



# Tabernus Enterprise Erase USB

Thursday, March 19, 2015

## Summary

This document describes the use of the Tabernus Enterprise Erase USB, including the Erasure and Logging of Assets.

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Service and Support Contact Numbers

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# Product Overview

## Description

Enterprise Erase Client for USB allows data security professionals and service teams to convert a common USB 2.0 thumb drive into a data erasing device for x86 based computers.

Additional Key Highlights:

- Convert USB device to boot installer
- Capable of erasing most drive types (SATA, IDE, SCSI, SAS, FC, USB and Firewire)
- Configurable DoD, NIST SP 800-88, 1 Pass and others
- Can be deployed and activated on your hardware
- Collect data erasure reports in various formats
- Single USB drive can start on one system and move to other systems

## How Enterprise Erase Client USB Works

Enterprise Erase Client for USB allows for erasure of desktops, laptops, and servers through a USB thumb drive. Once the USB drive is set up and properly

Plug in USB to Target Computer

Set Boot order to USB

Boot

Tabernus Enterprise Erase Client

Select Drives

Hit Erase

(option) Move on to other computers

Collect report once complete

## Enterprise Erase Client Software Features

- Intuitive operator interface
- Visual Pass/Fail Notification
- Asset Management Logging Capability
  - System Serial
  - Asset Number
  - Processor Make/Model/Frequency
  - Number of Processors
  - Memory Size/Speed
  - Number of Memory Modules
  - Hard Drive Make/Model/Size/Type
  - Hard Drive Serial Number
- Configurable Disk Erasing Features

- DOD level 3, 5220-22M compliant disk sanitizer
- Single Pass, 3 Pass and 7 Pass
- Sector Viewer to physically inspect data on any drive on any client
- Sector Snapshot reporting to sample drives after sanitization
- Reporting

## **System Requirements**

USB Requirements:

- USB 2.0
- Capacity: 1 Gigabyte or greater (preferred)

Target or Client Computer Minimum Requirements:

- IBM-compatible PC with a Pentium or AMD processor
- Minimum 256 MB
- USB 2.0
- Ability to boot from USB
- Monitor, Keyboard, Mouse

# Setting Up Enterprise Erase Client USB

## Download Software

1. On a Windows based system, **Download Enterprise Erase Client USB** from the Tabernus provided web link.
2. On some Windows settings you may receive an error message about the download file:

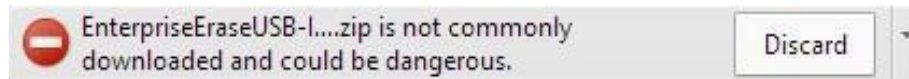


Figure 2.1 – Downloaded File Message

Click the small arrow to the right and elect to keep the file.

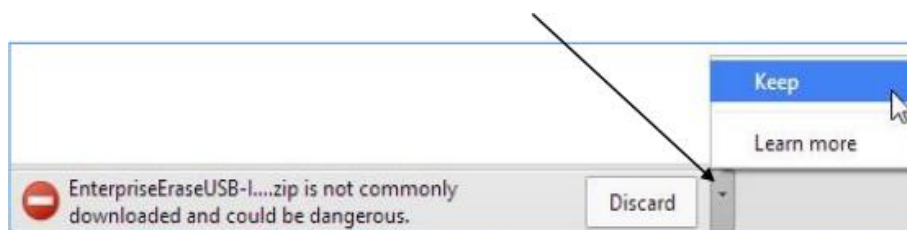


Figure 2.2 – Keep the File

1. Insert USB thumb drive into the system.
2. **RUN** software .EXE file

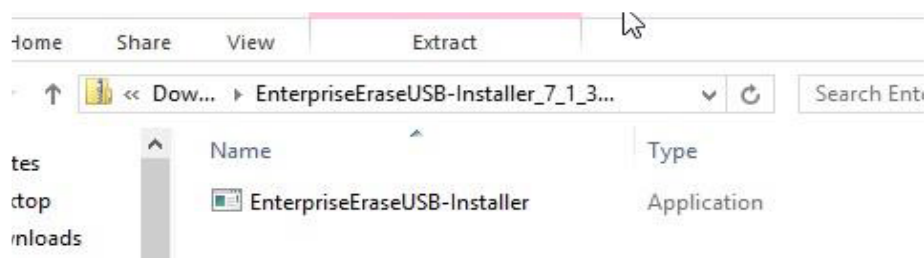


Figure 2.3 – Run Installer

## Configure USB with Enterprise Erase USB Installer

1. Enterprise Erase USB Installer will launch
2. Select desired USB for the installation, then click **Install**. See figure 2.4

