per requirement.
- Support for customizing of 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 USB port name for easy identification.
- Erases devices which are in recovery mode.
- Erase working iOS devices with broken screens.
- Supports 11 erasure standards:
  - Native OS Erasure
  - NIST 800-88 Purge
  - Zeros (1 Pass)
  - Pseudo Random (2 passes)
  - US Department of Defence, DoD 5220.22-M (3 passes)
  - US Department of Defence, 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 report in various formats such as PDF, XML and CSV.
  - Fast and user-friendly report searching (including search by date).
  - Automatically saves erasure report on the same computer from which erasure is performed.
  - Automatic report delivering to BitRaser Cloud Console.
  - Option to customize report layout as per requirements.
  - Full visibility of hardware and erasure details for customized reporting.
- Devices Supported:
  - **Android**: All models and devices
  - **iPhones**: 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 Pro, iPad Mini 4, iPad Mini 3, iPad Air 2, iPad Mini 2, iPad Air, iPad Mini, iPad 4th Gen, iPad 3rd Gen, iPad 2
  - **iPod Touch**: All generations
1.2. ABOUT THE GUIDE

Welcome to BitRaser Mobile Eraser and 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 and Diagnostics functions. Each function is explained in details, in the corresponding sections. The guide covers the following major topics:

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

This guide is intended for individuals who use BitRaser Mobile Eraser and 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:

<table>
<thead>
<tr>
<th>ITEM</th>
<th>EXPLANATION</th>
</tr>
</thead>
<tbody>
<tr>
<td>PDF</td>
<td>&quot;Portable Document Format&quot; is a file format designed to present documents consistently across multiple devices and platforms.</td>
</tr>
<tr>
<td>XML</td>
<td>&quot;Extensible Markup Language&quot; is a metalanguage which allows users to define their own customized markup languages, especially in order to display documents on the Internet.</td>
</tr>
<tr>
<td>User ID</td>
<td>Stands for User identification, which by default is the e-mail address of the user in this guide.</td>
</tr>
<tr>
<td>e.g.</td>
<td>An abbreviation meaning “for example”</td>
</tr>
<tr>
<td>IMEI</td>
<td>IMEI (International Mobile Equipment Identity) is a 15- or 17-digit code that uniquely identifies mobile phone sets.</td>
</tr>
<tr>
<td>i.e.</td>
<td>i.e. is the abbreviation and means “in other words”</td>
</tr>
<tr>
<td>ECID</td>
<td>The ECID (Exclusive Chip Identification also referred to as Unique Chip ID in official Apple terms) is an identifier unique to every Apple device.</td>
</tr>
<tr>
<td>JPG or JPEG</td>
<td>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.</td>
</tr>
<tr>
<td>PNG</td>
<td>Portable Network Graphics (PNG) is a raster-graphics file-format for image compression.</td>
</tr>
</tbody>
</table>

For any queries or feedback related to this guide, kindly contact us.
1.3. CONTACT INFORMATION

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

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

2.1. System Requirements
2.2. Installation Procedure
2.3. Connecting to Internet
2.4. Creating 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 and Diagnostics, make sure that your computer meets following requirements.

Minimum System Requirements:

- **Processor**: x86 or x64 Processor
- **RAM**: Minimum 4 GB
- **Hard Disk**: 20 GB free space
- **iOS Version for Device Erasure**: All versions supported
- **iOS Version for Device Diagnostics**: 8.0 and above
- **Android Version for Device Erasure or Diagnostics**: 5.0 and above
- **Devices Supported**:
  - **Android**: All models and devices
  - **iPhones**: 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 Pro, iPad Mini 4, iPad Mini 3, iPad Air 2, iPad Mini 2, iPad Air, iPad Mini, iPad 4th Gen, iPad 3rd Gen, iPad 2
  - **iPod Touch**: All generations

*Note*: You need an active internet connection.

*Caution*: Installing BitRaser Mobile Eraser and Diagnostics on your computer or laptop will format the hard drive in order to create partitions. Backup all your data from your computer before installing BitRaser Mobile Eraser and Diagnostics.
2.2. INSTALLATION PROCEDURE

**Caution:** Installing BitRaser Mobile Eraser and Diagnostics on your computer or laptop will format the hard drive in order to create partitions. Backup all your data from your computer before installing BitRaser Mobile Eraser and Diagnostics.

