



BitRaser

BitRaser Cloud – User Guide

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Note: This guide only explains how to use the **BitRaser Cloud Console**; to get help related to your **BitRaser** application, refer to the guide that came with your software.

Table of Contents

1. GENERAL INFORMATION	4
1.1. INTRODUCTION	5
About BitRaser Cloud	5
1.2. ABOUT THE GUIDE	7
1.3. STELLAR SUPPORT	9
2. GETTING STARTED	10
2.1. LOGIN TO BITRASER CLOUD CONSOLE	11
2.2. ROLES	13
2.3. GENERAL OVERVIEW OF USER INTERFACE	14
2.4. LOGOUT OF BITRASER CLOUD CONSOLE	15
3. DASHBOARD	16
3.1. DASHBOARD - INTERFACE	17
3.2. NEW DASHBOARD	19
3.3. EDIT DASHBOARD	21
3.4. IMPORT REPORTS	22
4. USER AND LICENSES	23
4.1. ACCESS LICENSE INFORMATION	24
View License details:	24
4.1.1. Licenses Details	25
4.1.2. Recharge History	25
4.1.3. Licenses activity report	25
4.2. VIEW, CREATE AND MANAGE GROUPS	26
4.2.1. HOW TO VIEW GROUP DETAILS	28
4.2.2. HOW TO CREATE A GROUP	29
4.2.3. HOW TO EDIT A GROUP	30
4.3. VIEW, ADD AND MANAGE USERS	31
4.3.1. HOW TO VIEW USER INFORMATION	32
4.3.2. HOW TO ADD A NEW USER	33
4.3.3. HOW TO EDIT DETAILS OF AN EXISTING USER	36
4.4. USER ROLES AND ACCESS RIGHTS	38
4.4.1. USER - ADMIN:	41
ACCESS TO MENUS AND SETTINGS:	41

GROUPS AND USERS:	41
LICENSES:	42
REPORTS:	42
4.4.2. USER - MANAGER:	43
ACCESS TO MENUS AND SETTINGS:	43
GROUPS AND USERS:	43
LICENSES:	44
REPORTS:	44
4.4.3. USER - STANDARD USER:	45
ACCESS TO MENUS AND SETTINGS:	45
GROUPS AND USERS:	45
LICENSES:	46
REPORTS:	46
4.4.4. USER - AUDITOR:	47
ACCESS TO MENUS AND SETTINGS:	47
GROUPS AND USERS:	47
LICENSES:	47
REPORTS:	48
4.5. USERS MONITORING - LOGIN AND LOGOUT	49
5. REPORTS.....	50
5.1. PREVIEW REPORTS	53
5.2. SEARCH REPORTS.....	56
5.2.1. Search by user through the e-mail address.....	56
5.2.2. Search by date	56
5.2.3. Search by criteria	56
5.2.4. Reorder Column	58
5.3. SORT REPORTS	60
5.4. SAVE REPORTS AND CERTIFICATES.....	61
5.4.1. How to save reports	61
5.4.2. How to save certificates	62
5.5. IMPORT AND PRINT REPORTS.....	64
5.4.1. How to import reports	64
5.4.2. How to print reports	64
5.6. CHANGE REPORT SETTINGS	65

6. USER OPTIONS 67

6.1. VIEW USER PROFILE 68

6.2. DOWNLOAD OR CUSTOMIZE ISO FILES 69

6.2.1. To download the default bootable ISO image for BitRaser Drive Eraser or BitRaser Mobile Eraser and Diagnostics, do the following steps: 69

6.3. CHANGE PASSWORD 70

6.4. CHANGE PROFILE AND LOGO IMAGE OR TEXT 72

6.4.1. Change Profile Image 72

6.4.2. Change Logo Image or Text 72

7. FREQUENTLY ASKED QUESTIONS (FAQ) 74

8. LEGAL NOTICES..... 76

9. ABOUT STELLAR..... 93



1. GENERAL INFORMATION

- 1.1. [Introduction](#)
- 1.2. [About the Guide](#)
- 1.3. [Stellar Support](#)

1.1. INTRODUCTION

About BitRaser Cloud

With **BitRaser Cloud** benefit from any time, anywhere cloud-based portal access.

BitRaser Cloud can help you monitor erasure and diagnostics activities, view and distribute licenses, create and modify users and collect 100% certified tamper-proof audit reports.

By using **BitRaser Cloud Console**, individuals or organizations can be benefited from a centralized point of data and license management for all **BitRaser** applications.

BitRaser Cloud is a product of Stellar.

Key Features:

- Flexible and user-friendly interface.
- Complete cloud-hosted service for managing the erasure and diagnostic processes.
- Helps to monitor the disk erasure process from **BitRaser Drive Eraser** and **BitRaser Drive Eraser - Network**, as well as mobile erasure or diagnostic process from **BitRaser Mobile Eraser and Diagnostics** application centrally.
- Acts as a cloud repository for reports and certificates.
- Allows you to customize and download bootable ISO image files as per your requirement.
- Easy user management and distribution of access rights and licenses:
 - Set up users and groups to match your corporate structure.
 - Share and assign licenses to individual users from a centralized point.
 - Option to create a pool group, where the licenses are shared among users that use a common license pool.
 - Activate/Inactivate users as per requirement.
- Reporting & Certification:
 - Generate erasure certificates for audit trails.
 - Generate 100% secure & tamper-proof reports.
 - Option to save erasure and diagnostic reports in various formats such as PDF & XML.
 - Option to save erasure certificates with or without annexure in PDF format.
 - Fast and user-friendly report searching (including search by date).
 - Automatic report fetching with live management.
 - Option to customize report layout as per requirements.
 - Full visibility of hardware & erasure details for customized reporting.

- Auditing:
 - User-friendly report browsing and filtering features.
 - Comprehensive statistics are available.
 - Simple report distribution options.
 - Full transparency of erasure and diagnostic processes ensures a gapless audit trail.

1.2. ABOUT THE GUIDE

Welcome to **BitRaser Cloud User Guide**!

This guide only explains how to use the **BitRaser Cloud Console**; to get help related to BitRaser Application, refer to the guide that came with your BitRaser Software.

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

1. [General Information](#)
2. [Getting Started](#)
3. [Dashboard](#)
4. [Users and Licenses](#)
5. [Reports](#)
6. [User Options](#)
7. [Frequently Asked Questions \(FAQ\)](#)

This guide is intended for individuals who use **BitRaser Cloud** to monitor and manage the licenses, usage, and reports of BitRaser Software.

This help documentation has been created assuming that the user is working on all the BitRaser products such as **BitRaser Drive Eraser**, **BitRaser Drive Eraser - Network** and **BitRaser Mobile Eraser and Diagnostics**. However, this guide is also applicable if you are using any one product of BitRaser. In that case, the user interface of BitRaser Cloud Console will only contain the features related to that particular BitRaser product e.g. if you use only **BitRaser Drive Eraser** then on the [Dashboard - Interface](#), only **BitRaser Drive Eraser** will be shown.

There are **Notes** and **Tips** in some topics of this guide for better understanding and ease of work. These **Notes** and **Tips** are given in *italics style*.

Definition of acronyms used in this guide:

ITEM	EXPLANATION
Admin	Admin is used as a short form for Administrator.
BIOS	BIOS stands for Basic Input/Output System. The BIOS is a computer program embedded on a chip on a computer's motherboard that recognizes and controls various devices that make up the computer.
BMP	Short for "Bitmap". The BMP format is a commonly used raster graphic format for saving image files.
ECID	The ECID (Exclusive Chip Identification) is an identifier unique to every Apple device.
GIF	Stands for Graphic Interchange Format. A GIF is a computer file that is used on the internet for sending images, especially moving images.

IMEI	IMEI (International Mobile Equipment Identity) is a 15- or 17-digit code that uniquely identifies mobile devices.
JPG or JPEG	Stands for Joint Photographic Experts Group. JPG or JPEG is a standard file format for compressing pictures so they can be stored or sent by e-mail more easily.
KB, MB, GB and TB	This measure is used to describe memory capacity and disk storage. A kilobyte (KB) is 1,024 bytes, and one megabyte (MB) is 1,024 kilobytes. One gigabyte (GB) is equal to 1,024 megabytes, while a terabyte (TB) is 1,024 gigabytes.
PDF	"Portable Document Format" is a file format designed to present documents consistently across multiple devices and platforms.
PNG	Portable Network Graphics (PNG) is a raster-graphics file-format for image compression.
User ID	Stands for User identification, which by default is the e-mail address of the user in this guide.
XML	"Extensible Markup Language" is a metalanguage that allows users to define their own customized markup languages, especially to display documents on the Internet.
ZIP	ZIP is an archive file format that supports data compression. A ZIP file may contain one or more files or directories that may have been compressed.

For any queries or feedback related to this guide, kindly [contact us](#).

1.3. STELLAR SUPPORT

Our **Technical Support** professionals will give solutions for all your queries related to **BitRaser Cloud Console**.

- 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

You can also get support from within the **BitRaser Cloud Console**. [Login to BitRaser Cloud Console](#) and click on the **Support** tab to access the support section.

This section is regularly updated to contain the latest help manuals of various **BitRaser** applications.

The support section also contains the latest version of ISO images for **BitRaser** applications and gives the option to customize the ISO image for supported **BitRaser** products.

2. GETTING STARTED

- 2.1. [Login to BitRaser Cloud Console](#)
- 2.2. [Roles](#)
- 2.3. [General Overview of User Interface](#)
- 2.4. [Logout of BitRaser Cloud Console](#)

2.1. LOGIN TO BITRASER CLOUD CONSOLE

The **BitRaser Cloud Console** is accessed through a web browser. Access the login screen of BitRaser Cloud Console by clicking on the following link, <https://bitrasercloud.com/> or type [www.bitrasercloud.com](https://bitrasercloud.com/) in the address bar of your web browser and press **ENTER**. You will see the following screen:

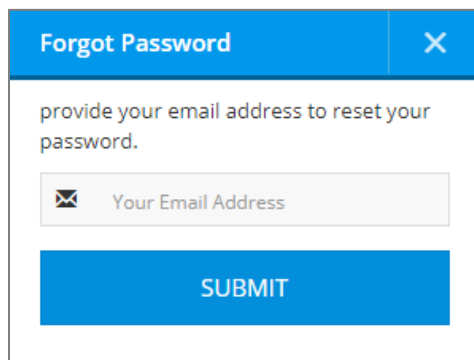


Insert the **user credentials** (e-mail address and password) and click on **LOGIN** button to continue to the main view of the **BitRaser Cloud Console**.

Note: If you are a new user, find the user name and password that are being sent to your mailbox.

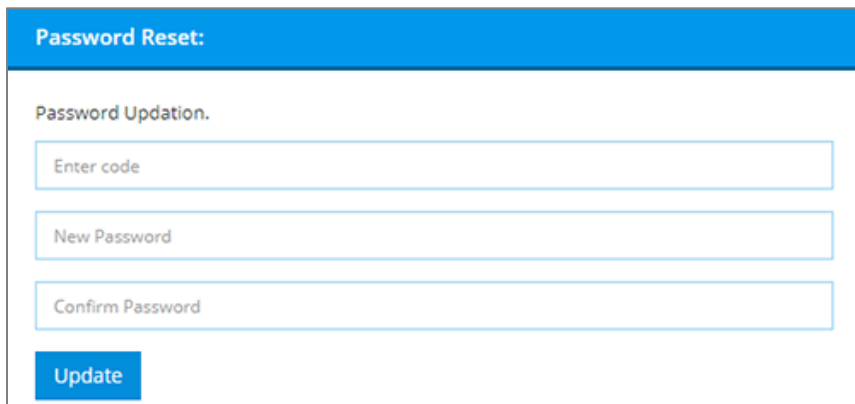
If you do not remember your password, use the following steps:

- Click on the "**Forgot Password?**" button. The **Forgot Password** dialog box will appear as follows:



- Enter your e-mail address in the field given and click on **SUBMIT**. If the e-mail address provided by you matches the database, a mail is sent on your e-mail address containing a new password and a security code.

- Using your user ID and the new password, log in to **BitRaser Cloud Console**. On successful authentication, the following **Password Reset** dialog box appears:

A dialog box titled "Password Reset:" with a blue header. Below the header, the text "Password Updation." is displayed. There are three input fields: "Enter code", "New Password", and "Confirm Password". At the bottom left, there is a blue button labeled "Update".

Password Reset:

Password Updation.

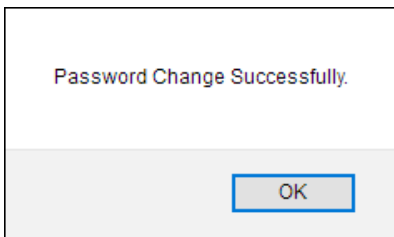
Enter code

New Password

Confirm Password

Update

- Enter the security code sent to your e-mail, new password, and confirm the new password in the fields provided.
- Click on **Update**, the following screen shows that the new password has been saved successfully:

A dialog box with a light gray background. It contains the text "Password Change Successfully." and a button labeled "OK" at the bottom right.

Password Change Successfully.

OK

Make sure your new password meets the following requirements:

- Must be between 6 to 32 characters
- At least one number, one lowercase, one uppercase letter
- At least one special character from @#\$%&

Note: If you have logged into **BitRaser Server** from **BitRaser** application, changing your password using the above steps will automatically log you out. In that case, use the new password and login again to **BitRaser Server** from **BitRaser** application.

2.2. ROLES

The table below explains the different levels of the access rights and corresponding explanation for each role:

ROLE	DESCRIPTION
Admin	An Admin has all the access rights and can create/edit groups, managers, standard users, and auditors, view/manage licenses and reports
Manager	A Manager can create/edit his groups, standard users and auditors, view/manage assigned licenses, and reports for his groups.
Standard User	A Standard User can view licenses assigned to him and reports for his tasks.
Auditor	An Auditor can only view reports as per his group.

To know more about user roles and access rights, refer to [User Roles and Access Rights](#).

2.3. GENERAL OVERVIEW OF USER INTERFACE

BitRaser Cloud Console User Interface is divided into three main areas:

- Header area
- Menu area
- Work area

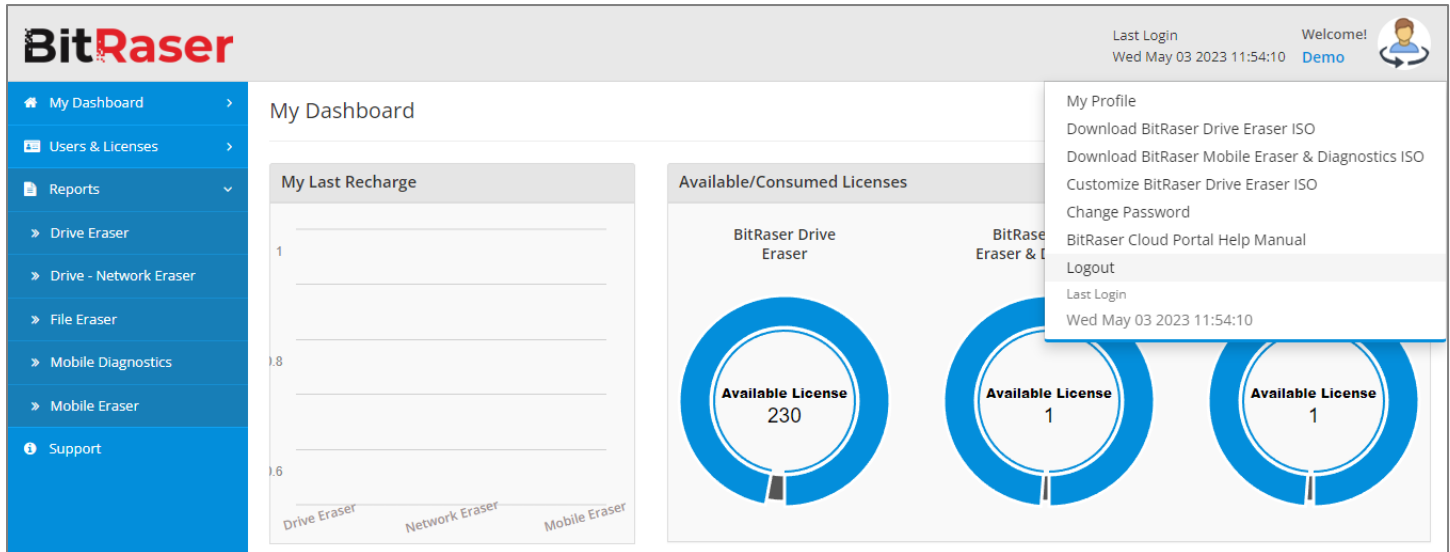


- **Header Area:** The header area contains the company logo and indicates the user information i.e. name and picture of the currently logged in user.
- **Menu Area:** The Menu area contains a series of tabs for the user to navigate. The sub-menu changes as per the role of the user who is logged in. To know about the type of users available in **BitRaser Cloud Console**, refer to [User Roles and Access Rights](#). The menu area also contains a Toggle Arrows to show or hide Menu Area tabs.
- **Work Area:** The work area contains all the specific information and functionality of the selected sub-menu.

