O&O software

O&O FileErase

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Introduction

O&O FileErase securely deletes files and folders. It overwrites them with recognized methods of deletion, so that they cannot be restored, not even with specialized data recovery software.

> **Archived Manual**
>
> This is the manual of O&O FileErase. It is no longer updated.

Where to start

You want to	Start here
Get to know the program and how it differs from the other O&O deletion products	About O&O FileErase
Delete files and folders	Delete files and folders
Choose the method of deletion	Methods of deletion
Understand warnings after the deletion	Deletion process
Get help	Support and more from O&O

Licensing

O&O FileErase is commercial software. You can try it during the trial period; continued use requires a valid license.

About O&O FileErase

Welcome to O&O Software. We are pleased that you have chosen O&O FileErase, our solution to securely delete your sensitive data.

O&O FileErase is the solution to securely delete sensitive data and therefore offers valuable data protection. O&O FileErase does not simply delete data, but it destroys them using recognized and recommended methods. You can make sure that your private or business data will not be seen by anybody unauthorized.

The deletion processes employed by O&O FileErase you can choose from various algorithms to delete data. Methods are offered, which are recommended and used by the US Department of Defense (DoD) and the German Federal Office of Information Security (BSI). In other words, the highest standard in security.

Hackers nor data spies stand a chance to restore your data once it has been deleted with O&O FileErase.

We are happy to assist you with questions about the use of our products.

Yours O&O Software

www.oo-software.com

:::note

Please bear in mind that data deleted with O&O FileErase **cannot** be restored, even special restoration software cannot revoke the process! Please make sure that before you securely erase the data, you really want to delete it or have it stored at a different place as a backup.

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Differences between the products {#differences-between-the-

products}

	O&O SafeErase	O&O DiskErase	O&O FileErase	O&O BrowserPrivacy
Computer analysis for unsafely deleted files	✓	✗	✗	✗
Securely delete free space	✓	✗	✗	✗
Securely delete partition(s)	✓	✓	✗	✗
Securely delete internet files	✓	✗	✗	✓
Securely delete temporary program files	✓	✗	✗	✗
Permanent and resource saving deletion for SSDs	✓	✓	✓	✓
Integration of O&O SafeErase in Windows Explorer context menu	✓	✗	✗	✗
Selection of various internationally recognized deletion methods	✓	✓	✓	✓
Permanently deletes the entire computer, no boot media required	✓	✓	✗	✗
Securely deletes individual files and folders	✓	✗	✓	✗

	O&O SafeErase	O&O DiskErase	O&O FileErase	O&O BrowserPrivacy
Permanently delete data from Recycle Bin	✓	✗	✗	✗
Command line control	✓	✗	✗	✗
Deletion reports	✓	✗	✗	✗
Ability to adjust program settings	✓	✗	✗	✗
Supports P-ATA (IDE), S-ATA (SATA), SCSI hard disks	✓	✓	✓	✓
Supports all Windows-recognized drives/volumes	✓	✓	✓	✓
Supports FAT16, FAT32, NTFS file systems	✓	✓	✓	✓
Operating System				
Windows® 10, 8.1, 8, 7	✓	✓	✓	✓

System requirements

O&O FileErase does not specify specific requirements for the proper use of the program functions.

- The system requirement of each operating system have to be fulfilled
- Supports 32 and 64-bit operating systems
- Supports multi core processors
- .Net Framework 4.7.1
- Windows® 7 till Windows® 10 (all editions),

Access permissions You must be a member of your system’s local administrators group or possess comparable permissions in order to install and register O&O FileErase. Domain Administrators normally already possess these permissions.

Installation, licensing and uninstall

The installation of O&O FileErase is very simple. Please follow the steps below:

1. Turn on the computer on which you would like to install O&O FileErase.
2. Login as a local Administrator.
3. Insert the data medium with the required software in its respective disk drive, e.g. your CD-ROM drive, or start the installation file provided (SETUP.EXE).
4. Please follow the installation guide and confirm the End-User license Agreement (EULA). Please read it carefully before the installation - it is binding.
5. To complete the installation of the program, please restart your computer, if you have not been prompted to do so already.

Information about licensing

:::note

In order to activate the product after installation or to gain access to the Full Version at a later time, you must possess a valid license key. This license key is also called a registration code, serial number, or product ID.

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O&O FileErase needs to be licensed per computer; in other words, you have to purchase a license for each computer where you want to employ O&O FileErase.