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

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

If you have downloaded the BitRaser Mobile Eraser and 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 and Diagnostics onto your computer directly from your USB or DVD drive using the steps given below.

**Installation Steps:**

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

- 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 manufacture’s documentation that came with your computer.*

- Once the computer boots, you will see the "BitRaser Mobile Eraser and Diagnostics Installation Wizard" screen. On this screen you can either click Next to install BitRaser Mobile Eraser and Diagnostics on your computer or click Skip Installation to run the software directly from the bootable drive:
To skip the installation process and boot directly from the external drive without installing the software:

- Click **Skip Installation**.

- Click ‘**Continue from Bootable Media**’ to boot the software from the bootable media, i.e., USB or DVD drive.

- After you click **Continue from Bootable Media**, the application launches successfully.
Note: By running the software from Bootable Media using Skip Installation option, some of the functionality of BitRaser Mobile Eraser and Diagnostics will not be available and your settings will be lost after reboot of the system. This option is used for demo purpose only. It is recommended to install the application on a permanent storage, using procedure given below.

To install the software on your computer:

- Click Next to see the End User License Agreement screen.

- Click on Accept to make the Next button activated.
Click **Next** to see the **Backup Important Data** screen.

There are two partitioning options to select from on this screen:

**Automatic Partitioning:**
Use this option to create partition on your hard drive automatically during the installation process. To do this:

- Select **Automatic Partitioning** option and click **Next**.
  - Using **Select Disk** drop down option, click on the hard drive name on which you want to install **BitRaser Mobile Eraser and Diagnostics**.
Click **Start Installation**. "Please wait.. installation is in progress" message shows that the installation has started.

**Manual Partitioning:**
Use this option to create partition on your hard drive manually during the installation process. To do this:

- Select **Manual Partitioning** option and click **Next**.

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

- If you wish to remove the existing partition, click on **Remove**. If you wish to create a new partition on the selected hard drive, click **Create Partition**. On the **Create New Partition** dialog box, specify the partition size from 20GB to 100GB and click **Create**.

**Note**: **Create partition** option also creates a **Swap partition** on the hard drive that is reserved for **BitRaser Mobile Eraser and Diagnostics** software functionality.

- Click **Install to this partition**. "Please wait.. installation is in progress" message shows that the installation has started.
**Note**: *BitRaser Mobile Eraser and Diagnostics* cannot be installed on the Swap partition of the hard drive as this partition is reserved.

- When the installation is completed, the screen shows an "Installation process completed" dialog. Remove the pen drive or hard drive containing the bootable ISO file for *BitRaser Mobile Eraser and Diagnostics* and click on **Reboot** or **Shutdown** as per your choice.
2.3. CONNECTING TO INTERNET

Once the BitRaser Mobile Eraser and 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 4 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:

   **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 and 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 and Diagnostics** is successfully connected to internet:

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

2. **Wireless**: BitRaser Mobile Eraser and Diagnostics also allows you to connect to internet through wireless device of your computer.
To do this:

- Select the wireless device from the **Interface** drop down option. BitRaser Mobile Eraser and Diagnostics automatically scans 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 interface](image1)

- The following dialog box shows that **BitRaser Mobile Eraser and Diagnostics** is successfully connected to internet:

![Connected to Internet](image2)

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

![Proxy settings](image3)

The following fields need to be filled:
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 have an option to ping a particular URL to check the network connectivity.

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 reply from the URL in bytes of data, similar to the screen given below:
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 and Diagnostics for the first time, it asks you to create a new user profile. To create a new user profile, do the following steps:

- Click on Create New User button.

The following screen appears with the fields to fill:
- Username
- Password
- Confirm Password
- Password Hint (Optional)

- Fill in the above fields and click OK.
- You can now login to BitRaser Mobile Eraser and Diagnostics using the new user credentials.

