



YouWipe

Quick User Guide

[Watch on Youtube](#)



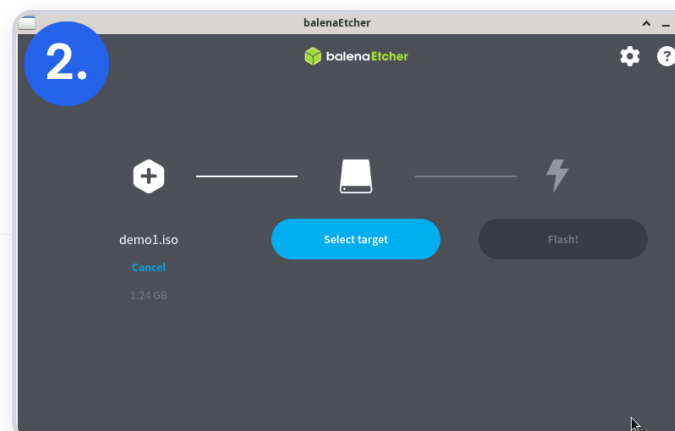
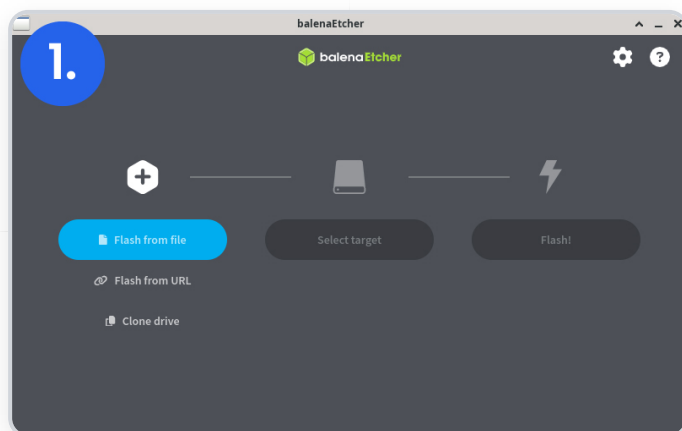
1. Preparing the Bootable USB

The most reliable way to run YouWipe is via a USB drive. You will need the YouWipe ISO file and a tool called **balenaEtcher**.