If you do not enter a valid license key, you will only be able to use O&O FileErase as a trial version.

If you would like to implement O&O FileErase in your company or as a technician for your customers, then please contact one of our resellers or our Sales Department.

Enter license

The dialogue for registration always appears automatically at the start to guide you if you are using an unregistered version or have entered the registration code incorrectly.

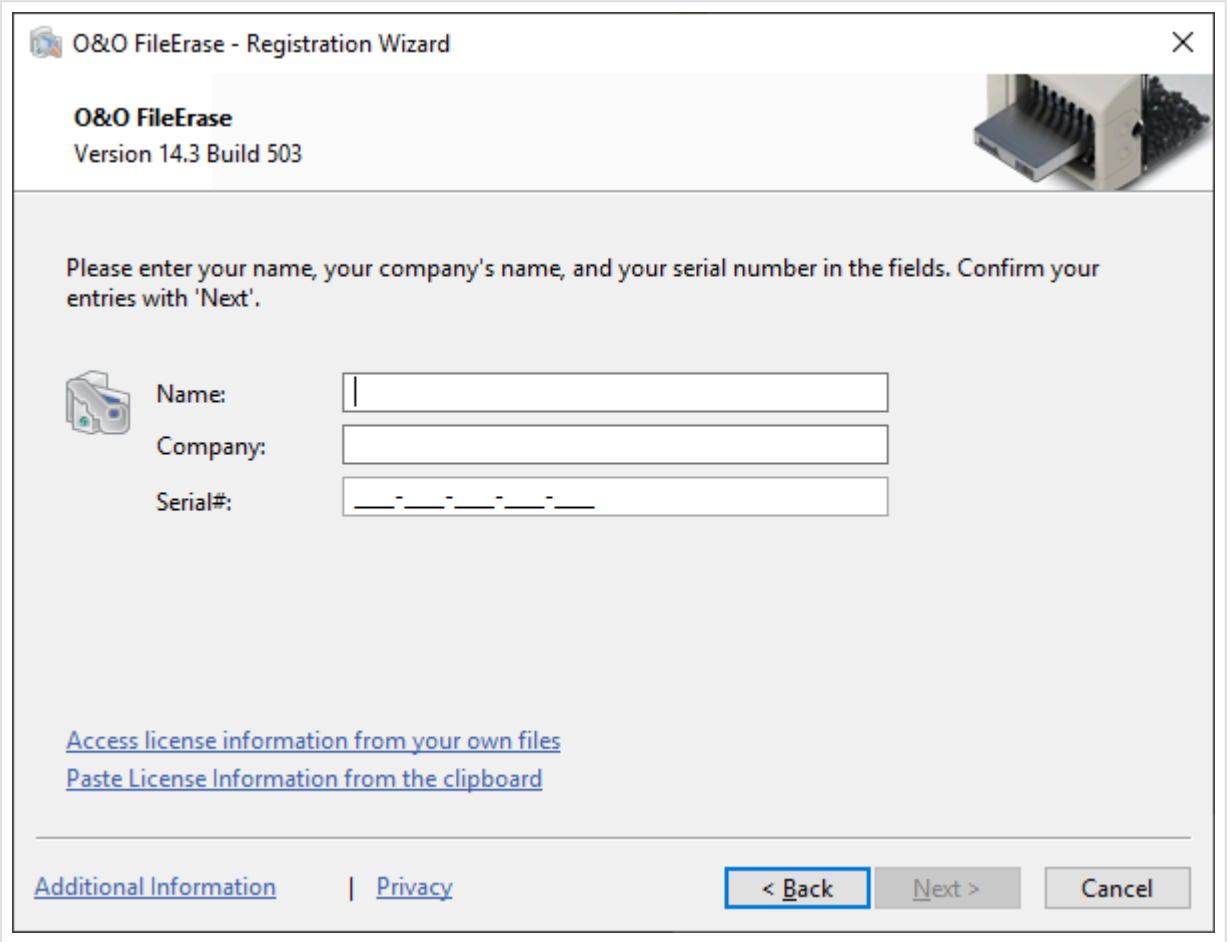
1. The registration wizard allows for a simple registration process.
2. When you select the option **I want to enter my license**, a dialog box will appear where you can enter the registration code you received when purchasing the software. If you have purchased the **download version** of the software, please enter the license information (name, company and license key), just as they are written in the confirmation E-Mail you received. If you have purchased the **box version** of the software, please enter the license key as it is written on the license card included. In addition, please enter your name and if needed your company.
3. Please make sure that you do not confuse the digit “1” with “I” or enter any empty spaces where they don’t belong.
4. Press **Next** to save the registration data or **Cancel** to leave the dialog window without saving the data.
5. When you have correctly entered the license code you will receive a confirmation in the dialog window.

