BitRaser® Mobile Diagnostics – Diagnosing iOS® Devices

This guide walks you through step-by-step instructions on how to diagnose iOS devices running on iOS versions 9.0 and above like iPhone 13, iPhone 13 Pro, iPhone 13 Pro Max iPhone 13 mini, iPhone 12 Pro, iPhone 12 Pro Max, iPhone 12 mini, iPhone 12, iPhone 11 Pro Max, iPhone 11, Apple iPhone XR, Apple iPhone XS Max etc., and iPad® 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 iOS devices in less than 15 minutes

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.

REQUIREMENTS



Blank USB:

2 GB or More

(((e))) Internet connectivity: Ethernet or Wi-Fi



Dedicated host machine

(desktop or laptop) to support the overall procedure

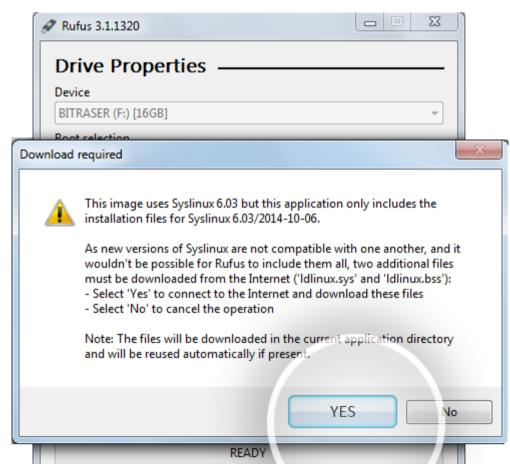
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iOS devices

(iPhone and/or iPad) that need to be diagnosed

A Rufus 3.1.1320	- • ×
Drive Properties	
Device	
BITRASER (F:) [16GB]	•
Boot selection	
BitMob_V3.0.0.3.iso 🔹 🧭	SELECT
Partition scheme Target system	
MBR BIOS or UEFI	•
Show advanced drive properties	
Format Options	
Volume label	
BITRASER	
File system Cluster size	
FAT32 (Default)	ault) 🔻
▽ Show advanced format options	
Status	
Status -	
READY	
S ① ≇ ■ START	CLOSE
Using image: BITRASER_16MarchRocky.iso	
Company mage birrosci_toware nocky.so	

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





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

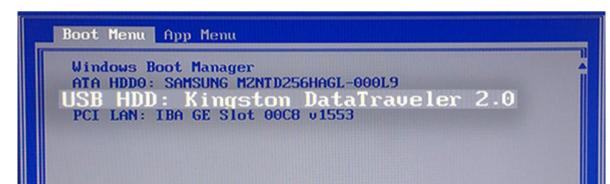
Rufus 3.1.1320	
Drive Properties —	
Device	
BITRASER (F:) [16GB]	
Boot selection	
Rufus	x
WARNING: ALL DATA ON DEVIC DESTROYED. To continue with this operation,	click OK. To quit click CANCEL.
FAT32 (Default)	8192 bytes (Default)
Show advanced format options	
Status	
READY	
S i 🏂 💷	START CANCEL
Using image: BITRASER_16MarchRocky.is	D

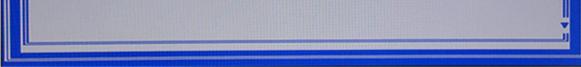
After successful completion of the process, you will have a bootable USB media for installing BitRaser Mobile Eraser & Diagnostics tool on the host machine via Boot menu.

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.
stell ^ä ar	Skip Installation
	< Back Next > Cancel

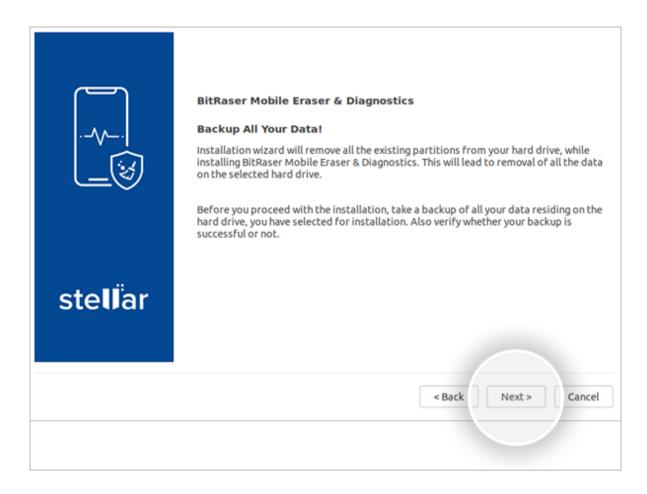
• **STEP 4** Click Next to see the End User License Agreement screen. Click Accept & then click 'Next.

End User License Agreement
License Agreement - BitRaser BitRaser Copyright © by Stellar Information Technology Pvt. Ltd. www.stellarinfo.com All rights reserved. All product names mentioned herein are the trademarks of their respective owners. This license applies to the standard-licensed version of BitRaser.
Your Agreement to this License :- You should carefully read the following terms and conditions before using, installing or distributing this software, unless you have a different license agreement signed by Stellar Information Technology Pvt. Ltd. If you do not agree to all of the terms and conditions of this License then do not copy, install, distribute or use any copy of BitRaser with which this License is included, you may return the complete package unused without requesting an activation key within 30 days after purchase for a full refund of your payment. The terms and conditions of this License describe the permitted use and users of each Licensed Copy of BitRaser. For purposes of this License, if you have a valid single-user license, you have the right to use a single Licensed Copy of BitRaser. If you or your conspiration has a valid multiveer license, then you or your
<pre>Accept </pre> <pre> </pre> <pr< th=""></pr<>

 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.



