INSTRUCTION MANUAL

ProDevice User Degausser Software

V.User.2023.1.EN

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The subject of this document are the functional description and the operating manual of the software tool intended for operation and configuration of ProDevice degaussers.

This user manual is integral to the software. Read and understand the manual before operating the software. Keep the manual for future reference. The company Diskus Polska sp. z o. o., as the manufacturer is not responsible for the partial or total failure to comply with this manual.

The ProDevice User software package is a tool for operation of the ProDevice degaussers. The package allows setting up selected key functional parameters, activation and deactivation of blockades and generation of reports from the device's performance.

Unlike other such devices, the ProDevice degaussers enable programming the permissible number of data removal cycles, after which the device is automatically locked. The customers who rent the degausser can remotely charge the device for a certain number of removal cycles. This is ensured by the innovative PPMS (Pre-Paid Management System) technology: the degausser is rented and programmed for a pre-defined volume of data removal, and the enterprise which rents out the hardware can always charge the degausser with an additional, certain number of storage media erasing cycles. This way, the user can choose the final number of tapes or disks to be degauss. The user can also remove data independently at any place and any time. This allows for avoiding complicated procedures usually involving admitting a third-party company to remove data from the customer's media.

Implementation of PPMS allows qualifying ProDevice degausser as a MaaS (Machine as a Service).

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1. SOFTWARE AND HARDWARE REQUIREMENTS

The minimum software requirements for the work station operating components which must be met before installing and launching the ProDevice User software:

- Microsoft Windows® XP Service Pack3 or newer.
- Microsoft NET Framework® Client Profile version 4.0 or higher, or Microsoft Framework® version 4.0 or higher.

2. INSTALLATION OF THE SOFTWARE PACKAGE

Install the ProDevice User software package by launching the installer package with the installer file. The procedure opens the installer package interface window.
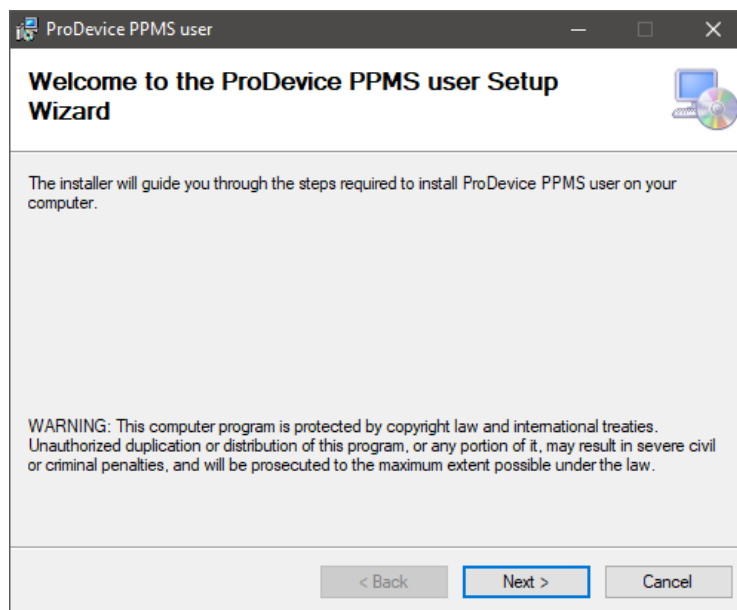

Fig. 2.1. The start window of the ProDevice User software installer.