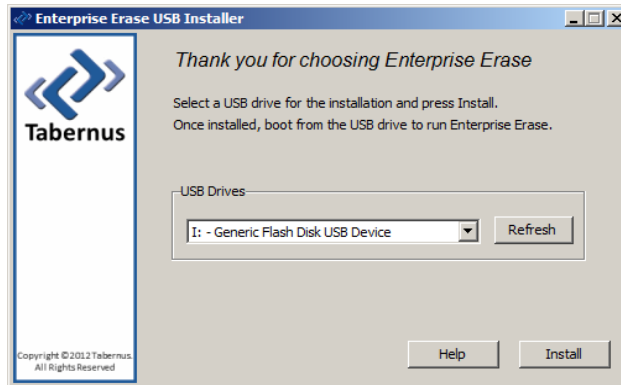


Figure 2.4 – Installing USB Client onto USB Key

3. The process will successfully complete with message. See figure 2.5

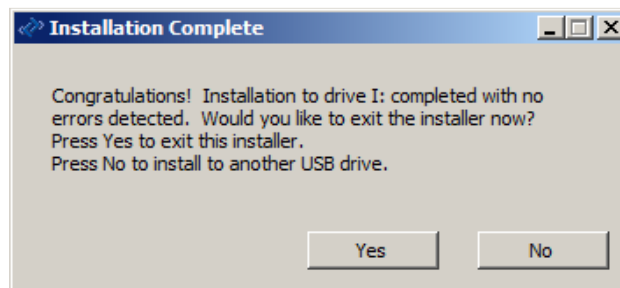


Figure 2.5 – Installing USB Client onto USB Key

4. Press **YES** to Exit installer. Or, Press **No** to install additional USB drives.

### Add Licenses to USB Device

1. **Open** the USB thumb drive to view its folder contents
2. **Run Tabernus License Wizard** from USB file folder

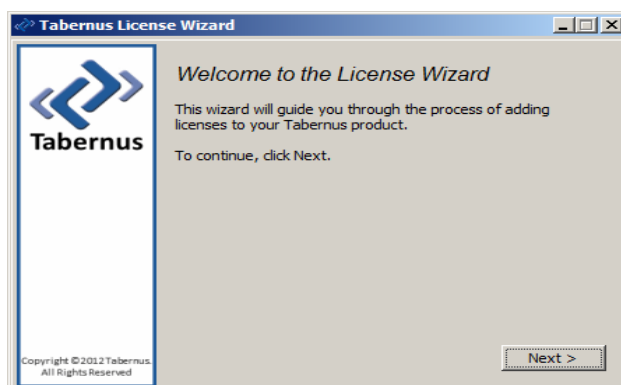


Figure 2.6 – License Wizard



3. Enter the number of licenses you would like to upload to your USB device.

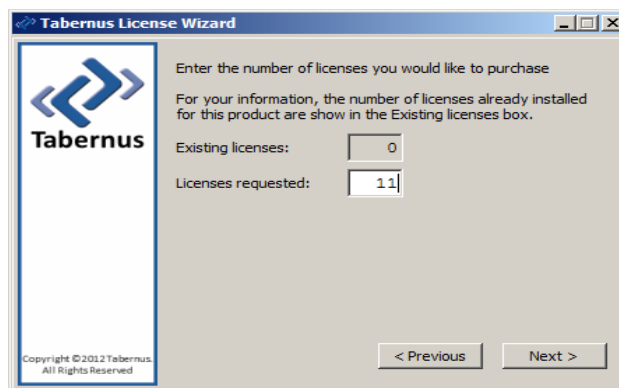


Figure 2.7 – License Quantity Dialog

4. The Tabernus License Wizard will then generate a Request Key.



Figure 2.8 – Response Key Entry Dialog

5. Do not close the Tabernus License Wizard until you have entered the Response Key.
6. Log on to Tabernus customer portal at <http://customer.tabernus.com> and enter the Request Key. The customer portal will provide another key, the Response Key that you will enter and click Finish.
7. It is best to enter the Request Key using UPPERCASE letters and manually enter the hyphens: this is not required when entering the Response Key (below).

*Note: request and response keys do not use the letter "O" to avoid confusion with the number zero.*

### Generate a Response Key from the Tabernus Customer Portal

1. Using a computer that has access to the internet launch a web browser and enter the URL <http://customer.tabernus.com/>
2. Login to your customer portal (See your manager or admin for the login credentials).