Note: If you only work on one product of BitRaser, the user interface of BitRaser Cloud Console will only contain the features related to that particular BitRaser product e.g. if you use only **BitRaser Drive Eraser** then the user interface will only show **BitRaser Drive Eraser** product in the above screen.

2.4. LOGOUT OF BITRASER CLOUD CONSOLE

To logout of BitRaser Cloud Console, take the mouse cursor to the displayed user name on the top right side of the header area. From the drop-down menu, click **Logout**.



Note: Logging out of **BitRaser Cloud Console** will not log out of **BitRaser Drive Eraser**, **BitRaser Drive Eraser - Network**, or **BitRaser Mobile Eraser and Diagnostics Software**.

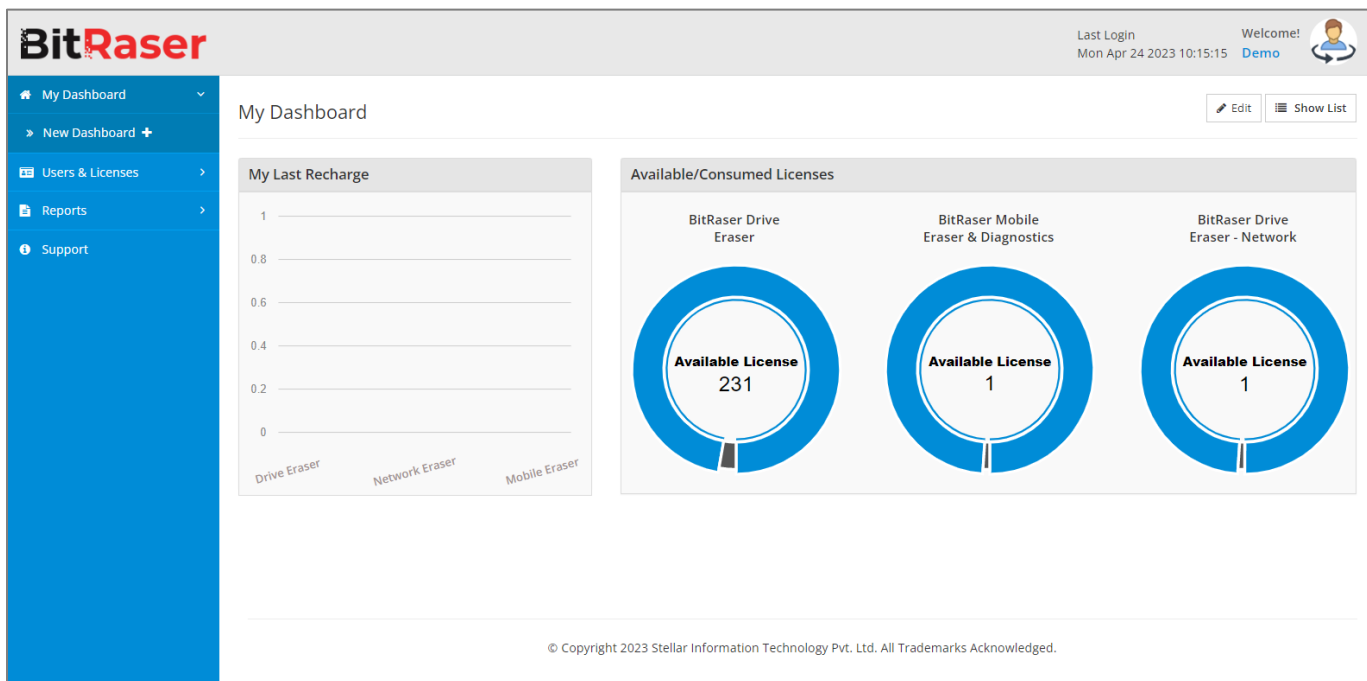
3. DASHBOARD

- 3.1. [Dashboard - Interface](#)
- 3.2. [New Dashboard](#)
- 3.3. [Edit Dashboard](#)
- 3.4. [Import Reports](#)

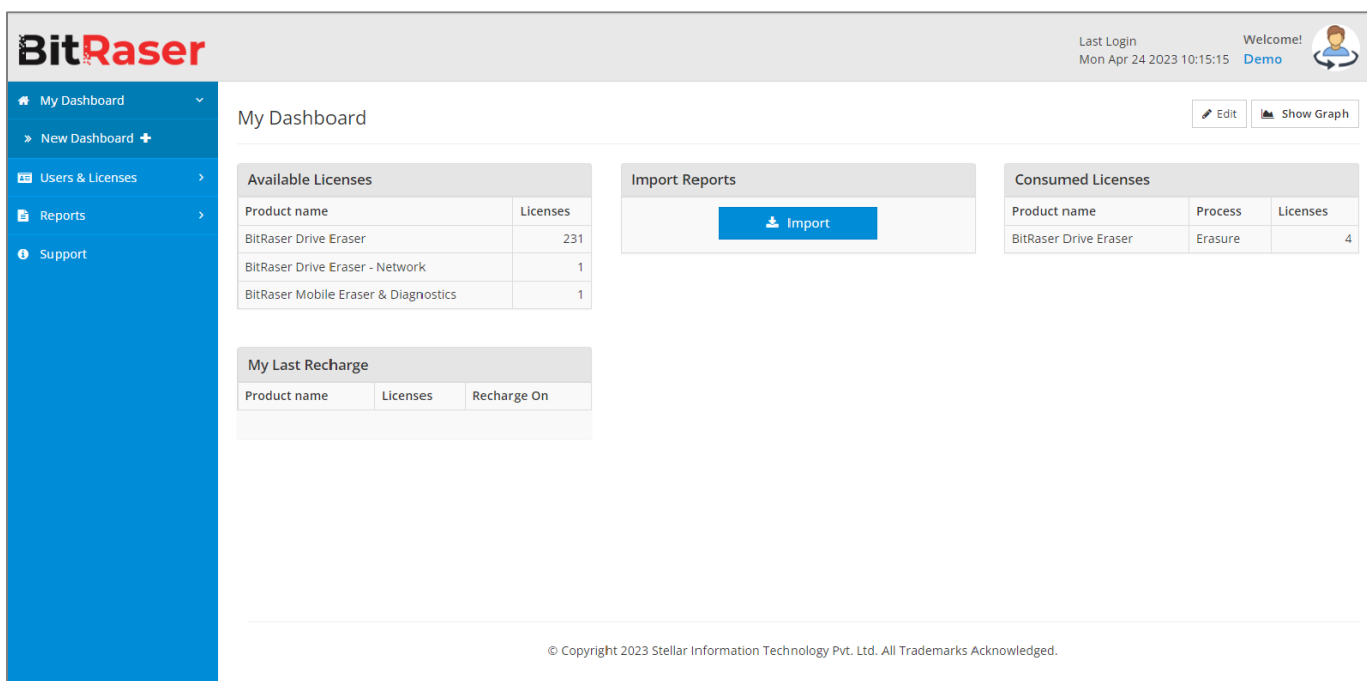
3.1. DASHBOARD - INTERFACE

Dashboard work area shows the following widgets in two different views:

- Graph View (Default)



- List View



- **Available Licenses:** Provides information about the available licenses for the current user logged in. It shows the name of the product under “**Product name**”, and the number of available licenses under “**Available Licenses**” in a tabular format in **List View** and under **Available/Consumed Licenses** in a graphical format in **Graph View**.

***Note:** For users with Admin or Manager access rights, this widget only shows available licenses with the currently logged in user that are free to use or allot. To see the total number of available licenses with you and users under you, refer to the [Access License Information](#) section.*

***Note:** For users with Admin or Manager access rights, this widget also indicates the number of licenses available to **Pool Group** users.*

- **Consumed Licenses:** Provides information about the consumed licenses for the current user logged in. It shows the name of the product under “**Product name**”, the type of process under “**Process**” and the number of consumed licenses under “**Licenses**” in a tabular format in **List View** and under “**Available/Consumed Licenses**” in a graphical format in **Graph View**.

***Note:** For users with Admin or Manager access rights, this widget only shows consumed licenses by currently logged in user. To see the total number of consumed licenses by you and users under you, refer to the [Access License Information](#) section.*

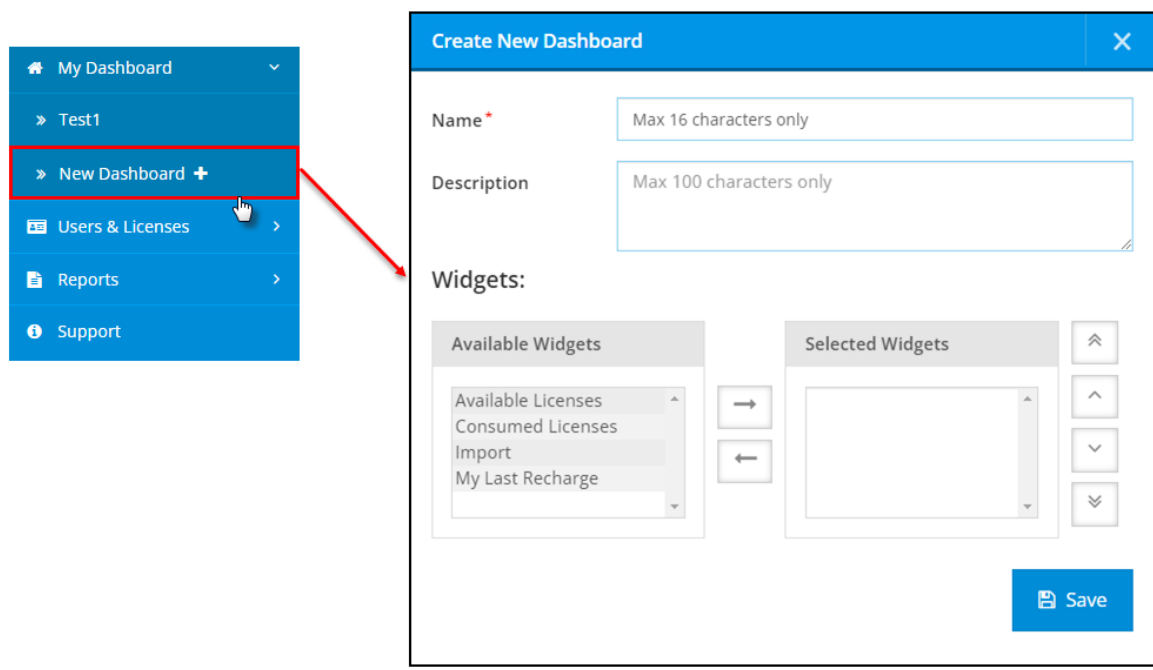
- **Import Reports:** Provides a button to Import Reports.
- **My Last Recharge:** Provides the last recharge date and number of licenses along with the product name.

***Note:** Auditors do not have access to the Dashboard.*







3.2. NEW DASHBOARD

To create new customized dashboards, click on the **New dashboard** button under **My Dashboard** from the **Menu Area**.



This will then open the **Create New Dashboard** dialog:



Create New Dashboard dialog box has the following fields:

- **Name** - Name of the dashboard.
- **Description** - Description of the dashboard.
- **Available widgets** - List of widgets available but not yet being used for the dashboard.
- **Selected widgets** - Widgets selected for the dashboard.
- The buttons next to the widget fields have the following functions:
 -  will add the selected widget to the screen.
 -  will remove the selected widget from the screen.
 -  will move the selected widget to the top of the list (first widget on the screen).
 -  will move the selected widget up in the list.
 -  will move the selected widget down in the list.
 -  will move the selected widget to the bottom of the list (last widget on the screen).

Tip: Multiple widgets can be added or removed all at once, by selecting all desired widgets while holding the

CTRL or SHIFT keys and clicking the  or  buttons.

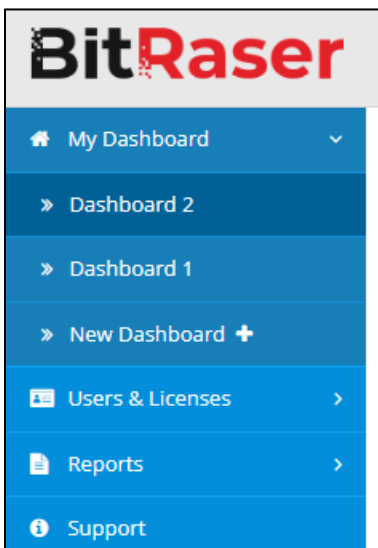
The position of the widget in the “**Selected widgets**” list will also determine its placement on the dashboard. The top widget will be in the upper left corner, the second widget from the top will be on the right side of the top widget. The bottom widget will be located in the lower-left corner of the screen.

To save the dashboard, click . Pressing on  exits the dialog without saving any changes.

Note: Dashboards are saved in the database separately for each user.

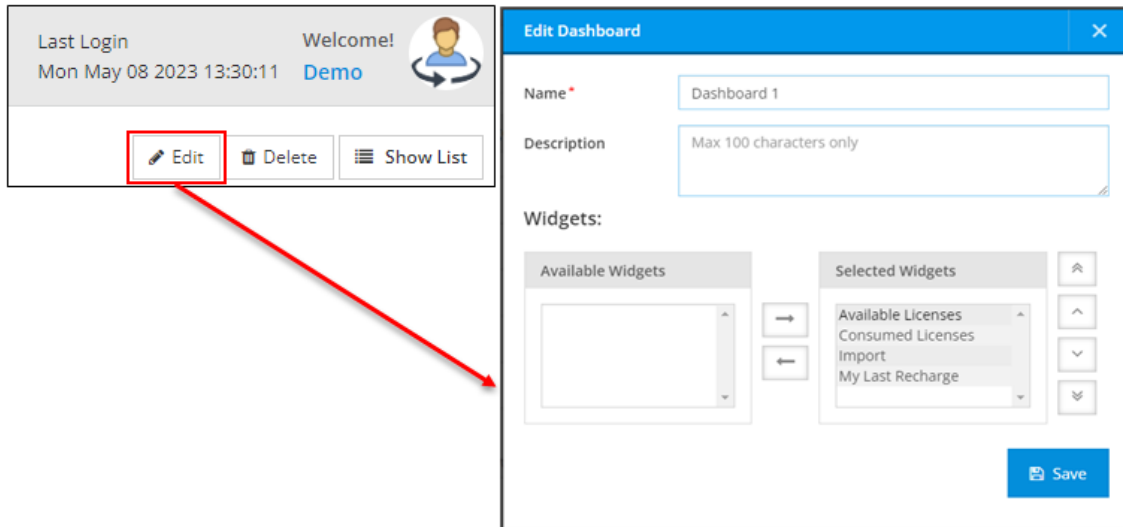
Note: Dashboard once created cannot be deleted but can be modified using the [Edit Dashboard](#) option.

If the new dashboard was saved, it will be available at the **Menu Area** as a **Sub-Menu** under **My Dashboard** tab in the dashboard list:



3.3. EDIT DASHBOARD

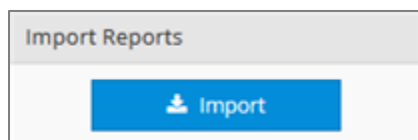
Edit your existing dashboards by clicking the **Edit dashboard** button . This button opens the **Edit Dashboard** dialog box as shown below:



The Edit Dashboard dialog has the same fields as [Create New dashboard](#) window.

3.4. IMPORT REPORTS

It is possible to import **BitRaser** reports to the BitRaser Cloud Console directly from the dashboard using the **Import Reports** Widget:



To know the stepwise procedure to **Import Reports**, refer to [Import and Print Reports](#) section.