Select „Next" and the installer will guide the user through the installation process.
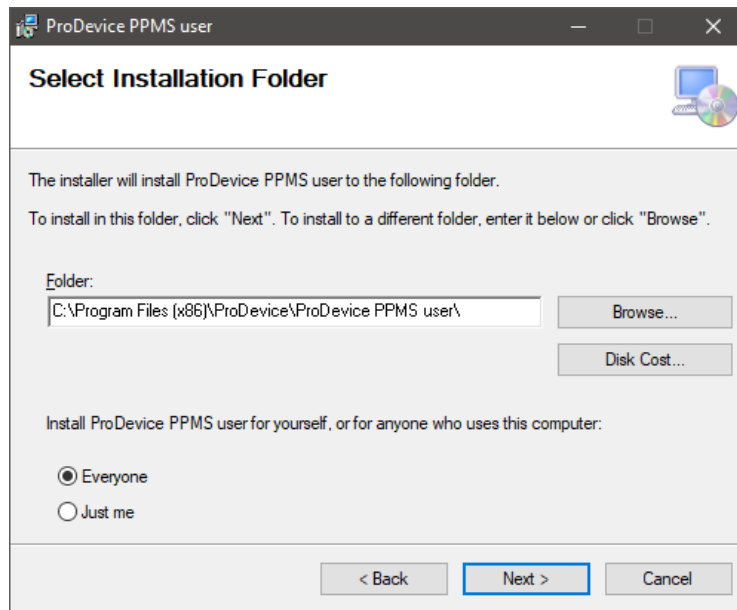
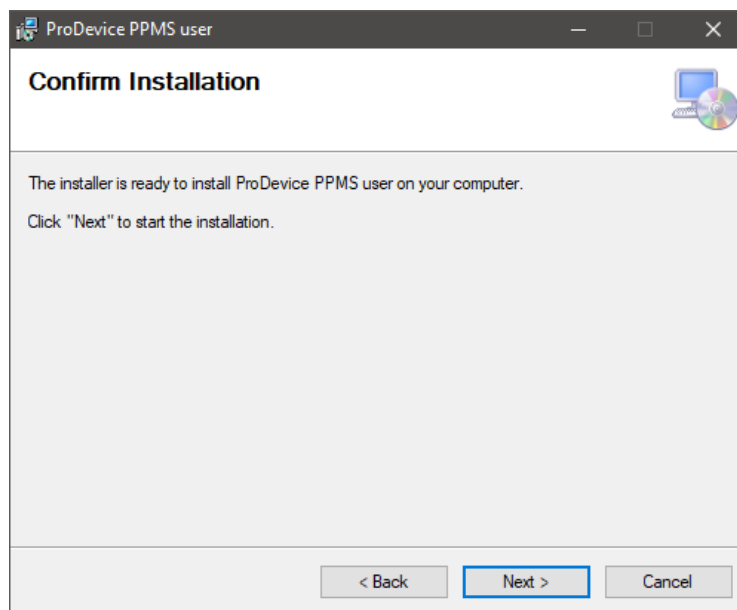Fig. 2.2. Disk path selection window for the software package.

Fig. 2.3. Settings confirmation window for the software installation proces.
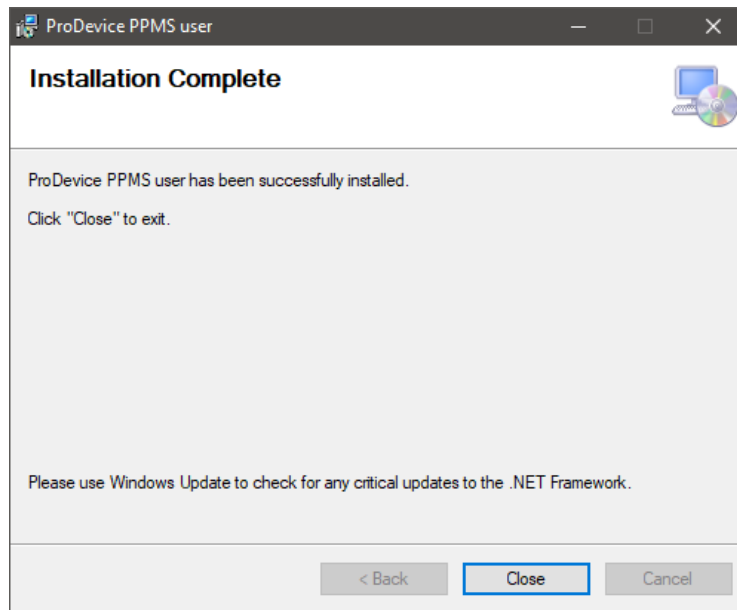
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Fig. 2.4. Software installation finish window.