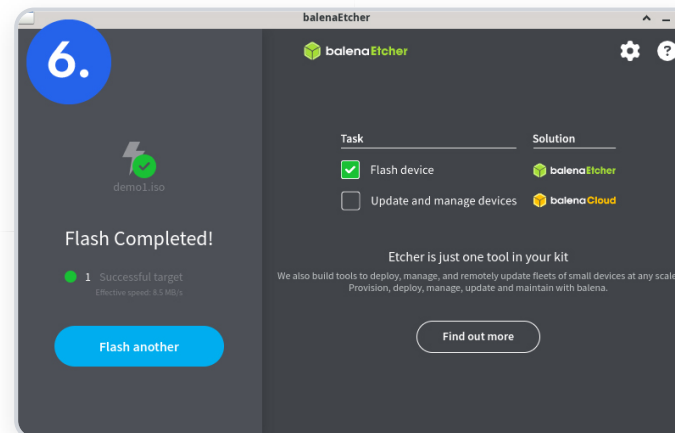
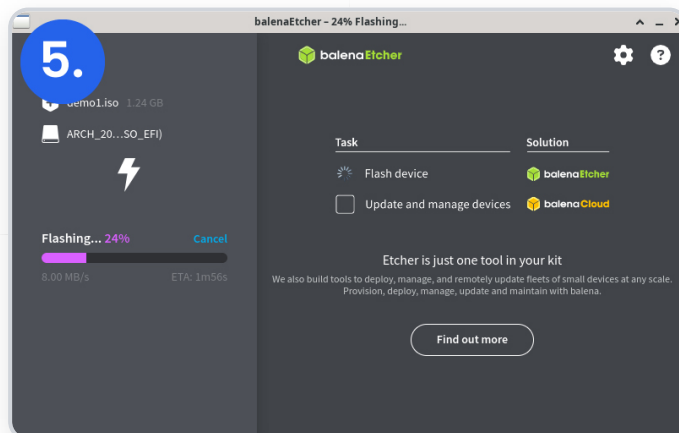
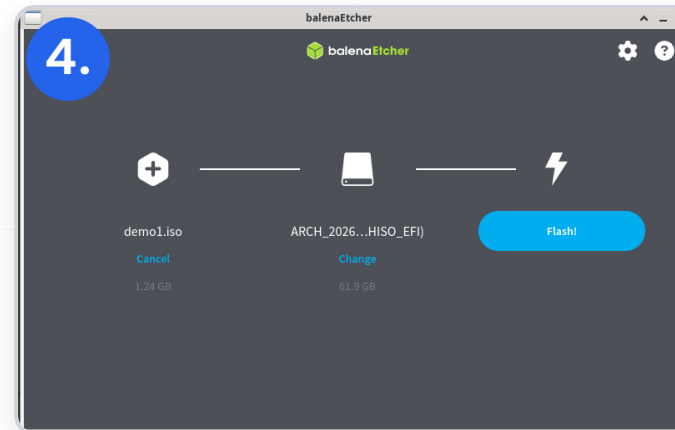
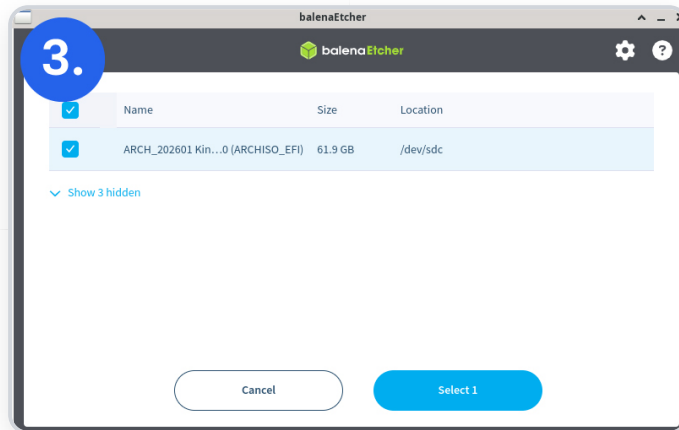
Note: Ensure you have a valid license/permission for the ISO. If you are unsure, contact your salesperson or support@youwipe.com.

Flashing the ISO:

1. Open **balenaEtcher**.
2. **Select Image:** Browse and select your YouWipe ISO file.
3. **Select Drive:** Plug in your USB and select it from the list.
4. **Flash:** Click "Flash!" to begin.
5. **Wait:** For "Flashing" to be completed.
6. **Close:** Press "X" to close BalenaEtcher once "Flashing" is completed.



1. Preparing the Bootable USB



2. Booting YouWipe



1. **Connect:** Plug the USB into the target machine (ensure the machine is ****powered off****).
2. **Boot Menu:** Power on the machine and repeatedly tap the ****Boot Key**** to enter the boot menu.
3. **Select USB:** Choose your USB drive from the list to start the software.

Troubleshooting the "Black Screen" (Sleep Mode)

During loading, the screen may go dark for 10–15 seconds. This is a power-saving feature.

If it doesn't wake up, press **ENTER**.

If it remains frozen, reboot using the **"Sleep Mode Off"** ISO version.



