O&O software

O&O SafeErase 10



Table of Contents

1 Introduction 3

2 Get started 5

2.1 About O&O SafeErase 10 5

2.2 Features at a glance 8

2.3 System requirements 11

2.4 Installation and licensing 13

2.5 Getting started 18

3 Concepts 20

3.1 Terminology 20

3.2 Methods of deletion 22

4 Delete data 24

4.1 Analyze your drives 24

4.2 Clean the computer 25

4.3 Delete files and folders 26

4.4 Delete hard disks and partitions 27

4.5 Delete free disk space 28

4.6 Delete temporary Windows and program files 30

4.7 Delete temporary Internet files 33

4.8 Delete data from SSDs 35

4.9 Securely move files and folders 36

4.10 Cancel deletion 37

4.11 Manage individual deletion lists 38

4.12 Delete the entire computer 40

4.13 Use O&O SafeErase via the context menu 43

5 Reports 47

6 Settings 48

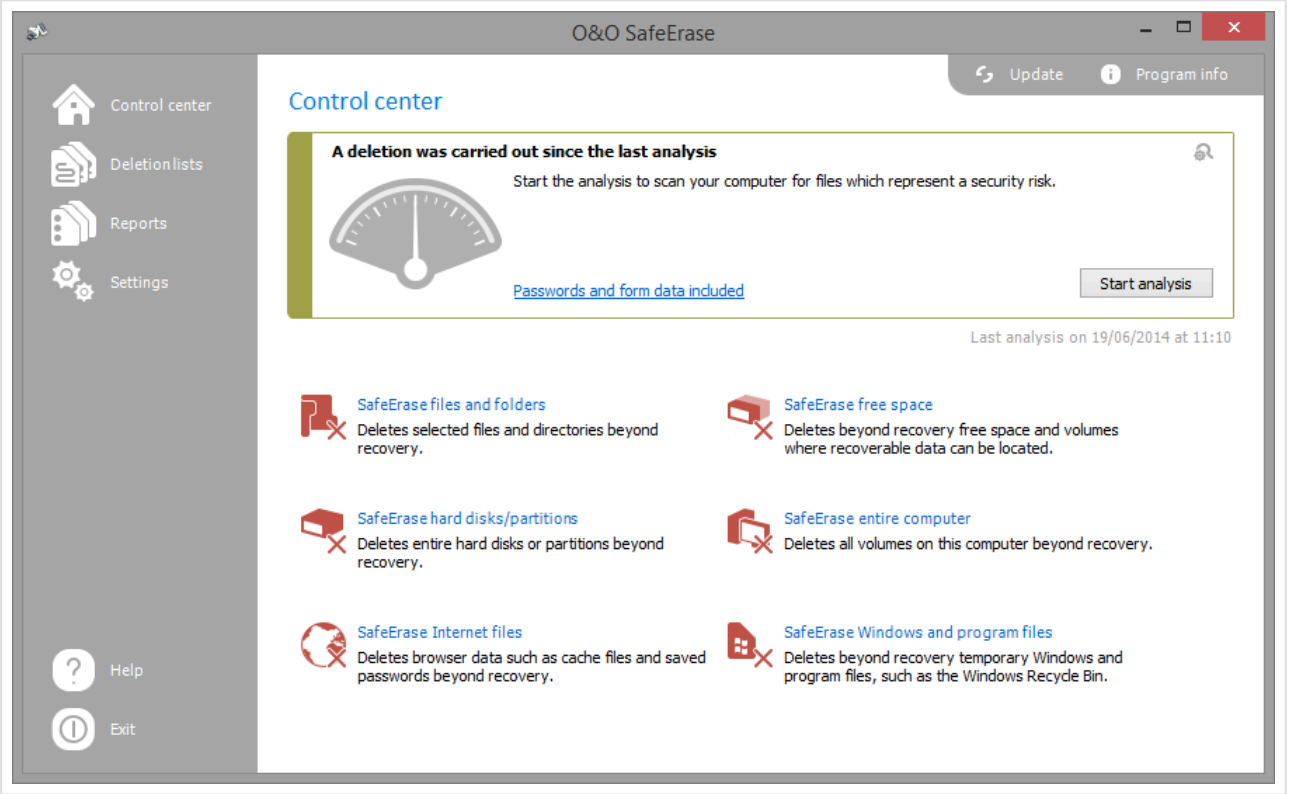
7 Start from the command line 52

8 Frequently asked questions 56

9 Support and more from O&O 57

Introduction

O&O SafeErase 10 deletes sensitive data so securely that it cannot be restored, not even with special recovery software. It overwrites files and folders, temporary Windows, program and Internet files, the free space of drives, entire hard disks and partitions and even the entire computer, using recognized deletion methods.



Earlier version

This is the manual of O&O SafeErase 10. It is no longer updated. The manual of the current version is available at manuals.oo-software.com/oosafeerase/.

Where to start

You want to	Start here
Get to know the program and its editions	About O&O SafeErase 10 and Features at a glance
Check the requirements	System requirements
Install, license or uninstall O&O SafeErase	Installation and licensing
Choose a deletion method	Methods of deletion
Delete files and folders	Delete files and folders
Delete the entire computer	Delete the entire computer
Delete data from Windows Explorer	Use O&O SafeErase via the context menu
Get help	Support and more from O&O

Licensing

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

About O&O SafeErase 10

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

There are many reasons for SafeErasing data. It becomes very important to remove data completely, for example, if you want to sell your old computer, or give away a hard drive or memory card. You also need to be careful when you want to get rid of your spent company computer or return it to the leasing company. Formatting the volumes is not enough to SafeErase data. Data spies will have a feast while restoring your personal data, e.g. pictures, Emails or your financial data.

