

Ontrack® Eraser
Software for Mobile Devices



Ontrack Eraser
Software for mobile devices
User Guide

Contact and Legal Information

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Generally, if such changes or variations are known to exist and affect the product significantly, a release note or Read Me file will accompany the User Guide, or will be available on the Ontrack Eraser software for mobile devices web site. In that event, please read the release notes of Read me file before using the product.

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U.S. Contact Information

Kroll Ontrack Inc.
9023 Columbine Road
Eden Prairie, MN 55347
Free Telephone: 800-872-5161
Telephone: 951-937-5161
Web: www.ontrackeraser.com

Software Sales

Free Telephone: (800) 645-3649
E-mail: ontrackeraser@krollontrack.com

Technical Support

Telephone: 952-937-2121
E-mail: support@ontrackeraser.com
Web: www.ontrackeraser.com/support
Open: 8:00 a.m. – 5:00 p.m. M-F CST

International Contact Information

Canada

155 Gordon Baker Road Suite 210
Toronto, Ontario M2H 2N7
Canada

Web: www.ontrackeraser.ca

Software Sales

Free Telephone: 800-645-3649
E-mail: software@ontrackeraser.ca

Technical Support

Telephone: 952-937-2121
E-mail: support@ontrackeraser.ca
Web: www.ontrackeraser.ca/support

United Kingdom

Kroll Ontrack
The Pavilions, 1 Weston Road
Kiln Lane, Epsom
Surrey, KT17 1JG
United Kingdom

Web: www.ontrackeraser.co.uk

Software Sales

Telephone: +44 (0)1372 741 999
E-mail: software@ontrackdatarecovery.co.uk

Technical Support

Telephone: +44 (0)1372 744 422
E-mail: support@ontrackdatarecovery.co.uk

Ireland

Kroll Ontrack
Marsh House
25-28 Adelaide Road
Dublin 2
Ireland

Web: www.ontrackeraser.ie

Software Sales

Telephone: +353 1 604 8250
E-mail: software@ontrackdatarecovery.ie

Technical Support

Telephone: 1800 930 183
E-mail: techsupport@ontrackdatarecovery.ie

Australia

28 Donkin Street, Suite #8

West End, QLD 4101
Australia

Web: www.ontrackeraser.com.au

Software Sales

Free Telephone: 1800 972 259
E-mail: software@ontrackeraser.com.au

Technical Support

Telephone: +61 7 3255 1199
E-mail: support@ontrackeraser.com.au
Web: www.ontrackeraser.com.au/support

France

2, impasse de la Noisette
97371 Verrières-le-Buisson Cedex 413
France

Web: www.ontrackeraser.fr

Software Sales

Telephone: +33 (0) 1 69 53 66 92
E-mail: logiciel@ontrackeraser.fr

Technical Support

Telephone: 0820 09 87 72
E-mail: support@ontrackeraser.fr
Web: www.ontrackeraser.fr/support

Germany

Kroll Ontrack GmbH
Hanns-Klemm-Strasse 5
71034 Böblingen
Germany

Web: www.ontrack.de/datenloeschung/

Software Sales

Telephone: +49 (0) 7031 / 644-123
E-mail: software@krollontrack.de

Technical Support

Telephone: +49 (0) 7031 / 644-244
E-mail: support@krollontrack.de
Web: www.ontrack.de

Austria

Zweigniederlassung Österreich
Landstraßer Hauptstraße 71/2
1030 Wien
Austria

Web: www.ontrack.at/daten-loeschen/

Software Sales

Telephone: +49 (0) 7031 / 644-123

E-mail: software@krollontrack.de

Technical Support

Telephone: +49 (0) 7031 / 644-244

E-mail: support@krollontrack.de

Web: www.ontrack.at

Switzerland

Kroll Ontrack S.a.g.l.

Piazza Boffalora, 4

P.O.Box 191

6830 Chiasso 3 Boffalora

Web: www.datenrettung.ch/daten-loeschen/

Software Sales

Telephone: +49 (0) 7031 / 644-123

E-mail: software@krollontrack.de

Technical Support

Telephone: +49 (0) 7031 / 644-244

E-mail: support@krollontrack.de

Web: www.datenrettung.ch

Spain

Kroll Ontrack

Calle Anabel Segura 7, 1ª Planta,

Oficina B, 28108 Alcobendas

Madrid

Spain

Web: www.ontrackeraser.es

Software Sales

Telephone: +34 900 112 012

E-mail: software@ontrackdatarecovery.es

Technical Support

Telephone: +34 900 122 012

E-mail: soporte@ontrack.es

Italy

Kroll Ontrack Srl

Via Lario, 1

22070 Fenegrò (CO) - Italy

Telephone: +39 031 3525 611

Fax: +39 031 3525 621

Web: www.ontrackeraser.it

Software Sales

Telephone: +39 031 3525 611

E-mail: software@krollontrack.it

Technical Support (English)

