

v 2.6

This manual describes how to use the various features and interact with the WipeOS System.

This document assumes that you already have the WipeOS server installed at your location, and that administration settings on the portal have been configured.



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APPLIANCE SETUP

- **1** Begin with the WipeOS Appliance powered off and unplugged.
- 2 Plug-in an Ethernet cable connected to your main network (i.e. the internet) to the appliance's **WAN** port



When the Appliance boots, it will send a DHCP request as it attempts to connect online. NOTE: This must be a non-proxy connection to the internet and will fail if you use the following subnets:

172.18.0.0/16 - This is the network where the WipeOS clients connect 172.19.0.0/19 - This network allows the Appliance to communicate with our portal through a VPN connection for remote updates and assistance

3 Verify that your firewall rules are configured to allow outgoing connections from this machine, specifically for HTTPS (port 443 TCP) and OpenVPN (port 1194 UDP/TCP) to the hosts: <u>login.wipeos.com</u> and <u>api.wipeos.com</u>

4 Connect the power cable and boot the Appliance. Normal boot time is about 5 minutes. You will see the **IP Configuration** menu once the appliance has completely booted.

IP Configu	ration
Configuration Method:	DHCP
Local IP	10.20.20.44
Subnet Mask	255.255.255.0
Default gateway	10.20.20.1
Primary DNS Server	10.2.2.4
VPN connected	Yes
Internet connected	Yes
Last sync	8 minutes ago
CONFIGUE	RE IP
SYNC NO	DW

5 Connect a desktop or laptop (don't use an Apple computer for your first test) via Ethernet to the WipeOS Appliance's LAN port. Attempt to network boot the device, and wait for the WipeOS Wiping Menu to appear.

NOTE

You need to have a screen connected to the Appliance to see this page.

6 Once that test is successful, use an unmanaged, gigabit network switch to the LAN port of the WipeOS Appliance. This network is the one that will boot directly into WipeOS. No router/internet connection/other network should be plugged into this subnet. It should look like this:



NOTE

If your switch has less Ethernet jacks than you need, you can daisy-chain them by plugging one into another. They will all be the same subnet.

CLIENT SETUP

Follow these steps to ensure that you are able to get the drives wiped and sent to the Portal.

- 1 Connect the client (machine you want to wipe) to the WipeOS Appliance via Ethernet. If the machine does not have a built-in Ethernet port, <u>click here</u> for directions on how to make a bootable WipeOS USB drive.
- **2** Boot up the client and enable the PXE boot (network boot) from the BIOS. After doing so, reboot the machine.
- 3 The client will load WipeOS from the Appliance.



NOTE

The screen resolution may change. This is normal during the initialization of hardware.

You may see network unreachable errors and multiple DHCP requests. This is also normal as WipeOS needs to query each network interface to find the one that is plugged into the network. 4 Once WipeOS loads, you will see a WipeOS login screen. Login with the default user credentials or with your credentials (set in the Operator section of the portal). <u>Click here</u> to learn how to add a new Technician Operator.

	Hello - Please Login
Username	
Password	
	LOGIN

5 Once you have successfully logged in, you will be brought to the main screen of the WipeOS client.

Disks	NVMe	Mobile	Select Disk Operation	Information Requirements
All	Select disk(s)	Blink o	Verify Wipe: 0%	Job Number
8GB VBlb 2GB VBd4	fa4a1d-176aa982 4db3e28-5305da50		Senart None Block Size Format (Advanced) None	Notes
			> START	

NOTE

Default username: admin, password: admin

If you type the username or password wrong, you will be presented with the sign-in screen again.

USB BOOT

Sometimes your hardware may not network boot - this typically occurs if the machine can only network boot with a USB-to-Ethernet adapter. In such cases, in order to boot over the network, we provide a WipeOS USB that would facilitate the boot process. You would prepare a WipeOS USB, choose to boot from the USB in the BIOS, and then the USB would bootstrap/boot from the network.

WipeOS USB Boot

If you're having trouble network-booting certain hardware, WipeOS can create a bootable USB drive that contains the WipeOS client. However, our first priority is to support network booting for any hardware if possible, so don't hesitate to contact us to see if there's a fix for your particular device.

PREPARE USB

You will need to format the USB drive. If you have something on it you want to keep, hit cancel and back it up. Otherwise, hit the **Format** button.

Format as bootable USB

This will erase the contents of the drive

CANCEL

FORMAT

In order to create a bootable WipeOS USB drive, please plug a USB drive into one of the open ports on the WipeOS Appliance. In the WipeOS Appliance go to the main page and find the section **WipeOS USB Boot.** Then click on the **Prepare USB** button.

Formatting succeeded - you may remove the USB drive.

Once the format is done, you will see an alert in the bottom left corner of your screen. It means the process is complete. The USB drive is ready to boot WipeOS.

CLIENT INTERFACE

The client interface is comprised of 4 panels. The left-most panel contains the disks you can select for Wipe operations.



NOTE

Each disk can have an independent operation happening simultaneously with other disks. You can select multiple disks at a time or you can use the select **All** to perform the same operation on each disk (Example: Select all the disks and do a 3-pass with Verify Wipe)



On the right side of each disk, there is a cross icon. Clicking it will show the current SMART status of the disk.

Disk Info

Manufacturer:SEAGATEProduct:ST9600105SSRevision:MS07Serial:2GB VBd4db3e28-5305da50Sector Size:512 BytesTransport:SAS (SPL-3)

The icon will change to an amber or red color if there are any problems reported by SMART. The information popup will display the error details.

DISK OPERATIONS

The center panel contains what actions you can take on the disks. Currently only one Disk Operation can happen at a time as there isn't a queue. (Example: You can't select a wipe operation and a SMART operation at the same time).