If the user does not customize the installation, the ProDevice User software package is installed in the following default location:

C:\Program Files\ProDevice\PPMS user

Installation of the package creates the quick launch shortcut on the workstation's desktop. The software shortcut is also installed in the Start Menu of the workstation operating system.

3. LAUNCHING THE SOFTWARE

Before connecting the device physically to the computer, you need to properly configure the network adapter settings.

Go to network connection settings in the control panel, right-click the local connection icon and select properties.
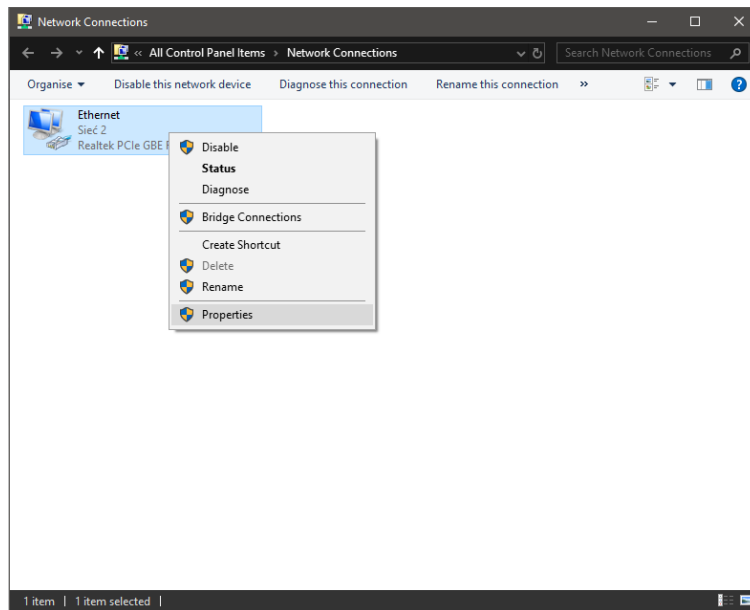

Fig. 3.1. Network settings.

Go to TCP/IPv4 connection properties (fig. 6). Select the "Use the following IP address:" box and enter the new settings (fig. 7):

IP Address - 192.168.0.190,

Subnet mask - 255.255.255.0,

Deafult gateway - 192.168.0.1.

Click OK to confirm the changes after entering the data. Only now will the computer correctly communicate with the switched on device (over the Ethernet cross cable included with the product). After performing the above steps, start the degausser software "User".
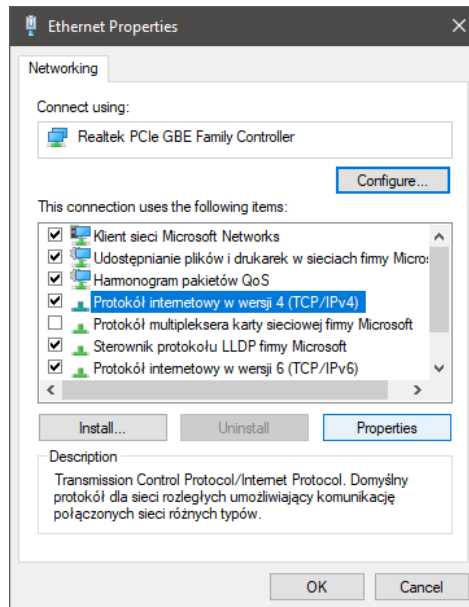
Fig. 3.2. TCP/IPv4 connection properties .
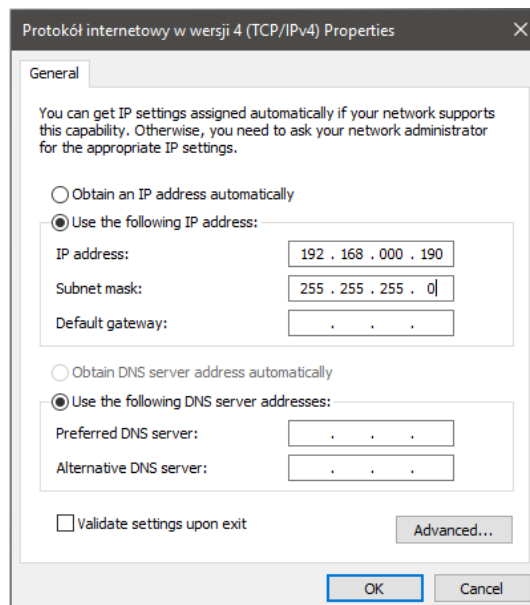
Fig. 3.3. Setting the IP address.