Telephone: +49 7031 644 244

E-mail: techsupport@krollontrack.it

Norway

Ibas Norge

Postboks 1250

Arkoveien 14

2206 Kongsvinger

Norway

Web: www.ontrackeraser.no

Software Sales

Free Telephone: 810 10 100

Telephone: +47 62 81 01 00

Fax: +47 62 81 01 10

E-mail: software@ontrackeraser.no

Technical Support

Telephone: +47 62 81 01 00

E-mail: support@ontrackeraser.no

Web: www.ontrackeraser.no/support

Sweden

Ibas AB

Märstagatan 4

753 23 Uppsala

Sweden

Web: www.ibas.se

Software Sales

Telephone: +46 (0) 18 10 44 40

Fax: +46 (0) 18 10 99 20

E-mail: erasure@ibas.se

Web: www.ibas.se

Technical Support

Telephone: +47 62 81 01 00

E-mail: support@ibas.no

Web: www.ibas.no/support

Denmark

Ibas Danmark

Teknikerbyen 25

2830 Virum

Denmark

Web: www.ibas.dk

Software Sales

Telephone: +45 70 22 34 00

Fax: +45 70 22 34 01

E-mail: erasure@ibas.dk

Technical Support

Telephone: +47 62 81 01 00

E-mail: support@ibas.no

Web: www.ibas.no/support

Belgium

Kroll Ontrack België

Regus Pegasus Park

Pegasuslaan 5

1831 Diegem

Software Sales

Telephone: +32 (0)2 512 30 22

E-mail: info@ontrackdatarecovery.be

Poland

Kroll Ontrack sp. z o.o.

Ul. Jana III Sobieskiego 11

40-082 Katowice

Poland

Web: www.ontrackeraser.pl

Software Sales

Telephone: +48 32 77 999 46

E-mail: soft@krollontrack.pl

Finland

Norman Ibas Oy

Läkkisepäntie 11

00620 Helsinki

Finland

Web: www.ibas.fi

Software Sales

Telephone: +358 9 2727 210

Fax: +358 9 2727 2121

E-mail: ibas@norman-ibas.fi

Technical Support

Telephone: +47 62 81 01 00

E-mail: support@ibas.no

Web: www.ibas.no/support

The Netherlands

Kroll Ontrack Netherlands

Holland Office Center

Kruisweg 825c
2132 NG Hoofddorp
Nederland

Web: www.krollontrack.nl

Software Sales

Tel. 0800 5 765 565

Tel. +31 (0)23 - 56 73 030

Fax +31 (0)23 - 56 73 031

E-mail: info@krollontrack.nl

Technical Support

Telephone: +47 62 81 01 00

E-mail: support@ibas.no

Web: www.ibas.no/support

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Introduction

Overview

Ontrack Eraser software for mobile devices is an application that runs on Windows XP platform. The main purpose of the application is to securely erase internal flash memory and other storage units (external memory card, SIM card) from the attached (via USB) smartphones.

An erase report can be generated containing the results of the erase process. The report can be printed, saved to a hard drive/external media or sent to remote server.

The erase process is performed at a high level. The application cannot perform a 100% secure erasure of all the smartphones storage units because of the nature of the units.

System Requirements

To use Ontrack Eraser software for mobile devices, the following hardware and software is needed:

- Windows® XP Professional
- Microsoft .NET Framework 3.5
- IBM-compatible PC with an Intel® Pentium® or greater processor
- USB port (for phones to be connected to the PC)
- VGA with 800 x 600 or higher screen resolution
- 50 MB of free hard disk space

Installing Ontrack Eraser software for mobile devices

Ontrack Eraser software for mobile devices consists of:

- A PC side application (known as Ontrack Eraser software for mobile devices)
- The Server side accounts (not addressed in this document)

During installation you are prompted to give Certificate URI. If you have not received it, hit **I do not need certificate** button. You can download the certificate later as instructed in this manual.

After installation hit **Setup** button and configure the application operation mode. You need to have setup parameters available.

Please read release notes of Read me file before using the application.

Ontrack Eraser software for mobile devices Editions

Ontrack Eraser software for mobile devices offers two kinds of licenses:

- License per Erasure: This license is based on an erasure counter and the counter is decreased per device being erased.
- Time Limited: The license is time limited. It provides unlimited erasures within the time specified.