O&O SafeErase is the solution to SafeErase sensitive data and therefore offers valuable data protection. O&O SafeErase does not simply erase files, 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 SafeErase you can choose from various algorithms to delete files. 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 SafeErase.

After using O&O SafeErase on your computer it can be easily sold, given away, or recycled and feel safe about the fact that no data will be reconstructed or accessed.

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 SafeErase **cannot** be restored, even special restoration software cannot revoke the process! Please make sure that before you SafeErase the data, you really want to delete it or have it stored at a different place as a backup.

Editions

O&O SafeErase is available in three Editions:

- O&O SafeErase Professional Edition
- O&O SafeErase Workstation Edition
- O&O SafeErase Server Edition

The **Professional Edition** is the version to use for a single PC. It cannot be used on a Server operating system.

The **Workstation Edition** is intended for use on a desktop computer within a company. The Workstation Edition can be controlled over the user interface as well as over command lines. Another special feature of the

Workstation Edition is its ability to simultaneously delete free space and partitions on different physical disks. This is different from the Professional Edition, where deletion is performed successively. This allows you to save considerable time when working with large data volumes. We'll also be happy to help you use O&O SafeErase Workstation Edition across a network. Just get in touch with us and we'll show you how.

The **Server Edition** is optimized for a server and can be used on both a server as well as on a desktop computer. You can also control the Server Edition using command lines. Another special feature of the Server Edition is its ability to simultaneously delete free space and partitions on different physical disks. This is different from the Professional Edition, where deletion is performed successively. This allows you to save considerable time when working with large data volumes. We'll also be happy to help you use O&O SafeErase Workstation Edition across a network. Just get in touch with us and we'll show you how.