4. USER AND LICENSES

User & Licenses tab provides the following sub-menu:

- **Licenses:** The Licenses view is used for viewing the complete Licensing information. To know more about this view, refer to [4.1. Access License Information](#) section.
- **Groups & Users:** Group & Users view is used to view, create, and manage groups and other users. To know more, refer to [4.2. View, Create and Manage Groups](#), and [4.3. View, Add and Manage Users sections](#).
- **Roles:** The Roles view is used to view different role names and their description in a tabular format. To know more, refer to [4.4. User Roles and Access Rights section](#).
- **Users Monitoring:** User monitoring is used to view the cloud activities of the users. To know more, refer to [4.5. Users Monitoring - Login and Logout](#) section.

Note: Only users with access rights of Admin and Managers can access **User & Licenses** menu.

4.1. ACCESS LICENSE INFORMATION

Licenses are required for the users to perform an eraser or diagnostic process on a device.

There are two types of licenses in **BitRaser Cloud**:

- i. Pool Licenses
- ii. Individual Licenses

“**Pool licenses**” means the licenses that are shared with the standard users of a **Pool Group**. The user (**Admin** or **Manager**) who creates these standard users in **Pool Group** by default shares all the available licenses with them.

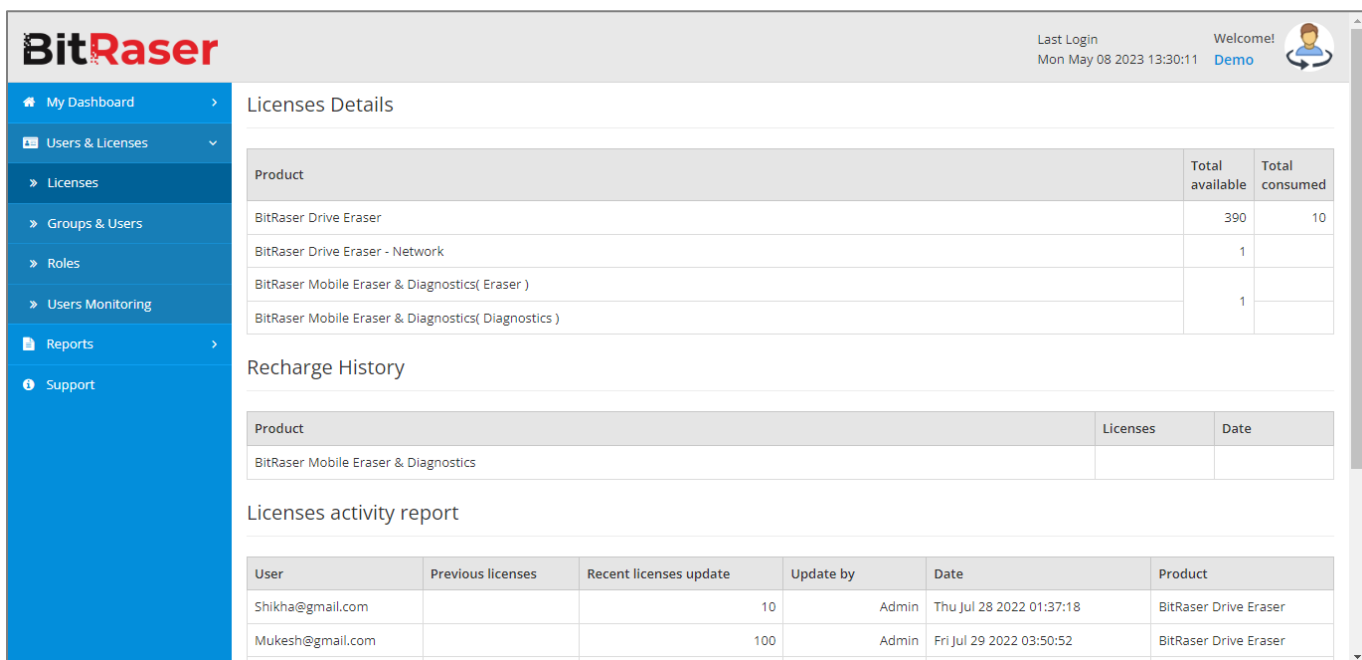
“**Individual licenses**” means the licenses that are assigned individually to each user, where the user belongs to a group other than the **Pool Group**.

See [User Roles and Access Rights](#), for more information about the distribution of pool and individual licenses.

In **BitRaser**, users consume **Licenses** as per process performed. This means the number of available licenses provides the number of times a user can perform an eraser or a diagnostic process.

View License details:

The **Licenses** view in BitRaser Cloud Console is used for viewing the complete licensing information. The following are the information available for the user:



The screenshot shows the BitRaser Cloud Console interface. The top header includes the BitRaser logo, last login information (Mon May 08 2023 13:30:11), and a welcome message (Welcome! Demo) with a user profile icon. The left sidebar contains navigation links: My Dashboard, Users & Licenses (expanded), Licenses, Groups & Users, Roles, Users Monitoring, Reports, and Support. The main content area is titled 'Licenses Details' and contains three sections:

- Licenses Details Table:** A table with columns 'Product', 'Total available', and 'Total consumed'. It lists four products: BitRaser Drive Eraser (390 available, 10 consumed), BitRaser Drive Eraser - Network (1 available), BitRaser Mobile Eraser & Diagnostics(Eraser) (1 available), and BitRaser Mobile Eraser & Diagnostics(Diagnostics) (1 available).
- Recharge History Table:** A table with columns 'Product', 'Licenses', and 'Date'. It shows one entry for BitRaser Mobile Eraser & Diagnostics.
- Licenses activity report Table:** A table with columns 'User', 'Previous licenses', 'Recent licenses update', 'Update by', 'Date', and 'Product'. It shows two entries: Shikha@gmail.com (10 licenses, updated by Admin on Thu Jul 28 2022 01:37:18) and Mukesh@gmail.com (100 licenses, updated by Admin on Fri Jul 29 2022 03:50:52).

4.1.1. Licenses Details

This listing has the following fields:

- **Product** - The name of the product the license is for.
- **Total available** - This field shows the total number of available licenses with you and users under you.
- **Total consumed** - This field shows the total number of consumed licenses by you and users under you.

4.1.2. Recharge History

This listing has the following fields:

- **Product** - The name of the product the license is for.
- **Licenses** - Total number of licenses bought.
- **Date** - Date when the action was made.

***Note:** Recharge History is only available for users with Admin access rights.*

4.1.3. Licenses activity report

This listing has the following fields:

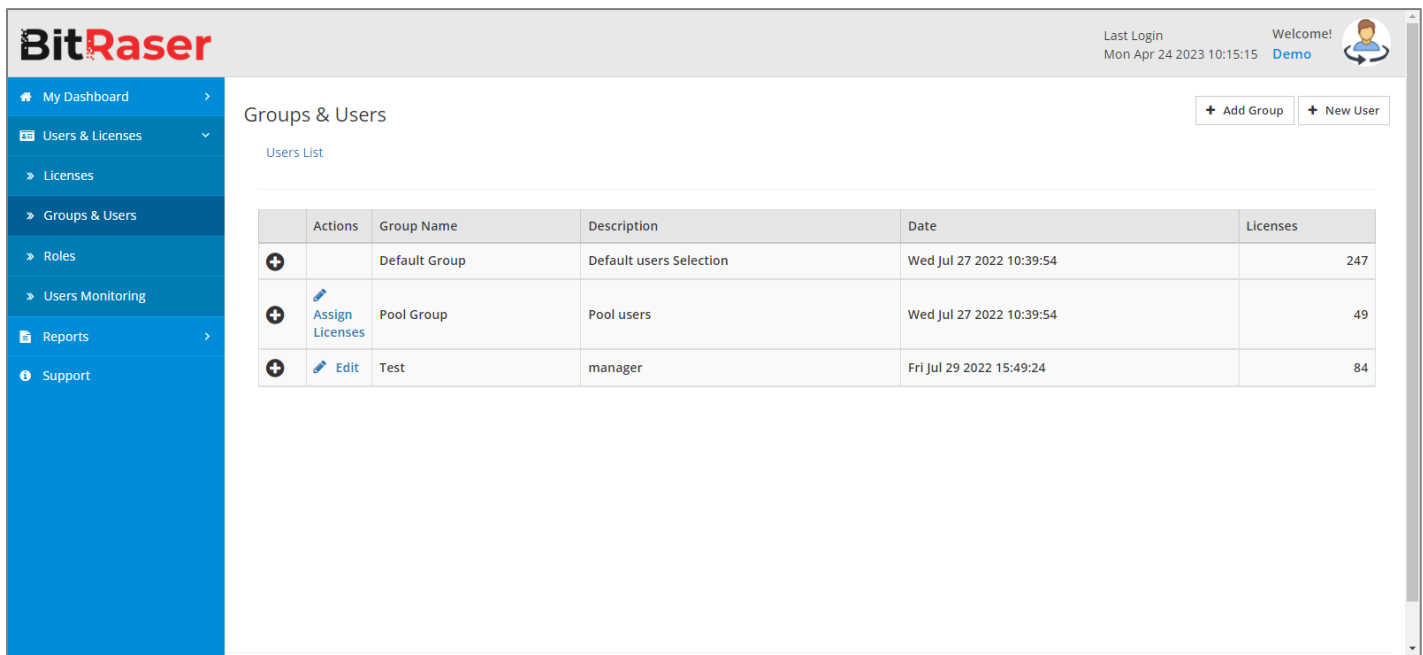
- **User** - User ID of the user for whom the activity was performed.
- **Previous licenses** - Number of licenses that the user already had.
- **Recent licenses update** - Number of licenses assigned to the user.
- **Updated By** - User name (user's role) who assigned the licenses.
- **Date** - Date when the activity was performed.
- **Product** - Name of product for which licenses were assigned. E.g. BitRaser Drive Eraser, BitRaser Drive Eraser - Network or BitRaser Mobile Eraser & Diagnostics.

4.2. VIEW, CREATE AND MANAGE GROUPS

Groups & Users view is used to view, create, and manage both **Groups** and **Users**. This section only guides on how to view, create, and manage **groups**.

Groups are used to categorize the users as per groups, distribute user licenses, and manage the users and licenses more efficiently.

Note: To know how to view, add, and manage **users**, refer to [4.3. View, Add and Manage Users](#) section of this guide.



	Actions	Group Name	Description	Date	Licenses
+		Default Group	Default users Selection	Wed Jul 27 2022 10:39:54	247
+	Assign Licenses	Pool Group	Pool users	Wed Jul 27 2022 10:39:54	49
+	Edit	Test	manager	Fri Jul 29 2022 15:49:24	84

There are three types of groups:

1. Default Group
2. Pool Group
3. Group Created by Users

1. Default Group:

This group is created by default in the **BitRaser Cloud Console** when the user login for the first time and cannot be deleted.

Default group has the following features as **Admin**:

- This is the admin's default group to add users and manage the group.
- Admin cannot create a manager in this group as this group is managed by Admin.
- Admin can create auditors only in the default group.

Default group has the following features as **Manager**:

- This is the manager's default group to add users and manage the group.
- Managers can create auditors only in the default group.

2. Pool Group:

This group is created by default in the **BitRaser Cloud Console** when the user login for the first time and cannot be deleted.

Default group has the following features as **Admin**:

- This is the admin's pool group to add users who can access the pool licenses.
- Admin cannot create a manager in this group as this group is managed by Admin.
- Admin can only create standard users in the pool group.

Default group has the following features as **Manager**:

- This is the manager's pool group to add users who can access the pool licenses.
- Managers can only create standard users in the pool group.

3. Groups Created by Users:

These groups can be created by the Admins and the managers to handle the users and licenses under them.

These groups have the following features:

- These can be manually created by admins and managers to manage their organization.
- There is no limit to the number of groups that admins and managers can create.
- Once the group is created it cannot be deleted.
- Admins and Managers can make modifications to groups E.g. Edit group name, group description, and create or modify users.

Note:

- *Managers cannot access the groups created by Admins but Admins can access the groups and Standard Users created by managers.*
- *A Group cannot have more than one manager.*

4.2.1. HOW TO VIEW GROUP DETAILS

Group details are available in the **Users & Licenses** menu option, under the **Groups & Users** sub-menu.

BitRaser

Last Login
Tue Dec 19 2023 16:45:33

Welcome!
Demo

My Dashboard

Users & Licenses

Licenses

Groups & Users

Roles

Users Monitoring


Reports

Support

Actions	Group Name	Description	Date	Licenses		
+	Default Group	Default users Selection	2023-12-08 12:03:01	0		
+	Pool Group	Pool users	2023-12-08 12:03:01	6		
+	admin	1	2023-12-08 12:06:00			
+	Manager	1	2023-12-08 12:08:40	9		
+	Default Group	Default users Selection	2023-12-08 12:03:01			
+	Pool Group	Pool users	2023-12-08 12:03:01			
+	Manager	1	2023-12-08 12:08:40			
	Role	Name	Email	Licenses	Status	Manage
	Manager	admin	admin1237845@gmail.com	BitRaser Drive Eraser BitRaser Drive Eraser Network BitRaser Mobile Eraser & Diagnostics	3 3 3	Active Select
	Basic User	test	demo@gmail.com	BitRaser Drive Eraser BitRaser Drive Eraser Network BitRaser Mobile Eraser & Diagnostics	0 0 0	Active Select

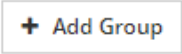
This view has the following fields:

- **Actions:** provides the **Edit** option to edit group properties.
- **Group Name:** provides the name of the group.
- **Description:** provides a brief description of the group.
- **Date:** provides the date when the group was created.
- **Licenses:** provides the number of available licenses with the group for all BitRaser applications.

To view the details of a particular group click on  which is available as the first field before **Actions**. Each row shows the user information who is a part of the group expanded. To know about the available fields available in expanded view, refer to View, create and manage users.

4.2.2. HOW TO CREATE A GROUP

Note: Only users with access rights of Admin and Managers can create a group.

To create a group, click on . This opens the **Create New Group** dialog box as shown below:




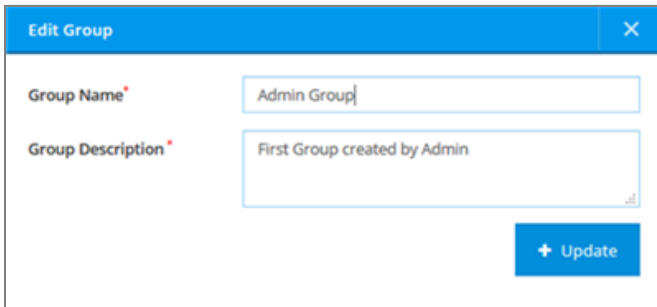
The image shows a 'Create New Group' dialog box. It has a blue header bar with the title 'Create New Group' and a close button (X). Below the header, there are two input fields. The first is labeled 'Group Name' with a red asterisk, and the second is labeled 'Group Description' with a red asterisk. Both fields have a placeholder text 'max 30 characters only'. At the bottom right of the dialog box is a blue button with a white plus sign and the text '+ Create'.

Type in the Group Name and Group Description, which should contain a maximum of 30 characters, and click on "+ Create".

Note: Once the group is created, it cannot be deleted. However, the user can modify the details by using the edit option as given below.

4.2.3. HOW TO EDIT A GROUP

To edit a group, click on  [Edit](#) under the **Actions** field. This opens the **Edit Group** dialog box as shown below:



The 'Edit Group' dialog box is a blue-tinted window with a close button (X) in the top right corner. It contains two text input fields. The first field is labeled 'Group Name*' and contains the text 'Admin Group'. The second field is labeled 'Group Description*' and contains the text 'First Group created by Admin'. At the bottom right of the dialog is a blue button with a white plus sign and the text '+ Update'.

Type in the **Group Name** and **Group Description**, which should contain a maximum of 30 characters, and click on "+ Update".

Note: A **Default Group** and **Pool Group** cannot be edited.

4.3. VIEW, ADD AND MANAGE USERS

Groups & Users view is used to view, create, and manage both **Groups** and **Users**. This section only guides you to view, add, and manage **users**.

Note: To know how to view, create, and manage **groups**, refer to [4.2. View, Create and Manage Groups](#) section of this guide.