Getting Help

Ontrack Eraser software for mobile devices provides you with the following ways to get help with the application: Online Help and Technical Support.

Online Help

Online Help includes all of the information in the user guide and it lets you quickly access this information by using one of three tabs. The Contents tab offers a hierarchical view of the contents of the help files. The Index tab offers a keyword-based way to get to specific topics. The Search tab offers a full-text search of the help files.

To start online Help

Do one of the following:

- Click **Help** button on the application main window.
- Press the **F1** key.

Technical Support

If you have questions or problems not answered in the user guide or the online Help, call our Technical Support group. When reporting an issue, please include any information that might help us diagnose the problem. The following details are often the most helpful:

- The version of Ontrack Eraser software for mobile devices you are using (on the Main window dialog title).
- Phone software version (on Setup dialog/Phone Software tab).
- Location information from the Server Tab.
- The versions of Windows that you are running.
- The circumstances and sequence of steps that led to the problem.
- The text of the error messages (if any appeared).
- A list of other Windows programs that you were running when the error occurred.

Contact Information

See “U.S. Contact Information” on page 2 and “International Contact Information” on page 3.

Conventions in this Manual

This manual uses guidelines for documenting notes and tips.

Notes (including cautions, important notes, tips, and warnings, as well as general notes) call the user’s attention to information of special importance or information that can’t otherwise be suitably presented in the main text.

Note indicates neutral or positive information that emphasizes or supplements important points of the main text. A note supplies information that may apply only in special cases—for example, memory limitations, equipment configurations, or details that apply to specific versions of a program.

Tip helps users apply the techniques and procedures described in the text to their specific needs. A tip suggests alternative methods that may not be obvious and helps users understand the benefits and capabilities of the product. A tip is not essential to the basic understanding of the text.

Important provides information essential to the completion of a task. Users can disregard information in a note and still complete a task, but they should not disregard an important note.

Caution advises users that failure to take or avoid a specified action could result in loss of data.

Chapter 1: Settings

Overview

The Setup dialog allows configuring the operation parameters. Each tab and its contents are described in this section. To open Setup dialog, click **Setup** button on the application main window.

Server Tab

The Server tab allows you to define server URI and credentials.

NAME	DESCRIPTION
URI	Server address (http: // or https ://)
User name	User name to the server
Password	Password to the server
My location	Free-form text identifying your location

Erase Tab

The Erase tab allows you to define which storage units are erased and how many times the available and newly created free space in them is overwritten.

NAME	DESCRIPTION
Erase phone memory	When selected erases the phone internal storage
Erase SIM card memory	When selected erases the SIM card
Erase memory card	When selected erases the external memory card
Phone memory wipe count	Phone internal flash memory overwrite count
SIM card wipe count	SIM card wipe count. Always at least 1.
Memory card wipe count	Memory card and SIM card overwrite count

Mode Tab

The Mode tab allows you to define several operation mode related settings.

NAME	DESCRIPTION
Install erase software to phone automatically when connected	When selected installs the phone software to the detected phone automatically
Show device info dialog automatically when connected	When selected opens the device information dialog automatically when the phone is detected
Print erase report automatically after erase started	When selected prints the erase report to printer automatically after the erase is started
Save erase reports to PC	When selected saves the erase report in XML form to the hard drive
Send to server automatically	When selected sends the erase report automatically to the server (effectively leaving the hard drive report file empty)
Wait for erase result before print and/or send	When selected waits the erase result before automatic erase report printing/sending to the server
Use default printer for erase reports	Prints the erase report to the default printer selected without asking printer from user

License Tab

The License tab allows you to obtain licenses from the server to PC's hard drive.

NAME	DESCRIPTION
Get licenses automatically	When selected the applications gets licenses automatically from the server when the license count drops below threshold
Get now	Gets <i>Count</i> number of licenses from the server and saves them to the hard drive
Threshold	Low limit value for triggering automatic license download from the server
Count	Number of licenses that is get from the server
Remaining licenses	Shows currently remaining licenses on hard drive storage

Phone Software Tab

The Phone Software tab allows you to download latest erase software for the phones.

NAME	DESCRIPTION
Phone software	Shows the date/time stamp of the phone software
Update now	Downloads latest phone software from the server and saves it to hard disk.
Check phone software updates automatically	When selected the application connects to the server automatically and checks if newer phone software exists in the server
Check now	Checks if newer phone software exists in the server

Miscellaneous Tab

The Miscellaneous tab allows you to define some mixed operation parameters.