If you encounter problems while entering your license key, please contact our Support: support@oo-software.com

:::note

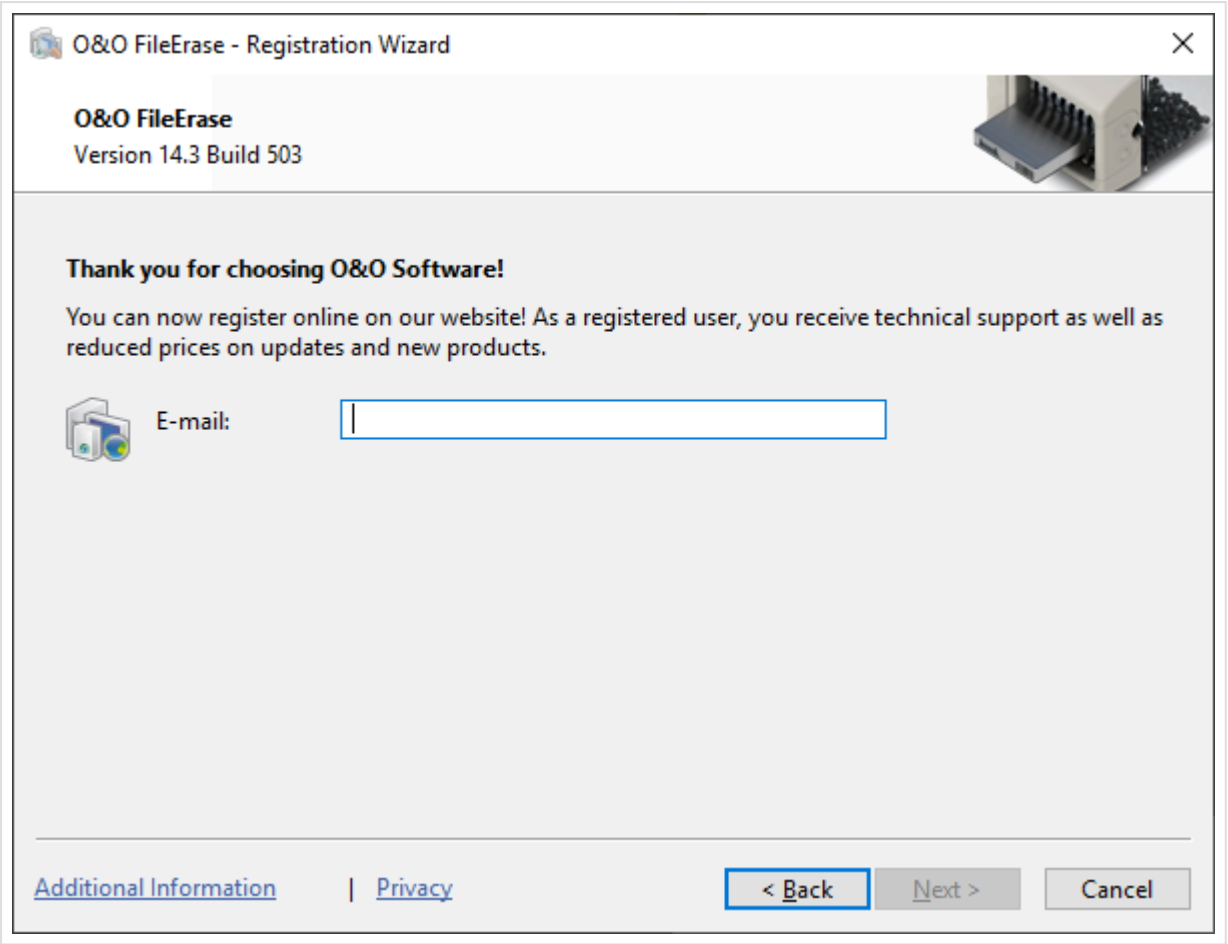
If you do not enter a valid license key, you will only be able to use O&O FileErase as a trial version with a limited functionality.

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Online registration

Once a license is successfully entered, a prompt will appear regarding online registration if your license has not already been registered online.