BitRaser

Last Login
Tue Dec 19 2023 16:45:33

Welcome!
Demo

My Dashboard

Users & Licenses

Licenses

Groups & Users

Roles

Users Monitoring

Reports

Support

Actions	Group Name	Description	Date	Licenses
+	Default Group	Default users Selection	2023-12-08 12:03:01	0
+	Pool Group	Pool users	2023-12-08 12:03:01	6
+	admin	1	2023-12-08 12:06:00	
+	Manager	1	2023-12-08 12:08:40	9

Role	Name	Email	Licenses	Status	Manage
Manager	admin	admin1237845@gmail.com	<div>BitRaser Drive Eraser3</div> <div>BitRaser Drive Eraser Network3</div> <div>BitRaser Mobile Eraser & Diagnostics3</div>	Active	Select
Basic User	test	demo@gmail.com	<div>BitRaser Drive Eraser0</div> <div>BitRaser Drive Eraser Network0</div> <div>BitRaser Mobile Eraser & Diagnostics0</div>	Active	Select



An admin can view, add, and manage the following types of user roles:

- Manager
- Standard user
- Auditor

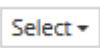

A Manager can view, add, and manage the following types of user roles:

- Standard user
- Auditor

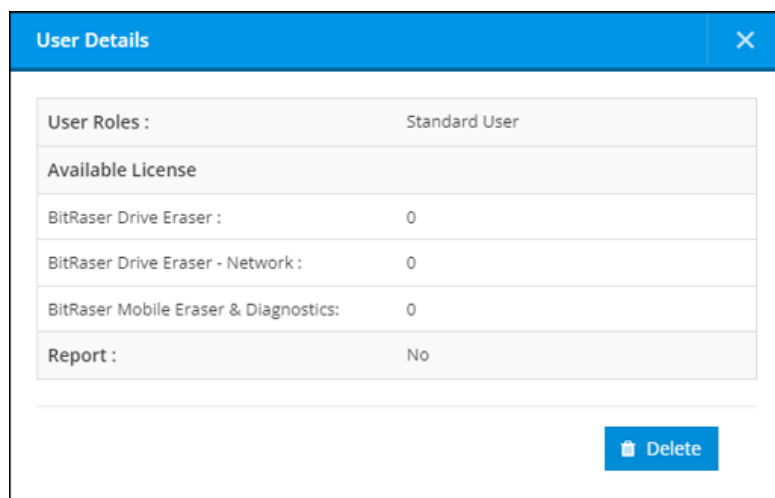
4.3.1. HOW TO VIEW USER INFORMATION

To view the details of a particular group click on  which is available as the first field before **Actions**. Clicking on  will expand the group to show the users of that particular group. The following fields are available:

- **User Image:** provides the image preview of the user.
- **Role:** provides the role of the user such as Admin, Manager, Standard User or Auditor.
- **Name:** provides the name of the user.
- **E-mail:** provides the e-mail address of the user.
- **Licenses:** provides number of available licenses of **BitRaser Drive Eraser**, **BitRaser Drive Eraser - Network** or **BitRaser Mobile Eraser & Diagnostics**.
- **Status:** provides the Active or Inactive status of the user.
- **Manage:** provides options to edit or view the user.

Under the **Manage** field, click on  to open the drop-down menu. Select  **View** to view more information for the selected user. It also provides an option to **Delete** the user. As an Admin you can delete a Manager or a Standard User added by you as well as the Manager. One can delete a Manager only when all the Standard Users within their group have been deleted. A Standard User can be deleted only when they have no **Reports** under them.

A dialog box as shown below gives the information about **User Role**, **Available Licenses**, and **Report** of the user:



The dialog box titled "User Details" displays the following information:

User Roles :	
Standard User	
Available License	
BitRaser Drive Eraser :	0
BitRaser Drive Eraser - Network :	0
BitRaser Mobile Eraser & Diagnostics:	0
Report :	No


At the bottom right of the dialog box is a blue button with a trash icon and the text "Delete".

Note: *Available Licenses* information will not be displayed in the **User Details** dialog box for the users under **Pool Group**. This is because the available licenses for **Pool Group** users will be the same as that of the licenses available with the currently logged in user.

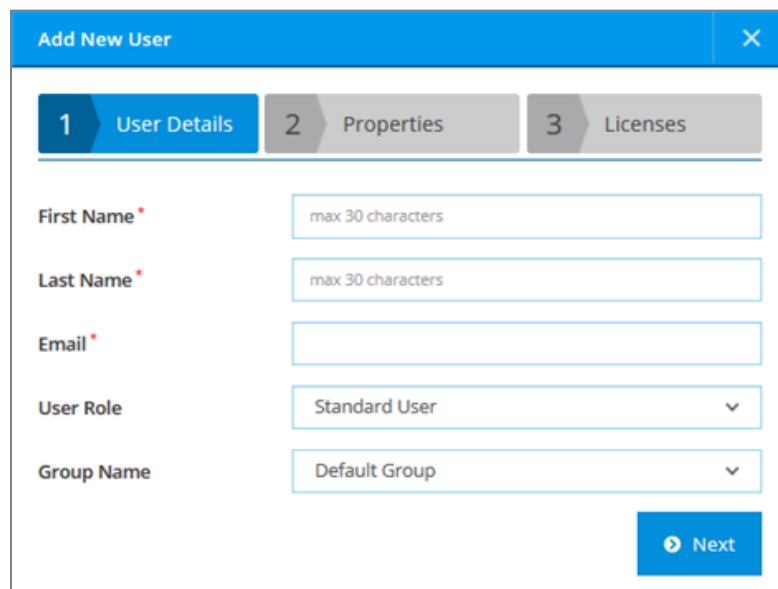
4.3.2. HOW TO ADD A NEW USER

Notes:

- Only users with access rights of **Admin** and **Managers** can create a new user.
- It is important to understand the roles of different kinds of users in **BitRaser Cloud** for creating a new user. Refer to [4.4. User Roles and Access Rights](#) to know the type of users that can be created.

To add a new user, click on . This opens up the **Add New User** dialog box which has the following three screens:

- **User Details:**



This screen has the following fields to be filled:

1. **First Name:** Should be a maximum of 30 characters and should not contain special characters.
2. **Last Name:** Should be a maximum of 30 characters and should not contain special characters.
3. **Email:** Valid email address where the new user credentials will be sent.
4. **User Role:** Select the role of the new user.
5. **Group Name:** Select the group in which the new user needs to be placed.

Enter the details and click on **Next**.

- **Properties:**

Select the **Active** (Yes) or **Inactive** (No) status of the user from this screen. Use this option if you wish to inactivate/activate a user for the time being. The status can be updated later using the **Edit User** option.

After selecting the status, click on **Next** to go to the next screen. Clicking on **Previous** will take you to the previous screen of **User Details**.

Note: While adding users to **Pool Group**, clicking on **Next** will skip the next screen and add the new user.

- **Licenses:**

Note: This screen is not available while adding users to **Pool Group** as the **Pool Group** user will have the same number of licenses as available with the currently logged in user.


Product	Available	Assigned
BitRaser Drive Erasure	1	0
BitRaser Drive Eraser - Network	10	5
BitRaser Mobile Eraser & Diagnostics	15	35

This screen is used to assign licenses to the new user. The following fields are available:


- **Product:** This field provides the name of the product for which license can be assigned E.g. BitRaser Drive Eraser, BitRaser Drive Eraser - Network or BitRaser Mobile Eraser & Diagnostics.
- **Available:** This field provides product-wise licenses that are available with the logged in user.
- **Assigned:** Enter the number of licenses product-wise to be assigned to the new user.

Note: Assigned licenses cannot be more than the available licenses.

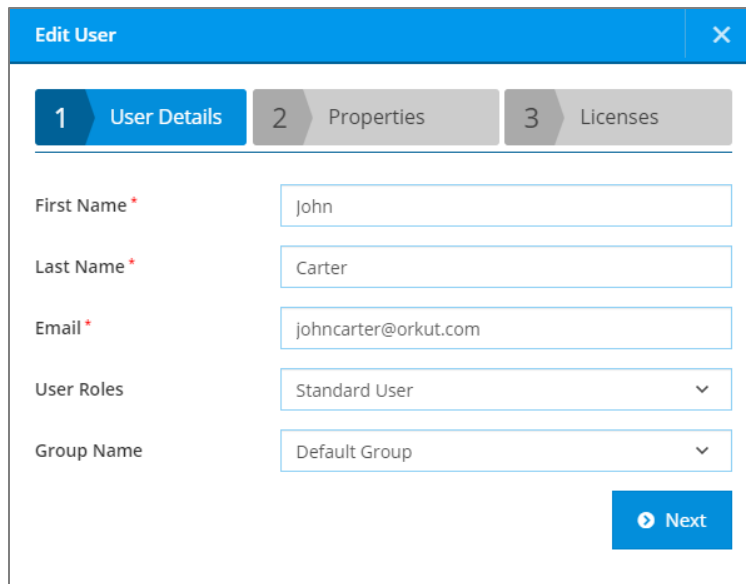
Click on **Finish** to add the new user or click on **Previous** to go back to the previous screen of **Properties**.

Clicking on  in any screen will cancel all actions and close **Add New User** dialog box.

4.3.3. HOW TO EDIT DETAILS OF AN EXISTING USER

Refer to topic [4.3.1. How to view user information?](#), to open the drop-down menu in the **Manage** field and click on  **Edit** . This opens up the **Edit User** dialog box, which has the following three screens:

- **User Details:**



This screen has the following fields to be filled by the user:

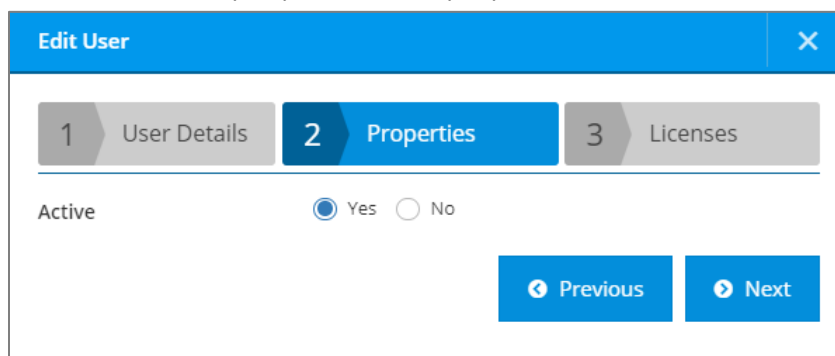
- First Name
- Last Name

Note: The Email field can be modified if required.

Enter the details and click on **Next**.

- **Properties:**

Select the Active (Yes) or Inactive (No) status of the user from this screen.



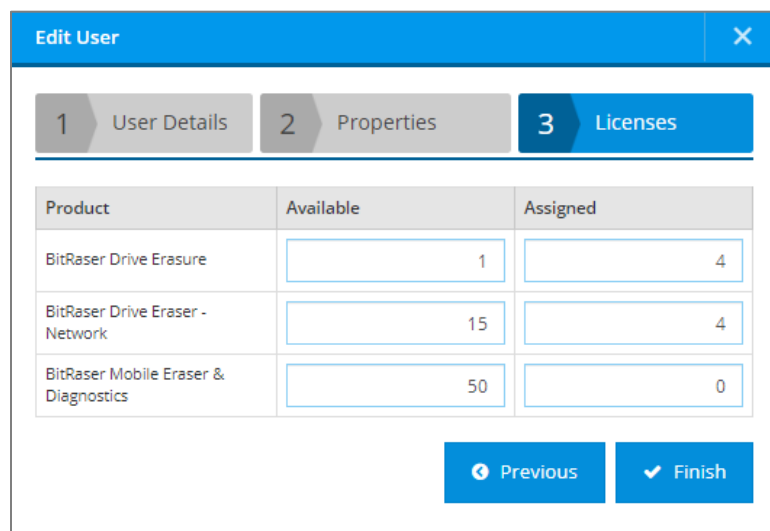
Note: The User Roles cannot be modified.

Click on **Next** to go to the next screen. Clicking on **Previous** will take you to the previous screen of **User Details**.

Note: While editing **Pool Group** users, the **Finish** button will appear instead of the **Next** button, as **Licenses** screen is not available for such users.

- **Licenses:**

Note: This screen is not available while editing **Pool Group** users because the **Pool Group** user will have the same number of licenses as available with the currently logged in user.



Product	Available	Assigned
BitRaser Drive Erasure	1	4
BitRaser Drive Eraser - Network	15	4
BitRaser Mobile Eraser & Diagnostics	50	0


Previous Finish

This screen is used to edit the assigned licenses to the user. The following fields are available:

- **Product:** This field provides the name of the product for which license can be assigned E.g. BitRaser Drive Eraser, BitRaser Drive Eraser - Network or BitRaser Mobile Eraser & Diagnostics.
- **Available:** This field provides product-wise licenses that are available with the logged in user.
- **Assigned:** This field provides the number of licenses assigned to the user. Empty field denotes that no license has been assigned to the user yet. Modify or add the number of licenses to be assigned to the user in this field.

Note: Assigned licenses cannot be more than the available licenses.

Click on **Finish** to save the changes made to the user or click on **Previous** to go back to the previous screen of **Properties**.

Clicking on  in any screen will cancel all actions and close the **Edit User** dialog box.

4.4. USER ROLES AND ACCESS RIGHTS

The **Roles** view provides the different user roles and their description in a tabular format. The following are the fields available:

- Role Name.
- Description.

The following are the type of user roles in BitRaser Cloud Console:

[4.4.1. Admin](#)

[4.4.2. Manager](#)

[4.4.3. Standard User](#)

[4.4.4. Auditor](#)

To understand the relation between users, groups, and licenses, refer to the example given below.

This example shows a hierarchy of a small organization of 21 users.

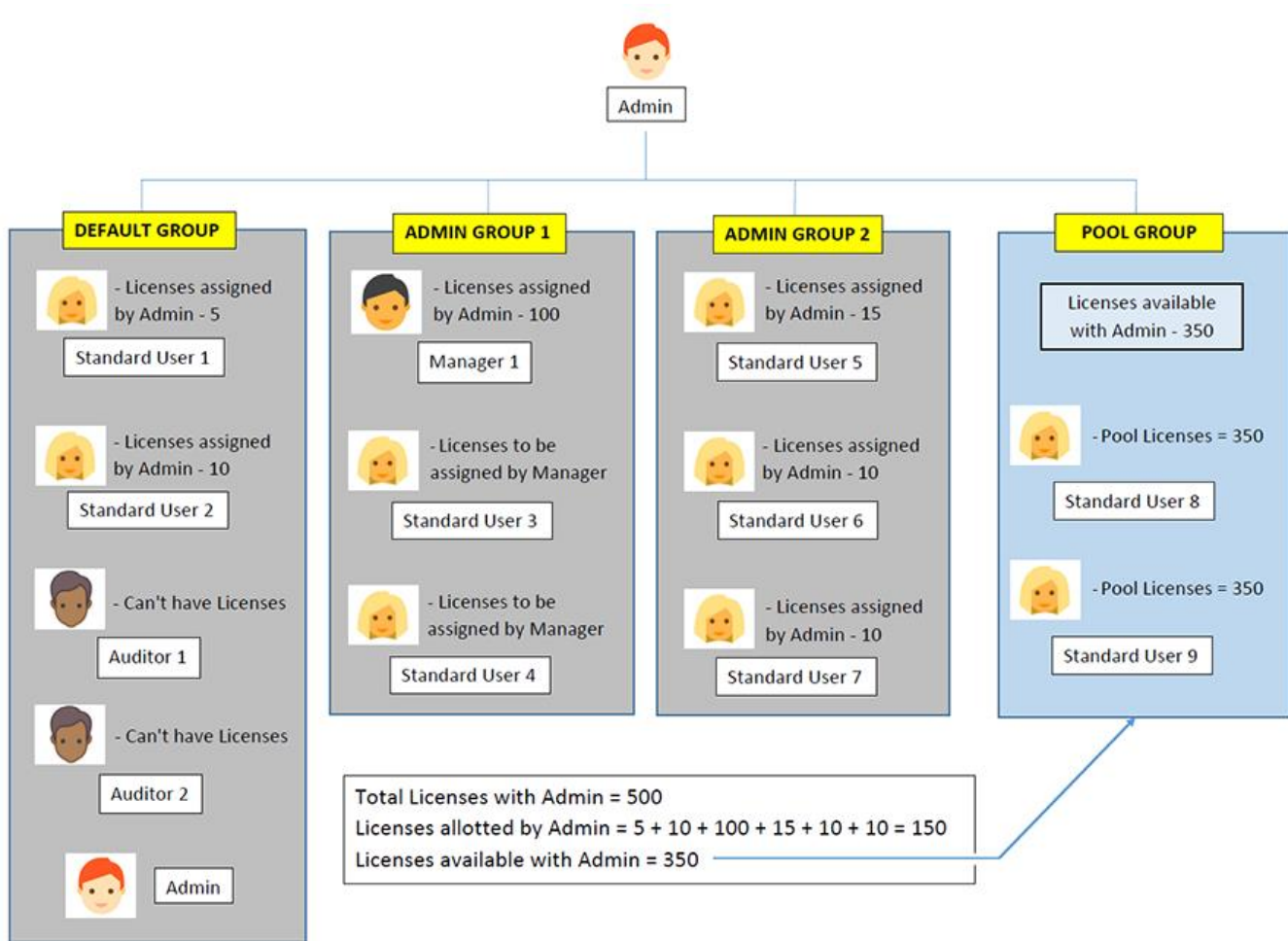
Following are the roles of the 21 users in organization:

- Admin - 1
- Manager - 1
- Standard Users - 16
- Auditors - 3

Groups in BitRaser Cloud:

- Admin - 4 Groups
 1. Default Group
 2. Pool Group
 3. Admin Group 1
 4. Admin Group 2
- Manager - 4 Groups
 1. Default Group
 2. Pool Group
 3. Admin Group 1
 4. Manager Group 1
- Total Licenses in organization = **500**

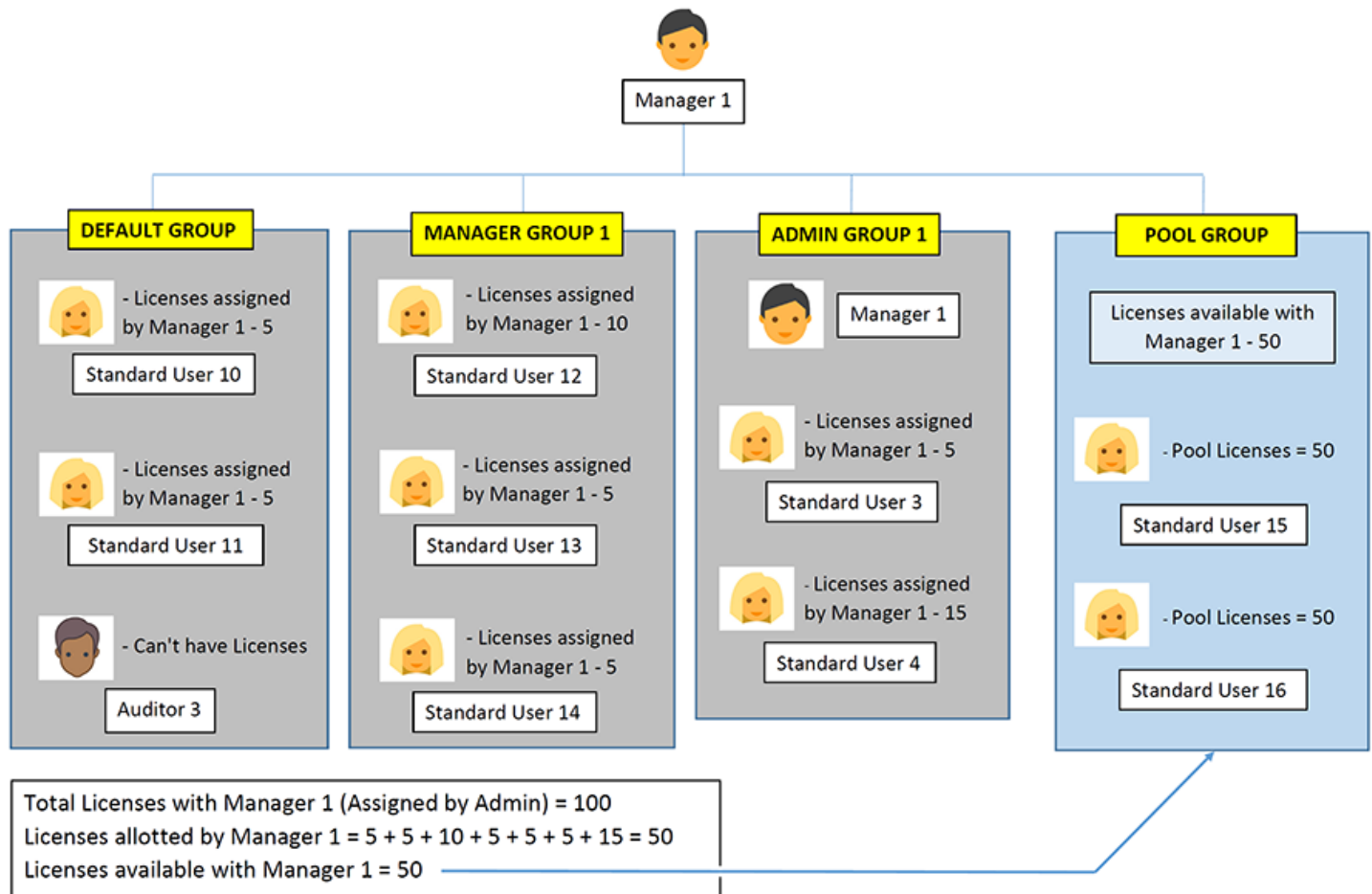
1. Admin Hierarchy:



NOTES:

- Admin will be visible to itself in the default group.
- Groups that do not have a Manager will be managed by Admin.
- Group created by Admin that has a Manager will be visible to Admin. Both, Admin and respective Manager can manage the users in the group.
 - Admin and Manager can assign licenses to Standard users directly in that group.
 - Admin and Manager can edit Standard users in that group.
 - Admin can take control of the groups managed by Manager 1 by making Manager 1 **INACTIVE**. In that case, all users managed by Manager 1 become **INACTIVE** and Admin gets all the access rights to the licenses of those users through the Manager.
- Admin can view all the reports for managers and standard users regardless of group or user creation.
- Auditors can only be part of the Default Group.
- Admin can view the default group of Manager 1 or the groups created by Manager 1.
- Pool Group can have standard users only and each standard user will get the same number of licenses as available with Admin.

2. Manager Hierarchy:



NOTES:

- Manager 1 can view the group created by Admin for which Admin has assigned him the role of a Manager.
- Manager cannot view other groups created by Admin.
- Manager 1 can make a user managed by him INACTIVE.
- Manager 1 can view all the reports for standard users in the groups managed by him.
- Pool Group can have standard users only and each standard user will get the same number of licenses as available with Manager 1.

4.4.1. USER - ADMIN:

Admin is a user who has almost all the access rights of the **BitRaser Cloud Console**. **Admin** is the head of an organization and is responsible to buy and provide licenses to other users, create groups as per his organization structure, and appoint managers, among other roles and responsibilities.

The key responsibility of the **Admin** involves helping to organize and supervise the way the organization functions in BitRaser.

Following are the activities that an **Admin** can do:

ACCESS TO MENUS AND SETTINGS:

Activity	Admin
Can access My Dashboard menu	Yes
Can access Users & Licenses menu	Yes
Can access Reports menu	Yes
Can update time zone using Select Country option in User Profile section	Yes
*Update company logo image or text in the header	Yes
Can customize and download ISO files	Yes

GROUPS AND USERS:

Activity	Admin
View a group created or managed by you	Yes
Create a new Group	Yes
Edit a group created by you	Yes
View and edit Users added in the Group by you	Yes
*Add Manager in a group	Yes
Add Standard user in a group	Yes
Add an Auditor to the default group	Yes
Edit a user managed by you	Yes
*Activate/Inactivate a Manager	Yes
Activate/Inactivate a Standard User	Yes
Activate/Inactivate an Auditor	Yes
Delete a Manager, Auditor or Standard User	Yes
Access Cloud user activity - Login and Logout time	Yes

LICENSES:

Activity	Admin
View Available and Consumed Licenses	Yes
*Allocate or deallocate licenses to Manager	Yes
Allocate or deallocate licenses to Standard User	Yes
*Access Recharge History of licenses	Yes
View Licenses activity reports for users under me	Yes
Consume a license available with me	Yes

REPORTS:

Activity	Admin
View a report	Yes
Generate a report using BitRaser Mobile Eraser and Diagnostics	Yes
Generate a report or certificate using BitRaser Drive Eraser or BitRaser Drive Eraser - Network	Yes
Search report user wise using E-mail address	Yes
Search report as per date	Yes
Search report as per a particular criteria	Yes
Save reports in XML, PDF or CSV	Yes
Save certificates for BitRaser Drive Eraser or BitRaser Drive Eraser - Network	Yes
Import Reports	Yes
Print Reports	Yes
*Change report settings (Signature, logos, header text, watermark, etc.)	Yes

Note: The activities with a red asterisk (*) in the tables above, are the access rights that an **Admin** holds exclusively.

4.4.2. USER - MANAGER:

A **Manager** is a user-appointed by **Admin** in a group, who can create and organize **Standard Users** and **Auditors** of **BitRaser Cloud** and can control the activities and licenses of his group.

The key responsibility of the **Manager** involves helping to organize and supervise the users in his groups and the way his group users functions in **BitRaser**.

Following are the activities that a **Manager** can and cannot do:

ACCESS TO MENUS AND SETTINGS:

Activity	Manager
Can access My Dashboard menu	Yes
Can access Users & Licenses menu	Yes
Can access Reports menu	Yes
Can update time zone using Select Country option in User Profile section	Yes
Update company logo image or text in the header	No
Can customize and download ISO files	Yes

GROUPS AND USERS:

Activity	Manager
View a group created or managed by you	Yes
Create a new Group	Yes
Edit a group created by you	Yes
Add another Manager in a group	No
Add Standard user in a group	Yes
Add an Auditor to the default group	Yes
Edit a user managed by you	Yes
Activate/Inactivate another Manager	No
Activate/Inactivate a Standard User	Yes
Activate/Inactivate an Auditor	Yes
Access Cloud user activity - Login and Logout time	Yes

LICENSES:

Activity	Manager
View Available and Consumed Licenses	Yes
Allocate or deallocate licenses to a Manager	No
Allocate or deallocate licenses to Standard User	Yes
Access Recharge History of licenses	No
View Licenses activity reports for users under me	Yes
Consume a license available with me	Yes

REPORTS:

Activity	Manager
View a report	Yes
Generate a report using BitRaser Mobile Eraser and Diagnostics	Yes
Generate a report or certificate using BitRaser Drive Eraser or BitRaser Drive Eraser - Network	Yes
Search report user wise using E-mail address	Yes
Search report as per date	Yes
Search report as per a particular criteria	Yes
Save reports in XML, PDF or CSV	Yes
Save certificates for BitRaser Drive Eraser or BitRaser Drive Eraser - Network	Yes
Import Reports	Yes
Print Reports	Yes
Change report settings (Signature, logos, header text, watermark, etc.)	No

4.4.3. USER - STANDARD USER:

Standard user's role is suitable for the users who are responsible for performing the erasure or diagnostic processes and generate reports for it.

Following are the activities that a **Standard User** can and cannot do:

ACCESS TO MENUS AND SETTINGS:

Activity	Standard User
Can access My Dashboard menu	Yes
Can access Users & Licenses menu	No
Can access Reports menu	Yes
Can update time zone using Select Country option in User Profile section	Yes
Update company logo image or text in the header	No
Can customize and download ISO files	Yes

GROUPS AND USERS:

Activity	Standard User
View a group created or managed by you	No
Create a new Group	No
Edit a group created by you	No
Add Manager in a group	No
Add Standard user in a group	No
Add an Auditor to the default group	No
Edit a user managed by you	No
Activate/Inactivate a Manager	No
Activate/Inactivate a Standard User	No
Activate/Inactivate an Auditor	No
Access Cloud user activity - Login and Logout time	No

LICENSES:

Activity	Standard User
View Available and Consumed Licenses	Yes
Allocate or deallocate licenses to Manager	No
Allocate or deallocate licenses to Standard User	No
Access Recharge History of licenses	No
View Licenses activity reports for users under me	No
Consume a license available with me	Yes

REPORTS:

Activity	Standard User
View a report	Yes
Generate a report using BitRaser Mobile Eraser and Diagnostics	Yes
Generate a report or certificate using BitRaser Drive Eraser or BitRaser Drive Eraser - Network	Yes
Search report user wise using E-mail address	No
Search report as per date	Yes
Search report as per a particular criteria	Yes
Save reports in XML, PDF or CSV	Yes
Save certificates for BitRaser Drive Eraser or BitRaser Drive Eraser - Network	Yes
Import Reports	Yes
Print Reports	Yes
Change report settings (Signature, logos, header text, watermark, etc.)	No

4.4.4. USER - AUDITOR:

An **Auditor** is a person appointed by an **Admin** or a **Manager** to execute an audit for erasure and diagnostics reports. An auditor's key responsibility is to review and verify the accuracy of reports generated by other users and ensure that they comply with organization standards.

Following are the activities that an **Auditor** can and cannot do:

ACCESS TO MENUS AND SETTINGS:

Activity	Auditor
Can access My Dashboard menu	No
Can access Users & Licenses menu	No
Can access Reports menu	Yes
Can update time zone using Select Country option in User Profile section	No
Update company logo image or text in the header	No
Can customize and download ISO files	No

GROUPS AND USERS:

Activity	Auditor
View a group created or managed by you	No
Create a new Group	No
Edit a group created by you	No
Add Manager in a group	No
Add Standard user in a group	No
Add an Auditor to the default group	No
Edit a user managed by you	No
Activate/Inactivate a Manager	No
Activate/Inactivate a Standard User	No
Activate/Inactivate an Auditor	No
Access Cloud user activity - Login and Logout time	No

LICENSES:

Activity	Auditor
View Available and Consumed Licenses	No
Allocate or deallocate licenses to Manager	No
Allocate or deallocate licenses to Standard User	No

Access Recharge History of licenses	No
View Licenses activity reports for users under me	No
Consume a license available with me	No

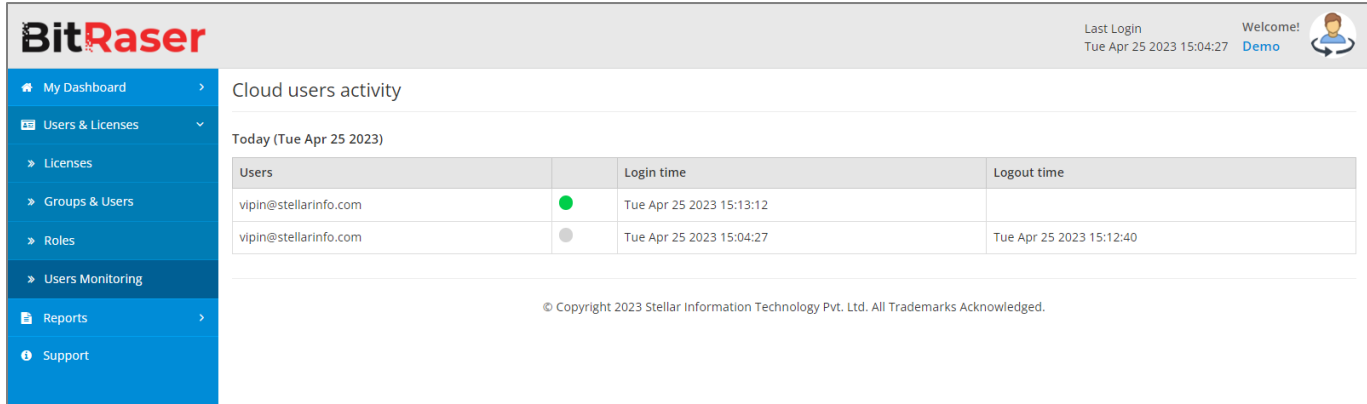
REPORTS:

Activity	Auditor
View a report	Yes
Generate a report using BitRaser Mobile Eraser and Diagnostics	No
Generate a report or certificate using BitRaser Drive Eraser or BitRaser Drive Eraser - Network	No
Search report user wise using E-mail address	Yes
Search report as per date	Yes
Search report as per a particular criteria	Yes
Save reports in XML, PDF or CSV	Yes
Save certificates for BitRaser Drive Eraser or BitRaser Drive Eraser - Network	Yes
Import Reports	No
Print Reports	Yes
Change report settings (Signature, logos, header text, watermark, etc.)	No

4.5. USERS MONITORING - LOGIN AND LOGOUT

Users Monitoring view is used to access Cloud Users Activity - Login and logout time including current login status for user monitoring in a tabular format.

