BitRaser[®] Mobile Diagnostics – Diagnosing Android[®] Devices

This guide walks you through step-by-step instructions on how to diagnose Android® devices running on OS 5.0 and above including Google Pixel 4a, Google Pixel 4a 5G, OnePlus 9, OnePlus 9 Pro, Moto G Power (2021), Samsung Galaxy S21 Ultra, Samsung Galaxy Note 20 Ultra, Samsung Galaxy S21 etc., and Android® tablets by using BitRaser Mobile Eraser & Diagnostics software.

STAGE 1 (One-time) 5 MINUTES 🕐

Provides the steps to download the software ISO image file from BitRaser Cloud

STAGE 2 (One-time) 5 MINUTES 🕐

Provides instructions to create a bootable USB for installing the software on PC.

STAGE 3 (One-time) 5 MINUTES 🕐

Instructs on how to install the software, connect host machine to the Internet & acquire licenses

STAGE 4

Shares the steps to diagnose Android devices by using BitRaser software installed on the host machine.

These instructions help you get started with diagnosing Android devices in less than 15 minutes.

STAGE 1

Download BitRaser Mobile Diagnostics Tool ISO Image from BitRaser Cloud – [5 Minutes]

- **STEP 1** Login to your cloud account using the credentials delivered to your email.
- **STEP 2** Click user profile icon on BitRaser cloud Home screen to reveal BitRaser Mobile Eraser & Diagnostics downloadable ISO file.

BitRase	r					Welcome Sales	\$
	≣	🖶 My Dashboard	🖽 Users & Licenses	Reports	sales@bitraser.co	m	
+ New Dashboard	м	y Dashboard					

REQUIREMENTS



Blank USB: 2 GB or More

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Internet connectivity: Ethernet or Wi-Fi



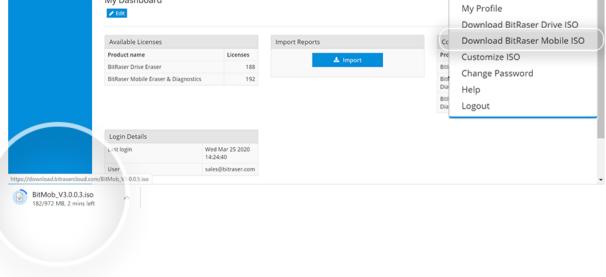
Dedicated host machine

(desktop or laptop) to support the overall procedure

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Android devices

(phones and/or tablets) that need to be diagnosed

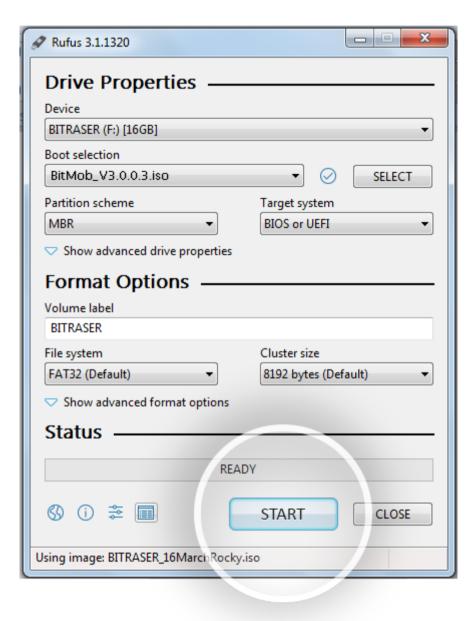


• STEP 3 Click **Download BitRaser Drive ISO** to download ISO image of the software

STAGE 2

Burn BitRaser Mobile Diagnostics ISO on USB Drive to Create Bootable Media

- **STEP 1** Visit https://rufus.ie to download rufus an open source application widely used for creating bootable USB flash drive.
- **STEP 2** Install Rufus application on your laptop or desktop and then connect a USB drive to the system.
- **STEP 3** Launch Rufus and follow instructions in the below annotated image. Click START to initiate the next steps for bootable USB media creation.