What are the advantages of online registration? Online registration gives you the benefit of having your customer data kept safely in our files, which means we can provide you with even better service. If, for example, you accidentally lose your license key, we can quickly resend it to you without any problem. The license key is needed for using the full version of a program, getting updates, and for reinstalling the program when you make a new setup of your computer.

Further advantages will let you:

- Be supplied with the latest information about our products
- Make free updates on new versions of purchased items (minor updates)
- Upgrade to a new version at a special discount price (major update)
- Obtain support from our customer service

How do I register online? If O&O FileErase was purchased on our Online Shop, you've automatically registered with us. If O&O FileErase purchased at a retailer, you will be asked if you want to register while entering the license information. You then have the option of either registering immediately or at another time. All you'll need is a functioning Internet connection and a valid license key.

You may also complete the registration form right here: http://www.oo-software.com/register Just return the completed online form by clicking "Send" and you'll be eligible to take full advantage of our O&O Customer Service.

Updates

:::tip

Information about your installed program version and the license data (if you have it) can be found under Update & Info.

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Uninstall

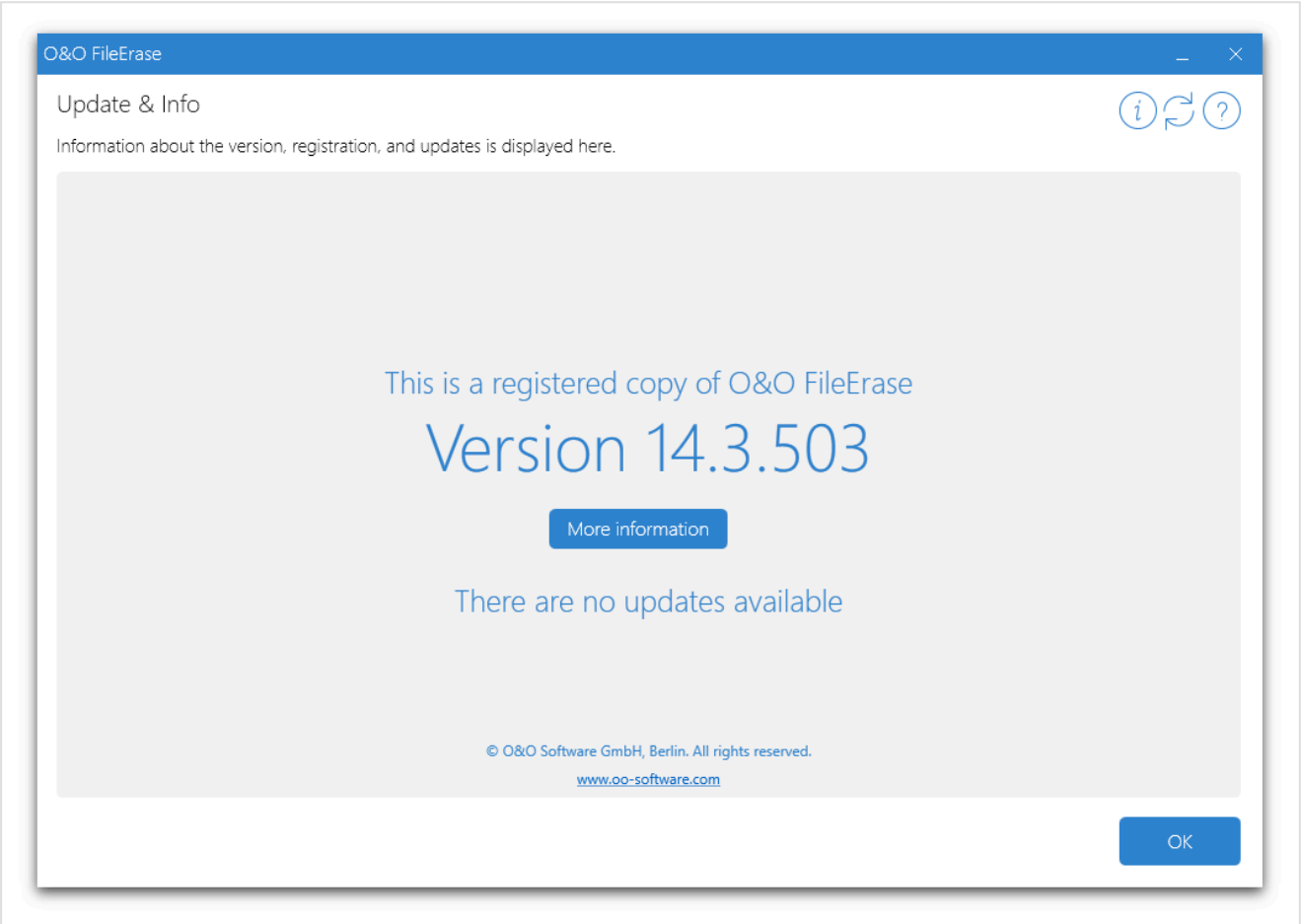
To remove O&O FileErase from your PC, please follow the instructions below:

1. Open the **Control Panel** in the Windows start menu and then click on **Software.**
2. Select **O&O FileErase** from the list and then click on (depending on the OS) **Uninstallation** or **Add/Remove**.
3. Confirm the uninstallation. You'll receive a confirmation notice when uninstallation is completed. When prompted, restart your computer.

Update & Info

Under **Update & Info** you'll find information about the program version, the licensing status, and updates. If you need to see your license data click **More information**. If you haven't yet entered a license, click **Register now** and you'll be able to do so.

In the lower section you'll find information about available updates and have the option of installing them. You'll also be informed if an upgrade is available. Based on the license used for registration, using the upgrade beyond the 30 day trial period might require an additional payment.



:::note

So-called"Minor Updates" (Version 14.0 to 14.1, 14.5,etc.), where smaller changes in the program have been made, are free. "Major-Updates", such as from version 14 to 15, must generally be purchased.

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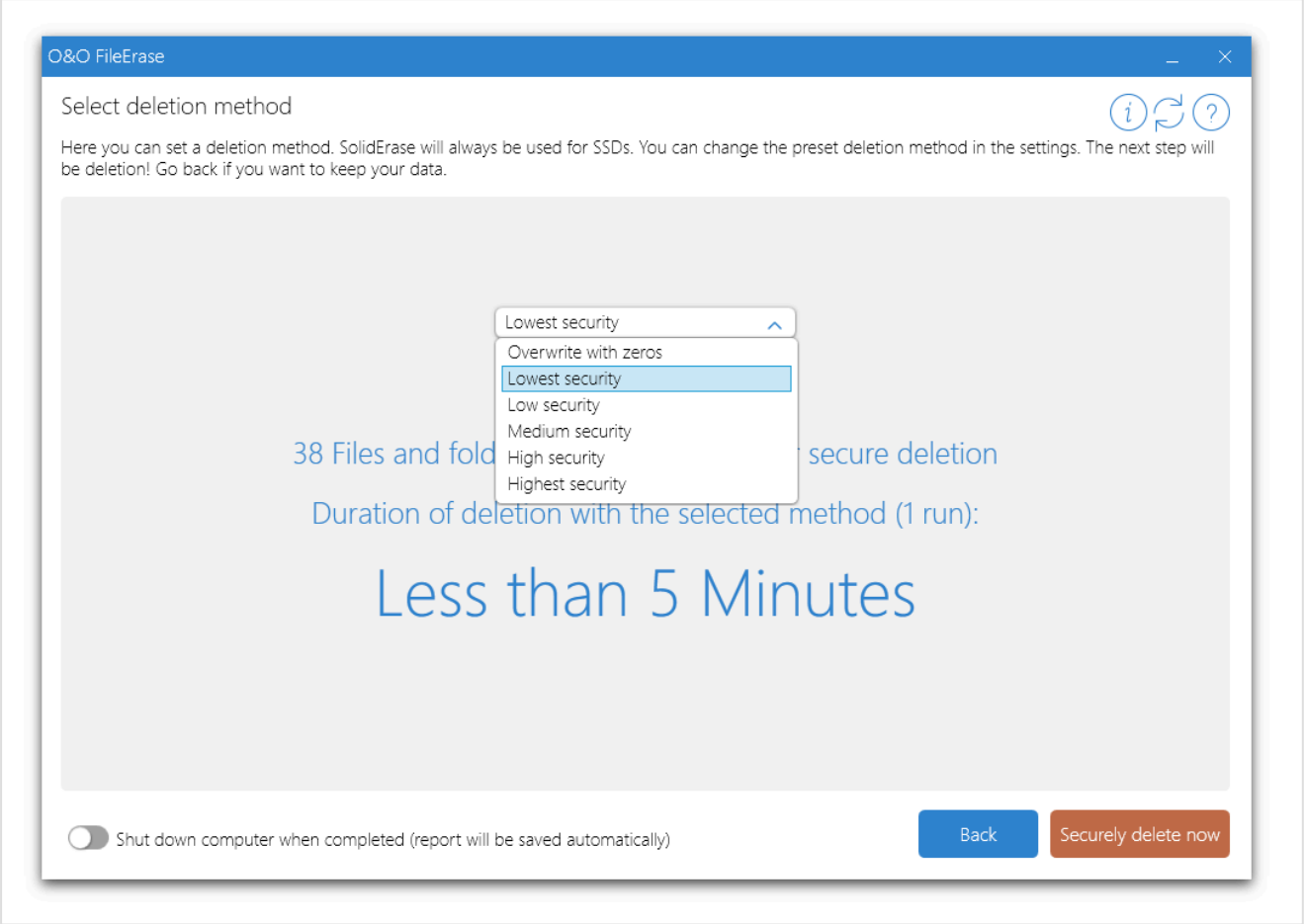
- If you decide to upgrade, download the current program version from our website under (Downloads) and save the installation file on your computer.
- Your license data will normally be saved during Minor Updates so you won't have to enter them again after a successful installation. To be on the safe side, we do recommend keeping your license key for the current