Select Disk Operation
^{Wipe:} NIST SP 800-88r1 Clear (1-pass) ▼
• Verify Wipe: 0%
Security Erase after Wipe
Smart
None -
Block Size Format (Advanced): None
► START

Disk operations include:

- A selection of all of our Wipe Methods
- Whether or not to verify the wipe (some wipe methods automatically flip the switch)
- Whether or not to perform a Security Erase at the end of any wiping operation (Note: This feature is currently available for SATA and PATA disks only. SAS and SCSI disks will cause the wipe to fail.)
- What kind of SMART test to perform
- Format to a different Block Size (Note: This will make your disk unreadable on some systems).

Select Disk Operation	Select Disk Operation	Select Disk Operation
NIST SP 800-88r1 Clear (1-pass)	Wipe: None	Wipe: None
Purge or Clear with verify	Verify Wipe: 0%	Verify Wipe: 0%
Purge or Clear		
Standard 3-pass	Security Erase after wipe	Security Erase after Wipe
DoD 5220.28-STD (7-pass)	Smart:	Smart:
140110	None	None 🗸
Block Size Format (Advanced):	Offline	Block Size Format (Advanced):
	Short	None
► START	Long	512/4096
	Conveyance	520/4160
		528/4224

The central panel contains the **Start** button. Nothing will happen unless this button is pressed.

INFORMATION REQUIREMENTS

The Information Requirements panel allows you to add information for tracking purposes (optional).

Informa	tion Requirements
Account Number	
772-0007	
Job Number 29	
otes:	
JICO.	
echnician	may put any notes here
'echnician	may put any notes here
Cechnician	may put any notes here
Fechnician	may put any notes here
Technician	may put any notes here
<u>rechnician</u>	may put any notes here
<u>Fechnician</u>	may put any notes here

Information requirements include:

- Account Number to track where the disk came from
- Job Number to track where the disk came from
- Notes any feedback the technician has
- What kind of SMART test to perform
- Format to a different Block Size (Beware that this will make your disk unreadable on some systems)

All of these requirements will be sent to the Portal for auditing purposes. **Account Number** and **Job Number** can be renamed to custom names in the Portal.

ACTIONS IN PROGRESS

The final panel is the width of the three above, and contains the operations currently in progress. For a wipe operation, each disk will have two progress bars:

- The top progress bar shows the total progress of the wipe, the time running, and the estimated time remaining.
- The bottom progress bar shows the progress of the current action in the wipe, the pattern being written, and how fast the disk is being written.

Operations in Progress	
Total Progress: 2%, 0:00:30 Elapsed, -0:16:44 Remaining Step 1, Write 0x55: 23% Complete, 56 MB/Second	
DoD 5220.28-STD (7-pass) on 8GB VB1bfa4a1d-176aa982	× CLOSE = ERRORS
Total Progress: 15%, 0:00:24 Elapsed, -0:02:14 Remaining Step 1, Write Random: 60% Complete, 52 MB/Second	
Standard 3-pass on 2GB VBd4db3e28-5305da50	× CLOSE = ERRORS

WipeOS Version: 2.6 | Username: admin | Client IP: 172.18.148.20

If there were no errors, clicking the button will state "No Error".

Step	L	BA	Erro	or		Status	
	Start	End	Local Recovered	Description	Driver	Transport	Device
1. Write 0x55	0	7481760	true true	No Error		No Error	

If a disk has failed a wipe or encountered errors, there is a button that will show the area of the disk where the errors occurred.

	Select disk(s)	Blink o	Verify Wine 0%	
			venity wipe. 0%	Job Number
	a1d-176aa982		Security Erase after Wipe	Notes:
			Smart None -	
	5e28-53050a50		Block Size Format (Advanced): None	•
			> START	
		Opera	tions in Progress	
pe Failed				

Wipe Errors for VB1bfa4ald-176aa982

Step	LBA			Erro	r		Status	
	Start	End	Local	Recovered	Description	Driver	Transport	Device
0. undefined	0	0	Veri	ify failed	l: Hashe	s did n	ot match	
0. undefined	0	0	Wip	e stoppe	ed by the	e user		

When a wipe has finished, regardless of errors, select the button to remove the disk from the Actions panel. This button has to be pressed to clear the slate and start another operation on the same disk.

WIPING PROCEDURE

1 Select the disks that you want to wipe by clicking the switch to the left of each disk size and serial number.

Disks	NVMe	Mobile	Select Disk Operation Wipe DoD 5220.28-STD (7-pass)	Information Requirement
All	Select disk(s)	Blink c	• Verify Wipe: 0%	Job Number
34GB VB	4222b636-3d5e1bb2		Security Erase after Wipe	Notes:
) 4GB VB9	45d30b8-b77f3dc1		Smart None -	
	bfa4a1d-176aa982		Block Size Format (Advanced): None	

2 Select the **Wipe Method** you wish to use by clicking the Wipe dropdown and choosing from the list of available methods. If you want to verify the disk is working without wiping it, select one of the Read Tests on the list.

Some Wipe Methods will automatically turn on the Verify Wipe option. You have the option to manually turn it off. If you do not verify the wipe, the software does not check for remaining data on the disk. **3** If you wish to perform a **Security Erase** after Wipe, click the switch and the command will be queued up to run after the wipe.

Select Disk Operation
Wipe: NIST SP 800-88r1 Clear (1-pass) •
Verify Wipe: 10%
Security Erase after Wipe
Smart: None •
Block Size Format (Advanced): None
→ START

NOTE

At this time, you cannot use this on SAS or SCSI drives as it will cause the Wipe to fail and you'll get an abort error.

4 Fill in the fields in the **Information Requirements** panel if required. This information is sent to the Portal after you click the Start Button, and is useful when sorting through the Portal to help identify where the drive came from.

Account Numbe	r	1	
Job Number			
Notes.			