Important note before program use

If you start O&O SafeErase without previously installing it, e.g. from the O&O-BlueCon CD, then you **won't** be able to use the following program functions:

- Analysis and subsequent clean up of your computer
- Report management
- Temporary Windows and program files cannot be deleted explicitly
- Temporary Internet files cannot be deleted explicitly
- SafeErase via right-clicking
- Secure moving
- SafeErase (empty) Recycle Bin
- SafeErase entire computer

:::warning

Please bear in mind that data deleted with O&O SafeErase cannot be restored; even special restoration software cannot revoke the process! Please make sure that before you SafeErase anything that you really want to permanently delete the data or that you have saved a back-up copy in another location (security copy).

:::

:::warning

The function SafeErase entire computer erases all data from your computer without additional boot disk type media. Once you have confirmed the execution of this function, all data on your computer will be deleted, after which all data and settings will be lost.

:::

Data deleted just once with O&O SafeErase can never be reconstructed. Even while using specialized software like O&O DiskRecovery. Even the application of special data recovery hardware will not be able to do so.

If there is even a possibility that you might need a specific piece of data, it is strongly advised that you make a back-up copy prior to deletion. Otherwise this data will be lost!

O&O SafeErase is not a toy to be used "just for fun". This program works and will definitely delete your data.

Features at a glance

In addition to the on-going perfecting of existing program components, you'll find several additional new and helpful features in Version 8.

New and enhanced functions Compatible with Windows 10 and Microsoft Edge Browser O&O Software guarantees that its top products will function under Windows 10

Shut down after deletion is complete O&O SafeErase now offers you the option to shut down the computer automatically once a deletion has completed.

Analyzes your entire computer for data which hasn't been SafeErased yet A special algorithm scans the computer for files, which have been SafeErased, have been created temporarily or have been stored in your Internet Browser. After the analysis you will get a detailed list of files, which haven't been SafeErased and pose a risk for your private sphere. Based on the graphical status display you will see the potential risk which an unsafe deletion of data may pose. A few clicks allow you to clean up your computer, so that no temporary and assumed deleted files can be restored.

SafeErase data of Solid State Drives (SSDs) The frequent deletion and overwriting of files influences the life span of SSDs. It is not possible to run indefinite writing access on the memory cell of a SSD. O&O SafeErase offers a sensitive method to delete files irrevocably from SSDs. The data on a SSD is deleted via TRIM commands. The data cannot be restored anymore.

Enhanced report management The enhanced report management allows you to manage reports individually. If you want to SafeErase your entire computer, you can specify an external storage medium to save the deletion log. Otherwise, the report would also be deleted.

Simplified and individual user setting Individual deletion lists will help you to repeat already executed deletion activities quickly and comfortably. You can save activities, which you want to repeat regularly, e.g. deleting special Internet files. You can also exclude externally connected drives when deleting the entire computer, so that you can save the deletion log there.

Adapted user interface The user O&O SafeErase interface was simplified and leads to a more intuitive deletion.

Enhanced command processing In addition to the already known commands for O&O SafeErase via the command line, new and helpful functions have been added.

Three Editions: Professional, Workstation and Server Edition Along with the Professional Edition that’s ideal for home use, we’re now offering the new Workstation and Server Editions that are optimized for operation in company’s of any size.

A special feature of the **O&O SafeErase Workstation and Server Editions** is their ability to simultaneously delete free space and partitions on different physical disks. This varies from the Professional Edition, where deletion is performed successively. Using simultaneous deletion can save considerable time, especially when working with large data volumes. **SafeErase files and folders** Windows doesn't delete data correctly. Even

formatting your hard disk is not enough to permanently delete your data. You don't have access to it right away, but unauthorized access is still possible using special reconstructing software. O&O SafeErase deletes your data using processes which are recommended by the US Department of Defense or the Federal Office for Information Security of Germany.

SafeErase hard disks and partitions O&O SafeErase not only facilitates the permanent deletion of individual files and folders, but also entire partitions and hard disks. All information regarding the drives and saved on the drives will be SafeErased. The drives will later be shown as empty spaces on the hard disk.