NAME	DESCRIPTION
Send program error details to server	When selected the details of the error that occurred in application's operation are send to the server
Check updates automatically	When selected the application connects to the server automatically and checks if newer application version exists in the server
Check now	Checks if newer application version exists in the server
Update now	Starts downloading newer application version from the server
Activity list box	'Clear' clears the botton list box, 'Print' button prints it

Chapter 2: Operation

Overview

Application features are explained in the following paragraphs.

Define Phone Condition

Phone condition is described in the Device Info dialog opened either automatically when the phone is detected or manually by clicking the **Device info** button from the application main window.

Tip: The entry fields in the dialog are not mandatory i.e. they can be left empty if condition information is not necessary.

Figure below shows the dialog:

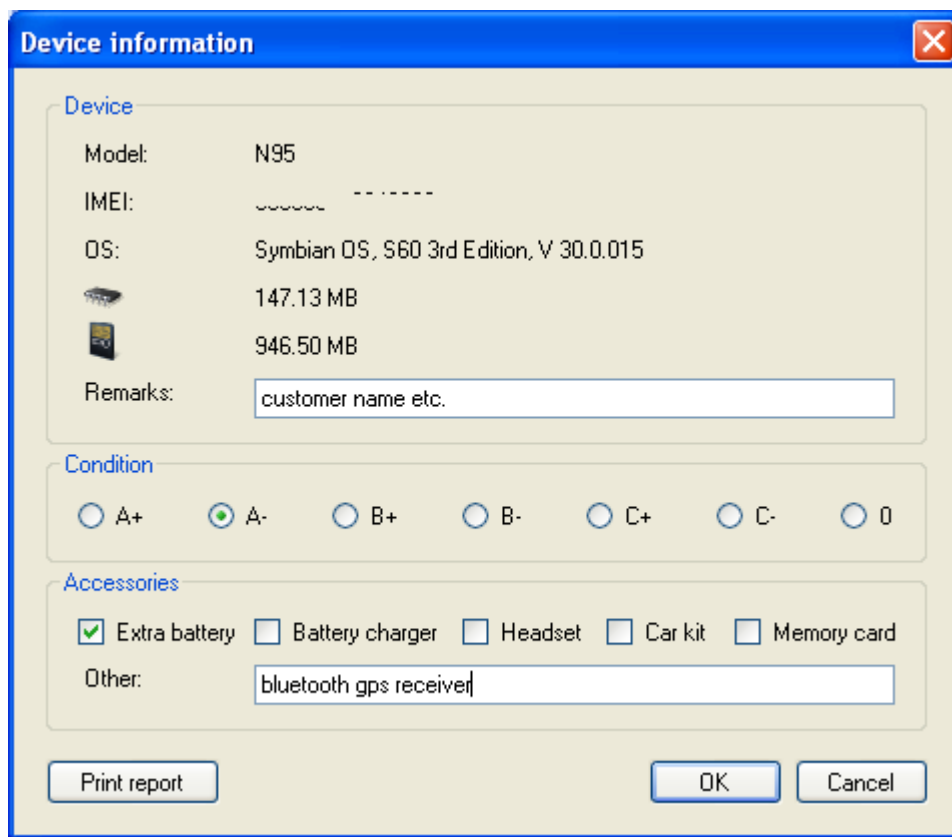


Figure 1 Device Condition

NAME	DESCRIPTION
Model	Phone model
IMEI	Phone IMEI code
OS	Operating System information
	Internal storage size
	External storage size (i.e. memory card)
Remarks	Free-form text, customer name etc.
Condition	Select the one that apply.
Accessories	Most common phone accessories. Select all that apply.

Other	Any other accessory not found from predefined list
Print report	Prints erase report to printer. Can be printed only after the erase is started in the phone.

Click **OK** button to save the information.

Erase Phone

Phone erase is started either automatically when the phone is detected or manually by clicking the **Erase** button from the application main window. The phone software is installed to the phone and erase is started immediately after installation is completed. Depending on the phone model, the user may or may not need to answer some questions that the phone application installer presents. They are usually answered Yes/Continue.

The phone software deletes all data that is possible from the phone storage units, and then overwrites the available and newly created free space as many times as specified by wipe count parameters and finally performs operating system reset that brings the device back to its factory state.

After the erase is started the phone can be disconnected from the PC or left connected.

Tip: Some phone models may charge the battery when connected which is desirable if the phone battery is not full. If the phone model does not charge the battery via USB and the battery is near to empty, an external battery charger should be connected to the phone.

Query Erase Result from Phone

When the erase is ready the phone presents user a dialog informing to connect the phone to the PC for uploading the erase result (if the result was wanted in the first place). If the phone was disconnected then the result is read when the phone is detected. If the phone was kept connected, the result can be read from the phone by clicking **Query results** button from the application main window.