5 Click the **Start** button. The progress bars will appear and the disks will start being wiped. At this point you can leave the machine and move to the next one.

Disks	NVMe	Mobile	Select Disk Operation	Information Requirement
All	Select disk(s)	Blink o	• Verify Wipe: 0%	Job Number
			Security Erase after Wipe	
🌑 34GB VE	34222b636-3d5e1bb2			Notes:
J 4GB VB9	945d30b8-b77f3dc1		Smart None -	
8GB VB	bfa4ald-176aa982		Block Size Format (Advanced):	1
) 2GB VBd	14db3e28-5305da50		• START	
		Opera	tions in Progress	
otal Progress: 2%, tep 1, Write 0x55: 2	0:00:30 Elapsed, -0:16:44 Rema 23% Complete, 56 MB/Second	ining		
oD 5220.28-STD	(7-pass) on 8GB VB1bfa4a1	1-176aa982		× CLOSE - ERR
otal Progress: 15%	, 0:00:24 Elapsed, -0:02:14 Rem	aining		
tep 1, Write Rando tandard 3-pass (m: 60% Complete, 52 MB/Secc on 34GB VB4222b636-3d5e1	hb2		× CLOSE = ERR

Feel free to log out of the machine at this time as the wipe will still happen in the background. This prevents anyone who doesn't have your credentials from making changes or stopping any running actions.

Your **User ID** is tied to each disk that gets wiped on your account, so it is your responsibility to protect your account.

DIAGNOSTICS

1 Boot WipeOS and login to see the client UI with **Diagnostics** button on the menu.

Disks	NVMe	Mobile	Select Disk Operation	Information Requirement
All	Select disk(s)	Blink o	 Verify Wipe: 0% 	Job Number
🔹 34GB VE	34222b636-3d5e1bb2		Security Erase after Wipe	Notes:
J 4GB VB9	945d30b8-b77f3dc1		None -	
8GB VB	1bfa4a1d-176aa982		Block Size Format (Advanced): None	

NOTE

If there are no active wipes, the Diagnostics button will navigate to the Diagnostics page.

To use Diagnostics, all running wipes must complete and have their progress bars closed. Otherwise a warning dialogue will appear upon clicking Diagnostics



2 The list of available tests are determined based on your installed hardware. Select the tests to run and optionally enter account number, job number, and notes in the information requirements section.

Disks	NVMe	Mobile	Start Hardware Diagnostics	Information Requirement
S	Select Hardware Test	(s)	→ START	Job Number
	Select All			Notes:
	CPU			
	Motherboard			
	Memory Hard Drives			
	Ethernet			
	🗹 Wi Fi			
	🗹 Keyboard			
	Display			
		0	ationa in Dragrada	

3 Start the diagnostics tests by pressing the **START** button. Each test will run sequentially after the previous one completes.

Once all the tests have been completed, the progress bar will turn green.

Operations	in Progress
Finished 9 tests	
Completed	CLOSE

4 The results of the test are available on the **Select Hardware Test(s)** panel and are updated as tests complete.

Disks	NVMe	Mobile	Start Hardware Diagnostics	Information Requirement
S	elect Hardware Test(s)		→ START	Job Number
	Select All			
	CPU PASS			Notes:
	Motherboard PASS			
	Memory PASS			
	Hard Drives FAIL			
	Ethernet PASS			
	✓ Wi Fi PASS			
	Keyboard PASS			
	Display PASS			

Pressing **PASS** or **FAIL** will open a dialogue box. PASS will show no failure reasons. FAIL will show at least one failure reason.



5 Every 10 minutes the diagnostics logs are sent to the Portal. Navigate to <u>login.wipeos.com</u> and select the diagnostics in the main menu.

😑 WIDE S 📑 BUY CREDITS 🖪 ACCOUNT 🌰 USB WIPERS 🗖 WIPE BOXES 😭 DISK LOGS 🚺 DAGBNOSTIC LOGS 🗋 MAGING 🖪 REPORTS 🗃 FAQ 🗼 LOGOUT

6 View the diagnostics logs. Refresh the page to see more recent logs

				From	🖻 To		≣ 0	Ither Filte	rs	CLEAF	R SEARCH	±	Export
Machine Manufacturer	Machine Model	Machine Serial	Account Number	Job Number	Operator Notes	CPU	Motherboard	Memory	Disks	Ethernet	Keyboard	Display	Battery
Dell Inc.	Latitude E7470 (06DC)	7Z63L72	64654198712		admin 🕅	pass	pass	pass	FAIL	pass	FAIL	FAIL	pass
Lenovo	42872WU	R9E2FX8			admin 🕅	pass	pass	pass	pass	pass	pass	pass	pass
Apple Inc.	MacBookPro 15.4	FVFYP15ZL411			admin 🕅	pass	pass	pass	FAIL	pass	FAIL	pass	pass
Dell Inc.	Precicion T3610 (Precision T3610)	6NGL8Z1			admin 🕅	pass	pass	pass	FAIL	pass	pass	pass	N/A
Lenovo	10A8001HUS (LENOVO_MT_10A8)	MJ01PCQ1			admin 🕅	pass	pass	pass	pass	pass	FAIL	FAIL	pass
Apple Inc.	MacBookPro 8.3	C02GJ0TGDRJN	14891324001		admin 🕅	pass	pass	pass	pass	pass	pass	pass	pass
Dell Inc.	OptiPlex 7040 (06B9)	9399ZG2	29541233349		admin 🕅	pass	pass	pass	pass	pass	N/A	pass	N/A
Apple Inc.	MacBookPro 5.1	W88512JL1AX			admin 🕅	pass	pass	pass	FAIL	pass	FAIL	FAIL	pass
Dell Inc.	Precision T3610	6NGL8Z1	18610043245		admin 🕅	pass	pass	pass	FAIL	pass	FAIL	pass	N/A
Lenovo	42872WU	R9E2FX8			admin 🕅	pass	pass	pass	FAIL	pass	N/A	N/A	pass
Lenovo	4284E66	R9HHAVX	64654198712		admin 🕅	FAIL	pass	pass	pass	pass	FAIL	pass	pass
Dell Inc.	Latitude E5440	HQ44F12			admin 🕅	pass	pass	pass	pass	pass	pass	pass	pass
Dell Inc.	Latitude E5440	H8ZYP12			admin 🕅	FAIL	pass	pass	pass	pass	pass	pass	FAIL
Dell Inc.	OptiPlex 7040 (06B9)	9399ZG2			admin 🕅	pass	pass	pass	FAIL	pass	FAIL	FAIL	pass
Dell Inc.	Latitude E6230	FSVFKV1			admin 🕅	pass	pass	pass	pass	pass	pass	pass	pass
Hewlett-Packard	HP Compaq 6200 Pro SFF PC	2UA2070DDX			admin 🕅	pass	pass	pass	pass	pass	FAIL	pass	N/A