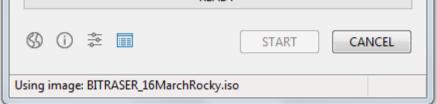


• STEP 4 Click 'Yes' on the pop-up message box to proceed further

Rufus 3.1.1320	
Drive Properties	
Device	
BITRASER (F:) [16GB]	
Root selection	
Download required	x
 This image uses Syslinux 6.03 but this application only includes the installation files for Syslinux 6.03/2014-10-06. As new versions of Syslinux are not compatible with one another, and it wouldn't be possible for Rufus to include them all, two additional files must be downloaded from the Internet ('Idlinux.sys' and 'Idlinux.bss'): Select 'Yes' to connect to the Internet and download these files Select 'No' to cancel the operation Note: The files will be downloaded in the current application directory and will be reused automatically if present. 	
YES No	
READY	
S () ≇ ■ START CANCEL	
Using image: BITRASER_16MarchRocky.iso	

• **STEP 5** Click OK on the final pop-up confirmation message to start burning BitRaser Mobile Eraser & Diagnostics ISO file on USB.

Rufus 3.1.1320				
Drive Propert	ies —			
Device				
BITRASER (F:) [16GB]				
Boot selection				
Rufus				X
To continue with	i this operation	ОК		Cancel
FAT32 (Default)	-	8192 bytes (D	efault)	-
Show advanced form	nat options			
Status ——				
	READ	v		

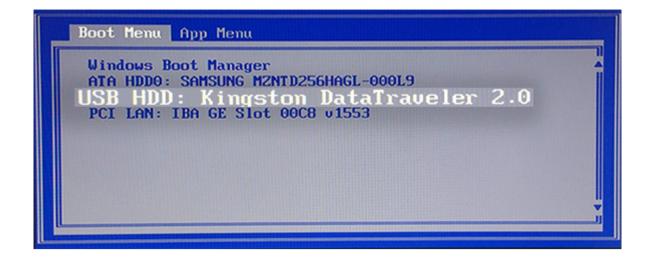


After successful completion of the process, you will have a bootable USB media for installing BitRaser Mobile Eraser & Diagnostics tool on the host machine via Boot menu.

STAGE 3

Install BitRaser Mobile Eraser & Diagnostics, Create New User Profile, & Acquire Licenses

- **STEP 1** Connect the bootable USB media to your host machine (laptop or desktop).
- **STEP 2** Power ON the machine and press Function keys as applicable for your device 'make' and 'model' to enter Boot Menu.



- **STEP 3** Select USB Device option and press Enter.
 - BitRaser Mobile Eraser & Diagnostics Installation Wizard will appear after the host PC boots successfully

	BitRaser Mobile Eraser & Diagnostics Welcome to BitRaser Mobile Eraser & Diagnostics installation wizard This wizard will guide you through the installation of BitRaser Mobile Eraser & Diagnostics. Alternatively, if you want to use this software for mobile diagnostics only, you can skip the installation and run BitRaser Mobile Eraser & Diagnostics directly from the installation media. Although, you will not be able to save the changes in the software settings, if you choose to skip software installation.
ste ll är	Skip Installation
	< Back Next > Cancel

• **STEP 4** Click Next to see the End User License Agreement screen. Click Accept & then click 'Next.

End User License Agreement	
License Agreement - BitRaser	
 BitRaser Copyright © by Stellar Information Technology Pvt. Ltd. www.stellarinfo.com	



stellar

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Your Agreement to this License :-

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 Backup Important Data screen will appear with message prompt to back up the data and choose disk partitioning options before proceeding further on software installation process.

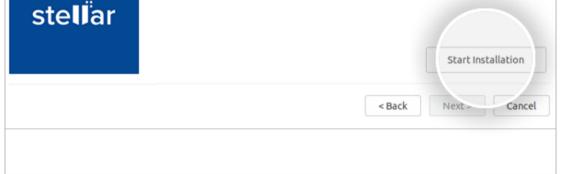
Caution: Installing BitRaser Mobile Eraser and Diagnostics software on your PC or laptop will format the hard drive to create partitions. Backup the data stored on your PC before installing BitRaser Mobile Eraser and Diagnostics. The software overwrites the existing operating system to create a dedicated environment & setup for performing mobile Diagnostics through the allocated machine on a full-time basis.

• **STEP 5** After backing up your data, Click Next.

< 	BitRaser Mobile Eraser & Diagnostics Backup All Your Data! Installation wizard will remove all the existing partitions from your hard drive, while installing BitRaser Mobile Eraser & Diagnostics. This will lead to removal of all the data on the selected hard drive. Before you proceed with the installation, take a backup of all your data residing on the hard drive, you have selected for installation. Also verify whether your backup is successful or not.
stell ^ä ar	
	< Back Next > Cancel

- STEP 6 On the next screen, select the hard drive from dropdown list for installing the software. Next, click **Start Installation**
 - The wizard will begin installing the software displaying "Please wait... installation is in progress" message.