3. Erasing Drives (HDD/SSD)

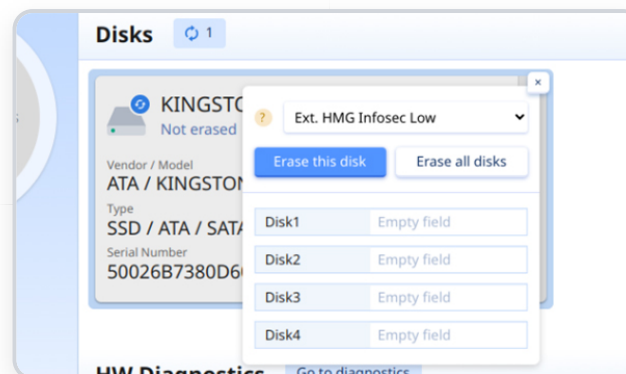
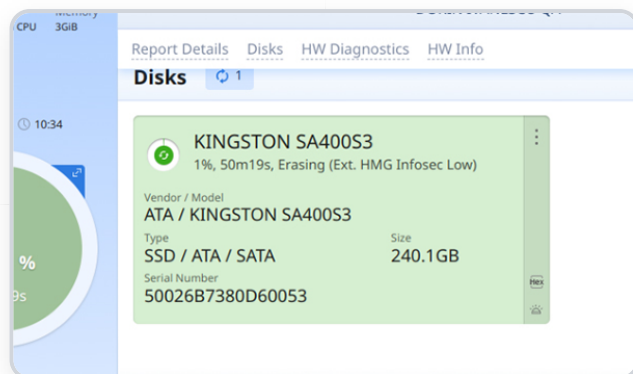
Each detected drive appears as a "Drive Tile".

1. Locate the tile for the drive you wish to wipe.

2. Click the "3 dots" (Menu) button.

3. Select your desired Erasure Standard.

4. Click "Erase this disk."



Important Notice:

Do not interrupt **Enhanced Secure Erasure** processes. If a drive becomes locked due to an interruption, email us with the subject "Drive locked after wipe" to receive a recovery password.



YouWipe supports 16 different erasure patterns:

Erasure Standard	Passes	Description	Verification
HMG Infosec LOW	1	0x0	1%
HMG Infosec HIGH	3	0xAA – 0x55 – Random	10%
DoD 5220.22-M	3	0x55 – 0xAA – Random	10%
DoD 5220.22-M ECE	7	0x55 – 0xAA – Random – Full Random – 0x55 – 0xAA – Random	10%
SSD / ATA Baseline	2 + SE *	Random – SE – 0x55	10%
SSD / ATA Enhance	3 + ESE **	Full Random – Full Random – ESE – 0x55	10%
NIST SP 800/ATA Clear	1	0xFF	10%
NIST SP 800/ATA Purge	3	0x55 – Random – 0xAA	10%

*) Secure Erasure – This is the internal erasure command.

***) Enhanced Secure Erasure – This is the Enhanced internal Erasure command. This will also perform a [DCO Restoration](#) and [Expand the HPA](#).



YouWipe supports 16 different erasure patterns:

Erasure Standard	Passes	Description	Verification
EXT HMG Infosec LOW	1 + ESE **	DCO Res. – HPA exp. – ESE – 0x0	1%
EXT HMG Infosec HIGH	3 + ESE **	DCO Res. – HPA exp. – ESE – 0xAA – 0x55 – Random	10%
EXT DoD 5220.22-M	3 + ESE **	DCO Res. – HPA exp. – ESE – 0x55 – 0xAA – Random	10%
EXT DoD 5220.22-M ECE	7 + ESE **	DCO Res. – HPA exp. – ESE – 0x55 – 0xAA – Random – Full Random – 0x55 – 0xAA – Random	10%
EXT NIST SP 800/ATA Clear	1 + ESE **	DCO Res. – HPA exp. – ESE – 0xFF	5%
EXT NIST SP 800/ATA Purge	3 + ESE **	DCO Res. – HPA exp. – ESE – 0x55 – Random – 0xAA	10%
EXT HMG Infosec LOW	1 + ESE **	DCO Res. – HPA exp. – ESE – 0x0	25%
EXT HMG Infosec HIGH	3 + ESE **	DCO Res. – HPA exp. – ESE – 0xAA – 0x55 – Random	25%

*) Secure Erasure – This is the internal erasure command.