NOTE

You can filter logs in the filter section. Filtering is case-sensitive.

You can export selected logs to CSV by selecting logs and clicking the **Export** button.

Clicking FAIL will reveal failure reasons. PASS is not clickable.

Failure Reasons

Disk with digital serial# 'CVPR149109TE160DGN' marked as failed. It has more than 0 errors (1 error)

CLOSE

MOBILE DEVICE ERASURE

Android Devices

WipeOS does not support device erasure on Android mobile phones at this time.

Apple Devices

WipeOS supports mobile erasure on Apple devices by performing the Apple standard method of factory reset, firmware update, and storage erasure. This is the safest and best procedure for making sure all of the data on an Apple device is erased.

While any functional Apple device can be factory-reset and have the data cleared, the device is not always ready for resale afterwards. There are ways an Apple device can be locked after a complete reset.

Find My (iPhone/iPad)

Apple provides the Find My feature on iPhones and iPads, which allows owners to locate missing devices or otherwise erase/disable them when lost. This feature is configured when the user logs into their iCloud account when setting up the device. This feature is configured at set-up when the user logs into their iCloud account.

Mobile Device Management (MDM)

Apple MDM is a feature primarily used by enterprise customers to manage many Apple devices. It is a similar to Find My feature. This lock must be removed by the current owner of the device before the device can be reused.

MOBILE WIPING PROCEDURE

1 Any computer you have can be used as a wiping station for mobile erasure with WipeOS. Simply network boot the computer to WipeOS, then select the **Mobile** tab in the wiping menu. Next, select the drive you want to save the firmware to.



NOTE

On first startup, you'll need to choose a drive to store Apple firmware on. This step is necessary because Apple devices require firmware downloads to securely reset iPhones and iPads. The first wipe for any given model is somewhat slow since the computer has to download a 2GB+ file per each. However, WipeOS will reuse these files across wipes so the download only happens once per model. 2 Click the **Prepare Drive** button as shown above, and then hit **Confirm** to format the selected drive.



3 Connect your mobile devices via USB, and make sure to put them into recovery mode (usually done by holding the Home/Volume Down button along with the Power button when booting the device).

Disks	NVMe	Mobile
All	Select phone(s)	RESCAN
iPhone 5s	(Space Gray, 16GB) -	F17MXXF3FNJ
iPhone 6 (S	Space Gray, 16GB) - F	FFNRQCZ1G5M

4 Complete the Information Requirements page with your choice of information. Then, click the **Start** button to start the wipe.

Information Requirements	Wipe iPhones
Account Number	
Job Number	► START
Notes:	

WipeOS will now begin wiping your mobile device. On the bottom of the page a progress bar displays the status of the Wipe and if its running correctly. The first step entails the download of a very large file from Apple's servers which may take some time depending on the download speed of your ISP. NOTE: Each iPhone model has it's own firmware image so the more models that are being wiped, the longer it will take.

	Operations in Progress
Step 1 of 7: Wipe Running iPhone wipe on F17MXXF3FNJJ	× STOP
	WipeOS Version: 2.6 Username: admin Client IP: 172.18.148.20

NOTE

When the wipe is finished, WipeOS will show a green success message on the progress bar. The wipe is now complete.

WINDOWS IMAGING

WipeOS offers the option of installing Windows onto the client (machines being wiped). Before you begin, you will need a **Windows Setup USB drive**. For instructions on how to do that, refer to the <u>official guide</u>. Also, make sure to have a monitor, keyboard, and mouse attached to your WipeOS Appliance.

1 Plug your USB drive into any open USB port on the Appliance, and select the **Imaging** tab on the main menu.



SETTINGS IMAGING REMOTE WIPE 1038♥ LOGOUT ↔

2 Next, select Pull Image.



The Appliance will take a couple of minutes to transfer the image. Once the image has transferred successfully, you will see a screen confirming that the transfer is complete.

Windows installation media installed

This Appliance has a valid boot image

3 Now go to the client that you want to install Windows on. Click on the **Actions** tab, and then select **Configure for Imaging** option.

	Unselect all disks		
	Start default wipe metho	Select Disk Operation	Information Requirement
Disks	NVM Close all operations	T SP 800-88r1 Clear (1-pass) 🗸	Account Number
)	Configure for Imaging		
All	Select disk(s)	Verify Wipe: 0%	Job Number
		Security Erase after Wipe	
8GB VB1bf	a4a1d-176aa982		Notes:
2GB VBd4	db3e28-5305da50	None -	
		Block Size Format (Advanced): None	
		• START	
	(nerations in Progress	

4 Next, confirm that you want to install Windows.

This will configure your machine to boot Windows from the installation media provided

CANCEL CONFIRM

You are now going to boot into the Windows installer. Follow the on-screen prompts as you normally would.