## Welcome to the Tabernus Online Customer Portal

Please login with your email address and password below.

Email:

Password:

☐ Remember Me

Login

[Reset Password](#)

Figure 2.9 – License Quantity Dialog

3. Select Request License by Key icon



Figure 2.10 – License Quantity Dialog

4. Enter the License Request Key provided by Tabernus application.  
Use UPPERCASE letters and enter hyphens (-): all "O's" are 'zeroes'.
5. Enter software revision. Software Revision entry is NOT optional.
6. Optional: Enter Group and Memo comment.

## Request License By Key

Dell Inc

Status: Active

License Balance: 12500

License Request Key

Software

Choose a Software Revision

Group

General

Memo

Request

Figure 2.11 – Entering Request Key in Portal

7. Click **Request** button (ONLY CLICK ONCE). A Response Key will be provided in the next screen. A blue border around the Request button indicates it has been selected – repeated/additional clicks will add additional requests!
8. Enter **Response Key** in Tabernus License Wizard. Click **Finish**.

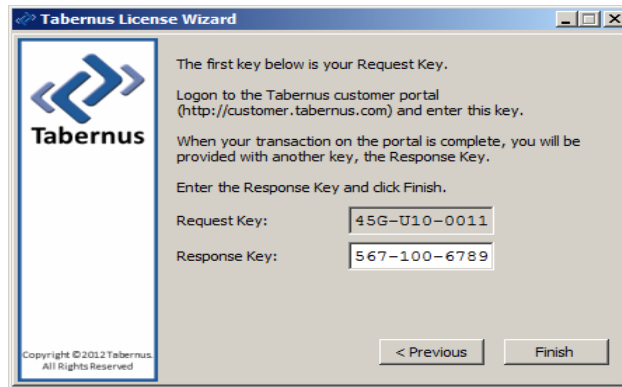


Figure 2.12 – Entering Response Key

9. Safely Remove the USB drive from the computer.



Figure 2.13 – Safely Remove USB from the Notification Box

### Possible USB Key Errors

Some USB keys have partitioning 'errors' that although may not show in normal use, may cause issues when installing/licensing the USB Erase software.

This can be circumvented by re-partitioning/formatting the USB key. Two methods are provided below to perform this task.

**Method One:** Download the following tool:-

<http://tabernusupport.freshdesk.com/solution/categories/67190/folders/111227/articles/3000007433-hp-usb-disk-storage-format-tool>

**Method Two:** DiskPart using the Windows Command Line; go to the URL (below) and follow the instructions.

<http://tabernusupport.freshdesk.com/solution/categories/67190/folders/111227/articles/3000002552-using-diskpart-to-re-partition-a-usb>

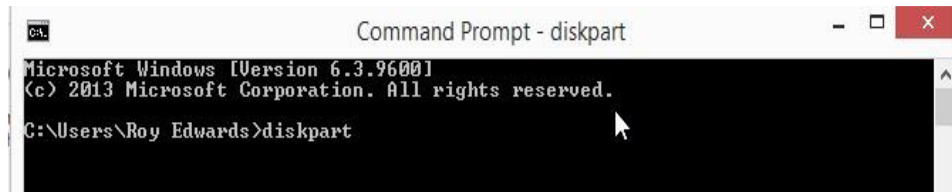


Figure 2.14 – Windows DiskPart Utility

# Operating Enterprise Erase Client USB

## Starting Enterprise Erase Client

1. Insert USB into target client or computer that you wish to erase.
2. Configure the target client to change the boot order to USB boot. Boot system and select the appropriate BIOS setting function key or Boot Order function key at the BIOS page. This function key varies with OEM and system type. The function key may be ESC key, F9, F10, or F12.
3. Once USB boot is configured on the client. Boot or Restart the target client.
4. Enterprise Erase Client software will automatically load on to the target client and display on the screen.

