

Drive eRazer™ App

User Manual

Features

- For use with the CRU® Drive eRazer Ultra
- Save erasure reports from the Drive eRazer Ultra to TXT files on your Windows PC
- Ensure drives are properly erased with the built-in hex viewer
- Allows you to print erasure reports from any Windows-compatible printer



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1 Installing the Drive eRazer App

Download the Drive eRazer App from the Drive eRazer App download page: cru-inc.com/drive-erazer-app

Run the setup file and follow the prompts to install the software.

2 Using the Drive eRazer App

2.1 Outputting and Viewing Drive eRazer Erasure Reports

2.1.1 Setup

- Plug the Drive eRazer Output Cable into the DB-9 Printer Port on the side of the Drive eRazer Ultra. Then plug the other side of the cable into an open USB port on your Windows PC.

NOTE

The Drive eRazer Output Cable may have been included in the box with your Drive eRazer Ultra, and is available separately for purchase.

- Connect the drive to erase to the Drive eRazer Ultra.
- Turn on the Drive eRazer Ultra.
- Open the Drive eRazer App on your PC and navigate to the **Label Output** tab. The tab should indicate that the software has detected the Drive eRazer Ultra.
- Use the Drive eRazer Ultra to erase the drive. At the completion of the process, a report will appear on the Drive eRazer App which will be automatically saved as a TXT file.

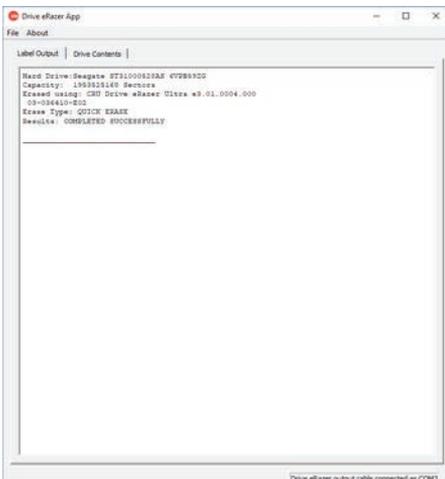


Figure 1. The Drive eRazer App showing the “Label Output” tab.

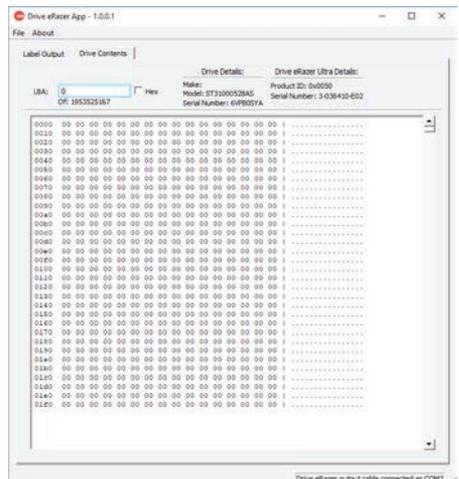


Figure 2. The Drive eRazer App showing the “Drive Contents” tab.



2.1.2 Default Report Location

You can find all generated reports in the default location: C:\Program Files (x86)\CRU\CRU Drive eRazer App\Output.

2.1.3 Saving a Report

Select **File** → **Save As...** and a "Save As..." dialog box will open. Navigate to a file location of your choosing. Type in your desired file name and click **Save** to save the report as a TXT file.

2.1.4 Opening Reports

The Drive eRazer App allows for two ways to open reports:

- Choose **File** → **Open file** to open the currently displayed report in your PC's default word processor for TXT files. If no report is currently being displayed, this option will be greyed out.
- Choose **File** → **Open folder** to open the default location for reports in a File Explorer window. You may open any file using your PC's default word processor for TXT files.

2.2 Viewing Drive Contents

This tab allows you to view a drive's hex table in order visually verify that the drive has data before you erase, that the Drive eRazer Ultra properly erased the drive, or that the drive has been properly overwritten with your desired erase pattern.