 BitRaser Mobile Eraser & Diagnostics Select the hard drive on which you want to install BitRaser Mobile Eraser & Diagnostics Make sure, you have taken backup of all your data. All data on the selected hard drive will be deleted during the installation process. Select Hard Drive and Install
sda 👻



• After the installation is completed, the screen will display

"Installation process completed" dialog.

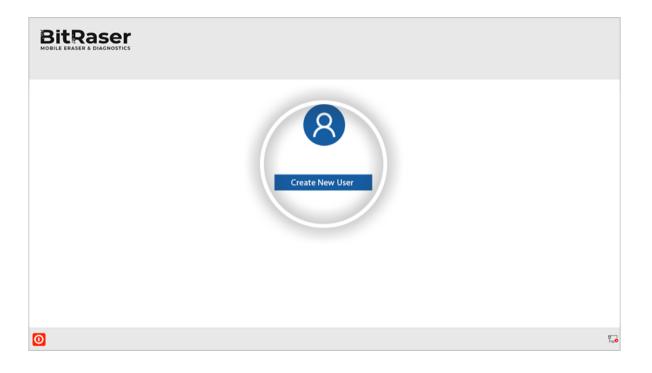
• STEP 7 Remove the USB drive and click Reboot.

< <	BitRaser Mobile Eraser & Diagnostics Installation process completed, please remove installation media and restart the workstation.
ste ll ^ä ar	Reboot

• **Note:** When you run BitRaser Mobile Eraser and Diagnostics for the first time after system restart, it will prompt you to create a new user profile for easy manageability of mobile diagnostics tasks from a centralized device & interface.

Follow these steps to create a new user profile:

• STEP 8 Launch the software. Click Create New User button.



• STEP 9 Next, fill in the Username and Password to create new user profile.







5

Note: The new user profile is only to login to BitRaser Mobile Eraser and Diagnostics application on the host PC. This profile has no link with BitRaser Cloud credentials. The credentials to login to BitRaser Cloud are separate.

After creating user profile, you would need to connect the application to BitRaser cloud for acquiring the license information as follows:

- STEP 10 Click Network icon on bottom right corner of the Home screen.
- **STEP 11** Click **Network** tab in Settings window.

For Ethernet, follow these steps:

Select Ethernet radio button.

Select Network Device from dropdown list.

Select Automatic (DHCP) in Configuration. All other fields will be autopopulated.

Click Connect.

oneral Us	ser Era	sure D	iagnostics	Printer	Network	
Ethernet	Wireless	Proxy	Network	Status		
Address		N	etwork Devi	ce: eno1	 Configuration: 	Manual
Address						
IP Address	192.168.2	4.16				
Net Mask	255.255.2	55.0				
Gateway	192.168.2	4.1				
Name Serv	ers					
DNS Primary	8.8.8	.8				
DNS Second	lary 8.8.4	.4				

For Wi-Fi, follow these steps:

Click Wireless tab.

Double click applicable wireless network in the displayed list

Enter password of the wireless network & then click Connect

	BitR	aser Mol	oile Eraser &	Diagnosti	cs	
Network						
Ethernet	Wireless	Proxy	Network St	atus		
			2	Interfac	e wlp0s20f0)u7 -
My Office				۴	WPA2	
	BitR	aser Mol	oile Eraser &	Diagnostic	s	
	SSID: My Offi Encryption: WP					
	Cancel				Connect	
Cancel					[ОК

- STEP 12 Next, click User tab in Settings window
- **STEP 13** Enter BitRaser cloud URL, login user name & password. Click Login.

The software will connect to BitRaser cloud and access license information to initiate mobile erasure process

User Login -	https://bitrasercloud.com
JserID	ryan@j
assword	
Status	Connected Log Out

✓ Enable auto login when BitRaser application starts								
Cancel	Apply	OK						

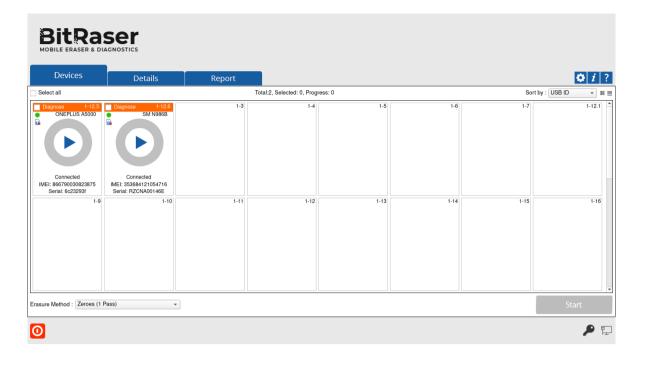
STAGE 4

Diagnose Android Device Using BitRaser Mobile Diagnostics Installed on Host Machine

- **STEP 1** Run BitRaser Mobile Eraser and Diagnostics.
- **STEP 2** Plug the Android device (phone and/or tablets) to the host PC.