This view can be accessed from **Users & Licenses**, under sub-menu **User Monitoring**.



The screenshot shows the BitRaser interface with a sidebar menu on the left containing: My Dashboard, Users & Licenses (expanded), Licenses, Groups & Users, Roles, Users Monitoring (selected), Reports, and Support. The main content area is titled 'Cloud users activity' and shows data for 'Today (Tue Apr 25 2023)'. A table displays user activity with columns: Users, Login time, and Logout time. The first row shows a user with a green circle (logged in) at 15:13:12. The second row shows a user with a grey circle (logged out) at 15:04:27. The top right of the interface shows 'Last Login Tue Apr 25 2023 15:04:27', 'Welcome! Demo', and a user profile icon. A copyright notice is at the bottom: '© Copyright 2023 Stellar Information Technology Pvt. Ltd. All Trademarks Acknowledged.'

Users		Login time	Logout time
vipin@stellarinfo.com	●	Tue Apr 25 2023 15:13:12	
vipin@stellarinfo.com	●	Tue Apr 25 2023 15:04:27	Tue Apr 25 2023 15:12:40

Admin can access cloud user activity of Managers, Auditors, and Standard Users created by the Admin. Manager can access the cloud user activity of Standard users created by the Manager.

The table in this view provides the following data:

- **Users:** This field provides the user ID and current login status of the user. A Green circle ● shows that the user is currently logged in and a Grey circle ● shows that the user has logged out.
- **Login time:** Provides day, date, and time of user login.
- **Logout time:** Provides day, date, and time of user logout.

Note: Users monitoring provide data only for that particular day i.e. today's data.

5. REPORTS

Reports tab provides the following sub-menu:

- **Drive Eraser Reports:** This view provides the reports and certificates for disk erasure activities performed using **BitRaser Drive Eraser** software.
- **Drive – Network Eraser Reports:** This view provides the reports and certificates for disk erasure activities performed using **BitRaser Drive Eraser - Network** software.
- **File Eraser Reports:** This view provides the reports and certificates for file erasure activities performed using **BitRaser File Eraser** software.
- **Mobile Diagnostics Reports:** This view provides the reports for mobile diagnostic activities performed using **BitRaser Mobile Eraser and Diagnostics** software.
- **Mobile Eraser Reports:** This view provides the reports for mobile eraser activities performed using **BitRaser Mobile Eraser and Diagnostics** software.

1. **Drive Eraser Reports** and **Drive – Network Eraser Reports** contain the erasure reports data in a tabular format. The following fields are provided:

#	Actions	Report ID	Erasure Date	OS	System Serial no	No Of Disk	Erasure Status	System Asset Tag	Erasure Method	Report Type
1	Preview	10	Wed Apr 19 2023	LINUX	MP2BEYD	1	Erased		Russian Standard-GOST-R-50739-95	
2	Preview	9	Thu Dec 22 2022	LINUX	NTL6SSI001529781A57200	1	Erased		Zeroes	
3	Preview	8	Mon Aug 01 2022	LINUX	PGGK283	1	Erased		Zeroes	
4	Preview	7	Mon Aug 01 2022	LINUX	BY7H622	1	Erased		Zeroes	
5	Preview	6	Fri Jul 29 2022	LINUX	CNU2020VML	1	Stopped		Zeroes	
6	Preview	5	Fri Jul 29 2022	LINUX	BY7H622	1	Stopped		Zeroes	
7	Preview	4	Thu Jul 28 2022	LINUX	PGGK283	1	Stopped		Zeroes	
8	Preview	3	Thu Jul 28 2022	LINUX	BY7H622	1	Erased		Zeroes	

- **Selection field:** provides check-box to select single or multiple reports at a time.
- **Serial Number (#):** Serial number is the sequential number of the table row starting from one.
- **Actions:** provides the option to **Preview** a report.
- **Report Id:** provides a unique report ID that is automatically generated for every report.
- **Erasure Date:** provides the date on which erasure was performed.
- **OS:** provides the OS of the system on which erasure was performed.

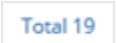


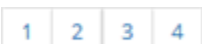


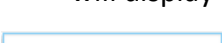
- **System Serial No.:** provides the serial number of the system.
- **No. of disk:** provides the number of disks on which erasure was performed.
- **Erasure Status:** provides the status of the report such as - Erased, Failed, Running, or Stopped.
- **System Asset Tag:** provides the asset tag details of the system.
- **Erasure Method:** provides the name of the method that was used for the erasure process.
- **Report Type:** provides the type of report such as – Dongle (if it generated through dongle)

2. **Mobile Diagnostics Reports** and **Mobile Eraser Reports** contain the data of the mobile reports in a tabular format. The following fields are provided:

<input type="checkbox"/>	#	Customer Name	Actions	Date	OS	Type	Status	IMEI
<input type="checkbox"/>	1		Preview	Mon May 08 2023 09:48:10	Windows	iPhone 13 Pro Sierra Blue	Failed	359664928789940
<input type="checkbox"/>	2	Akshay	Preview	Thu Jan 19 2023 16:13:13	Linux	SM N986B	Success	
<input type="checkbox"/>	3	Akshay	Preview	Thu Jan 19 2023 16:06:09	Linux	Pixel 6	Failed	
<input type="checkbox"/>	4	Akshay	Preview	Thu Jan 19 2023 15:47:07	Linux	Pixel 6	Failed	
<input type="checkbox"/>	5	Akshay	Preview	Thu Jan 19 2023 14:26:56	Linux	iPhone 12 mini	Success	353023114452324
<input type="checkbox"/>	6		Preview	Tue Jul 12 2022 11:55:45	Windows	SM_F711B	Success	
<input type="checkbox"/>	7		Preview	Tue Jul 12 2022 11:54:35	Windows	SM_F711B	Failed	
<input type="checkbox"/>	8		Preview	Tue Jul 12 2022 12:41:29	Windows	iPhone 8	Success	356705087128926
<input type="checkbox"/>	9		Preview	Tue Jul 12 2022 12:24:58	Windows	iPhone 8	Failed	356705087128926
<input type="checkbox"/>	10		Preview	Mon Jul 11 2022 14:45:35	Windows	iPhone SE	Success	355793077633510
<input type="checkbox"/>	11		Preview	Tue Jul 05 2022 14:47:40	Windows	iPhone 7	Failed	355333081711398

- **Selection field:** provides check-box to select single or multiple reports at a time.
- **Serial Number (#):** Serial number is the sequential number of the table row starting from one.
- **Customer Name:** provides the name of the customer.
- **Actions:** provides the option to **Preview** a report.
- **Date:** provides the date on which report was generated.
- **OS:** provides the OS of the system on which erasure/diagnostics was performed.
- **Type:** provides the type of device.
- **Status:** provides the status of reports such as - success, failed, or aborted.
- **IMEI:** provides the 15-digit IMEI number of the device.

A single page on the reports tab shows up to 15 reports only. To view other reports page, navigation buttons are provided below the table. The following are the page navigation buttons available:

-  provides the total number of pages available.
-  will display the first page.
-  will display the previous page.
-  click on the number to navigate directly to the respective page number.
-  will display the next page.
-  will display the last page.
-  will display the total number of rows.

Related Topics:

To know how to preview reports, refer to [Preview Reports](#).

To know how to search the reports, refer to [Search Reports](#).

To know how to sort the reports, refer to [Sort Reports](#).

To know how to save the reports or certificates, refer to [Save Reports and Certificates](#).

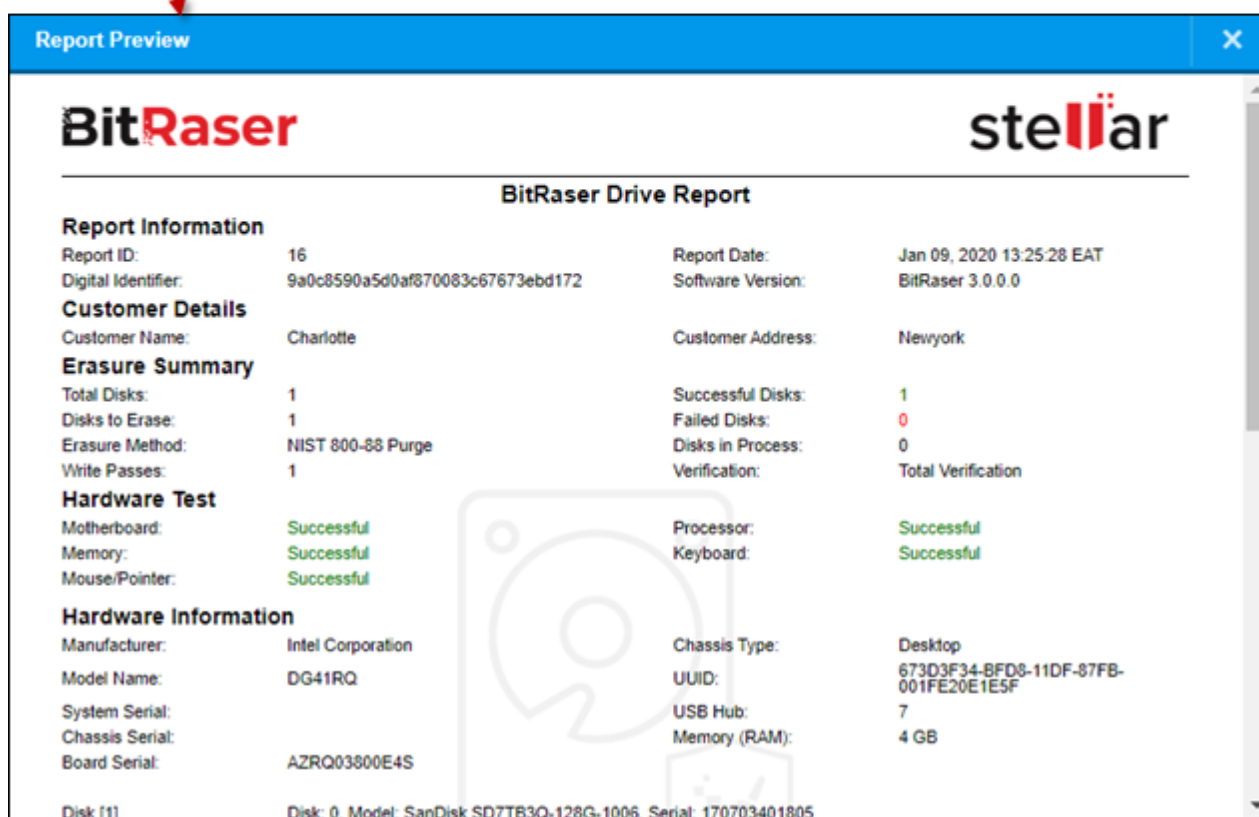
To know how to import and print reports, refer to [Import and Print Reports](#).

5.1. PREVIEW REPORTS

To preview a report, choose the specific **sub-menu** from the **sub-menu area** for the type of report you want to preview. Under the reports table, the third column of **Actions** provides the link to preview the report. Click on **Preview** to open the respective report in a pop-up window. This window provides the **Reports/Certificate Preview** and contains the following information:

For Drive Reports:

<input type="checkbox"/>	#	Actions	Report Id	Erasure Date	No. of Disks
<input type="checkbox"/>	76	Preview	255	Thu Jul 11 2019	
<input type="checkbox"/>	77	Preview	253	Wed Jul 10 2019	
<input type="checkbox"/>	78	Preview	252	Wed Jul 10 2019	
<input type="checkbox"/>	79	Preview	248	Wed Jul 10 2019	



Report Preview

BitRaser **stellar**

BitRaser Drive Report

Report Information

Report ID: 16 Report Date: Jan 09, 2020 13:25:28 EAT
Digital Identifier: 9a0c8590a5d0af870083c67673ebd172 Software Version: BitRaser 3.0.0.0

Customer Details

Customer Name: Charlotte Customer Address: Newyork

Erasure Summary

Total Disks: 1 Successful Disks: 1
Disks to Erase: 1 Failed Disks: 0
Erasure Method: NIST 800-88 Purge Disks in Process: 0
Write Passes: 1 Verification: Total Verification

Hardware Test

Motherboard: Successful Processor: Successful
Memory: Successful Keyboard: Successful
Mouse/Pointer: Successful

Hardware Information

Manufacturer: Intel Corporation Chassis Type: Desktop
Model Name: DG41RQ UUID: 673D3F34-BFD8-11DF-87FB-001FE20E1E5F
System Serial: USB Hub: 7
Chassis Serial: Memory (RAM): 4 GB
Board Serial: AZRQ03800E4S

Disk [1] Disk: 0 Model: SanDisk SD7TB3Q-128G-1006 Serial: 170703401805

- **Header:** Gives the logo of software and organization who performed the erasure.
- **Report Information:** Provides the report ID, date, digital identifier and software version information.
- **Customer Details:** Provides basic details of customer such as name and address.

- **Erasure Summary:** Provides information such as number of disks, disks to erase, disks to process, number of successful and failed erasure of disks along with erasure method and verification details.
- **Hardware Test:** Provides details of test performed on various hardware devices of the system such as motherboard, memory, processor, and so on.
- **Hardware Information:** Lists out the hardware details of the computer such as manufacturer details, detailed system information, disk information, processor details, network adapter details, BIOS, battery, and so on.
- **Erasure Results:** Provides disk wise details of the erasure performed such as erasure method, number of sectors processed, asset tag, start and end time of process along with duration and status.

For Mobile Reports:

Search				
Custom Date ▼ 📅 DD-MM-				
<input type="checkbox"/>	#	Customer Name	Actions	Date
<input type="checkbox"/>	1		Preview	Mon
<input type="checkbox"/>	2	Akshay	Preview	Thu

Certificate Preview

BitRaser

stellar

BitRaser Mobile Report

Erasure Status: **Successful**

Report ID: 575

Customer Details

Customer Name: Akshay

Customer Address: D16 infocity

Device Information

Manufacturer: SAMSUNG

Model Name: SM N986B

Serial Number: RZCNA00146E

IMEI:

Device OS: Android 12

FMD: **Unlocked**

MDM: **Unlocked**

ESN Status:

Device Source: samsung

Device Type: Mobile Device

Size: 226GB

Name: Android

Carrier: NA

Model Number: SM N986B

Asset Tag: NA

Device Destination: D17 infocity phase 2

Battery Information

- **Header:** Gives the logo of software and organization that performed the erasure.

- **Erasure Status:** Provides the successful, failed, or aborted status of the erasure process.
- **Customer Details:** Provides basic details of customer such as name and address.
- **Device Information:** Provides basic details of the device that was processed.
- **Battery Information:** Provides battery details of the device including battery health.
- **Erasure Information:** Provides the tool and methods used to erase the device.
- **Erasure & Validation Details:** Provides details and digital signatures of technician and validator who performed the process along with the date.

For Diagnostics Reports:

Certificate Preview

BitRaser

stellar

BITRASER MOBILE DIAGNOSTICS

Diagnostics Status:Completed

Diagnostics Date: Wed Jul 31 2019 10:25:55

Customer Details

Customer Name: Zhang Young

Customer Address: D16 Australia

Device Information

Manufacturer: Apple Inc.

Model Name: iPhone X

Serial Number: FK1X7AGHJCL7

UDID: b54c477a9297805eb53d71293aeece6773cbc45c

IMEI: 354851096383946

Model Number: MQA92

Asset Tag: Asset for testing

Device Destination: Honor Pvt Ltd.

Device Type: iPhone10,3

Size: 256GB

Name: iPhone

ECID: 124da024f8e02e

Device OS: iPhone 12.2

FMIP: Unlocked

Device Source: Samsung Pvt. Ltd.