Launching the software displays the user interface screen on the workstation monitor. The software will automatically attempt to connect with the degausser. This process will be seen in the message "Trying to connect!" in the status line at the bottom of the software interface. The connection test is repeated until correct data transmission is established. Once correct communication with the device has been established, the software status line displays the following message: "Connection established!„

Fig. 3.4. The start screen of the ProDevice User software.

4. WORKING WITH THE SOFTWARE

4.1. MENU

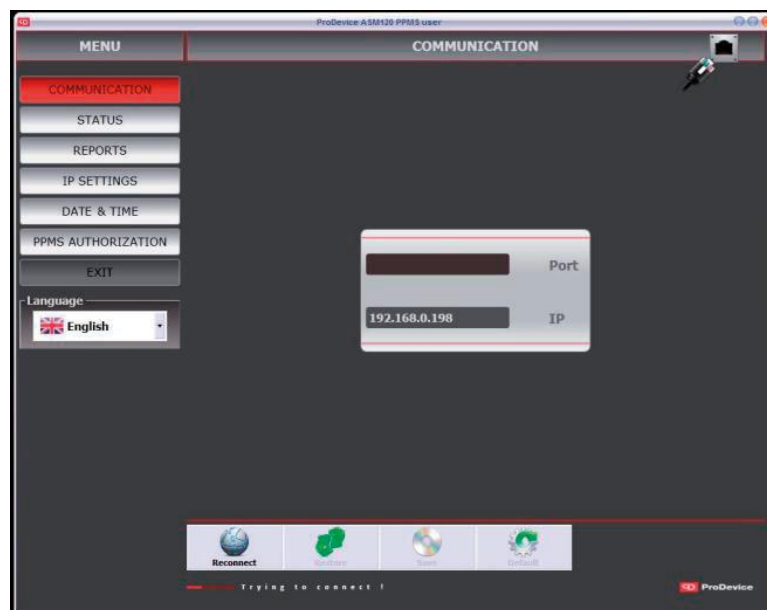After launching the software, the user can access a set of function buttons grouped in the Menu area. The buttons display specific function screens of the software.
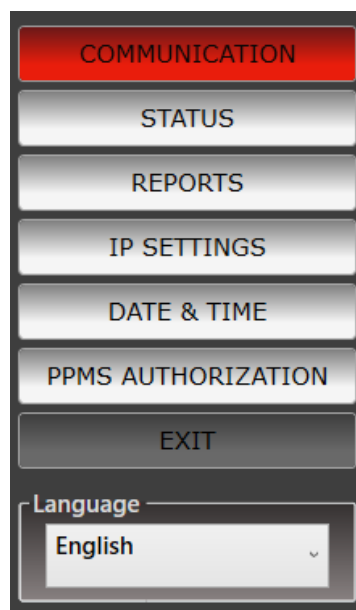
Fig. 4.1.1. Software menu

The Menu area features the following buttons:

- **Communication** – displays the function screen for setting up the network connection with the device.
- **IP settings** – displays the function screen which allows changing the device IP address.
- **Status** – displays the device status information.
- **Reports** – displays the function screen on which reports from the device audit can be generated and loaded.
- **PPMS Authorisation** – allows setting up and configuring the device blockade.
- **Date & time** – allows configuring the date and time on the device.
- **Exit** – closes the ProDevice ASM120 User software.
- **Language** – the drop-down menu which allows selecting the software interface language.