***) Enhanced Secure Erasure – This is the Enhanced internal Erasure command. This will also perform a **DCO Restoration** and **Expand the HPA**.

4. Mobile & Apple Device Erasure – Android



Android devices require a specific software handshake before they can be wiped.

1. **Enable Debug Mode:** On the Android device:

Go to **Settings** > **About Phone**.

Tap **Build Number** 7 times until it says "You are now a developer."

Go back to **Settings** > **Developer Options**.

Enable **USB Debugging** and accept the **RSA Key Fingerprint** prompt.

2. **Connect:** Plug the device into the YouWipe host machine via USB.

3. **Refresh:** If the device doesn't appear, toggle Debug Mode off and on again, then press **Refresh** in the YouWipe interface.

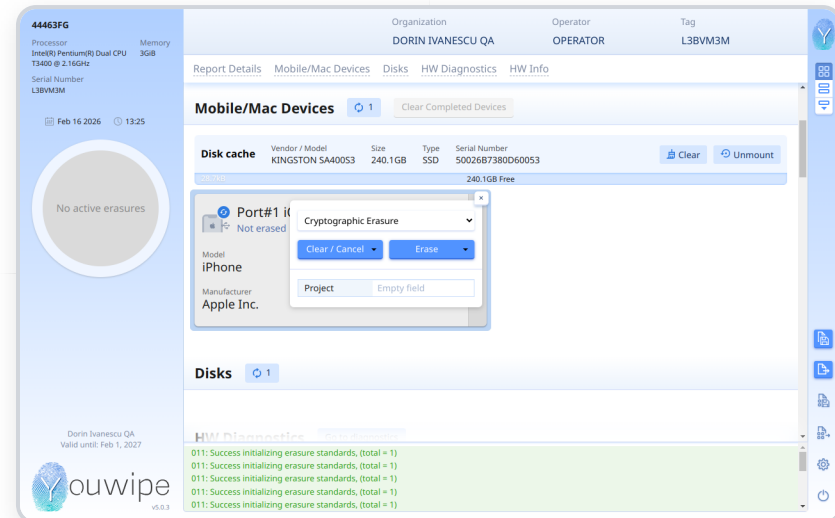
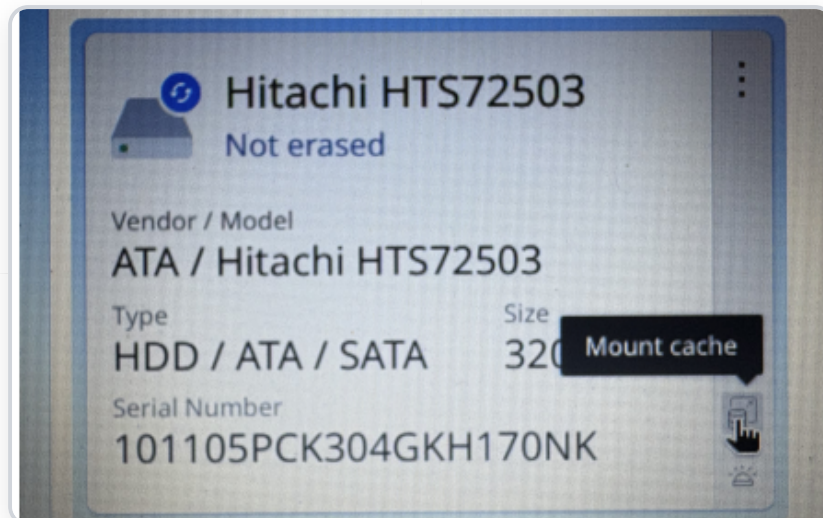
4. **Erase:** Once the device appears in a Drive Tile, click the **3 dots** menu and select **Erase**.

4. Mobile & Apple Device Erasure – iOS



To process iOS devices, you must first prepare the YouWipe environment to handle mobile firmware.