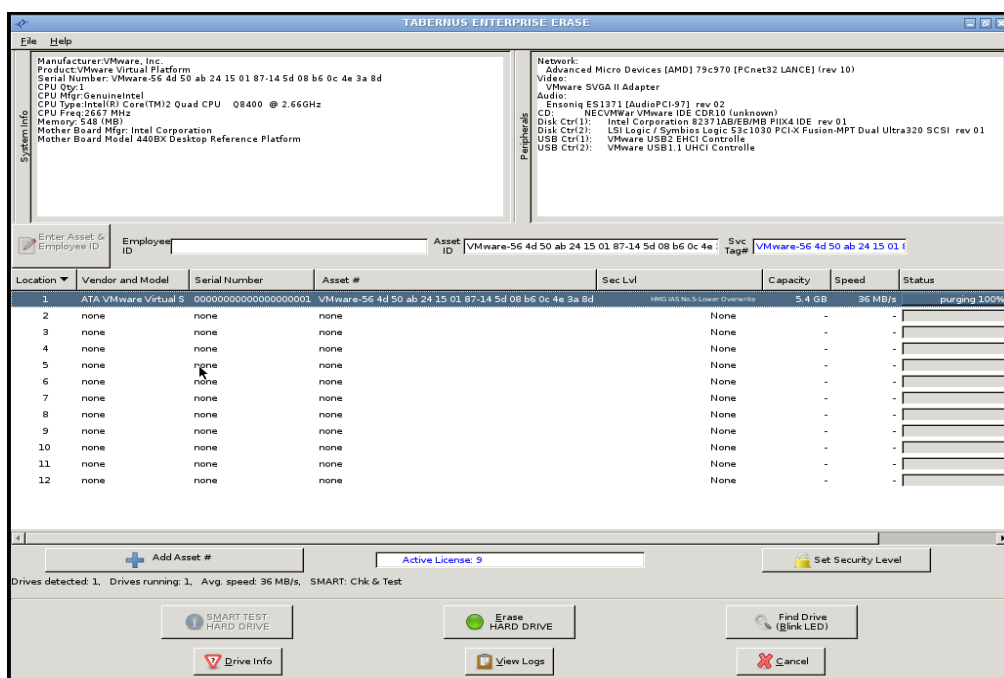


Figure 2.15 – Enterprise Erase USB GUI

## Erasing Hard Drives from Client

1. With mouse or touch pad, **Select or highlight drive(s)** that you desire to erase on the Enterprise Erase GUI.
2. Once selected, **click Erase Hard Drive** button to initiate the erasure.
3. A Set Security Level pop-up window will appear. Select the desired data erasure method and click OK button.

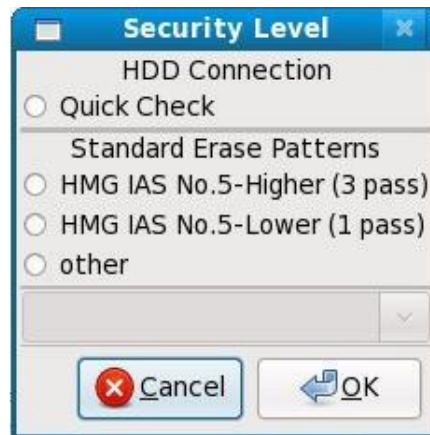


Figure 2.16 – Set Security Level

4. The erasure process will start on the selected drives.
5. If erasing multiple targets using a single USB thumb drive, the Enterprise Erase software will provide a pop-up window instructing you when it is permissible to remove the USB drive and go on to the next target erasure.

### Retrieving Data Erasure Reports

When data erasure for client is complete, the highlighted drives being processed will display a GREEN highlighted color signifying a successful erasure or a RED highlighted color signifying an unsuccessful erasure against the selected data erasure standard.

1. Ensure the USB thumb drive is inserted in the client system.
2. Reports will automatically be retrieved and stored on the USB thumb drive in a folder
3. Data Erasure Reports will be provided in xml, text, and PDF report file formats.

## Client Interface: Features Explained

### Information Parameters

**Location:** This lists the drive location numerically from 1 to 12

**Vendor and Model:** This displays the Hard Drives Vendor and Model.

**Serial Number:** This displays the Hard Drive Serial Number

**Asset #:** This is a unique identifier entered or scanned by the operator for tracking purposes

**Security:** This displays the security level assigned to each hard drive. Drives within each client may have their own unique security level. If different erasure levels are specified for different drives within a client it will display 'mixed'.

**Capacity:** This displays the hard drive capacity for each disk install in the client system.

**Speed:** This displays the speed that the disk purge is currently running at.

**Status:** This displays the progress of the purge and estimated time to completion of each individual drive on the client system. This also displays the drives formatting details when the drive is idle.

*The following is a list of options that can be accessed by **right-clicking** on any of the drives listed.*

**View Sectors:** This displays a Sector View. It is used to verify that the drive is clear of readable data.

**View Grown Defects:** This displays a list of all drive defects listed in the Grown Defect List.

### Client Main Window: Buttons and Popups

**Try to Connect:** If the connection to the Server is lost, this option allows you to re-establish the connection and sync asset information.