- 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
stell ^ä ar	Start Installation
	< Back Next- Cancel

• After the installation is completed, the screen will display "Installation process completed" dialog.

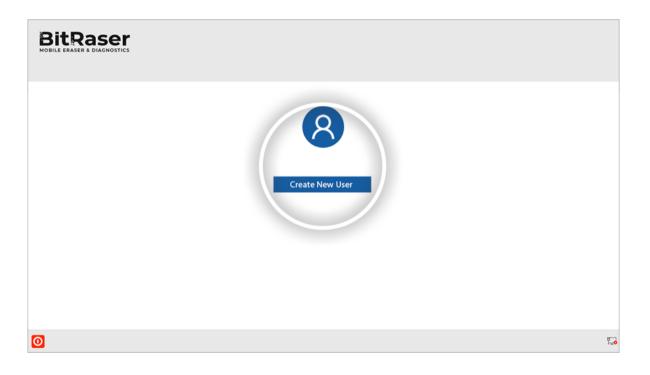
• STEP 7 Remove the USB drive and click Reboot.

	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.







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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	ОК

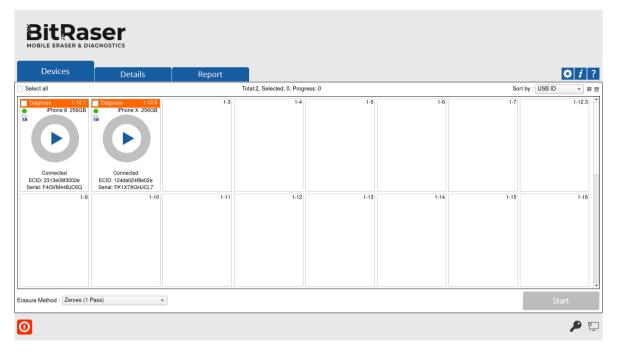
STAGE 4

Diagnose iOS Device Using BitRaser Mobile Eraser Installed on Host Machine

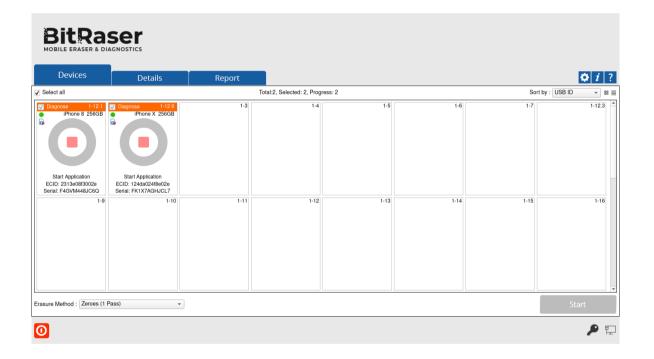
- **STEP 1** Run BitRaser Mobile Eraser and Diagnostics.
- **STEP 2** Connect the iOS device(s) (iPhone and/or iPad) to the host PC.

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'.

Subsequently, the 'Trust this Computer' alert message will pop-up on your iOS device. Click on Trust .



- **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



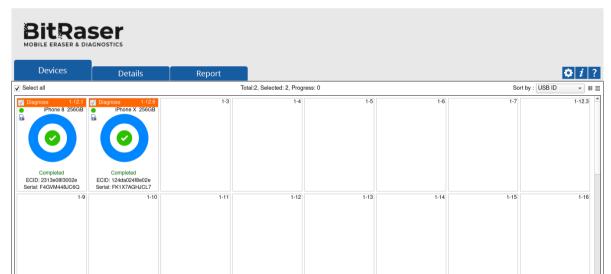
- The software will start analyzing the connected devices to the host machine. The software will list Device Status, Device Type, ECID/IMEI and Serial Number of the connected devices.
- Next, it will start automated diagnostic tests for all the selected devices.

	Details	Report					Q 1
elect all			Total:2, Selected: 2, Prog	ress: 2		So	rt by : USB ID 👻
Diagnose 1-12.1 iPhone 8 256GE Diagnosing 11%	Diagnosing 11%	1-3	1-4	1-5	1-6	1-7	1-12.
ECID: 2313e08f3002e erial: F4GVM448JC6Q	ECID: 124da024f8e02e Serial: FK1X7AGHJCL7						
1-	9 1-10	1-11	1-12	1-13	1-14	1-15	1-1

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

Devices	Details	Report					Q <i>i</i>
elect all		Т	otal:2, Selected: 2, Progress: 2			Sort by : USB ID	*
Diagnose 1-12.1 iPhone 8 256GE	Phone X 256GB	1-3	1-4	1-5	1-6	1.7	1-12
Diagnosing 49% ECID: 2313e08f3002e serial: F4GVM448JC6Q	Diagnosing 49% ECID: 124da024f8e02e Serial: FK1X7AGHJCL7						
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.



0				P
Erasure Method : Zeroes (1 Pass)	•			Start
		 	 	 -

After the process is completed, the software will generate digitally signed reports for all the diagnosed iOS devices (phones & tablets), like iPhone 12 Pro, iPhone 12 Pro Max, iPhone 12 mini, iPhone 12, iPhone 11 Pro Max, iPhone 11, Apple iPhone XR, Apple iPhone XS Max etc. You can save the reports automatically on your BitRaser Cloud account.

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

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