1. **Mount Cache:** Click the **Mount/Unmount** icon on a Drive Tile. This moves the drive from the "Disk" section to the "Mobile" section.
2. **Connect:** Connect the iOS device via USB.
3. **Firmware Note:** Ensure you have the latest iOS version downloaded. The software will automatically update the device to this version immediately after the erasure is complete.
4. **Erase:** Click the **3 dots** menu on the mobile tile and select **Erase**.



4. Mobile & Apple Device Erasure – Mac

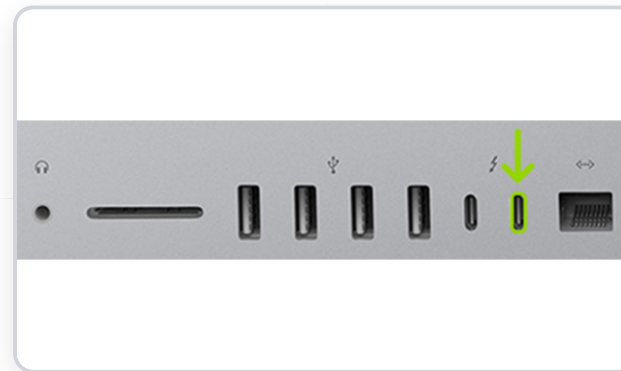


Erase for modern Apple computers is performed by connecting them to a separate host machine running YouWipe.

1. **Host Setup:** On your main YouWipe machine, click the **Mount/Unmount** icon to enable Mobile/Apple mode.

2. **Physical Connection:** Connect the target Mac to your YouWipe host machine using a **USB-C cable**.

Note: On MacBooks, you must use a specific port (usually the front-left port).



3. **Enter DFU Mode:** On the target Mac, press and hold: **Control + Option + Shift + Power Button**.

4. **Erase:** Once the Mac is detected by the host software, click the **3 dots** menu and select **Erase**.



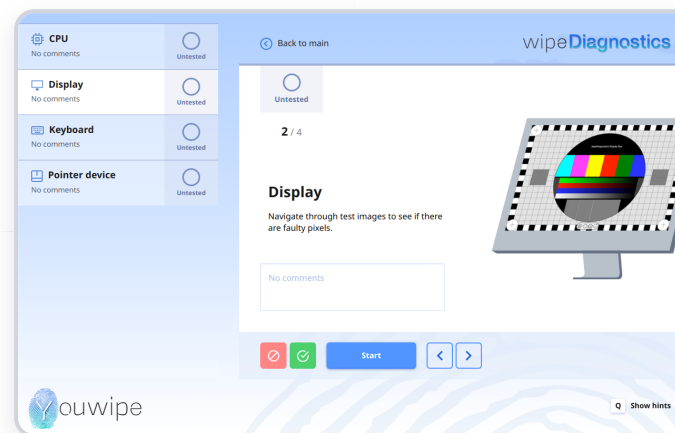
5. Hardware Diagnostics

YouWipe includes hardware testing that **does not consume licenses**.

CPU: 15-minute stress test.

Display: Cycle through colors using arrow keys to find dead pixels.

Keyboard/Mouse: Interactive button response tests.