REMOTE WIPE

Before you attempt to remotely connect to the client, make sure it is booted into WipeOS. For directions on that, <u>click here.</u>

1 On the main menu, select the **Remote Wipe** tab.



SETTINGS IMAGING REMOTE WIPE 1038 LOGOUT O-

2 On the left side of your screen, you will see a list of IP addresses. Click on the address of the client you want to access.

Wipe	SETTINGS IMAGING REMOTE WIPE 1003 LOGOUT &-
172.18.146.22 : 172.18.23.153 :	Select Disk Operation
172.18.5.200 :	Disks NVMe Mobile Image: Disks NVMe Mobile Image: Disks Image: Disks Image: Disks Image: Disks Image: Disks None Image: Disks Image: Disks Image: Disks None Image: Disks Image: Disks Image: Disks None Image: Disks Image: Disks Imag
	Total Progress: 100%, 0:02:56 Elapsed, Wipe Surcessful Step 4, Verify: 100% Complete, 101 M8/Second x CLOSE = ERRORS DoD 5:220:28-STD (7-pass) on 8GB VEIbfa4ald-176aa982 x CLOSE = ERRORS WipeOS Version: 2.6 Username: admin 1 Client IP: 172.181.48.20

WipeOS will now remotely connect to the client you selected.

PORTAL

The **WipeOS Portal** is where you can securely access the reporting that is generated automatically by the WipeOS Appliance. Information recorded by the Appliance is stored locally on an encrypted hard drive before being sent using an encrypted connection to the Portal.

The Appliance will attempt to automatically synchronize its logs and settings with the Portal once every 10 minutes. Obviously this means that the Appliance will need some form of connection to the internet.

음 Edit User		
First Name	Last Name	
Username		
Password		
Password (verify)		
	CANCEL	SAVE

NOTE

When you first login, you will be prompted to reset the password. This is for security reasons as the autogenerated password sent in the welcome email is not enough to protect your account.

Pick a strong password, and if available, use a password manager to store it. Once your password has been changed, you will be prompted to login again to revalidate your session. The same is true for all active sessions.

PORTAL INTERFACE

= Wipe S 😑 BUY CREDITS 🖪 ACCOUNT 🌰 USB WIPERS 🛄 WIPE BOXES 📋 DISK LOGS 🚺 DIAGNOSTIC LOGS 🗍 MOBILE 🥥 IMAGING 🗐 REPORTS 🔞 FAQ 🖈 LOGOUT ⊖ Portal Users Username First Name Last Name Licence O Wipe Boxes Description Credits Licence Operators + 🐣 Add Oper Account Role Username Notes ★ WIPEOS.COM 2 GET SUPPORT LEGAL INFO

When you login, you will be presented with your Account Management page.

Portal Users

The Account Management page contains a list of all other portal users associated with your WipeOS Contract.

⊖ Portal Users			
Username	First Name	Last Name	Licence
cgabriel@comparecyen.com	Carlos	Gabriel	Valid Until 10/19/2029, 4:56:14 PM
🗇 dmonte@comparecyen.com	David	Monte	Valid Until 1/20/2029, 10:07:32 AM

Your username will have a lock icon next to it that you can click to change your password at any time. However, if you want to change your user name or first/ last name, you will need to submit a ticket to the WipeOS team asking them to change if for you.

•

Wipe Boxes

The Wipe Boxes page provides you with a list of your WipeOS Appliances (aka a **Wipe Box**) under the Description.

⊖ Wipe Boxes		
Description	Credits	Licence
ABox	7/1000	Valid Until 6/23/2030, 4:11:55 PM
U WipeBox (unnamed)	1/500	Valid Until 4/15/2030, 12:08:27 PM
AlexWipeBox	6/106	Valid Until 10/19/2029, 4:56:14 PM
AlexDesk	210/54000	Valid Until 10/19/2029, 10:29:22 AM
WipeBox (unnamed)	650/1050	Valid Until 10/19/2029, 4:39:01 PM

The credits purchased for each WipeOS Box, will be listed under "Credits" as used/total. (Example: the first line tells us that A Box has used 7 credits out of 1000 total credits 7/1000).

If you want to reallocate the number of credits per box, click on used/total (7/1000, 1/500, etc.) and you will be able to see the total number of credits on your account, along with options for dividing them among your Boxes.

O Wipe Boxes		
Description	Credits	Licence
ABox	7/1000	Valid Until 6/23/2030, 4:11:55 PM
WipeBox (unnamed)	57500 Aurilabla	Valid Until 4/15/2030, 12:08:27 PM
AlexWipeBox	Arries 100	Valid Until 10/19/2029, 4:56:14 PM
AlexDesk	Assign 500	Valid Until 10/19/2029, 10:29:22 AM
WipeBox (unnamed)	Assign 10000	Valid Until 10/19/2029, 4:39:01 PM
	Assign	
O Operators	Assign All	
Username	Account Role	Notes

Under "License", you will find the date and time the license will expire for each Wipe Box listed.

Clicking the icon will redirect you to a settings page that applies to that specific Appliance.

NOTE

You are able to assign an arbitrary number of credits to any Wipe Box by typing the amount in the **Assign** field and pressing Enter

If you run out of credits, you can purchase more by pressing the **Buy** button and selecting the number of credits you want to purchase. You will be redirected to PayPal to process payment. After the purchase has completed, you will be redirected back to your account page where you can see the credits you just purchased. From there, you can assign the credits to the Wipe Box of your choice.

Operators

In this section you will see the list of technicians and detailed information for each user.