Battery Information

Serial: F8Y831415XDHXRYA4

Cycle: 24

Capacity: Excellent ,2596/2701 (3 %)

Temperature: 82.6 °F

Diagnostics Information

Digital Identifier: 13331200762282c9f5904013ac4b6dcd

Tool Used: BitRaser Mobile Diagnostics 1.0

Automatic Tests	Result	Manual Tests	Result	Accessories & Grading	Result
Accelerometer Sensor	Pass	Bluetooth	Pass	Charger	Yes
Battery	Pass	Camera Front	Pass	Earphone	No
Gravity Sensor	Pass	Camera Rear	Pass	Original Packing	No
Gyroscope Sensor	Pass	Dead Pixel	Pass	Back Cover	A
Internal Memory	Pass	Earphone Socket	Skip	Body Grade	A

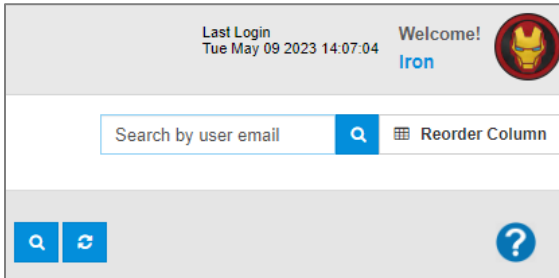
- **Header:** Gives the logo of software and organization that performed the erasure.
- **Diagnostics Status and Date:** Provides the successful, failed or aborted status of the diagnostic process along with the date when diagnostic was performed.
- **Customer Details:** Provides basic details of customer such as name and address.
- **Device Information:** Provides basic details of the device that was processed.
- **Battery Information:** Provides battery details of the device including battery health.
- **Diagnostics Information:** Provides a detailed diagnostics report of the device in tabular format.


5.2. SEARCH REPORTS

Search for the reports is classified into three types:

5.2.1. Search by user through the e-mail address

To search user wise using an e-mail address, type the address in the e-mail address field as given below:

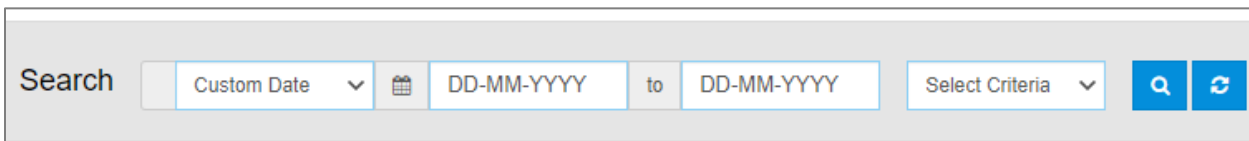
A screenshot of a web application interface. At the top, it shows 'Last Login Tue May 09 2023 14:07:04' and 'Welcome! Iron' next to an Iron Man profile picture. Below this is a search bar with the placeholder text 'Search by user email' and a magnifying glass icon. To the right of the search bar is a 'Reorder Column' button with a grid icon. At the bottom of the interface, there are three icons: a magnifying glass, a refresh icon, and a question mark.

As you type, this will open a drop-down list of e-mail addresses that can be selected for search. Select the e-mail address from the drop-down list and click on  to search.



This provides a list of reports that have been generated by the user with the e-mail address searched for.

Note: This search option is available for all users except Standard User.

5.2.2. Search by date

A screenshot of a date search interface. It features a 'Search' label on the left. To its right is a 'Custom Date' dropdown menu with a calendar icon. This is followed by two date input fields, each with the placeholder 'DD-MM-YYYY', separated by a 'to' label. To the right of these fields is a 'Select Criteria' dropdown menu. At the far right are two buttons: a magnifying glass icon and a refresh icon.

This filter is used to view information from a certain time, i.e. between two dates.

Using the search bar above the reports table, select the From date and To date from the drop-down calendar, use  button to go to the previous month calendar, and  for next month calendar and select the day.

Click on  to search.

This provides a list of reports that have been generated between the given dates.

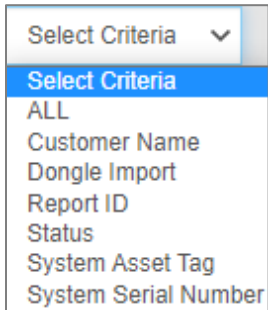
5.2.3. Search by criteria

This filter is used to view information as per a specified criterion.

Note: Search by criteria can be used individually or in combination with search by date as given above.

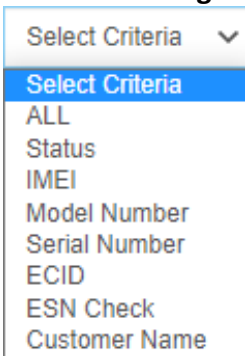
Using the search bar above the reports table, click on **Select Criteria** to open the drop-down list of criteria available for search.

1. For **Drive Eraser Reports** and **Drive – Network Eraser Reports**, the following criteria are available:



- **ALL:** will provide the list of all the reports.
- **Customer Name:** will provide list of all the reports of a particular customer name.
- **Dongle Import:** will provide list of all the reports that were imported from dongle.
- **Report ID:** Use this filter to search by entering the report ID of the report.
- **Status:** This filter will give another option to **Select Value**. Click on **Select Value**, and select the desired value i.e. All, Erased, or Failed to generate a list of all reports, all successful reports, and all failed reports respectively.
- **System Asset Tag:** Use this filter to search by entering the asset tag number of the system.
- **System Serial Number:** Use this filter to search by entering the serial number of the system.


2. For **Mobile Diagnostics Reports** and **Mobile Eraser Reports**, the following criteria are available:



- **All:** will provide the list of all the reports.
- **Status:** This filter will give another option to **Select Value**. Click on **Select Value**, and select the desired value i.e. All, Completed, or Failed to generate a list of all reports, all successful reports, and all unsuccessful (aborted or failed) reports respectively.
- **IMEI:** Use this filter to search by entering the IMEI number of the device.
- **Model Number:** Use this filter to search by entering the model number of the device.
- **Serial Number:** Use this filter to search by entering the serial number of the device.
- **ECID:** Use this filter to search by entering the ECID (Exclusive chip identification) number of an Apple device.
- **ESN Check:** Use this filter to search by entering ESN Check Value (All, Passed or Failed) of a device.

- **Customer Name:** Use this filter to search by entering the customer name. Type the customer name and select the name from the drop-down search list to generate a list of reports.

After entering the search criteria, click on  to search.

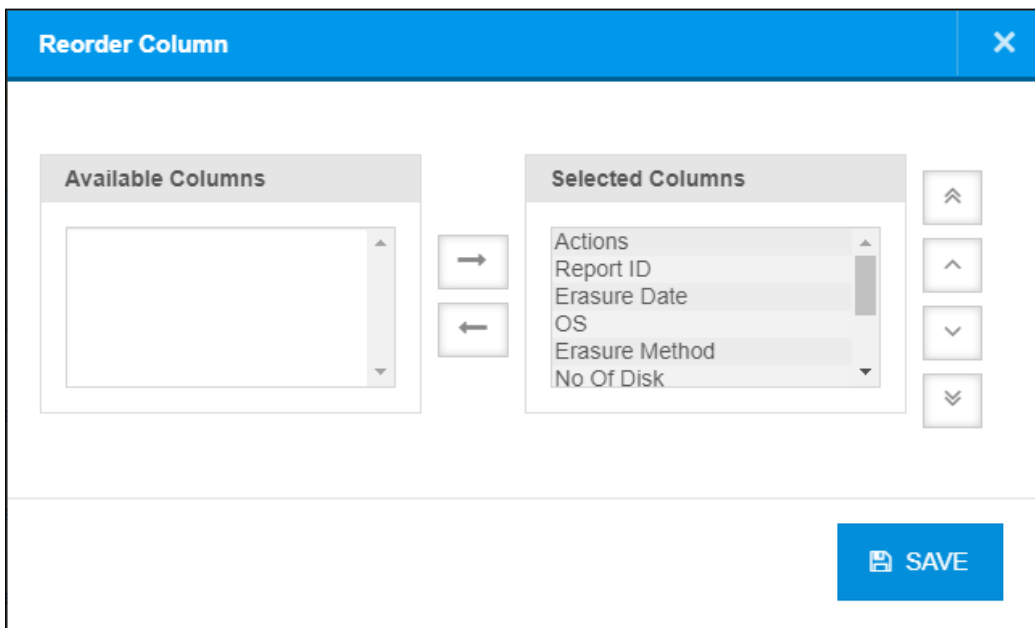
Use the  button to refresh the page and remove all the search filters

Note: Any user, whose existing ID is replaced by a new one, can be searched with the old ID as well.




5.2.4. Reorder Column




This feature is used to reorder the columns or select particular columns according to your preference.



To use this feature, click on  button. The **Reorder Column** dialog box appears.



Reorder Column dialog box has the following fields:

- **Available Columns** – List of columns available but not yet being used.
- **Selected Columns** - List of columns selected for displaying.
- The buttons next to the fields have the following functions:
 -  will add the selected Columns to the screen.
 -  will remove the selected columns from the screen.
 -  will move the selected columns to the top of the list (first Column on the screen).


-  will move the selected columns up in the list.
-  will move the selected columns down in the list.
-  will move the selected columns to the bottom of the list (last columns on the screen).

Tip: Multiple columns can be added or removed all at once, by selecting all desired columns while holding the **CTRL** or **SHIFT** keys and clicking the  or  buttons or by simply dragging your cursor across the list to select your desired columns.

5.3. SORT REPORTS

Reports can be sorted as per the following fields:

1. For **Drive Reports**, the following fields are available:
 - **Serial Number (#)**: Serial number is the sequential number of the table row starting from one.
 - **Report ID**: Sorts data as per the report ID number.
 - **Erasure date**: Sorts data as per the date on which erasure was performed.
 - **No. of disk**: Sorts data as per the number of disks on which erasure was performed.
 - **Erasure Status**: Sorts data as per the status of the report such as - erased, failed, stopped, or running.
 - **System Serial No.**: Sorts data as per the serial number of the system.
 - **Erasure Method**: Sorts data as per the erasure method used to perform the process.
2. For **Diagnostics and Mobile Reports**, the following fields are available:
 - **Serial Number (#)**: Serial number is the sequential number of the table row starting from one.
 - **Type**: Sorts data as per the type of device.
 - **Status**: Sorts data as per the status of reports such as - success, failed, or aborted.
 - **Date**: Sorts data as per the date on which the report was generated.
 - **Customer Name**: Sorts data as per the name of the customer.

In the reports table, click on  next to the field name to sort the reports in ascending order of the field. Click on the button again to sort the reports in descending order of the field.


Note: By default, the reports are sorted as per the **Serial Number (#)**.


5.4. SAVE REPORTS AND CERTIFICATES

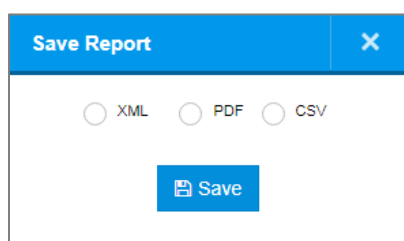
5.4.1. How to save reports

Save single, multiple, or all reports using this feature.

To save single or multiple reports, do the following steps:

- i. Select single or multiple reports using the Selection field column i.e. the first column in the reports table;  shows that the report has been selected.


- ii. Click on  at the bottom of the table, this opens a dialog box of "Save Report":



- iii. Select XML, PDF, or CSV format, the report file will be saved in this format.

Note: CSV format for saving reports is only available for **BitRaser Drive Eraser** and **BitRaser Drive Eraser - Network Reports**.


- iv. To save reports click on **Save**.

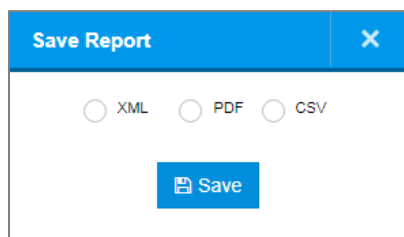
- v. Click on  to close the **Save Report** dialog box.

Note: If you save multiple reports in PDF file format, the PDFs will be saved in a .ZIP-compressed file.

To save all reports at once, do the following steps:


- i. Click on the first check-box in the table header, this will automatically select all the reports in the table.

- ii. Click on  at the bottom of the table; this opens a dialog box of "Save Report".



- iii. Select XML, PDF, or CSV format, the report file will be saved in this format.

Note: CSV format for saving reports is only available for **BitRaser Drive Eraser** and **BitRaser Drive Eraser - Network Reports**.

- iv. To save reports click on **Save**.
- v. Click on  to close the **Save Report** dialog box.

Note: If you save all reports in PDF file format, the PDFs will get saved in a .ZIP compressed file.

5.4.2. How to save certificates

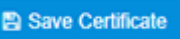
Note: Certificates are only available from the **BitRaser Drive Eraser** and **BitRaser Drive Eraser - Network** application. Therefore, only available under **Drive Reports** and **Drive - Network Reports**.

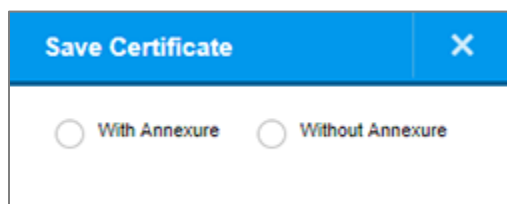
Save single, multiple, or all certificates using this feature. To save single or multiple certificates, do the following steps:


- i. Select single or multiple reports using the Selection field column i.e. the first column in the reports table;



shows that the report has been selected.

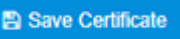
- ii. Click on  at the bottom of the table, this opens a dialog box of "**Save Certificate**":

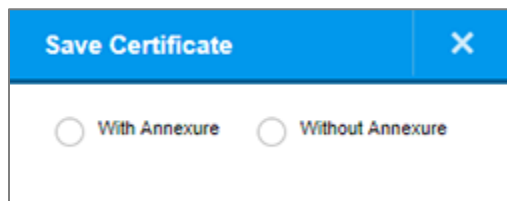


- iii. Select either **With Annexure** or **Without Annexure**; Annexure contains the media information that you have selected to erase.
- iv. To save certificates, click on **Save**.
- v. Click on  to close the **Save Certificate** dialog box.


Note: A single certificate will be saved in PDF file format while multiple certificates will be saved in .ZIP file format.

To save all certificates at once, do the following steps:

- i. Click on the first check-box in the table header, this will automatically select all the reports in the table.
- ii. Click on  at the bottom of the table; this opens a dialog box of "**Save Certificate**".



- iii. Select either **With Annexure** or **Without Annexure**; Annexure contains the media information that you have selected to erase.


- iv. To save certificates, click on **Save**.
- v. Click on  to close the **Save Certificate** dialog box.

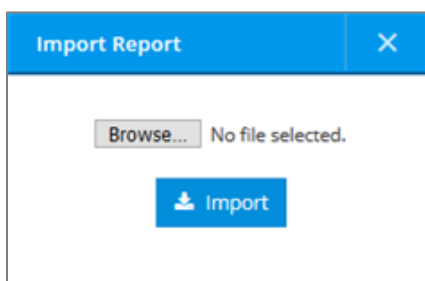
Note: *Certificates will be saved in .ZIP file format.*

5.5. IMPORT AND PRINT REPORTS

5.4.1. How to import reports

It is possible to import **BitRaser** reports to the BitRaser Cloud Console. To import reports, do the following steps:

- i. Click the  button at the bottom of the reports table of the respective **BitRaser** product and the following screen will be shown:



- ii. Click on the **Browse** button to navigate the reports files (RPT format) and select them. After selecting the files, click on **Import** to initiate the importing process.


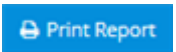
Notes:

- Reports must be exported using the respective **BitRaser** application in RPT file format.
- Several report files can be imported at once.

Tip: Reports can also be imported using **Import Reports** widget on the dashboard using the same procedure as given above.

5.4.2. How to print reports

It is possible to print **BitRaser Cloud Console** reports. To print reports, do the following:

- i. Select a report using the Selection field column i.e. the first column in the reports table; A  shows that the report has been selected.
- ii. Click on  at the bottom of the table, this will open the report in your browser and provide the browser's printing options.
- iii. Select your desired print settings.
- iv. Click the **Print** button.

5.6. CHANGE REPORT SETTINGS

Only a user with **Admin** access rights can make changes to report settings. Settings for reports of each product can be changed separately. To change report settings do the following:

- i. In the **Reports** screen of the specific product, scroll to the bottom, and find **Report Settings** button.
- ii. Clicking on this button will open the **Report Settings** dialog box as shown below.