2.2.1 Setup

- a. Plug a USB Type A-to-B cable into the USB port on the side of the Drive eRazer Ultra. Then plug the other side of the cable into a free USB port on your Windows PC.

NOTE

The Drive eRazer will be unable to perform an erase process while it is connected via USB.

- b. Connect the drive to erase to the Drive eRazer Ultra.
- c. Turn on the Drive eRazer Ultra.
- d. Open the Drive eRazer App on your PC and navigate to the **Drive Contents tab**. The tab should automatically detect the Drive eRazer Ultra and display a hex table of the drive's contents.

2.2.2 Drive Details

This section displays the connected drive's make, model, and serial number.



2.2.3 Drive eRazer Details

This section displays the connected Drive eRazer Ultra's Product ID and serial number.

2.2.4 Navigation

The **LBA text box** allows you to manually type in which logical block address you wish to view. Check the **Hex check box** to type in the LBA's Hex address instead. You can also use the scroll bar.

3 Additional Features

3.1 Drive eRazer Output Cable Detection

The Drive eRazer App will not detect the Output Cable if you open the app before connecting the cable. You can make the Drive eRazer App detect the cable by selecting **File** → **Connect** from the menu bar.

NOTE

The Drive eRazer App cannot detect that the Drive eRazer Ultra is itself connected. The app can only detect the presence of the Drive eRazer Output Cable.

3.2 About

Select **About** → **About** to view version and copyright information about the Drive eRazer App, as well as information on how to use it.

4 Troubleshooting

Problem: I can't get the app to detect my drive or Drive eRazer Ultra

If attempting to capture an erasure report: If you attached the Drive eRazer Output Cable to your PC after you opened the Drive eRazer App, then select **File** → **Connect** to make the app detect the Drive eRazer Output Cable.

If attempting to view drive contents: Make sure a USB cable is connected to both the Drive eRazer Ultra and the PC. Also verify that your drive is properly connected to the Drive eRazer Ultra. Navigate to the **Drive Contents tab** and press the **Scan button**. The app should detect the drive and display its contents.

If it does not, turn off the Drive eRazer Ultra, wait a few seconds, then turn it on again. Windows should make a sound that a peripheral has been connected. Press the **Scan button** again to detect the drive and display its contents.

If you continue to experience problems, please contact CRU Technical Support.



Problem: The Drive eRazer App is not displaying or saving reports generated by the Drive eRazer Ultra.

Verify that the Drive eRazer Output Cable is connected properly to the DB-9 port on the side of the Drive eRazer Ultra.

If this still doesn't work, make sure that the mini adapter is connected to the DB-9 end of the cable. The mini adapter has the words "Mini Adapter" and "Null Modem" printed on either side of the adapter whereas the base cable has no words printed. Then reconnect the cable (with adapter) to the Drive eRazer Ultra and resend the report using the navigation buttons on the Drive eRazer Ultra. Or run the erase process again if the report is no longer available to resend.

If you continue to experience problems, please contact CRU Technical Support.



Product Name	Drive eRazer App
Required CRU Hardware	CRU Drive eRazer Ultra
Supported Operating Systems	Windows 10, 8.1, and 7 Windows Server 2016, 2012 and 2008 product families
Technical Support	Your investment in CRU products is backed up by our free technical support for the lifetime of the product. Contact us through our website, cru-inc.com/support or call us at 1-800-260-9800 or +1-360-816-1800.

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This equipment has been tested and found to comply with the limits for a Class B digital device, pursuant to Part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference when the equipment is operated in a home or commercial environment. This equipment generates, uses, and can radiate radio frequency energy and, if not installed and used in accordance with the instruction manual, may cause harmful interference to radio communications.

In the event that you experience Radio Frequency Interference, you should take the following steps to resolve the problem:

- 1) Ensure that the case of your attached drive is grounded.
- 2) Use a data cable with RFI reducing ferrites on each end.
- 3) Use a power supply with an RFI reducing ferrite approximately 5 inches from the DC plug.
- 4) Reorient or relocate the receiving antenna.