	+ & Add Operator
Account Role	Notes
Standard Operator	1 Active WipeBox
Standard Operator	6 Active WipeBoxes
Standard Operator	5 Active WipeBoxes
Standard Operator	1 0 Active WipeBoxes
	Account Role Standard Operator Standard Operator Standard Operator Standard Operator

+ 🐣 Add Operator

You can add a new technician (operator) by clicking the **Add Operator** button. Once added, be sure to assign them to a Wipe Box or they will not be able to login after the Wipe Box has downloaded the new settings (once every 10 minutes). Clicking this icon will allow you to
 change the password of the selected technician. It will also allow you to set their name and role (administrator, technician, etc.).

Clicking this icon will allow you to assign or remove a Wipe Box to a specific technician.

O Operators	& New User X	+ & Add Operator
Username	First Name Last Name	Notes
ළි JDoe	Username	1 Active WipeBox
<u></u> MD		6 Active WipeBoxes
💪 Cgabriel	Password	5 Active WipeBoxes
<u></u> dmonte	Password (verify)	0 Active WipeBoxes
	Admin CANCEL SAVE	

PORTAL ACCOUNT MANAGEMENT

By clicking the **Hamburger Menu** button, which is in the top left corner of the page (shown directly left in this scenario), you will be able to access your billing profile. From here, you can set the primary contact for your company, as well as your company's address.



S Billing Management		×				
Account Info	Payment Info					
Account Name	Select Payment Method					
Billing Address						
Email						
Name	Phone N	umber				
Address Line 1						
Address Line 2						
City	City	ZIP				
	RESET	SAVE				

WIPE BOXES

DISKS WIPED BY THIS BOX

If you select **Wipe Boxes** from the menu, you will be taken to a screen where you can enter the settings for each Wipe Box assigned to your account.

	🔸 USB WIPERS 🛄 WIPE BOXES 🛱 DISK LOGS 🕻 DIAGNOSTIC LOGS 🕻 MOBILE 💿 IMAGING 🖽 REPORTS 😰 FAQ 🜴 LOGOUT
WipeBoxes on your account:	
WIPEBOX (UNNAMED) 2 DISKS ALEXWIPEBOX 10006 DISKS	
ALEXDESK 23 DISKS	
WipeBox:	You can change the settings of each Wipe Box independently:
Site ID	 The name of the box can be anything you like. Naming helps you discern between multiple Boxes.
Account Number Field Name	• The Account Number field can be called whatever your company uses for internal tracking.
Job Number Field Name	• Same as the Account Number field. You can rename the Job Number field based on the needs of your company.
Autologin	 Clicking Disks Wiped by this Box will take you to the Disk Logs page for that specific WipeBox.
Default wipe method	These settings will be applied the next time the Box syncs with the Portal. Client devices that have already booted will not see the change until the next time they are logged into.
Related	

EMAIL REPORTS

The WipeOS Portal has the ability to send you end-of-day reports via email that contain the following information:

- Number of drives that completed
- Number of drives in progress
- Number of drives that failed
- Number of drives connected but not started
- Number of drives connected with SMART warning
- A CSV file containing information about the drives (same information presented in the disk logs on the portal)

Email Address Name <name@host.tld></name@host.tld>	Daily Report Daily summary of disks wiped and unwiped	Credits Low Warning Warning email if credits are below the treshold		
Email Address	Daily Report	Credits Low Warning		Appliance Credit Treshold
SAVE REPORT EMAILS			ø	

For daily email report logs:

- 1. Click the 🕒 icon next to Daily Report
- 2. Add the name and email of the user in a supported format
- 3. Make sure the checkbox for Daily Report is checked
- 4. Add as many as needed
- 5. Click the Save Report Emails button

To remove someone from receiving daily emails

- 1. Click the e icon next to the name you want to remove
- 2. Click the Save Report Emails button

DISK LOGS

The **Disk Logs** is one of the most important aspects of the WipeOS System. This page is where all of the data is compiled and presented to you in an accessible way. The main feature of this page is a table that contains the logs gathered by WipeOS.