- For **Drive Reports** and **Drive - Network Reports**:

The screenshot shows the 'Report Settings' dialog box with a blue header bar containing a close button (X). The dialog is divided into three sections: 'Signature Settings', 'Header Settings', and 'Image Settings'. In 'Signature Settings', there are two checked checkboxes: 'Select erasure person signature (170 X 48 PNG)' and 'Select validation person signature (170 X 48 PNG)'. Below each is a text input field with a 'Browse...' button. The first field contains 'erasurer-sign.png' and the second contains 'validator-sign.png'. In 'Header Settings', there are two text input fields: 'Enter report header text (Max 30 chars)' containing 'BitRaser Report' and 'Enter certificate header text (Max 30 chars)' containing 'BitRaser Certificate'. In 'Image Settings', there are two checked checkboxes: 'Select watermark (250 X 300 PNG)' and 'Select top right logo (170 X 48 PNG)'. Below each is a text input field with a 'Browse...' button. The first field contains 'BitRaser.png' and the second contains 'right-logo.png'. A blue 'Save' button is located at the bottom right of the dialog.

- For **Mobile Reports**:

The screenshot shows the 'Report Settings' dialog box for Mobile Reports. It has the same structure as the previous one. In 'Signature Settings', there are two checked checkboxes: 'Select technician signature image (170 X 48 PNG)' and 'Select validator signature image (170 X 48 PNG)'. Below each is a text input field with a 'Browse...' button. The first field contains 'erasurer-sign.png' and the second contains 'validator-sign.png'. In 'Header Settings', there is a radio button selected next to 'Enter header text (Max 30 chars)', with a text input field containing 'BitRaser Mobile Report'. In 'Image Settings', there are two checked checkboxes: 'Select watermark (225 X 300 PNG)' and 'Select top right logo (170 X 48 PNG)'. Below each is a text input field with a 'Browse...' button. The first field contains 'BitRaser.png' and the second contains 'right-logo.png'. A blue 'Save' button is located at the bottom right of the dialog.

- For **Diagnostics Reports**:

Report Settings

Signature Settings

☒ Select Diagnostic Operator signature image (170 X 48 PNG)

☒ Select Diagnostic supervisor signature image (170 X 48 PNG)

Header Settings

☒ Enter header text (Max 30 chars)

Image Settings

☒ Select watermark (225 X 300 PNG)

☒ Select top right logo (170 X 48 PNG)

The following settings can be changed:

- **Technician/Erasure/Diagnostic Operator signature image** - Signature image of the person who has performed the erasure or diagnostics in PNG format with 170 x 48 pixels.
- **Validator/Diagnostic Supervisor signature image** - Signature image of the person who has validated the erasure or diagnostics report in PNG format with 170 x 48 pixels.
- **Header text** (for reports) - The text that appears on the top of the reports as title.
- **Header text** (for certificates) - The text that appears on the top of the certificates as title (applicable for **Drive Reports** only).
- **Watermark** - Image of the watermark to be given on the report in PNG format with 225 x 300 pixels.
- **Top Right Logo** - Company logo image in PNG format with 170 x 48 pixels.

To change an image click on **Browse** in front of the respective field.

To remove an image from the report, remove the tick mark ☒ from the respective field.

Once the images are selected, click on to upload and save the images or click on to cancel the action.

Note: The updated settings will be applied to all previous reports generated as well as all the future reports to be generated.

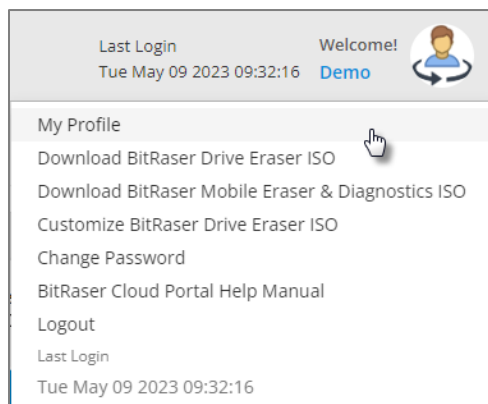
6. USER OPTIONS

- 6.1. [View User Profile](#)
- 6.2. [Download or Customize ISO Files](#)
- 6.3. [Change Password](#)
- 6.4. [Change profile and logo image or text](#)

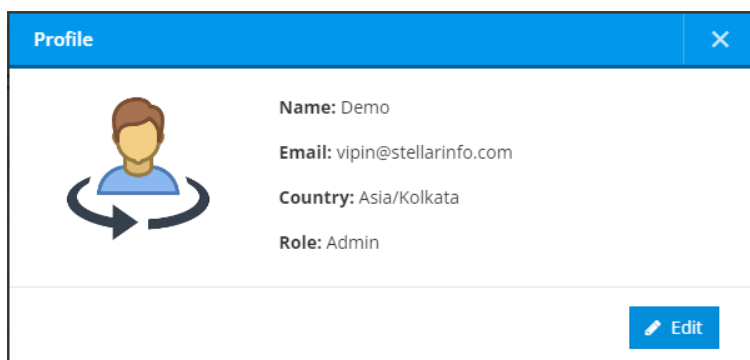
6.1. VIEW USER PROFILE

To view the currently logged in user profile, do the following steps:

- i. Take the mouse cursor on the user name shown at the top right corner of the screen on the header area.



- ii. This opens up a drop-down menu, click on **My Profile**
- iii. The **Profile** dialog box will open as follows:



This dialog box has the following fields:

- **Name:** Shows name of currently logged in user.
- **E-mail:** Shows the e-mail address of the logged in user, which is also the User ID.
- **Country:** This field will display the country of origin that is currently selected.
- **Role:** Shows the role of the logged in user.

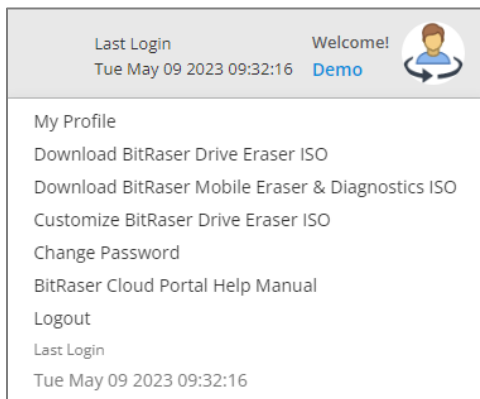
6.2. DOWNLOAD OR CUSTOMIZE ISO FILES

BitRaser Cloud Console provides you options to either download the default bootable ISO images or customizes them as per your requirement. These ISO images can then be burned on a bootable media (USB or CD/DVD) to install the **BitRaser** applications. The following options are available:

1. Download the default bootable ISO image for **BitRaser Drive Eraser** or **BitRaser Drive Eraser - Network**.
2. Download the default bootable ISO image for **BitRaser Mobile Eraser and Diagnostics**.
3. Customize the bootable ISO image for **BitRaser Drive Eraser** or **BitRaser Drive Eraser - Network**.

6.2.1. To download the default bootable ISO image for BitRaser Drive Eraser or BitRaser Mobile Eraser and Diagnostics, do the following steps:

- i. Take the mouse cursor on the user name shown at the top right corner of the screen in the header area.
- ii. This opens a drop-down menu, select **Download BitRaser Drive Eraser ISO** or **Download BitRaser Mobile Eraser & Diagnostics ISO** to download the default bootable ISO image for **BitRaser Drive Eraser** or **BitRaser Mobile Eraser and Diagnostics** respectively.



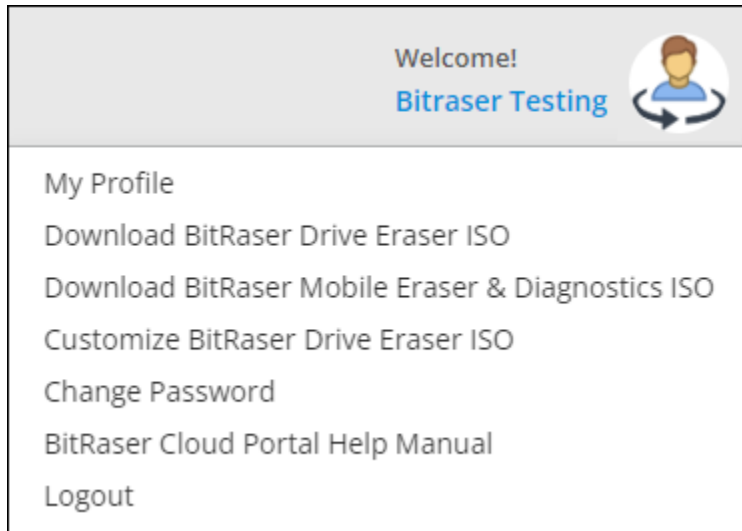
Note: You can also visit the **Support** tab of **BitRaser Cloud Console** to download the default bootable ISO images for various **BitRaser** products.

- iii. This initiates the downloading of the default bootable ISO image. To know how to use this ISO to install and run the **BitRaser** application, refer to the applicable **BitRaser** help guide.

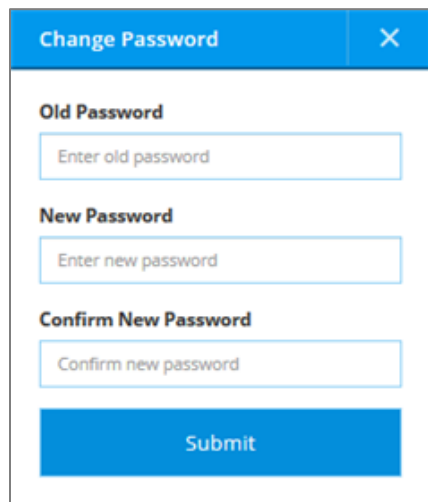
6.3. CHANGE PASSWORD


To change the login password for **BitRaser Cloud Console**, do the following steps:

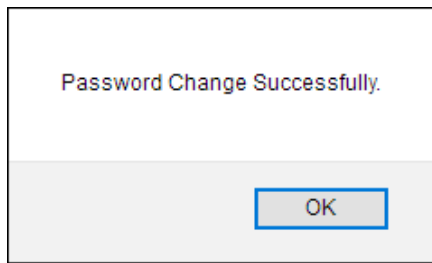
- i. Take the mouse cursor on the user name shown at the top right corner of the screen on the header area.



- ii. From the drop-down menu, click **Change Password**. The following **Change Password** dialog box will open:

A screenshot of the "Change Password" dialog box. It has a blue header with the title "Change Password" and a close button (X). Below the header, there are three input fields: "Old Password" with the placeholder text "Enter old password", "New Password" with the placeholder text "Enter new password", and "Confirm New Password" with the placeholder text "Confirm new password". At the bottom, there is a blue "Submit" button.

- iii. Type your **Old Password**, **New Password**, and **Confirm New Password** in the fields provided.
- iv. Click on **Submit** to update the password or click on  to cancel the action.
- v. The following screen shows that the new password has been saved successfully:



Make sure your new password meets the following requirements:

- Must be between 6 to 32 characters
- At least one number, one lowercase, one uppercase letter
- At least one special character from @\$%&

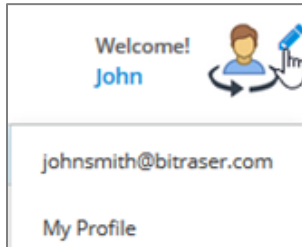
Note: If you have logged into **BitRaser Server** from **BitRaser** application, changing your password using the above steps will automatically log you out. In that case, use the new password and login again to **BitRaser Server** from **BitRaser** application.

6.4. CHANGE PROFILE AND LOGO IMAGE OR TEXT

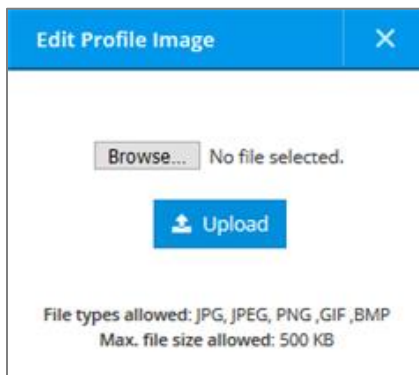
6.4.1. Change Profile Image


To change the profile image, do the following steps:

- i. Take the mouse cursor to profile image in the top right corner of the screen of the header area.



- ii. Click on  to open the **Edit profile image** dialog box.



- iii. Select the image by clicking on **Browse**.
- iv. Click on **Upload** to update the image or click  to cancel the action.

Note: The type of files allowed to upload are JPG, JPEG, PNG, GIF, and BMP with a maximum file size of 500KB.


6.4.2. Change Logo Image or Text

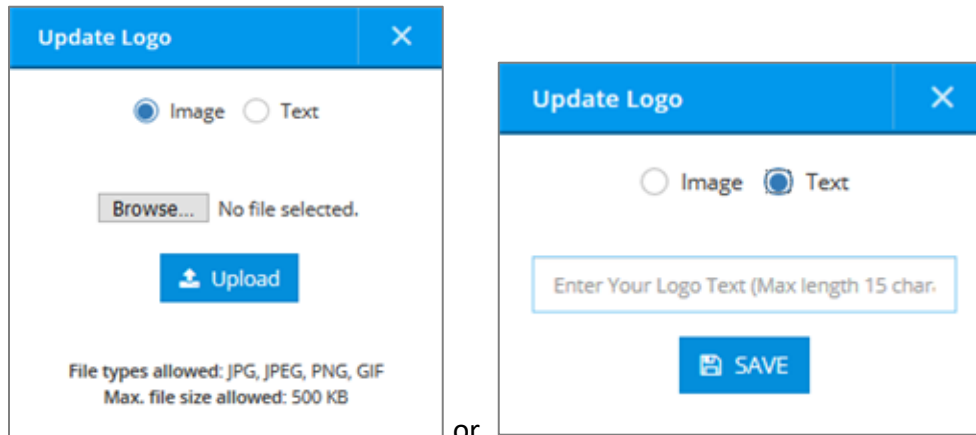
Note: Only a user with **Admin** access rights can make changes to logo image or logo text.



To change logo image or text, do the following steps:

- i. Take the mouse cursor to logo image in the top left corner of the screen of the header area



- ii. Click on  to open the **Update Logo** dialog box.
- iii. Select **Image** to upload a logo image or **Text** to add the logo as text:



- To upload an image click on the **Browse** button and then click on **Upload** to update or click  to cancel the action.
***Note:** The type of files allowed to upload are JPG, JPEG, PNG, and GIF with a maximum file size of 500KB.*
- To add **text**, type in the logo text of maximum 15 characters and click on **Save** to update text or click  to cancel the action.

7. FREQUENTLY ASKED QUESTIONS (FAQ)

7.1. I did not receive the password on my e-mail address. What do I do?

Answer: You can do the following:

- The e-mail address you entered for resetting the password might be incorrect. Try resetting the password again using the correct e-mail address.
- Try searching the mail in the junk folder or spam folder.

7.2. I forgot my login password. How to retrieve it?

Answer: If you forget your login password, you can reset it using the [Forgot Password](#) option.

7.3. While resetting/updating my password, my new password is not accepted. Why?

Answer: This can happen if the new password does not meet the minimum requirement given as follows:

- Password must be between 6 to 32 characters
- At least one number, one lowercase, one uppercase letter
- At least one special character from @\$%&

7.4. What are the types of licenses in BitRaser?

Answer: There are two types of licenses in **BitRaser Cloud**: Pool Licenses and Individual Licenses.

“**Pool licenses**” means the licenses that are shared with the standard users of a **Pool Group**. The user (**Admin** or **Manager**) who creates these standard users in **Pool Group** by default shares all the available licenses with them.

“**Individual licenses**” means the licenses that are assigned individually to each user, where the user belongs to a group other than the **Pool Group**.

7.5. Are BitRaser Licenses consumed per drive/device or per process?

Answer: BitRaser licenses are consumed per process and per drive/device e.g. if you perform an erasure process on your mobile device, one license is consumed. Now to perform a diagnostic process on the same mobile device, another license will be consumed. Similarly, a license will also be consumed if you change the mobile device.

7.6. In how many formats, can I save my erasure or diagnostic report?

Answer: **BitRaser Cloud Console** allows you to save the erasure and diagnostic reports in XML and PDF formats. **BitRaser Drive Eraser** and **BitRaser Drive Eraser - Network** reports can also be saved in CSV format.

7.7. Does BitRaser Cloud support other languages?

Answer: BitRaser Cloud is currently available in the English language only.

7.8. How do I delete/deactivate my BitRaser Cloud Console user account?

Answer: As of now, there is no option to delete **BitRaser Cloud Console** user account.

7.9. I do not have access to certain features/settings of BitRaser Cloud. Why?

Answer: The features and settings of BitRaser Cloud change as per your role/user type in BitRaser Cloud Console. Refer to [User and Licenses](#), to learn about user roles and access rights.

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

For more information about us, please visit www.stellarinfo.com.