4.2. COMMUNICATION

The function screen for establishing and configuring up the network connection with the degausser.
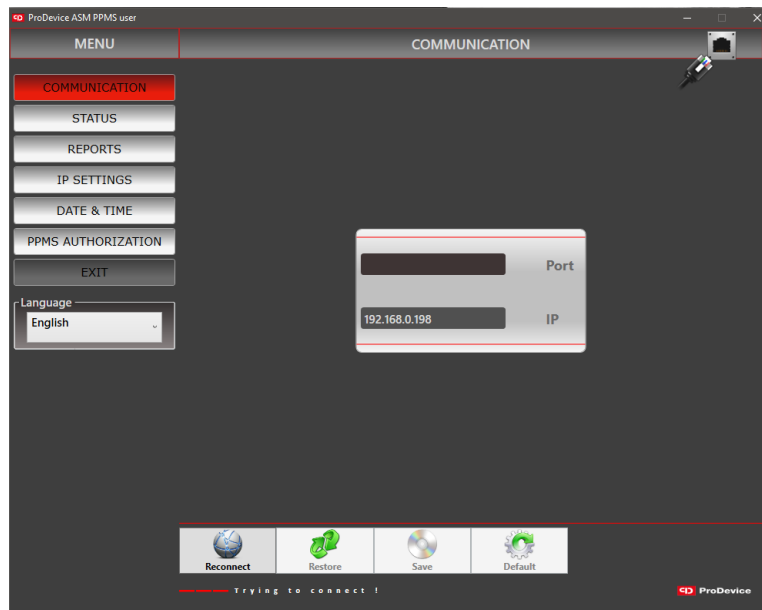
Fig. 4.2.1. Communication function screen.

The device communicates with the computer over port 5001 by default. This port is not usually blocked on the computer. Otherwise contact this computer's Administrator.

The communication screen has fields with the following properties:

- **Port** – this field displays the current TCP/IP port over which the peripheral device communicates. The user cannot edit this field.
- **IP** – this field displays the IP address of the device with which communication will be established. The user can edit this field.

The screen has a set of function buttons which act as follows:

Fig. 4.2.2. The communication screen function buttons.

- **Reconnect** – this button initiates the connection with the device.
- **Restore** – this button loads the IP address stored in the software settings.
- **Save** – this button saves the current IP address displayed in the IP field in the software settings.
- **Default** – this button restores the default IP address of the device. The address is permanently stored in the software settings. The user cannot edit it. The setting value is: 192.168.0.198

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4.3. STATUS

The function screen which displays the information on the parameters of the device.

Fig. 4.3.1. Status function screen .

The screen has fields with the following properties:

- **MAC address** – this field displays the current MAC address of the device.
- **IP address** – this field displays the current IP address of the device.
- **Cycle counter** – this field displays the current value of the device cycle counter.
- **Cycle count to inspect** – this field displays the current cycle count remaining to the next presumed service inspection of the device.
- **Blockade counter status** – this field gives the current status of the device cycle blockade.
- **Cycle available** – this field displays the number of removal cycles which can be made by the device with the current configuration settings.

The user cannot directly edit none of those fields. The screen has no function buttons.

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4.4. REPORTS

The functionality of the software tool allows for generating reports of the device's performance. Users can generate a simplified report from the data read from the device. The report includes a list of events recorded by the device. Each event has a defined access level, which defines the users who can see the event in the report.

The report generated from the data read from the device can be saved to an encrypted binary file. The diagnostic file generated by the device User is also encrypted.