After the result is read the phone shuts down and starts up automatically.

Download Licenses from Server

The application can download the licenses automatically from the server when they are needed or the user can download them manually.

For downloading them manually click the **Setup** button from the application main window and select the License tab. Clicking **Get now** button downloads licenses from the server and saves them to hard disk. The downloaded license count is defined in the Count field.

Note: You may not always get as many licenses as defined in the Count field because the server may limit the license count available to the user.

Tip: If the PC where the application is running is constantly connected to the Internet then it may save some time when the application can download licenses automatically.

Update Phone Software from Server

The application can check the availability of newer phone software from the server automatically or it can be checked manually by the user.

In case the application does the check automatically, it will inform the availability of newer phone software version in the activity list box (the lower list box in the main window). The list box line is formatted with green color to be spotted easily. User must then at appropriate time click the **Setup** button from the application main window and select the Phone software tab. Clicking **Update now** button downloads the newer phone software and saves it to the hard disk.

If user checks the phone software version manually it can be done from the same place as above. When the **Check now** button is clicked the application checks availability of newer phone software version. If newer version existed, a message box is shown to user, and the fresh phone software can be downloaded same way as described above i.e. by clicking the **Update now** button.

Tip: If the PC where the application is running is constantly connected to the Internet then it is recommended to keep the automatic check option turned on.

Update Application from Server

The application can check the availability of newer version of the application itself from the server automatically or it can be checked manually by the user.

In case the application does the check automatically, it will inform the availability of newer application version in the activity list box (the lower list box in the main window). The list box line is formatted with green color to be spotted easily. User must then at appropriate time click the **Setup** button from the application main window and select the Miscellaneous tab. Clicking **Update now** button downloads the newer application and saves the setup program to the hard disk location of user's choice. Then at appropriate time when the application is not running the setup program can be run and new version installs.

If user checks the application version manually it can be done from the same place as above. When the **Check now** button is clicked the application checks availability of newer application version. If newer version existed, a message box is shown to user, and the new application setup program can be downloaded same way as described above i.e. by clicking the **Update now** button.

Tip: If the PC where the application is running is constantly connected to the Internet then it is recommended to keep the automatic check option turned on.

Send Application Error Log to Server

For situations when the application does not operate correctly it is possible to let the application create and send error log to the server where it finally ends up to the server administrator's attention. This feature needs Internet connection to be functional.

Click the **Setup** button from the main window and select the Miscellaneous tab. Selecting Send program error details to server option will let application to generate and send error log to server.

Tip: It is recommended to keep this option unchecked until you will face a repeatable error situation. Turning this option on for during the sequence of steps that will lead to the problem (and making

sure the PC is connected to the Internet) and then turning the option off will send the error details to the server once only.

Download Server Certificate

For downloading the server certificate using Microsoft Internet Explorer follow the steps below.

1. In the Microsoft Internet Explorer, visit the URI containing the server certificate.
2. In the File Download dialog box, click **Open**.