≡ \	Wipe		ACCOUNT 🌰 USB W	/IPERS 🔲 WII	PE BOXES	DISK LOG	S 🖪 DIAGN	OSTIC LOGS 🗍 MOBILE 💿 IMAGIN	ig 🔳 Reports 🛛	? FAQ 🦛	LOGOUT
					🖻 From	1 -	To To	■ Other Filters Q Search	生 Expo	rt 🕏 Ce	rtificate
	Interface	Model	Serial	Size	Operator	Notes	Power-On Hours	Wipe Action	Wipe Date	Wipe Status	HDD Health
	SAS (SPL-3)	WS1003FBYX-050SM	WD-WCAW33052122	999GB	admin	网		NIST SP 800-88r1 Clear (1-pass) with Verify(10%)	4/16/2020 6:35:48 PM	Success	Success
	SAS (SPL-3)	WS1003FBYX-050SM	WD-WCAW33414733	999GB	admin	岡		NIST SP 800-88r1 Clear (1-pass) with Verify(10%)	4/16/2020 6:34:02 PM	Success	Success
	SATA 3.1	SUMSUNGMZ71D128HAFV-000L1	S14TNEADB11284	128GB	admin	図	37496	NIST SP 800-88r1 Clear (1-pass)	4/16/2020 3:52:31 PM	Success	Success
	SATA 3.2	INTELSSFSCKGF360A5SATA360GB	CVTQ550101F4360J	360GB	admin	図	2277	NIST SP 800-88r1 Clear (1-pass) with Verify(10%)	4/16/2020 3:25:37 PM	Failure	Warning
	SATA 2.6	APS1845008G-PT	E0214064302100000080	8GB	admin	网	41363	NIST SP 800-88r1 Clear (1-pass) with Verify(10%)	4/6/2020 6:04:19 AM	Success	Success
	SAS (SPL-3)	WDCWD1003FBYX-05Y7B0	WD-WCAW33052122	999GB	admin	岡		NIST SP 800-88r1 Clear (1-pass) with Verify(10%)	4/2/2020 12:29:50 PM	Success	Success
	SAS (SPL-3)	WDCWD1003FBYX-05Y7B0	WD-WCAW33414733	999GB	admin	岡		NIST SP 800-88r1 Clear (1-pass) with Verify(10%)	4/2/2020 12:28:08 PM	Success	Success
	SATA 3.1	SUMSUNGMZ71D128HAFV-000L1	CVCS305100GD180A	128GB	admin	凤	37648	NIST SP 800-88r1 Clear (1-pass) with Verify(10%)	2/21/2020 4:24:07 PM	Success	Success
	SATA 3.0	INTELSSDCMMW180A3L	CVPR11000307120LGN	120GB	admin		5449	NIST SP 800-88r1 Clear (1-pass) with Verify(10%)	2/20/2020 2:54:19 PM	Success	Warning
	SATA 2.6	INTELSSDSA2CW120G3	Y5K0A02YFQ96	292GB	admin		49009	NIST SP 800-88r1 Clear (1-pass) with Verify(10%)	2/10/2020 1:52:48 PM	Success	Success
	SAS (SPL-3)	T5RF300 E	N13Z0LTL	1000GB	admin	R		Block Size Reformat to 512	1/15/2020 12:29:56 PM	Success	Warning
	SATA 2.6	HUA722010ALA33SA	K1265841LTKRW2	1000GB	admin	岡	42330	NIST SP 800-88r1 Clear (1-pass) with Verify(10%)	1/8/2020 8:36:36 PM	Success	Success
	SAS (SPL-3)	WDCWD1003FBYX-05Y7B0	WD-WCAW33415249	1000GB	admin	R		NIST SP 800-88r1 Clear (1-pass) with Verify(10%)	1/8/2020 3:09:05 PM	Failure	Success
	SAS (SPL-3)	WDCWD1003FBYX-05Y7B0	WD-WCAW32864624	1000GB	admin	网		NIST SP 800-88r1 Clear (1-pass) with Verify(10%)	1/7/2020 7:05:01 PM	Success	Success
	SAS (SPL-3)	WDCWD1003FBYX-05Y7B0	WD-WCAW33414504	1000GB	admin	岡		NIST SP 800-88r1 Clear (1-pass) with Verify(10%)	1/7/2020 7:04:13 PM	Success	Success
	SAS (SPL-3)	WDCWD1003FBYX-05Y7B0	WD-WCAW32864466	1000GB	admin	岡		NIST SP 800-88r1 Clear (1-pass) with Verify(10%)	1/7/2020 7:04:07 PM	Success	Success
								Page: 3 🕶 Rows per p	age: 20 🛩 4	1-60 of 10562	< >
		01407.0						Diel Wies			
		SMARTIN	coulto					ык тире			
S.M.A.R.T. Date: 8/6/2020 10:44:17 AM Wipe Date: 2/21/2020 4:24:07 PM Operator: admin Operator: admin Warning: None Wipe Method: NIST SP 800-88r1 Clear (1-pass) with Verify (10%) Status: Success Status: Success SSD Wear Level: 199% Duration: 0:16:40											
					Show More Inform	nation					

By default, this table will show all of the disks that were detected by all Appliances assigned to your account, including USB devices.

FILTER APPLIANCES

If your account has multiple Appliances, another menu item will appear in the top navigation bar named **Filter Appliances**. This feature allows you to pick which Appliance logs should be shown.

		🖻 From 👒	- 1	То	 Other Filters 	Q Search	🛨 Expo	t 🔮 Certificate

Underneath the navigation bar is the filter bar that will allow you to refine the list of disks shown, based on your needs. You can search for the following items:

- Disks matching a particular model number
- A specific disk, with a particular serial number
- Items classified under Account of Job (Your technician must manually enter this data on the client before starting the operation)
- Disks wiped within a specific date range
- Toggleable filters that show/hide based on requirements
- A CSV file containing information about the drives (same information presented in the disk logs on the portal)

To search for information click the Search icon and enter a few words that will help you find what you're looking for. Clicking the Clear Search button will clear all the fields in the filter bar. NOTE: This button is disabled and not seen when there is nothing in the filter bar.

The **Export** button allows you to easily download your disk data from the Portal. By default you can export all of your data. However, you can narrow it down by selecting only the disks, from any page, that you want to download. Exported disks are presented in a CSV format so that you can open it in any spreadsheet software.

Certificate

The **Certificate** button is disabled until any disks are selected. When you select any disk, they get added to a queue to build a certificate. Certificates may only contain disks that were successfully wiped. Certificates are generated as soon as you click the Certificate button. Your web browser will prompt you to save as a PDF file.

SMART

SMART is a self-testing and monitoring system found on modern storage devices. WipeOS uses the diagnostic numbers reported by SMART when filling in the HDD Health field for disk logs on the WipeOS Portal. WipeOS highlights bad numbers under the Warning field in the SMART results page. (Drives reporting SMART errors are considered to be an elevated risk, therefore, we encourage caution in reselling these disks.)

You can use WipeOS to run SMART tests on your hard drives to report success or failure. This doesn't cost credits, and is included in WipeOS for your convenience.

If you click on any disk log in the table, a new box will pop up at the bottom of the page with details of the actions taken. These details are separated into **SMART Results** and **Disk Wipe** Sections.



The **SMART Results** section will show the following details in its default state:

- The date and time that the disk was queried for SMART information
- The technician who inserted the disk or initiated a SMART test
- If there are any warning errors from the disk
- The status of the last SMART action

The **Disk Wipe** section will show the following details in its default state:

- The date and time the action finished
- The technician who initiated the wipe action
- What method was used to wipe the disk
- The status of the action taken

SMART DETAILS

If you click the **Show More Information** dropdown, you will be presented with the full data of the disk.

