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DELL Technologies 2023 Data Erase User Guide

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Data Erase User's Guide

Contents

Introduction

Data Erase enables IT administrators to equip their organization with a secure solution that you as PC users can use to locally sanitize your devices from any location. This solution offers the flexibility of self-service software, ensuring that you can manage the data securely and conveniently.
Data Erase performs an erasure that is compliant with the National Institute of Standards and Technology (NIST) Special Publication (SP) 800-88 Revision 1 "Guideline for Media Sanitization"–NIST 800-88 Purge – ATA.
The information in this guide is intended for PC users who can use the Data Erase credit provided by the administrator to erase the PCs. See Getting started with Data Erase.

Getting started with Data Erase

When the administrator assigns an erase credit, Dell Technologies sends you an email with the erase details. You can erase data from your drive using a self-service Blancco software.
The email lists the following information:

- Number of erase credits that are assigned to you by your administrator.
- The credit expiration date.
- The username and password that you must use to verify your account.

- A note from your administrator.

Before you get started with Data Erase, ensure that you back up your PC.

⚠️ **CAUTION:** Data Erase removes all data from your PCs. Dell Technologies is not responsible for any data loss or damage while using the service.

After you back up your PC, click Get started in the email. You are redirected to the Erase data from your devices page. Perform the following steps to erase the data:

For any assistance related to Data Erase, contact your administrator or technical support.

To contact technical support, perform the following:

1. Click **https://www.dell.com/support/incidents-online/** to open the Dell Technical Support page.

2. Provide the PC service tag and select your support options.

Download Data Erase

About this task When you receive service credits from your administrator, you can download the Blancco software to erase data from your PC.

Steps

1. Click Get started from the email invitation.

2. Click the link in the instructions to download the Blancco software.

   The Blancco.zip file is downloaded to your PC.

3. Extract the Blancco.zip file.

The following files are created in the same folder where you extracted the Blancco file: An ISO file. An EnterpriseUSBErasureEnablement executable file.

Minimum requirements

Ensure that the following prerequisites are met before erasing the drive:

Use a supported USB drive:

Before you create a USB drive, ensure that you choose a USB drive that is supported and a minimum of 1 GB storage space is available on the USB. The supported USB drives are:

- Kingston Hyper-X Savage 64 GB
- Kingston DataTraveller G4 64 GB
- Kingston DataTraveller 104
- Kingston DataTraveller 100 G3 64 GB
- Kingston DataTraveller SE9 64 GB
- SanDisk Extreme Go USB 3.1 64 GB
- Extreme GO USB 3.2 Flash Drive-SDCZ810-064G
- PNY 16 GB and 32 GB
- Kanguru 32 GB and 64 GB

For the PC that is used to format and create the bootable USB drive:

- User must have administrator privileges
- 64-bit Windows version 7.0 or higher running on the x86 architecture
- USB drive with 1 GB of free storage
- An enabled USB 2.0 port

- Active Internet connection

For the PC being erased:

- SVGA display and VESA-compatible video card to run Blancco software UI
- 64-bit Windows version 7.0 or higher running on the x86 architecture
- A minimum of 2 GB RAM
- An enabled USB 2.0 port
- SATA mode is set to AHCI in the PC BIOS

Format the USB drive
Prerequisites
Ensure that the USB drive has a minimum of 1 GB of free storage space.
Steps

1. Insert the USB drive into the PC that you downloaded the Blancco software on.
2. Find the USB drive on the File Explorer, right click and select Format and click Start.

   ⓘ **NOTE:** Ensure that the File System is set to FAT32 (Default).
3. Once you see a warning message, select OK to format the USB drive.

Results
All existing files are removed from the USB drive. After the formatting is complete, remove the USB drive.
Create a bootable USB drive
Prerequisites
The PC on which you want to create a bootable USB drive must meet the following requirements:

- Ensure that you have logged in with administrator rights.
- Ensure that you use a supported USB drive. See Use a supported USB drive:
- Ensure that you use a PC with 64-bit Windows version 7.0 or higher running on x86 architecture.
- Ensure that the PC has a minimum of 1 GB of free storage space.
- Ensure that the PC has a USB 2.0 compatible USB port.
- Ensure that you have an active Internet connection to the PC.

Steps

1. Open the EnterpriseUSBErasureEnablement executable file that you extracted when you downloaded the Blancco software.
2. If prompted, accept the User Account Control and End User License Agreement.
3. Insert the formatted USB drive. The Blancco software recognizes the USB drive.
4. Click Continue.
5. Browse and open the .iso file you extracted when you downloaded the Blancco software.
6. Enter the username and password provided to you in the welcome email and click Sign in.
7. Enter the number of service credits provided to you in the welcome email and click Continue.
8. After you see the Success! message, select Finish.

Results

A confirmation message is displayed when the bootable USB drive is created. You can now use the USB drive to erase data on the PC.

Erase data from your PC

Prerequisites

The PC on which you want to erase data must meet the following requirements:

- Ensure that the PC supports the SVGA display monitor and VESA-compatible video card to run the Blancco software user interface.
- Ensure that you use a PC with 64-bit Windows version 7.0 or higher running on the x86 architecture.
- Ensure that the PC has a minimum of 2 GB of free storage space.
- Ensure that the PC has a USB 2.0 compatible USB port. In the PC BIOS, ensure that you set the SATA mode to AHCI mode.
- Ensure that you have the USB drive with the bootable image ready for data erase.

Steps

1. Connect the PC that you want to erase to a power source and insert the USB drive in the PC.
2. Boot to the PC, press the F12 key to view the Boot Menu, choose your USB drive in the UEFI Boot Devices list, and then press Enter. If you are using a non-Dell PC, ensure that you review the device-specific instructions to learn about booting to the PC. Blancco startup messages are displayed.
3. Enter the username that was provided to you in the welcome email.
4. Select Yes to begin erasing the data.

Results

The data is erased from your PC, and the logs are saved in the USB drive.

Upload logs

About this task

After the data is erased from your PC, a Blancco report is saved in the USB drive. You can upload the report in TechDirect for your administrator to review.

Steps

1. Click the link that is provided in the instructions to upload the report.
2. Browse and select the Blancco report from the connected USB drive and select Open.

Results

The report is uploaded to TechDirect, and your administrator can view the report from TechDirect.

Notes, cautions, and warnings

(i) **NOTE:** A **NOTE** indicates important information that helps you make better use of your product.

⚠ **CAUTION:** A **CAUTION** indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.

⚠ **WARNING:** A **WARNING** indicates a potential for property damage, personal injury, or death.

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Documents / Resources

	DELL Technologies 2023 Data Erase [pdf] User Guide 2023 Data Erase, 2023, Data Erase, Erase

References

- **TechDirect**
- **User Manual**