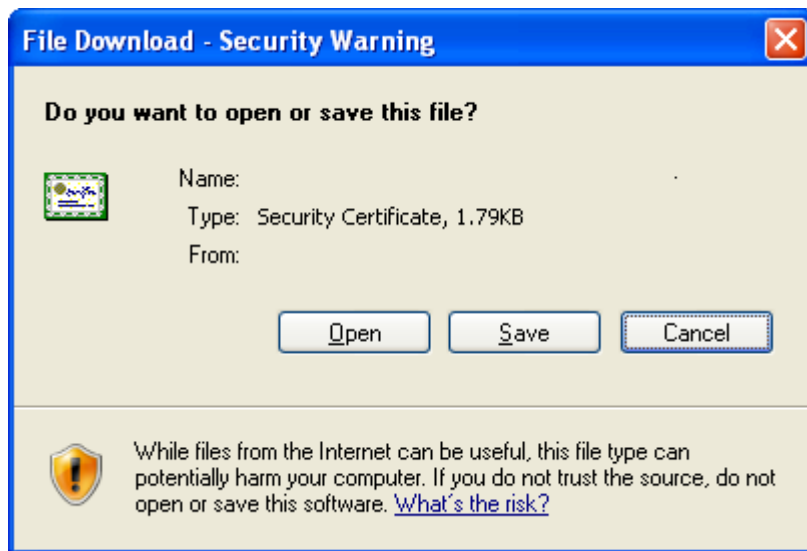


Figure 2 File Download dialog

3. In the Certificate dialog box, click **Install Certificate**.

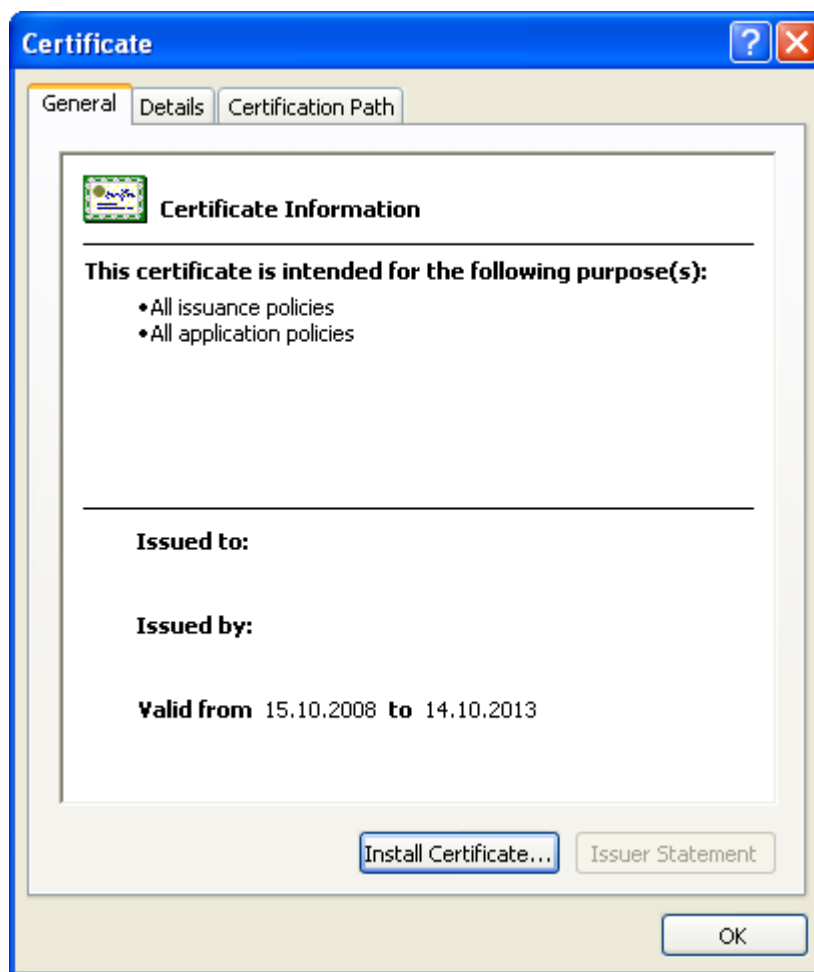


Figure 3 Certificate Dialog

4. In the Certificate Import Wizard, click **Next**.

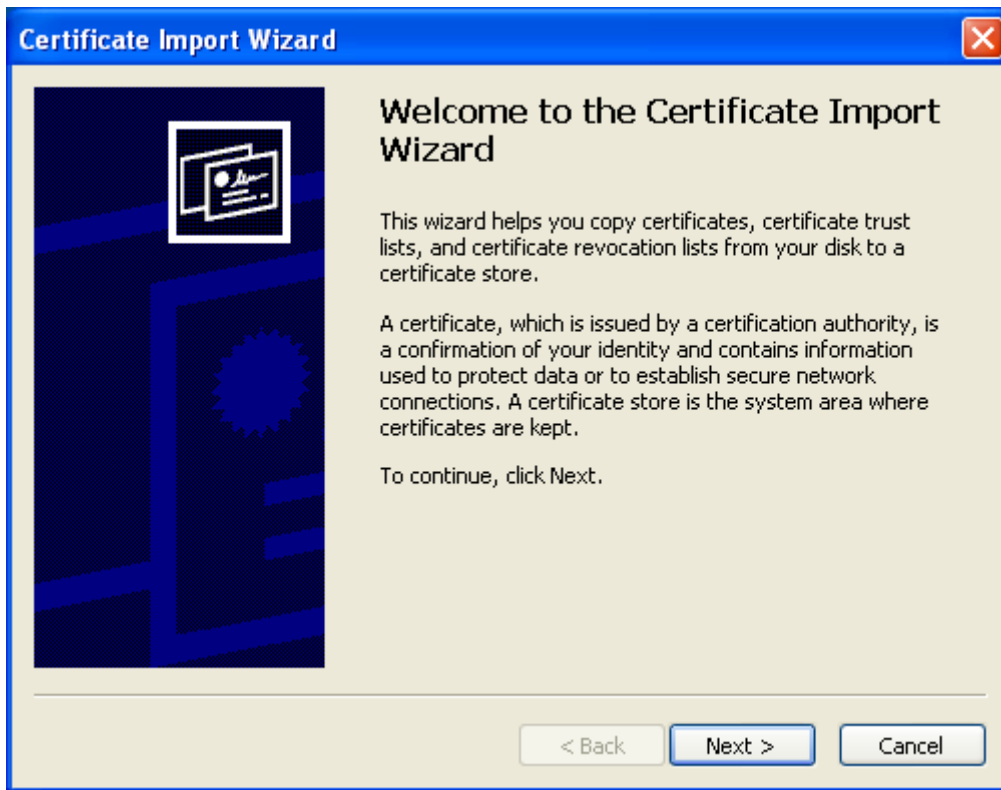


Figure 4 Certificate Import Wizard

5. Click 'Automatically select the certificate store based on the type of certificate', and then click **Next**.

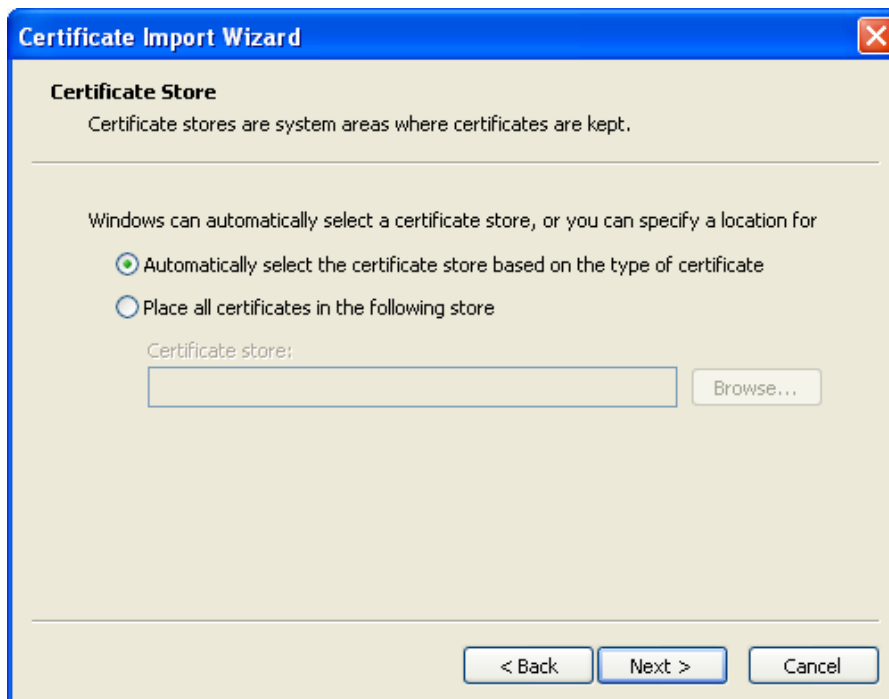


Figure 5 Automatically select the certificate store

6. Click **Finish**.

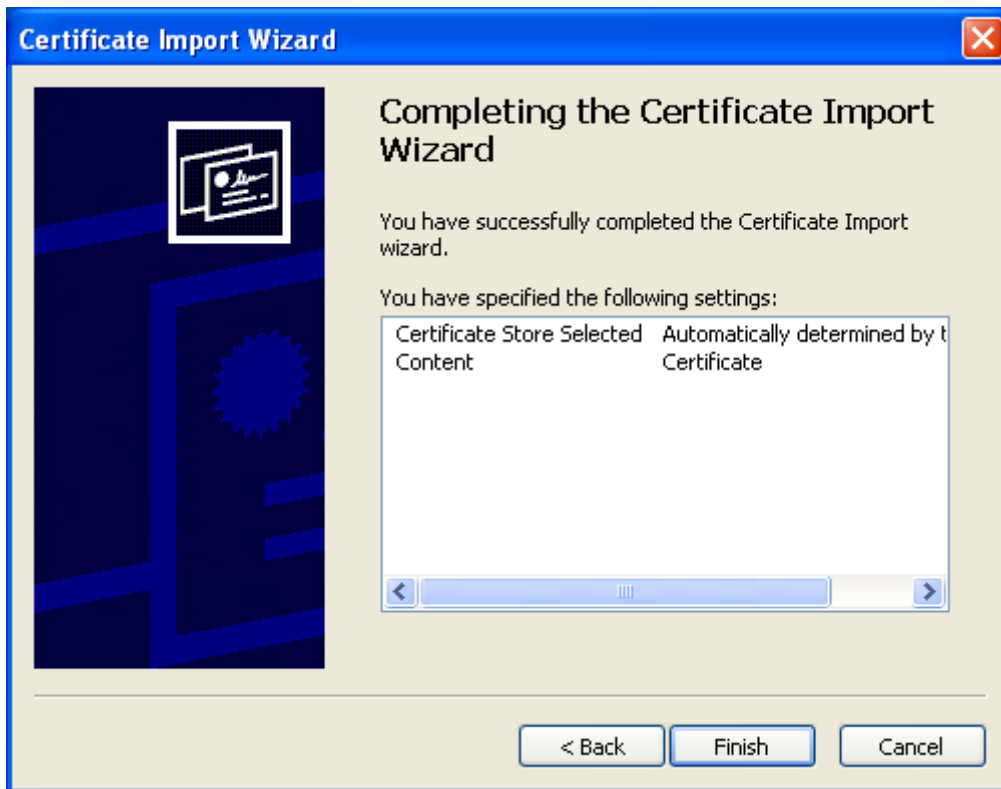


Figure 6 Complete Certificate Import

7. Click **OK** to acknowledge that the import was successful.



Figure 7 Acknowledge Import

8. Click **OK** to close the Certificate dialog box.

Note: Download Server Certificate feature is to enable and ease the self signed SSL certificate usage in the system. Downloading the server certificate is not needed if the Ontrack Eraser software for mobile devices server has valid SSL certificate from a trusted certificate authority.

Clear Device List Box from Completed Devices

When the erase result is read from the phone the upper list box shows completed devices in **bold** typeface. In order to remove them from the list box click **Clear completed** button from the application main window.

Chapter 3: Reporting

Overview

For each erasure, Ontrack Eraser software for mobile devices can generate an erasure report. This report contains information about the process success/fail, the used erase parameters and detailed information about the erased phone.

Send Erase Report to Printer

The application can print erase report with or without erase result to the printer automatically or it can be printed manually by the user.