version within easy reach - just in case you run into trouble.

- "Major Updates" will require the new license that you receive upon purchasing the software.

Methods of deletion

There are six methods of deletion to securely delete files. Each method offers another security level. The deletion varies in time due to the security level of the method used. The method "Lowest security" is preset.



Even data securely deleted with the lowest security level cannot be restored using commercial data rescue programs. These methods are useful if you want to delete private pictures or videos before selling your computer. Data securely deleted with medium or high security levels cannot be restored even by data rescue labs or from specialized offices. Use this method when deleting sensitive company or financial data for instance.

Please note: Higher levels require a longer amount of deletion time as the lower levels. The higher the level is, the higher number of deletion cycles have to be completed. You can now set the PC to run the deletion process and then shut down automatically.

Please note: The display of time remaining is only an approximation. The actual amount of time needed for deletion can vary significantly, depending on the system's capacity and condition of the hardware. This indicator basically serves to illustrate the differences in time needed for deletion according to the volume of data and the deletion method selected.

Six methods of deletion

Highest Security (35 runs) The method that offers the highest level of security is based on a process developed by Peter Gutmann and presented in his article “Secure Deletion of Data from Magnetic and Solid-State Memory”. In this method, deleted data is overwritten by a series of 35 different deletion cycles that are executed in a random order.

High Security (7 runs) The method for high security is based on the January 1995 'National Industrial Security Program Operating Manual' by the DoD. In this seven cycle variation (DoD 5220.22-M ECE), data is first overwritten three times with DoD 5220.22-M (E) Standards, then with a specific random value, and finally once again with DoD 5220.22-M (E).

Medium security (6 runs) This method for medium security conforms to the standards of the German BSI as described in the “BSI IT Baseline Protection Manual”. Data is overwritten with a random value and then with this values complement. This procedure is completed with new random values three times.

