



USB Dongle User Guide

# Tier 1 USB Dongle User Guide

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# Tier 1 USB Dongle User Guide

## Overview

A tier 1 Dongle is a blue USB HASP key that automatically activates our software. The dongle makes an internet connection unnecessary and speeds up the process since you do not need to manually enter your code.

**Please note:** If you have a green USB Dongle, please refer to the following instructions instead:

**Green Dongle User Manual**

If you have a light blue and white (Tier 2) Dongle, please refer to the following instructions instead:

**Tier 2 Dongle User Manual**



## Recharge Tool

The USB Dongle Recharge Tool can be used to transfer wipes between the Cloud Activation Code and the USB Dongle. This can be useful if you have run out of wipes on your USB Dongle, but have wipes left on your Cloud Activation Code.

For WipeDrive: [DOWNLOAD](#)

For Hardware Inventory: [DOWNLOAD](#)

For Detalys: [DOWNLOAD](#)

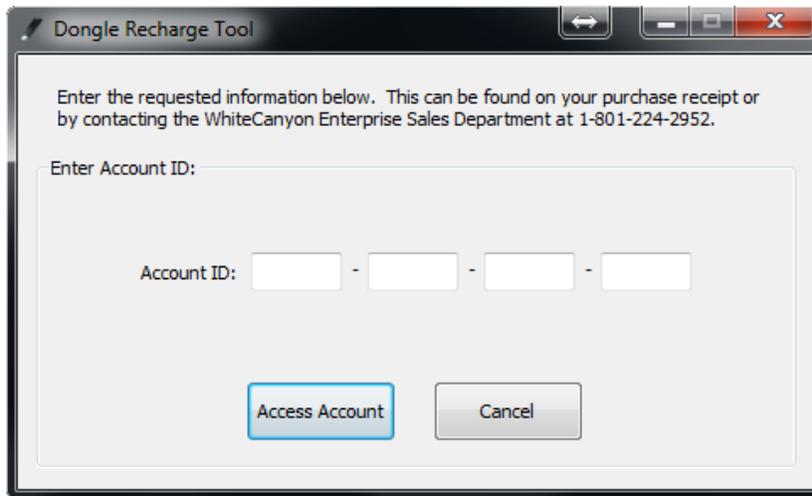
For SystemSaver: [DOWNLOAD](#)

For Desktop Info: [DOWNLOAD](#)

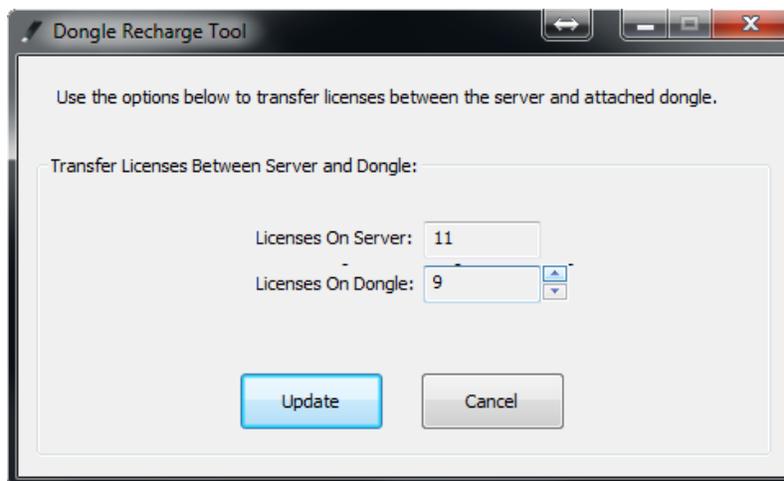
For VeriDrive: [DOWNLOAD](#)

After downloading and opening the Recharge Tool, you will see the Cloud Account ID screen. Make sure you are connected to the internet and enter in your Cloud Activation Code. If you're unsure as to what your code is, check your invoice/receipt, or any trial e-mails that were sent by one of our sales representatives. You can also contact WhiteCanyon Enterprise Sales at 1-801-224-2952 to acquire it.

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After entering your code, click Access Account and you will be taken to the Recharge screen which will show you how many wipes are available on both the USB Dongle and the Cloud Account.



Re-assign the available wipes between the Cloud Account and the USB Dongle by clicking the up/down arrows next to the input box. When you are finished, click Update and your wipes will be ready for you to use.