Click the **Setup** button from the application main window and select the Mode tab. Selecting 'Print erase report automatically after erase started' will print the erase report immediately after the erase was started. If 'Wait for erase result before print and/or send' was selected, the printing is delayed until result is read from the phone.

If user prints the report manually and wants the result in to the report then he/she should wait until the result is read from the phone. If result is not wanted, automatic printing is recommended.

Tip: Selecting Use default printer for erase reports will print the report to Windows default printer without asking user the target printer.

Caution: If the result is not wanted to the printed report then it is recommended to use automatic printing because the phone may disappear from the phone list box before user has printed the report.

Send Erase Report to Server

The application can send erase report with or without erase result to the server automatically or it can be send manually by the user.

Click the **Setup** button from the application main window and select the Mode tab. Selecting 'Save erase reports to PC' and 'Send to server automatically' will send the erase report immediately after the erase was started. If 'Wait for erase result before print and/or send' was selected, the sending is delayed until result is read from the phone.

If reports are send manually then the 'Save erase reports to PC' should be selected only which will save the reports to hard disk. User must then at appropriate time click the Send now button which will send all the saved reports so far to the server. If 'Wait for erase result before print and/or send' was selected, the report is updated with result information after the result is read from the phone and the manual sending should be delayed until that.

Note: Manual send is not needed to be done after each erase. Multiple reports can be saved to the hard disk before sending.