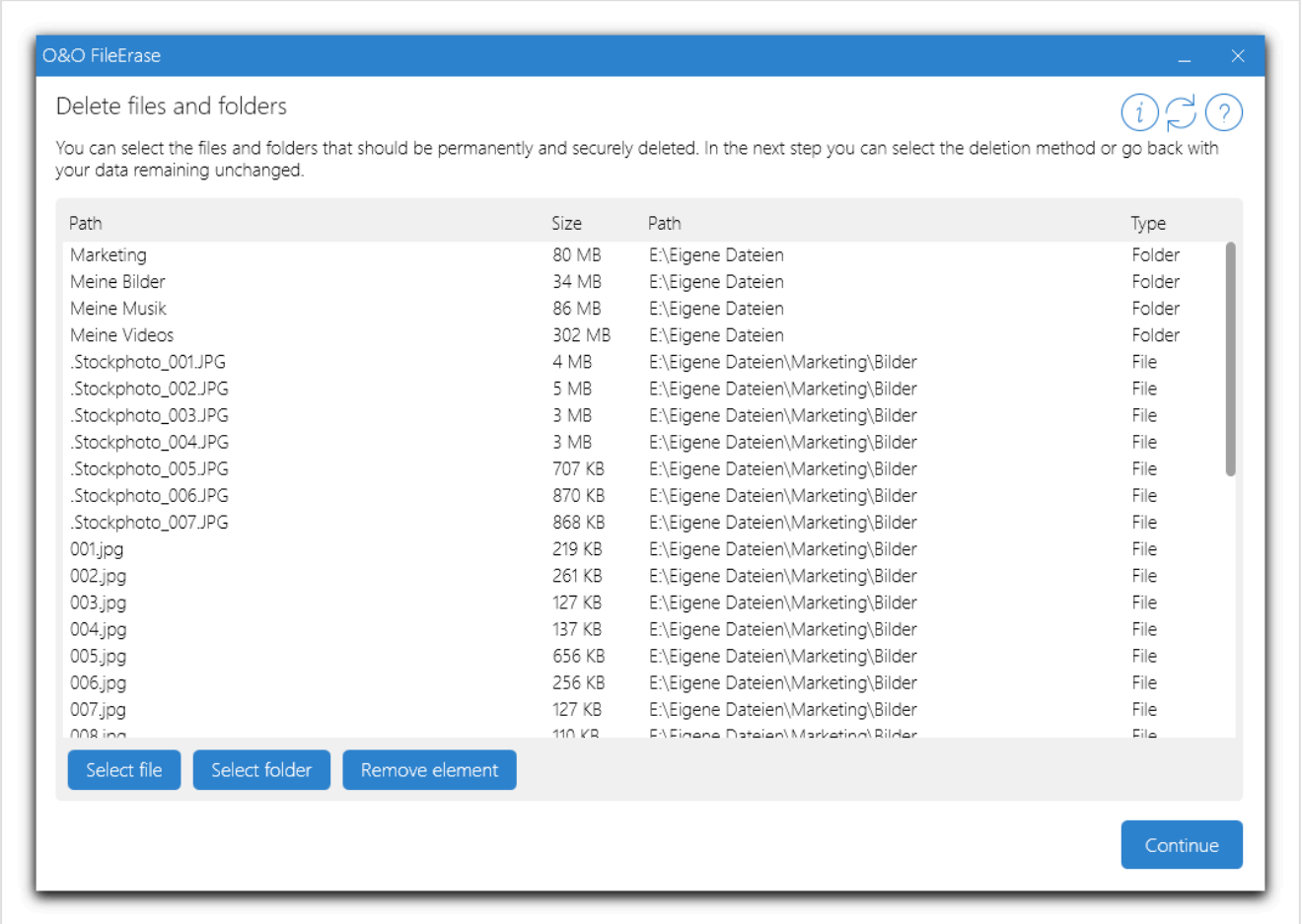
Low Security (3 Cycles) The method is based on the "National Industrial Security Program Operating Manual“, NISPOM (US DoD 5220.22-M) the DoD from January 1995. It proceeds with 3 runs (DoD 5220.22-M E): data is first overwritten with a fixed value, then with the complement of that value, and finally with a random value. The advantage lies in the speed with which this method proceeds to securely delete data.

Lowest Security (1 run) This method is quick, but offers very little security in the deletion of data. Using this method, data is overwritten with random values in one cycle.

Overwrite data with zeros This method is the fastest, but offers very little security in the permanent deletion of data. The selected files will be overwritten with zeros.

Delete files and folders

Once deleted, this data cannot be restored – not even with the help of specialized data recovery software.



Select files and folders You can select one or more files and folders by adding them to the list by drag and drop. To do this, open your file explorer, mark the selected files, and then move them with the mouse into the gray zone of **Delete files and folders** in O&O FileErase. These items will then be marked for deletion.

You can also click the button **Select file**. It opens a dialog where you can select one or more files. By clicking **Open**, these files will be added to the list. If you want to add a folder, click **Select folder**. A dialog will then open where you can select one or more folders that can be added to the list.

To remove items from the list so that they will no longer be marked for deletion, mark one or more items in the list and either push the delete key or use the **Remove item** button to delete them from the list. The items removed from the list will not be deleted by O&O FileErase.

Please note: Once deletion of folders is successfully completed, their content is permanently deleted and cannot be restored. Please make sure that the folders selected for deletion contain no files that you may need.

After clicking **Continue** you can select a deletion method. If you don’t wish to delete anything, close O&O FileErase and your selection will be discarded.

Deletion process

Why could my deletion only be closed with a warning? You may occasionally receive notification that deletion could only be completed with warnings. This means that some, but not all, elements marked for deletion were not able to be deleted.