SMART Results				Disk Wipe							
S.M.A.R.T. Date: 8/6/2020 10:44:17 AM Operator: admin Warning: None Status: Success SSD Wear Level: 199%			Wipe Date: 2/21/2 Operator: admin Wipe Method: NIS Status: Success Duration: 0:16:40	Wipe Date: 2/21/2020 4:24:07 PM Operator: admin Wipe Method: NIST SP 800-88r1 Clear (1-pass) with Verify (10%) Status: Success Duration: 0:16:40							
Model Family:	Intel X25-E SSD	S	Step	LBA Range I	.ocal Recovered	Sense Code	Driver Status	Transport Status	Device Sta		
Serial Number:	CVEM131400E4032	HGN	1 Write Zeroes	29.802 GiB @ 0		No Error		No Error			
LU WWN Device Id:	5 001517 959631	581	1. Title Leides	23.002 010 @ 0		NO ENO		NO LINO			
Firmware Version:	445C8850		2. Verify Hash Pattern(10%)	29.802 GiB @ 0		No Error		No Error			
User Capacity:	32,000,000,000	BYTES [32.0 GB]									
Sector Size:	512 bytes logic	al/physical	Wipe Machine De	tails					🛃 Expor		
Rotation Rate: :	Solid State Dev	ice [for dotails was D]							L		
ATA Version is:	ATA/ATAPI-7 T13	/1532D revision 1	Machine Manufacturer	Longuo							
SATA Version is:	SATA 2.6. 3.0 G	b/s	Machine Madul	20025511/15	NOVO MT 2002)						
Local Time is:	Thu Mar 21 11:5	5:53 2020 CDT	Machine Serial	MJ19M8G	1010_111_2332)						
SMART support is:	Available - dev	ice has SMART capability	Total RAM	16 GiB							
SMART support is:	Enabled		RAM Sticks	4x - DIMM DD	R3 Synchronous 13	33MHz (0.8 ns)					
			CPU Model	Intel(R) Core(TM) i7-3770 CPU @	3.40GHz					
			CPU Speed	2.25 GHz / 3.	90 GHz						
=== START of READ SMART	DATA SECTION =	==	Total Physical CPUs	1							
SMART overall-health self-assessment test result: PASSED			CPU Sockets	1							
			Network Cards	4							
General SMART Values:			Multimedia								
UTTIINE data collection	n status: (0x00	 0ffline data collection activity 									
		Auto Offline Data Collection: Disabled									
Self-test execution sta	atus: (3)) The previous self-test routine completed	Fingerprint								
		without error or no self-test has ever	0.								
		been run	Winod by WIREOS on 201	00221 120749 Wine	Mathod: NICT CD 90	0.99r1 Closr (1.)	anna) with Vorify	(10%) Unique id: 7he	01200-0210-40		
Total time to complete	Offline		ba8b-3eb05af427de. Seria	al: CVEM131400E403	2HGN. Wipe Status:	PASS	Jass) with verity	(10%). Unique la. 7bc	.01366-0310-48		
data collection:	(*) seconds									
Offline data collection	1										
capabilities:	(0x/	SMART execute Offline immediate.									
		Auto uttline data collection on/off support.									
		command									
		Offline surface scan supported.									
		Self-test supported.									
		Conveyance Self-test supported.									
		Selective Self-test supported.									
SMART capabilities:	(0x0003	B) Saves SMART data before entering									
		power-saving mode.									
		Supports SMARI auto save timer.									

On the SMART Results section, you will be able to see information about the disk, such as:

- Model family
- Model number
- Serial number
- Firmware version
- Usable space
- Size of sectors
- ATA Version
- A collection of SMART status flags
- Other miscellaneous SMART information reported by the drive

On **Disk Wipe** section you will be able to see the status of each Wipe. Each step of the Wipe is a new row on the table. Any errors encountered will display on a new row.

Step	LBA Range	Local	Recovered	Sense Code	Driver Status	Transport Status	Device Status
1. Write Random Data	149.051 GiB @ 0			No Error		No Error	
2. Write Random Data	149.051 GiB @ 0			No Error		No Error	
3. Fill the drive with Zeroes	149.051 GiB @ 0			No Error		No Error	
4. Verify Hash Pattern	149.051 GiB @ 0			No Error		No Error	

The errors shown contain technical information, such as the specific LBA range where the error occurred, and action WipeOS took to correct the error, if any. An LBA range is simply the way the drive maps logical blocks on the drive into an addressable space.

Step	LBA Range	Local	Recover	red Sense Co	de Dri	iver Status	Transport Status	Device Status
1. Write Random Data	232.886 GiB Over the whole disk			No Erro	r			
2. Write Random Data	232.886 GiB Over the whole disk			No Erro	r			
3. Fill the drive with pattern 00000000 (0x0)	232.886 GiB Over the whole disk			No Erro	r			
4. Verify Hash Pattern	27.0 KiB Over the whole disk	~	⊗	Address mask r for data fi	not found eld	Busy		Check Condition
4. Verify Hash Pattern	204.0 KiB Over the whole disk	~	⊗	Unrecovered rea auto reallocat	ad error - e failed	Busy		Check Condition
4. Verify Hash Pattern	232.879 GiB Over the whole disk			No Erro	r	Busy		Check Condition

Here is a description of the Disk Wipe table:

Step - shows the step WipeOS performed a specific action on
LBA Range - How much of the disk is affected by this step
Local - Whether or not the error affects the whole disk
Recovered - Whether or not WipeOS was able to recover from this error
Sense Code - Error codes reported by the WipeOS wiping daemon
Driver Status - How the Linux Kernel currently sees the device
Transport Status - Whether or not there are problems with the disk connection
Device Status - Whether or not the drive itself had an error





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