The report generated from the device performance also includes information about the completed removal cycles. The columns of the full report include the sequential number, the timestamp of the completed cycle start; the completed cycle number from the counter, and the measured value of the magnetic induction reached in the cycle.
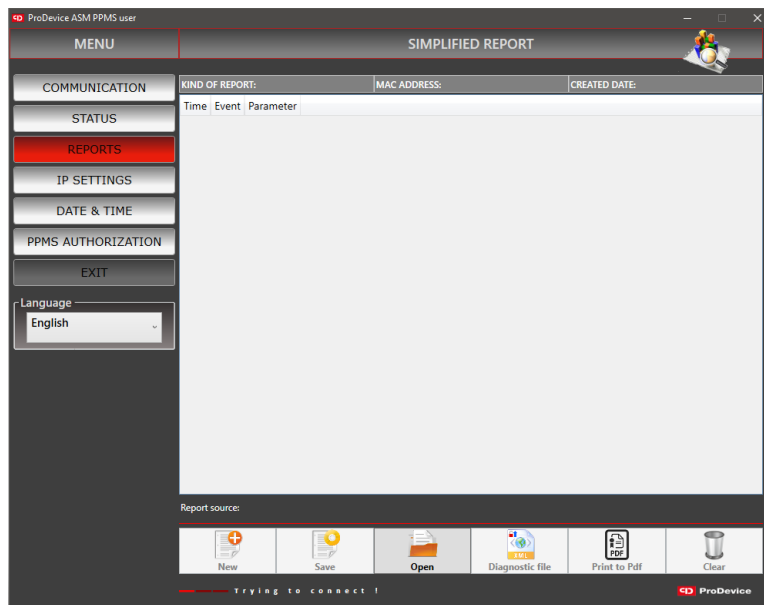

Fig. 4.4.1. Reports function screen .

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List of events that are recorded by the degausser:

Event	Meaning	Access level
Set device password	The device received the command to change the device password	Administrator
Set blockade counter	The device received the command to change the blockade counter	Administrator
Device blockade	The number of available cycles has expired	Administrator
Unauthorized access attempt	The device received a command with incorrect password authorization	Administrator
IP address reset	The device detected the IP address reset executed with the key at the TCP/IP connector	Customer
Set IP address	The device received the command to change the IP address	Customer
Cycle interrupted by open tray	The device detected that the tray was opened when the capacitors were being charged	Customer
Cycle interrupted by power off	The device detected that the power was turned off when the capacitors were being charged	Customer
Inspection required	The device reports that the periodic inspection is necessary	Customer
Inspection acknowledgement	The device received the command to set the inspection counter	Customer
Cycle	The device recorded a full cycle	Customer
No pulse	The device did not record the magnetic pulse despite the trigger – servicing is required	Customer
Cycle interrupted by high temperature	The device detected overtemperature and stopped working	Customer
Set RTC	The device received the command to change the date and time	Customer

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The reports screen has a set of function buttons which act as follows:

Fig. 4.4.2. The reports screen function buttons.

- **New** – this function button allows generating a new report of the events recorded by the device. The button remains disabled until correct communication is established with the device.
- **Save** – this button saves the current report to an encrypted file. Clicking the button opens the system dialogue window to select the path for the report file.
- **Open** – this button allows opening encrypted report files. Clicking the button opens the system dialogue window to select the path of the report file.
- **Diagnostic file** – this button allows the generating and saving encrypted diagnostic files of the device. Clicking the button opens the system dialogue window to select the path for the diagnostic file. The button remains disabled until correct communication is established with the device.
- **Print to PDF** – this button generates the report in the *.pdf file format. The opened dialogue window allows naming the new report and selecting the disk path to save the file. Generating reports in the *.pdf file format does not require installing any tools for PDF creation. The button remains disabled until correct communication is established with the device.
- **Clear** – the button clears the function window with the listed report data. The button does not clear the events list in the connected ProDevice device. The button remains disabled until correct communication is established with the device.