**Note:** The new user profile is only to login to BitRaser Mobile Eraser and Diagnostics application. This option does not create profile to login to BitRaser Cloud. The credentials to login to BitRaser Cloud are created separately.
2.5. BUYING ADDITIONAL LICENSES

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

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

- Go to https://www.bitraser.com/
- Click Buy Now button.
- Select the tab BitRaser Mobile Eraser and Diagnostics.
- From the available license options, select the amount of licenses you want to purchase.
- Click BUY NOW button.
- After you complete the payment and enter 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 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 and 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 and Diagnostics automatically checks for software updates as soon as it is connected to internet. If an update is available, BitRaser Mobile Eraser and Diagnostics will show a dialog to update the software as shown below:

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

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

- Click **Reboot** to install and update BitRaser Mobile Eraser and Diagnostics.

**Note:** BitRaser Mobile Eraser and Diagnostics also keeps the previous version installed in your computer along with the latest version.

**Note:** Update option is not available if you are running the application using Skip Installation option.
2.7. GENERAL OVERVIEW OF USER INTERFACE

The user interface is divided into 3 main areas:

- **Header area**
- **Work area**
- **Footer area**

**Header Area**: The header area contains following tabs and buttons:

- **Devices Tab**: This tab contain list the connected devices in grid or list view and is used to perform erasure and diagnostic process.

- **Details Tab**: This tab is used to enter various details to be included in reports. To know more, refer to the Details Section.

- **Report Tab**: This tab provides a list of BitRaser Mobile Eraser and Diagnostics reports and various options for Working on Reports.

- **Settings Button**: Click this button to update various settings available for BitRaser Mobile Eraser and Diagnostics.

- **About Button**: Click this button to see information about BitRaser Mobile Eraser and Diagnostics and system information.

- **Help Button**: Click this button to open this help guide from the application.
• **Work Area**: The work area contains all the specific information and functionality of the selected tab or button.

• **Footer Area**: The footer area contains the following button:

  • **Power Button**: Click this button to logout, reboot or shutdown **BitRaser Mobile Eraser and Diagnostics**. The following screen appears:

    ![BitRaser Mobile Eraser & Diagnostics](image)

    *This will terminate currently running processes. Click 'Cancel' to go back to previous screen.*

    - **Cancel**
    - **Logout**
    - **Reboot**
    - **Shutdown**

• **License Key Button**: Click this button to view the **BitRaser Mobile Eraser and Diagnostics** license information. If you are not connected to **BitRaser Cloud**, this button opens the **User Settings** for login authentication.

• **Network Button**: Click this button to check the current status of network. Double click to open the **Network Settings**. A red cross mark on this button shows that **BitRaser Mobile Eraser and Diagnostics** is not connected to the network.
3. WORKING WITH BITRASER MOBILE ERASER AND DIAGNOSTICS

3.1. General Settings

3.2. Erasure Process
   3.2.1. Erasure Stages

3.3. Diagnostic Process
   3.3.1. Diagnostic Stages

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
3.1. GENERAL SETTINGS

Before starting an Erasure or a Diagnostic process, it is important to understand and configure various settings of BitRaser Mobile Eraser and Diagnostics. After 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. Printer Settings
6. Network Settings

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.

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:

![Image of Grid Settings](image)

  - **Show connected devices in the top of grid**: Checking this field allows to display the connected devices in 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 and 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.

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.

2. **User Settings:**

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

The following fields have to be filled:

<table>
<thead>
<tr>
<th>FIELD NAME</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hostname / IP</td>
<td>Hostname or IP address where the BitRaser Cloud Console is located.</td>
</tr>
<tr>
<td>UserID</td>
<td>UserID which is used to login to the BitRaser Cloud Console.</td>
</tr>
<tr>
<td>Password</td>
<td>Password which is used to login to the BitRaser Cloud Console.</td>
</tr>
</tbody>
</table>
| Status        | **Connected**: Shown when the connection to the BitRaser Cloud Console is active.  
                  **Not Connected**: 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**.

Checking **Enable auto login when BitRaser Mobile Eraser and Diagnostics starts** option allows you to automatically login to the **BitRaser Cloud Console** when you start **BitRaser Mobile Eraser and 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 have the following two sub-tabs:

1. iOS Settings:

   ![iOS Settings Tab](image)

   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 in order 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/attempt 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.

2. **Android Settings:**

![Android Settings](image)

The Android settings tab displays the 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 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 which has Samsung Knox container.