Caution: If 'Wait for erase result before print and/or send' is selected from the Settings/Mode then send reports to server manually only after all ongoing erases completed because the reports are removed after the send is completed and the result cannot then be attached to correct report.

Export Erase Report to XML File

The application can save the erase reports to the file that can be delivered to server by email, CD/DVD, or by some other means.

Click the **Setup** button from the application main window and select the Mode tab. Selecting 'Save erase reports to PC' will save the erase report to the hard disk immediately after the erase was started. If 'Wait for erase result before print and/or send' was selected, the report is updated with result information after the result is read from the phone.

At appropriate time click the **Export** button which will export the report file to the wanted location in the file system. Operation clears the original report file.

Note: Manual send is not needed to be done after each erase. The generated XML file can contain multiple reports.

Caution: If 'Wait for erase result before print and/or send' is selected from the Settings/Mode then export reports only after all ongoing erases completed because the reports are removed after the export is completed and the result cannot then be attached to correct report.

Examine Erase Reports from Server

To examine the reports in server click the **Setup** button from the application main window and select Server tab. Click **Server** button. Default browser is opened to the server URI. Type the credentials (User name/password). Application generated reports can be browsed from the opened WWW page.

Chapter 4: Troubleshooting

Overview

Ontrack Eraser software for mobile devices allows you to create an error log file which you can forward to server administrator's attention if the application does not operate correctly.

Troubleshooting Application

Please read release notes from Read me file before using the application.



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