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4.5. IP SETTINGS

The function screen which allows setting the IP address of the device.
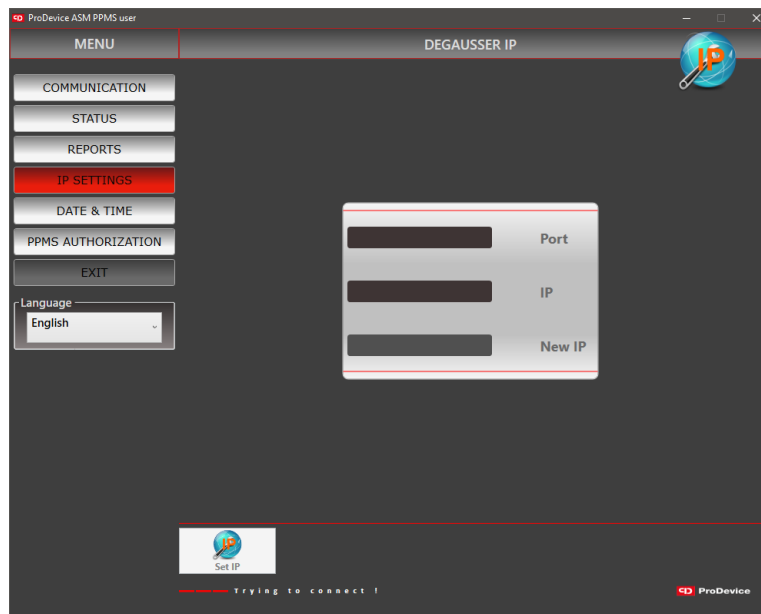

Fig. 4.5.1. IP settings function screen .

The screen has fields with the following properties:

- **Port** – this field displays the current TCP/IP port over which the peripheral device communicates. The user cannot edit this field.
- **IP** – this field displays the current IP address of the device with which communication has been be established. The user cannot edit this field.
- **New IP** – this field is used to enter the new IP address to be assigned to the device. The user can edit this field. The entered field value is validated. Until the IP address is entered in the valid format, the error icon is displayed next to the field.

The screen has a function button **Set IP** – this button allows setting the IP address on the device which was entered in the **New IP** field.

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4.6. DATE & TIME

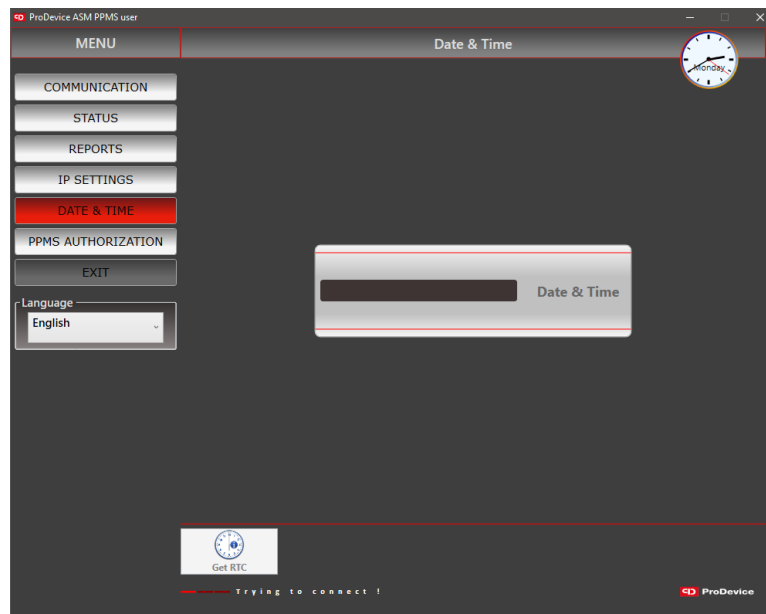The function screen which allows setting the date and time of the device.

Fig. 4.6.1. Date and time settings function screen .

The screen has a function button **Get RTC -** this button displays the current date and time set on the device. The values are displayed in the **Date & Time** field.

4.7. PPMS AUTHORIZATION

The function screen which allows the user to do the authorization procedure. The authorization procedure is based on the rights delegation mechanism. The delegation mechanism involves exchange of encrypted files. The user uses the application to generate an encrypted key file which contains the data for device identification (MAC address, Device Password) and the data on the non-erasable counter. The key file is sent to the Administrator who uses it in the application to generate the authorization file, which contains the information about the new blockade counter value and the device identification data.