- **Erasure Settings:**
  It has minimum battery and number of trials parameter which must be defined in order 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 have the following two sub-tabs:

- **iOS Settings:**

![iOS Settings Diagram]

- **Android Settings:**

![Android Settings Diagram]
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. **Printer Settings:**

This option allows you to print the information of connected devices. It has the following two tabs:

1. **Printer:**

   - **Printer Settings:** 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**.
2. **Layout:**

The layout tab allows you to select a list of parameters and change company logo for the printing the device label. It also shows you the print preview of the label with all the device details selected by you.

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.

6. **Network Settings:**

The Network settings has been defined in the [Connecting to Internet](#) section of this help guide.
3.2. ERASURE PROCESS

You can securely erase data from your device by using the erasure feature of BitRaser Mobile Eraser and Diagnostics. You can choose an erasure method from a list of 11 data erasure methods.

To erase data using BitRaser Mobile Eraser and Diagnostics:

1. Run BitRaser Mobile Eraser and Diagnostics. Plug the iOS/Android device to the computer.

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

   ![BitRaser Mobile Eraser and Diagnostics Screen](image)

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

   **Note:** For more information, please refer to the section 'How to enable the USB Debugging mode in your phone?' in the next topic of this user guide.

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 Diagnose (header area in orange color) to change the process to Erase (header area in green color) and vice versa.

4. You can preview the devices information either in **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.
5. Double clicking on any of the displayed devices will show device information of the corresponding device. These details can be printed by clicking on the Print Label button.
6. From the dialog that appears, Click on **USB ID** to change the identifier for the USB port. Click **OK**.

![BitRaser Mobile Eraser & Diagnostics](image)

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

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

8. From the bottom of the screen, select any one of the following erasure methods:

<table>
<thead>
<tr>
<th>ERASURE METHODS</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Native OS Erasure</td>
<td>This is the default algorithm available to the users in the device's OS.</td>
</tr>
<tr>
<td>zeroes</td>
<td>This algorithm wipes data by overwriting it with zeros in a single pass. This is the fastest algorithm available to a user.</td>
</tr>
<tr>
<td>Pseudo-random (2 passes)</td>
<td>This algorithm wipes data by overwriting an entire device with randomly generated numbers in a single pass.</td>
</tr>
<tr>
<td>US Department of Defense, DoD 5220.22-M (3 passes)</td>
<td>This algorithm wipes data by overwriting the device in three passes. In the first pass, it overwrites data with zeros, then in the second pass, it overwrites the data with ones and finally in the third pass overwrites the data with randomly generated bytes. This is a U.S. Department of Defense algorithm.</td>
</tr>
<tr>
<td>US Department of Defense, DoD 5200.22-M (ECE) (7 passes)</td>
<td>This algorithm wipes data by overwriting the device in seven passes. The first, fourth and fifth pass is overwriting with a random byte, its 8 right-bit shift complement and 16 right-bit shift complement; second and sixth passes are overwriting with zeros, and third and seventh pass with random data.  This is a U.S. Department of Defense algorithm.</td>
</tr>
<tr>
<td>Algorithm</td>
<td>Description</td>
</tr>
<tr>
<td>--------------------------------------</td>
<td>-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>B. Schneier's algorithm (7 passes)</td>
<td>This algorithm wipes data in seven passes. In the first two passes, it overwrites the device with ones and then zeros, and in next five passes, it overwrites data with random characters.</td>
</tr>
<tr>
<td>Peter Gutmann (35 passes)</td>
<td>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.</td>
</tr>
<tr>
<td>US-Army AR 380-19 (3 passes)</td>
<td>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.</td>
</tr>
<tr>
<td>US Air Force, AFSSI 5020 (3 passes)</td>
<td>This algorithm wipes data by overwriting the media in three passes. First, it overwrites with zeros, then with ones and finally with random characters.</td>
</tr>
<tr>
<td>British HMG IS5 (3 passes)</td>
<td>This algorithm is a three pass overwriting algorithm, first pass - with zeros, second pass–with ones and the last pass with random data.</td>
</tr>
</tbody>
</table>

9. Click **Start** to start erasing the devices.

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

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

![Warning Message]

**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 and 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 active internet connection to start the erasing process.*

The erase process for a device takes place in 5 different phases, to understand these phases refer to the next section of **Erasure Stages**.
3.2.1. 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:

- **Device Connection**
- **Initialization**
- **Firmware Downloading**
- **Restoration**
- **Erasure**

**Caution:** *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.*

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

**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 the **Recovery mode.**
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 shows that their firmware is being downloaded.