**Enter Asset & Employee Info:** This allows the operator to change the client Asset Information. This will be included in Erasure Certificate. The operator can also enter their Employee ID for reporting purposes.

**Add Asset:** Allows the operator to enter the Asset Number for selected drives.

**Set Security Level:** This allow the user to assign various erasure levels to various drives. That is one drive can execute a DOD 5220.22-M, while another drive executes another sanitization standard. Quick Check runs a quick diagnostic on the drive to make sure the drive is good.

**Edit & Log Asset:** This brings up a list of the client systems asset information. This option allows the operator to manual change any of the fields. The details will be included in the Erasure Certificate.

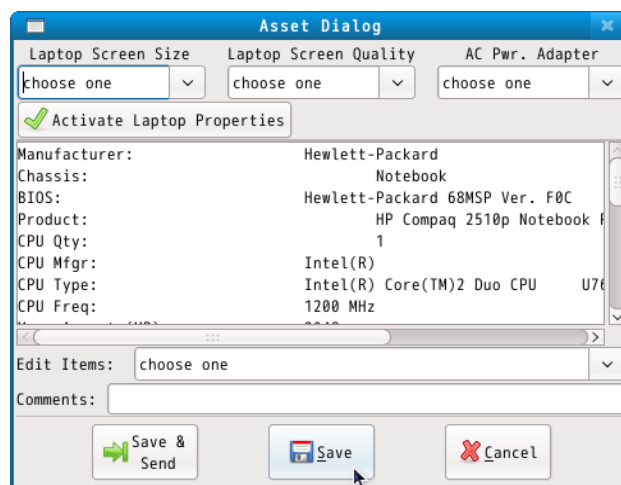


Figure 4.1 – Asset Dialog Window

**SMART Test Hard Drive:** Runs a test on the selected drive to alert the operator of an impending drive failure.

**Erase Hard Drive:** Executes the sanitizing process defined by the parameters in Set Security Level.

**Find Drives (Blinking LED):** This blinks the access light of the selected Hard Drive. This only works if the system has a Hard Drive Access LED.

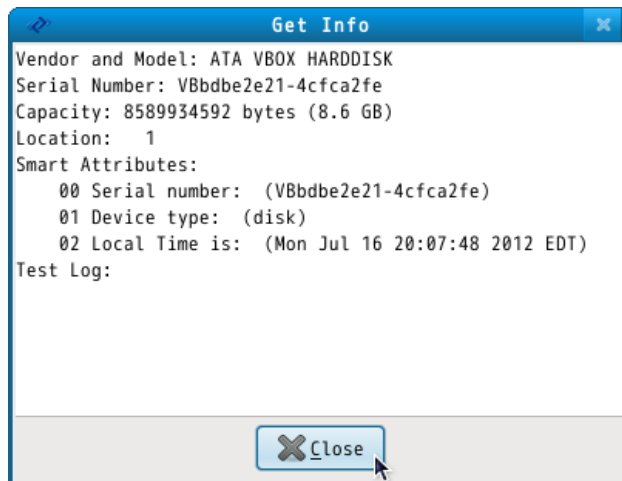


Figure 4.2 – Drive Information Window

**Drive Info:** This displays detailed information on the selected drive. The details include Vendor/Model, Serial Number, Capacity, Location, SMART Attributes and Test Log. (Figure below).

**View Logs:** This allows the operator to view a log of all assets logged and hard drives sanitized by the software; this data resides within the csv directory.

**Cancel:** This will cancel any tests being performed on a selected drive.

#### Client Main Window: Title Bar

The Title Bar Menu on the client side includes the following options: File, Help, and Advanced.

**File:** This drop down menu has the option to View Logs, Quit or Shutdown the client system.

**Help:** This drop down menu has the option for About. About displays the software version you are running.

**Advanced:** Double click "Advanced" to manually upload the Erasure Report or Re-Title Report, The Re-Title Report option even provides the option to add a custom logo to the PDF Report (See Figure below).



## Product Support

Tabernus has a support staff that will help you with any issues found on Enterprise Erase EE Array or any other Tabernus products. The support team can be reached in the following ways:

**Via email:**

[support@tabernus.com](mailto:support@tabernus.com)

**Support tickets can be created directly, and FAQ's & known *Solutions* can be found at:**

[support.tabernus.com](https://support.tabernus.com)

**Via Phone:**

**+1 (512) 372 - 9823 (US)**

**Or**

**+44 (0) 1639 505 731 (UK)**