

Veritas™ Desktop and Laptop Option 9.7 Remote Wipe

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Veritas Desktop and Laptop Option: Remote Wipe

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Documentation version for Veritas DLO 9.7

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1 Remote Wipe

This feature provides the administrator with the capability of remotely deleting the User data from the Backup Selections in scenarios of decommissioning a user machine.

The Remote Wipe also uninstalls DLO Agent from the machine in which the Remote Wipe is performed.

The below data gets deleted when the remote wipe is performed:

- LUDF Data.
- Data from backup selection folder.
- Logs, History and other temporary data.
- All settings.
- Registry entries with Admin privilege.

Note: Network user data folder and system related files will not get affected by this operation.

1.1 Prerequisites

The following prerequisites must be met before performing the Remote Wipe:

- DLO Agents should be in Online or BOI mode for Remote Wipe to complete.
- DLO Agent should have admin privileges to uninstall itself completely.

Note: Any pending backups will be lost when the Remote Wipe is performed.

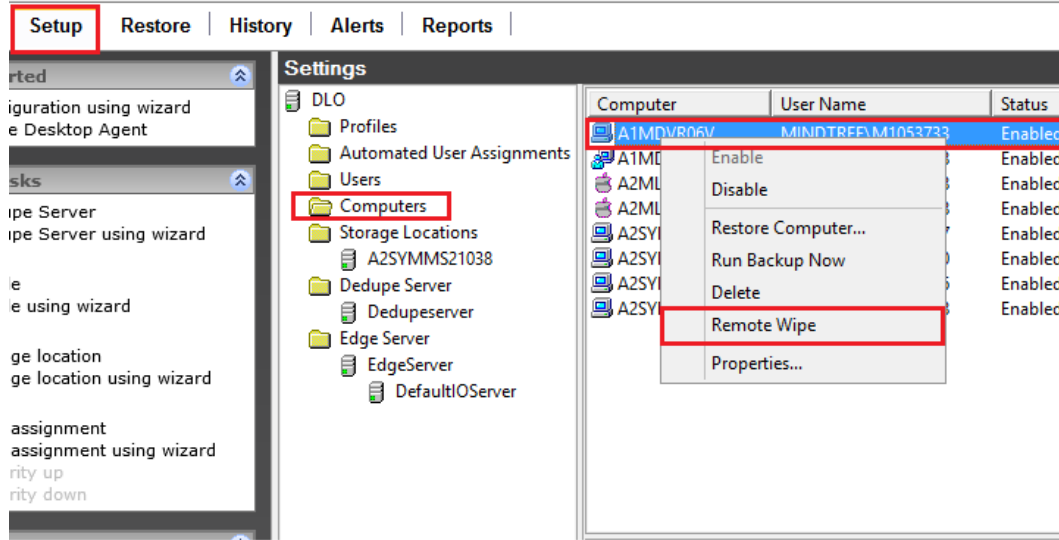
In addition, when the system drive is selected as backup selection, Agent will not have permission to delete all the files or folders, so deleting Backup selection cannot be possible. Similarly, some read-only backup folders also cannot be cleaned.

Warning: This feature should be used cautiously only by the DLO Administrator. Accidental usage of this feature will result in deletion of User Data from the Backup Selection.

1.2 To perform Remote Wipe

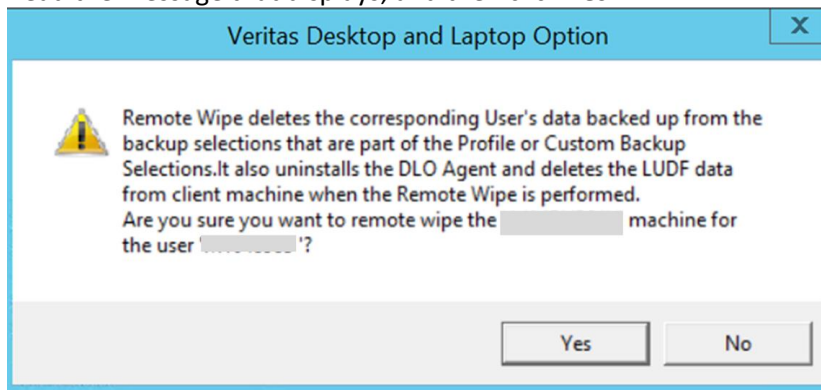
1. From the DLO Console, on the DLO navigation bar, click **Setup**.
2. In the Selection pane, click **Computers**.

- Right-click the computer for which you want to perform the Remote Wipe, and click **Remote Wipe**.



A confirmation message appears.

- Read the message that displays, and then click **Yes**.



Note: If the machine is associated with multiple users, other user's data may not be deleted if the backup selection differs for each user.

1.3 Remote Wipe Log

The Status of the Remote Wipe operation can be viewed in the History Log.

Once the Remote Wipe operation is completed, Remote Wipe logs will be generated on the client computer in the below location:

```
C:\users\\AppData\Local\VirtualStore\Windows\SysWOW64\
DLOremotewipelog
```

This DLOremotewipelog.txt file contains information related to backup files or folder gets deleted as part of Remote Wipe operation.

Also, the information related to the Uninstallation of DLO Client will be generated as a DLORemoteUninstall.txt file on the client computer in the below location:

C:\windows\system32\DLORemoteUninstall

Note 1: The file path may differ for different username and bitness.

Note 2: After Remote Wipe, if the administrator wants to install DLO client on the same machine and for the same user, DLO administrator will have to delete the user from the DLO console and add the user again. Please note that the NUDF data will be deleted.