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

Erasure: The erasure process starts immediately after the completion of restoring procedure. When the erasure 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 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:
Things to Note:

- Before the onset of the erasure process on an android device, the **USB Debugging** must be in ENABLE mode for the device you are connecting.

- When you install **BitRaser Mobile Eraser and Diagnostics** on a device running Android OS, you control which capabilities or information **BitRaser Mobile Eraser and Diagnostics** can access—known as **Permissions**. For example, an application might want permission to see your device contacts or location. You can control which permissions an application can access after the application installs on your device.
The application prompts the user to **Allow Permissions** on android device. Proceed to this process to further permit for the access of photos, media, files, and phone calls.

**Note:** Keep in mind turning off permissions may cause **BitRaser Mobile Eraser and Diagnostics** on your device to lose functionality.
How to enable the USB Debugging mode in your phone?

- Go to settings in your android device and click “About device” option.
- Select “Software info” from the about device page.
- Tap the Build number eight times to make Settings > Developer Options available.
- Go back to the setting page and scroll down until you see “Developer Options”. Select Developer Options.
- On Developer Options page scroll down and enable USB Debugging.
3.3. DIAGNOSTIC PROCESS

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

To diagnose a device using BitRaser Mobile Eraser and Diagnostics:

1. Run BitRaser Mobile Eraser and Diagnostics. Plug the iOS/Android device to the computer.

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

![BitRaser Mobile Eraser and Diagnostics Devices Tab](image)

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

For more information, please refer to the section 'How to enable the USB Debugging mode in your phone?' in the next topic of this user guide.

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 vice versa.
4. You can preview the devices information either in **Grid view** or **List view**.

- In the **Grid view**, the devices get displayed in a grid-like structure and also the devices can be sorted 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.

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

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.
6. From the dialog that appears, click on **USB ID** to change the identifier for the USB port. Click **OK**.
7. Select the devices to diagnose by marking the check-box before every device.

![Image of BitRaser Mobile Eraser and Diagnostics interface]

**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 and Diagnostics** acquires license information from **BitRaser Cloud** and licenses are consumed depending upon the number of devices you have selected for diagnostics. Therefore, you need active internet connection to start the diagnostic process.

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

The diagnostic process for a device takes place in 5 different phases, to understand these phases refer to the next section of **Diagnostic Stages**.
3.3.1. 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:

- **Device Connection**
- **Initialization**
- **Automatic Diagnostic Tests**
- **Manual Diagnostic Tests**
- **Accessories and Grading**

**Caution:** 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.

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

**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 **Allow Permissions** on android device. Proceed to this process on the device to allow permissions as required by the application.

For iOS devices, the application prompts the user to **Start Application**. Go to **Settings > General > Device Management > Stellar Data Recovery INC** and click on **Trust "Stellar Data Recovery INC"**. On the pop-up message click **Trust**. Now start the **BitraserMobileDiagnostics** application on the device from the home screen to initiate the diagnostic process.
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:

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.

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 an 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 erasure failure.
Things to Note:

- Before the onset of the diagnostic process on an android device, the USB Debugging must be in ENABLE mode for the device you are connecting.

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

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

How to enable the USB Debugging mode in your phone?

- Go to settings in your android device and click “About device” option.

- Select “Software info” from the about device page.

- Tap the Build number eight times to make Settings > Developer Options available.

- Go back to the setting page and scroll down until you see “Developer Options”. Select Developer Options.

- On Developer Options page scroll down and enable USB Debugging.
3.4. DETAILS SECTION

Details section allows to fill 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 following 3 subsections:

1. Enter Details

<table>
<thead>
<tr>
<th>FIELD NAME</th>
<th>DESCRIPTION</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer Details</td>
<td>This section allows you to enter the details of the customer.</td>
</tr>
<tr>
<td>Customer Name</td>
<td>Name of the customer for whom the erasure or diagnose is to be done.</td>
</tr>
<tr>
<td>Customer Address</td>
<td>Location of the customer for whom the erasure or diagnose is to be done.</td>
</tr>
<tr>
<td>Device Details</td>
<td>This section allows you to enter the details of the device.</td>
</tr>
<tr>
<td>Device Source</td>
<td>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 diagnose) of the device.</td>
</tr>
<tr>
<td>Device Destination</td>
<td></td>
</tr>
<tr>
<td>Technician Performing Erasure</td>
<td>This section allows you to enter the details of the technician who is going to perform the process.</td>
</tr>
<tr>
<td>Technician Name</td>
<td>Name of the technician processing the device.</td>
</tr>
<tr>
<td>Organization</td>
<td>Name of the organization providing the service.</td>
</tr>
<tr>
<td>Person Validating Erasure</td>
<td>This section allows you to enter the details of the person validating the process.</td>
</tr>
<tr>
<td>Validator Name</td>
<td>Name of the person validating the process.</td>
</tr>
<tr>
<td>Organization</td>
<td>Name of the organization validating the process.</td>
</tr>
<tr>
<td>Comment/Notes</td>
<td>This section allows you to enter any other comments or notes that you want to include in the report. You can enter up to maximum of 250 characters.</td>
</tr>
</tbody>
</table>
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.
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.

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Asset Tag</td>
<td>Enter the Asset Tag associated to a device.</td>
</tr>
<tr>
<td>USB Port Name</td>
<td>The USB Port name is set by default.</td>
</tr>
<tr>
<td>Type</td>
<td>The Device Type is set by default.</td>
</tr>
<tr>
<td>Serial No/ECID</td>
<td>The Serial No/ECID associated to a device is set by default.</td>
</tr>
</tbody>
</table>
You can reset 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.

3. Enter Custom Fields:

BitRaser Mobile Eraser and 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 custom field.
- **Enter Custom Field Value**: Allows you to enter the value of custom field.
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 and Diagnostics application displays all of the erasure and diagnostic processes which either have been completed or failed.

BitRaser Mobile Eraser and Diagnostics gives an option to search reports for the processes performed. Based on the specification of records, there are different filters that helps in fetching records in an easier way. You can search for multiple reports using a certain search criteria. This makes the search operation efficient as the user can straight away find the intended result.

BitRaser Mobile Eraser and Diagnostics provides you with erasure and diagnostic reports:
- An erasure report provides the information such as Customer Details, Device Information, Battery Information, Erasure Information, Erasure & Validation Details. A sample erasure report is given as follows:
A diagnostic report provides the information such as Customer Details, Device Information, Battery Information, Diagnostic Information, Diagnostic & Validation Details. A sample diagnostic report is given as follows:

To search BitRaser Mobile Eraser and Diagnostics reports:

1. Run BitRaser Mobile Eraser and 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.

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

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

![Report Display](image)

4. The Action tab provides the shortcuts to perform the following functions:
   - **Process icon**: 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 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 and Diagnostics** application is launched.
   - **Send to Cloud**: This option allows you to send the reports over the **BitRaser Cloud**.

5. In case you want to customize the report, select the Report Settings button located at the bottom left of the screen.
3.5.1. PREVIEW REPORT

BitRaser Mobile Eraser and 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 amid of 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.
3. The report will be displayed in a new window.

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 **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.

3. Click on **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:

4. Click **Browse** to select a destination to save the report file.

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 and Diagnostics** is launched.
3.5.3. SEND REPORT TO BITRASER CLOUD

**BitRaser Mobile Eraser and 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 *General Settings* section of the *Settings* window automatically sends the report to the BitRaser Cloud Console.

To send reports to cloud:

2. Select the desired reports which you want to send.
3. 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:** icon shows that the report has been sent to BitRaser Cloud successfully and 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.

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

<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Report Settings</strong></td>
<td>This section allows you to customize Report like signature settings, header settings, top right logo and watermark.</td>
</tr>
<tr>
<td><strong>Signature Settings</strong></td>
<td>This section allows you to add a signature image of the technician and validator.</td>
</tr>
<tr>
<td>Select technician signature image (170 x 48 PNG)</td>
<td>You can change the technician signature image here.</td>
</tr>
<tr>
<td>Select validator signature image (170 x 48 PNG)</td>
<td>You can change the validator signature image here.</td>
</tr>
<tr>
<td><strong>Header Settings</strong></td>
<td>You can either enter Header information like header text or header image here.</td>
</tr>
<tr>
<td>---------------------</td>
<td>--------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>Enter header text (max 30 characters)</td>
<td>Enter header text.</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>Image Settings</strong></th>
<th>This section allows you to add top right logo and watermark image.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Select top right logo (170 x 48 PNG)</td>
<td>You can change the top right logo image of the report here.</td>
</tr>
<tr>
<td>Select watermark (225 x 300 PNG)</td>
<td>You can change the watermark image of the report here.</td>
</tr>
</tbody>
</table>