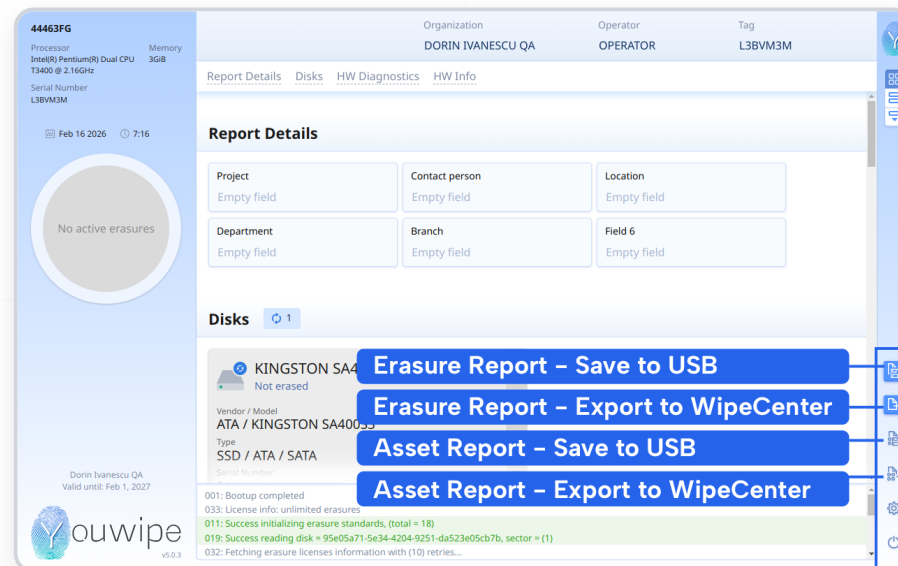


6. Saving Reports



Reports are automatically sent to the **WipeCenter Cloud**, but you can save them locally using these shortcuts:

Report Type	Save to USB	Export to WipeCenter
Erasure Report	CTRL + S	CTRL + D
Asset Report (Audit)	CTRL + G	CTRL + F



7. License Management



Consumption: One license is used per physical drive or mobile device.

Failure Policy: Licenses are deducted when erasure starts. If the process is canceled or fails, the license is returned.

Lost Licenses: If the machine crashes or loses power, the license may be marked as "lost." Contact support to have it manually restored.

Validity: Licenses **never expire**.

8. Support & Troubleshooting



If you encounter an issue, our support team needs a **Debug Log** to help you.

How to generate a Debug Log:

1. **Reproduce the Error:** Run the software until the issue occurs (the log includes a screenshot of the failure).
2. **USB Prep:** Place a **FAT32** formatted USB in the machine.
3. **Shortcut:** Press **CTRL + ALT + I**. Wait 20 seconds for the logs to write.
4. **E-mail:** Send the files to support@youwipe.com, with a clear description of the problem.



9. WipeCenter Management

The WipeCenter is the administrative portal for your reports and user accounts.

Cloud Portal: <https://cloud.youwipe.com>

Local Portal: Access via [http://\[Static-IP\]:9000](http://[Static-IP]:9000).

Searching & Exporting Reports

1. **Search:** Use the search box at the top of the reports list to filter by Reference or Asset ID.

2. **Export:** Click "**Export Selected**" or "**Export All**" at the top-right corner. Choose **PDF** or **CSV** format.

	Asset ID	Operator	Date	Storage Type	Security Level	Status	Actions
<input type="checkbox"/>	L3BVM3M	OPERATOR	2026-02-13 / 11:22	SSD/SATA / 240.1GB	Ext. HMG Infosec Low	Erasure Not Fulfilled	View PDF
<input type="checkbox"/>	L3BVM3M	OPERATOR	2026-02-11 / 15:07	SSD/SATA / 240.1GB	Ext. HMG Infosec Low	Erasure Not Fulfilled	View PDF
<input type="checkbox"/>	L3BVM3M	OPERATOR	2026-02-02 / 20:41	SSD/USB / 61.9GB	HMG Infosec High	Baseline level	View PDF
<input type="checkbox"/>	L3BVM3M	OPERATOR	2026-01-29 / 08:19	SSD/SATA / 240.1GB	Ext. HMG Infosec Low	Baseline level	View PDF
<input type="checkbox"/>	L3BVM3M	OPERATOR	2026-01-27 / 13:49	SSD/SATA / 240.1GB	Ext. HMG Infosec Low	Erasure Not Fulfilled	View PDF
<input type="checkbox"/>	L3BVM3M	OPERATOR	2026-01-27 / 13:41	SSD/SATA / 240.1GB	Ext. HMG Infosec Low	Erasure Not Fulfilled	View PDF