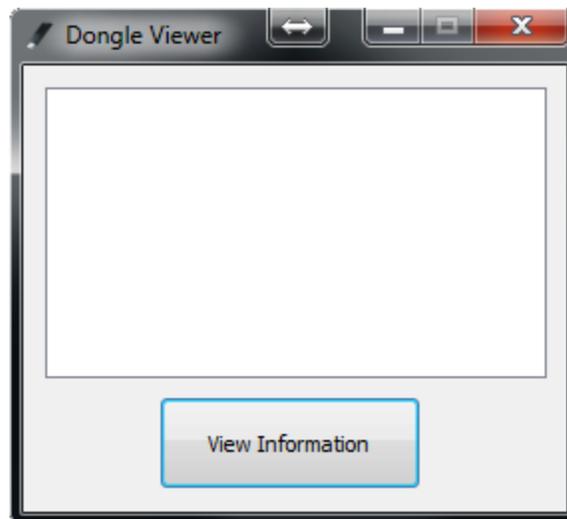
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## Dongle Viewer

In some cases, you may need to simply view how many uses you have left or other information about your USB Dongle. In those cases, you can use the following tool to access that information.

### USB Dongle Viewer Download

After downloading the Viewer Tool, connect your Dongle. Then open the application and click 'View Information'.



## Using the Dongle

Once the Dongle is recharged, you are ready to use the software. If you are running a standalone version of our software, you will want to insert the dongle into the computer you wish to wipe and then start the software. Once the software begins wiping, a license will be expended for each drive being wiped.

If you are running a PXE version, you will either want to attach the dongle to the PXE Server or create a Dongle Server using the instructions below.

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## Creating a Dongle Server

- 1) Download and run the Dongle Server executable on a Windows-based machine that you want to act as the dongle server.

### Dongle Server Download

- 2) Attach the dongle to the dongle server.
- 3) **Standalone Version:** Start up WipeDrive on the machine you wish to wipe and select 'Options'. Choose the 'Activation' tab and enter the dongle server IP address under the 'Use network dongle server' section.  
  
**PXE Version:** Start up the WipeDrive PXE server and select 'Change Client Settings'. Choose the 'Activation' tab and enter the dongle server IP address (by default, 192.168.168.1) under the 'Use network dongle server' section.
- 4) Begin wiping. WipeDrive will automatically activate this device using the dongle. The number of licenses expended will equal the number of drives being wiped.

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## FAQ

Below you can find many frequently asked questions. It is recommended that you browse these topics before contacting support with any questions you may have.

Q: Can I make my own dongle?

A: No, you cannot. The dongles we send you is specifically designed to activate our software and we do not have a way to provide you with tools for creating your own.

Q: Do log files get stored on the tier 1 dongle?

A: No, nothing is stored on the dongle. If you wish to log to a removable device, you must use another USB.

Q: Is the software on the tier 1 dongle?

A: No, the tier 1 dongle only activates our software. It does not actually contain the software itself.

Q: My Dongle is depleted, and I am out of wipes on my Cloud Code. How can I get more wipes?

A: The easiest way to receive more wipes is to go to this website: [www.whitecanyon.com/reload](http://www.whitecanyon.com/reload). You may also contact your Enterprise Sales representative if needed.

Q: The bottom right-hand corner of the software says, 'Uses Remaining: 0'. What does that mean?

A: That means there are no licenses on the Dongle. You will need to recharge the dongle using the instructions in this manual.

Q: Why is the computer not detecting the Dongle?

A: There could be a few reasons why the computer would not detect the Dongle. Either you have not properly recharged the dongle or the computer's USB port is not functioning correctly. If you know the USB port is in working condition and it is still not working, make sure it is not a USB 3.0 port. While that is not always an issue, it can interfere with how the Dongle is read.

Q: Can I remove the Dongle while the computer is wiping and use it on another machine?

A: Yes, once the software has activated you can remove the Dongle. Please note, however, if you cancel the wipe or the wipe fails then a license cannot be returned to the Dongle once you have removed it.

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Q: How does the Dongle licensing work?

A: Generally, you are shipped a Dongle with zero to three wipes total. You will need to move the licenses from your Cloud Code onto the Dongle in order to use it. Once the licenses are put onto your Dongle, we cannot track the licenses. This means that if you lose the Dongle, we have no way of telling how many licenses were remaining and therefore you will lose licenses. It is recommended to only move wipes over as needed so as to eliminate the possibility of losing licenses.

Q: Do I need a dongle?

A: A Dongle isn't necessary, but it does help speed up the process. It eliminates the need for a wired internet connection and makes it so you do not need to manually enter a code each time you run the software.

Q: How do I use a dongle with PXE wiping?

A: For PXE wiping, there are a few different options. It is recommended to insert the Dongle into the PXE server itself. Once inserted, you will need to go into the settings and select the 'Activation' tab. Under the 'Use network dongle server' section, input the PXE server IP address and select 'Accept' to save the new settings.

You can also put the Dongle in each separate Client computer as long as you change the settings on the PXE server to 'Local Dongle'. This is not the recommended method.

If you have any further questions, please contact Enterprise Support at:

(801) 471-0497

[Enterprise-support@whitecanyon.com](mailto:Enterprise-support@whitecanyon.com)