**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 exactly the same as specified in **Report Settings**. **BitRaser Mobile Eraser and Diagnostics** will accept images with specified size only. In case of size mismatch, **BitRaser Mobile Eraser and 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 and Diagnostics** application will not be updated on **BitRaser Cloud** report.
3.6. FORGOT LOGIN PASSWORD

**BitRaser Mobile Eraser and 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 **Creating New User Profile**, you can view the hint by hovering your mouse cursor over **Password Hint Icon** on the **User Login** screen:

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

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

- Enter the Master Password that you received along with **BitRaser Mobile Eraser and 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 and Diagnostics** software.*
- 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)

- Fill in the above fields and click OK to reset the password.
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 and Diagnostics?

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

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

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

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

   Yes, you can edit existing fields from the report of BitRaser Mobile Eraser and 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 and 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 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 and Diagnostics on a device running Android OS, you control which capabilities or information BitRaser Mobile Eraser and Diagnostics can access—known as Permissions. Thus, the user need 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 issue in 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 got consumed. Will another license get 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 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 number of passes used by the algorithm, more effective it is. Each algorithm performs different set of features from where you can choose the suitable algorithm as per the requirement.

10. 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, 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.
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6. ABOUT STELLAR

Stellar is the world’s foremost Data Care Corporation, with expertise in Data Recovery, Data Erasure, Mailbox Conversion, and File Repair software and services. Stellar has been in existence from past 25+ years and is a customer-centric, critically acclaimed, global data recovery, data migration & erasure solutions provider with cost-effective solutions available for large corporate, SMEs & Home Users. Stellar has a strong presence across USA, Europe & Asia.

Product Line:
Stellar provides a wide range of Do It Yourself (DIY) Software for Consumer as well as Software for Businesses:

### Data Recovery

The widest range of data recovery software that helps you recover your valued data lost after accidental format, virus problems, software malfunction, file/directory deletion, or even sabotage!

### File Repair

The most comprehensive range of file repair software for Windows, Mac and Linux. Recover your files, which have been infected by viruses, malwares or have been damaged by improper shutdown and other corruption-related issues.

### Data Erasure

Best software for IT assets disposition. Secure and erase variety of storage media and files from PC/Laptop, Servers, Rack Drives or Mobile devices. Data once erased cannot be recovered by using any data recovery software or service.

### Email Repair & Converter

Robust applications to restore inaccessible mailboxes of MS Exchange, Outlook, AppleMail, Thunderbird, Eudora, Spicebird, Entourage, and Pocomail mailbox. Also, tools to convert mailboxes and database files from one format to another.

### Database Repair

Professional and reliable software to repair corrupt or damaged database for Microsoft SQL Server, QuickBooks®, Microsoft Access, SQLite and many more.

### Email Backup Tools

Fully featured backup utilities that provides a comprehensive solution in case of any disaster. These software facilitates taking back up of all your mails, contacts, tasks, notes, calendar entries, journals etc. with full & incremental backup options.
**Photo and Video Tools**

Professional tools to rebuild damaged or corrupt photos, videos, audios, and other multimedia files, from Window and Mac systems. Recover files from hard drives, memory cards, iPods, USB flash drives, digital cameras, IBM Micro Drives and more.

Knowing More -->

**Utility Tools**

A range of utility software such as SpeedUp Mac, Drive Clone and Partition Manager for Mac systems as well as Password Recovery for Windows and Password Recovery for Windows Server based systems

Knowing More -->

**Stellar Toolkits**

Stellar also provides toolkits that are combination of Powerful Tools Designed for Data Recovery, File repair, Mailbox repair and File Conversion. All in one power packed toolkits to meet the need of every business.

Knowing More -->

For more information about us, please visit [www.stellarinfo.com](http://www.stellarinfo.com).