The implemented mechanism prevents the usage of the same authorization file. The authorization file generated by the Administrator is sent to the User, who loads it with the user software. If the authorization is successful, the new blockade counter setting is saved in the device. The device cycle counter is updated to the value set by the Administrator in the authorization file.
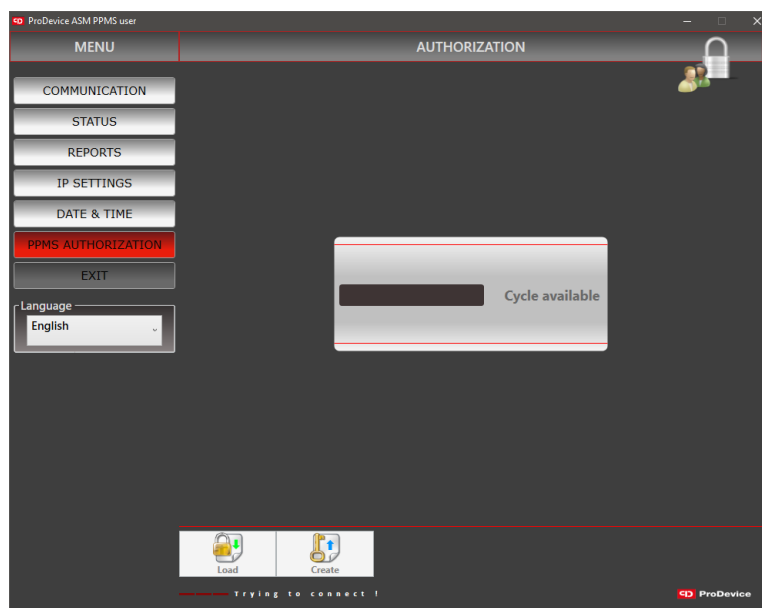

Fig. 4.7.1. PPMS authorization function screen .

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The PPMS authorization screen has a field **Cycle available** – this field displays the value of the counter of remaining cycles of the device. This counter decrements with each completed cycle. The user cannot edit this field. The value can only be changed with the authorization procedure.

The PPMS authorization screen has a set of function buttons which act as follows:

Fig. 4.7.2. The PPMS authorization screen function buttons.

- **Load** – this button allows loading the authorization file created by the device Administrator. Use the button to open the system dialogue window to select the path of the authorisation file required to change the device cycle counter. If communication with the device is not established, the button remains disabled.
- **Create** – this button allows generating the key file, which contains the information that explicitly identifies the device and the information about the non-erasable counter value. If communication with the device is not established, the button remains disabled.

Authorization procedure instruction:

1. Enter the PPMS authorization menu.
2. Click the **Create** button.
3. After selecting the save location of the generated file, select save.
4. Send the generated file to the device Administrator with the information about the number of required additional removal cycles.
5. The Administrator sends back the file that contains the new blockade counter setting.
6. Click the **Load** button in the PPMS authorization menu.
7. Select the file sent by the Administrator and select open.
8. The removal cycle blockade is automatically changed.

4.8. EXIT

The button closes the ProDevice User software.

4.9. LANGUAGE

The Language drop-down list can be accessed in the software menu and changes the interface language of ProDevice User software. The software's interface language is changed directly after selecting the language option in the drop-down list.

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5. POSSIBLE FAULTS AND WAYS TO FIX THEM

Below are the fault descriptions and the required user responses:

- **Communication establishment attempt in progress** – this message is displayed in the status line of the software interface when communication is lost between the device and the software. When the communication is lost, the software attempts to reconnect until correct communication is restored.
- **Error when opening file** – this message is displayed in a new dialogue window. This means that the file has an incorrect format or that the file is corrupt. The message can be displayed in similar situations, e.g. during loading of the key file to set the blockade.
- **Error when saving file** – this message is displayed in a new dialogue window. This means that the key file saving is incorrect.
- **File decryption failed** – this message is displayed in a new dialogue window. This means that the code key used to read the file is incorrect. The message can be displayed in similar situations, e.g. when the authorization ile is read.
- **File has no data** – this message is displayed in a new dialogue window. It can be displayed when the authorization file without any data is read.
- **Events list cannot be empty** – this message is displayed in a new dialogue window when a report is saved without any entry on the list of events recorded by the device.
- **The new IP will be used after reconnecting the degausser** – this message is displayed in a new dialogue window after changing the device IP address.

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