The main interface will display all the connected devices with 'Erase' as the default action with checkbox. Click on 'Erase' to switch the process to 'Diagnose'.

The software will display message prompt to Turn ON USB Debugging.



a) On the device, go to settings > About < device >

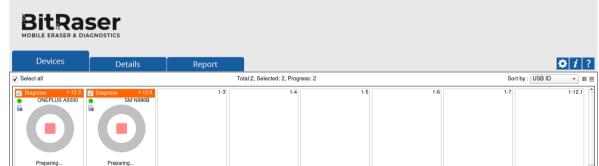
b) Tap **Build Number** under **About Device** for minimum seven times to make Developer Options available

c) Go back to the Settings screen. Scroll down until you see **"Developer Options"**.

d) Select Developer Options

e) On Developer Options screen scroll down and enable **USB Debugging**

- **STEP 3** Click the green colored Erase band for each connected device to toggle on Diagnose function.
- **STEP 4** Select the checkbox for each device and then click Start to initialize the Diagnostics process



	IMEI: 866790030823875 Serial: 6c23293f	IMEI: 353684121054716 Serial: RZCNA00146E								
	1-9	1-10	1-11	1-12	1-13	1-14	1-15	1-16		
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E	Erasure Method : Zeroes (1 Pass) • Start									
	0							P	<u> </u>	

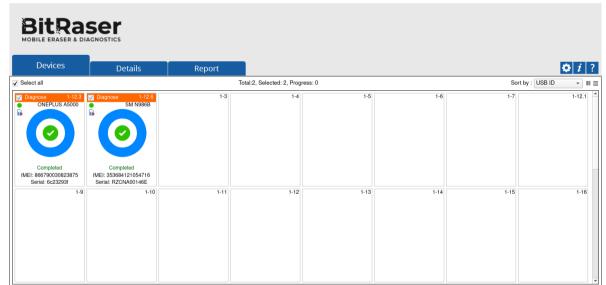
- The software will start analyzing the connected devices to the host machine. The software will list Device Status, Device Type, ECID/IMEI and Serial Number of the connected devices.
- Next, it will start automated diagnostic tests for all the selected devices.

Devices	Details	Report					Q <i>i</i>
elect all			Total:2, Selected: 2, Progre	ess: 2		So	rt by : USB ID 👻
ONEPLUS A5000	V Diagnose 1-12.0 SM N966B	1-3	1-4	1-5	1-6	1-7	1-12.
Diagnosing 24% IEI: 866790030823875 Serial: 6c23293f	Diagnosing 24% IMEI: 353684121054716 Serial: RZCNA00146E						
1-9	1-10	1-11	1-12	1-13	1-14	1-15	1-16

• Once the automatic tests are completed, the software will ask you to initiate manual tests.

Devices	Details	Report					🌣 <i>i</i>
elect all			Total:2, Selected: 2, Prog	ress: 2			t by : USB ID 👻
Diagnosing 66% Diagnosing 66% El: 866790030823875 seriat: 6223931	Diagnose 1-12.6 SM N986B Diagnosing 39% IMEI: 35368121054716 Sertia: #2CNA00146E	1-3	1-4	1-5	1-6	1.7	1-12.
1-9	1-10	1-11	1-12	1-13	1-14	1-15	1-1

• After successful completion of the diagnostic tests, the software interface will display Completed as the final status for all the diagnosed devices.



Erasure Method : Zeroes (1 Pass)	Start
0	/

After the process is completed, the software will generate digitally signed reports for all the diagnosed devices (phones & tablets), like OnePlus 9 Pro, Google Pixel 4a, Samsung Galaxy S21 Ultra, Samsung Galaxy Note 20 Ultra, OnePlus 9, Moto G Power (2021), Samsung Galaxy S21, Google Pixel 4a 5G etc. You can save the reports automatically on your BitRaser Cloud account.

> You have successfully diagnosed your Android devices using <u>BitRaser Mobile Eraser & Diagnostics software.</u>

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