There are various reasons why this happens. When deleting Windows and program files, some of these files may be needed by Windows itself. This is usually indicated in progress as “blocked by […]“. If this is caused by a program you opened, you can close it and then try deleting again. If it involves a system program, restarting the system can sometimes help. Most often, however, it’s just not possible to delete the data because the system will not unblock it.

The notice “Access denied“ in progress involves files that may only be changed by the system. These are usually located in a folder that O&O FileErase indentifies as containing temporary files but not all of these files are accessible.

:::note

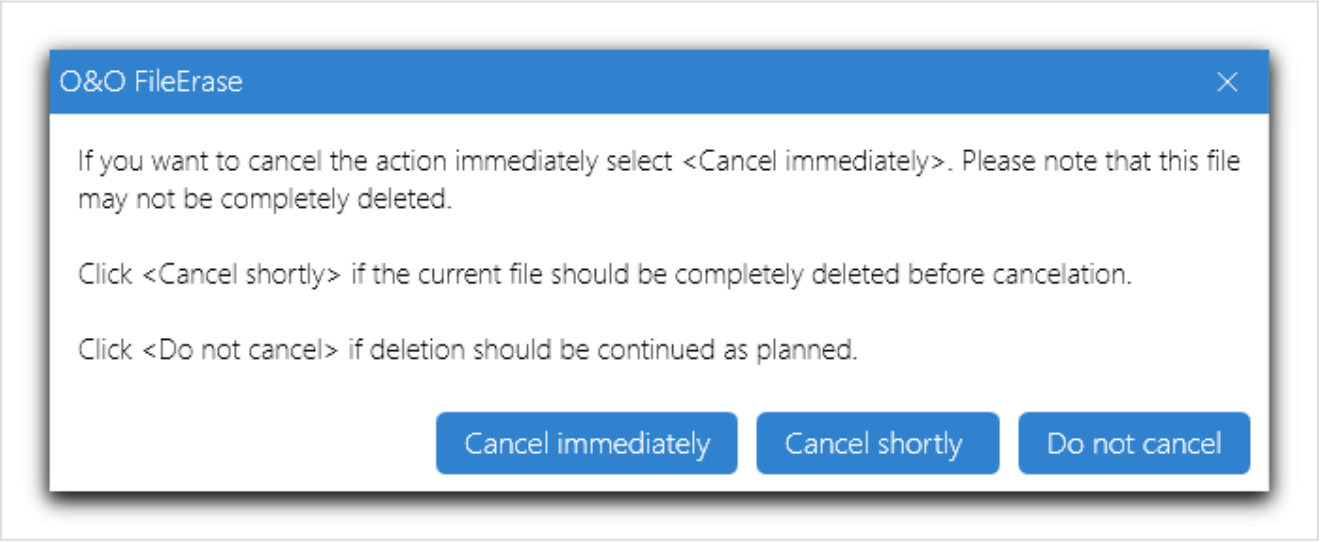
EFS encrypted files are not supported and will therefore not be taken into account for deletion.

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Why does deletion take so long? Deletion can sometimes take many hours or even days to complete. This is always the case when:

- Large volumes of were selected for deletion
- A deletion method with many runs was selected
- The data is located on damaged hardware
- The system is being used to capacity (during a backup or other write processes, Windows updates, etc.)

What happens if I stop deletion? If you stop deletion you can choose among the following options



If you click **Cancel**, the program will ask how you'd like cancellation to be done: If you say **Yes**, the actual process will be stopped with some files still in restorable condition.

Should you say **No**, however, the last file will be completely removed and then the process will be aborted.

Clicking **Cancel** will resume the deletion process.

If, for example, you stop deletion while deleting a partition, you can expect some data to still be readable on the disk while other data cannot be recovered. It's very probable that you'll need to reformat the partition without any guarantee that the old data was securely deleted.

Support and more from O&O

O&O Software support helps with questions and problems concerning O&O FileErase.

Contact support

Open O&O Software support. Include:

- The version of O&O FileErase.
- The Windows version of your computer.
- What you wanted to delete and the method of deletion you used.
- The complete error message, if any.

Never send passwords or license keys. O&O support does not need them.

Licensing

O&O FileErase is commercial software. You can try it during the trial period; continued use requires a valid license. Information on the product is available on the O&O FileErase product page.

More from O&O

Product	Purpose
O&O DiskImage	Backup and recovery of drives and complete systems
O&O SafeErase	Secure deletion of files, drives and entire computers
O&O Defrag	Storage optimization for PCs and servers
O&O DiskRecovery	Recovery of deleted files

See all O&O products.