SafeErase free disk space If you don't want to SafeErase all data on a drive you can apply the function "SafeErase free space". All of your visible data on a drive will remain intact and only the "free areas" will be overwritten several times by O&O SafeErase so that the data cannot be restored ever again.

You can SafeErase the free space in each selected drive. **SafeErasing the entire computer** The function SafeErase entire computer enables you to delete an entire computer, without having to create a start medium (e.g. disks or CD-Rs). All data, settings, programs, etc. will be permanently deleted - a restoration will be impossible.

Deleting your entire computer enables you to SafeErase your data when you sell, give away, or throw away your computer. You can rest assured that nobody will be able to restore and abuse your data.

Use O&O SafeErase via right-clicking O&O SafeErase integrates itself into your Windows Explorer. You can access O&O SafeErase via right-clicking.

Method of deletion You can use the procedure to delete selected files based on their importance and the time required by six different methods. Each method offers another security level.

Securely move files and folders While securely moving the source file to another folder, it will be SafeErased in its original location.

SafeErase data from the Windows Recycle Bin Besides permanently deleting files and folders, O&O SafeErase also deletes the contents of the Windows Recycle Bin. This comes in handy, because normally all files, which you usually do not need anymore, are collected there.

Start from the command line Allows for the automation of repeating activities.

Manage individual deletion lists With the help of deletion lists it is possible to save activities e.g. permanently deleting free space of one or more drives and run these activities at the next start of O&O SafeErase.
SafeErase temporary Windows and program files Temporary files are files created with a limited life span. These are created most often by Windows and other programs to relieve the memory, e.g. during an installation created in a folder. Sometimes these files will not be deleted automatically though.

Even if you SafeErase individual files, some of that information still exists as a temporary file - a restoration cannot be excluded. Normally, these temporary files are automatically deleted after having been used. Yet, even those deleted temporary files can be restored. To make sure that these temporary files do not cause any damage we recommend removing them with O&O SafeErase.

With just a few clicks you can command O&O SafeErase to SafeErase all temporary Windows and program files. You are also able to select which specific temporary file to delete.

SafeErase temporary Internet files O&O SafeErase enables you to also SafeErase sensitive Internet data. Various Internet Browser, like Microsoft Internet Explorer, Mozilla Firefox or Google Chrome will be displayed automatically. The user can select which type of Internet files, e.g. Cookies, browser history or form data should be deleted.

Reports As evidence for the deletion process you will have detailed reports available. **Supports multi core processors** Multi core processors are recognized and supported by O&O SafeErase.

System requirements

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

- The system requirement of each operating system have to be fulfilled
- 40 MB free hard disk space
- Supports 32 and 64-bit operating systems
- Supports multi core processors
- Windows® XP till Windows® 8.1 (all editions):

Supported operating systems

Operating system	Professional Edition	Workstation Edition	Server Edition
Windows® 10	yes	yes	yes
Windows® 8/8.1	yes	yes	yes
Windows® 7	yes	yes	yes
Windows® Vista®	yes	yes	yes
Windows® XP	yes	yes	yes
Windows® Server 2003	no	no	yes
Windows® Server 2008*	no	no	yes*
Windows® Server 2008 R2*	no	no	yes*
Windows® Server 2012*	no	no	yes*
Windows Server 2012 R2*	no	no	yes*

*Core installations are excluded

Supported Browser	Versions
Microsoft Edge®	20, 25
Internet Explorer®	9, 10, 11
Mozilla FireFox®	41, 42, 43
Google Chrome®	45, 46, 47

:::note

Please bear in mind that you need the Dot Net Framework 4.6 in order for O&O SafeErase to work properly; from Windows® 10 it is available as default.

:::

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 SafeErase. Domain Administrators normally already possess these permissions.

Installation and licensing

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

1. Turn on the computer on which you would like to install O&O SafeErase.
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.

:::

O&O SafeErase 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 SafeErase.

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

If you would like to implement O&O SafeErase 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.

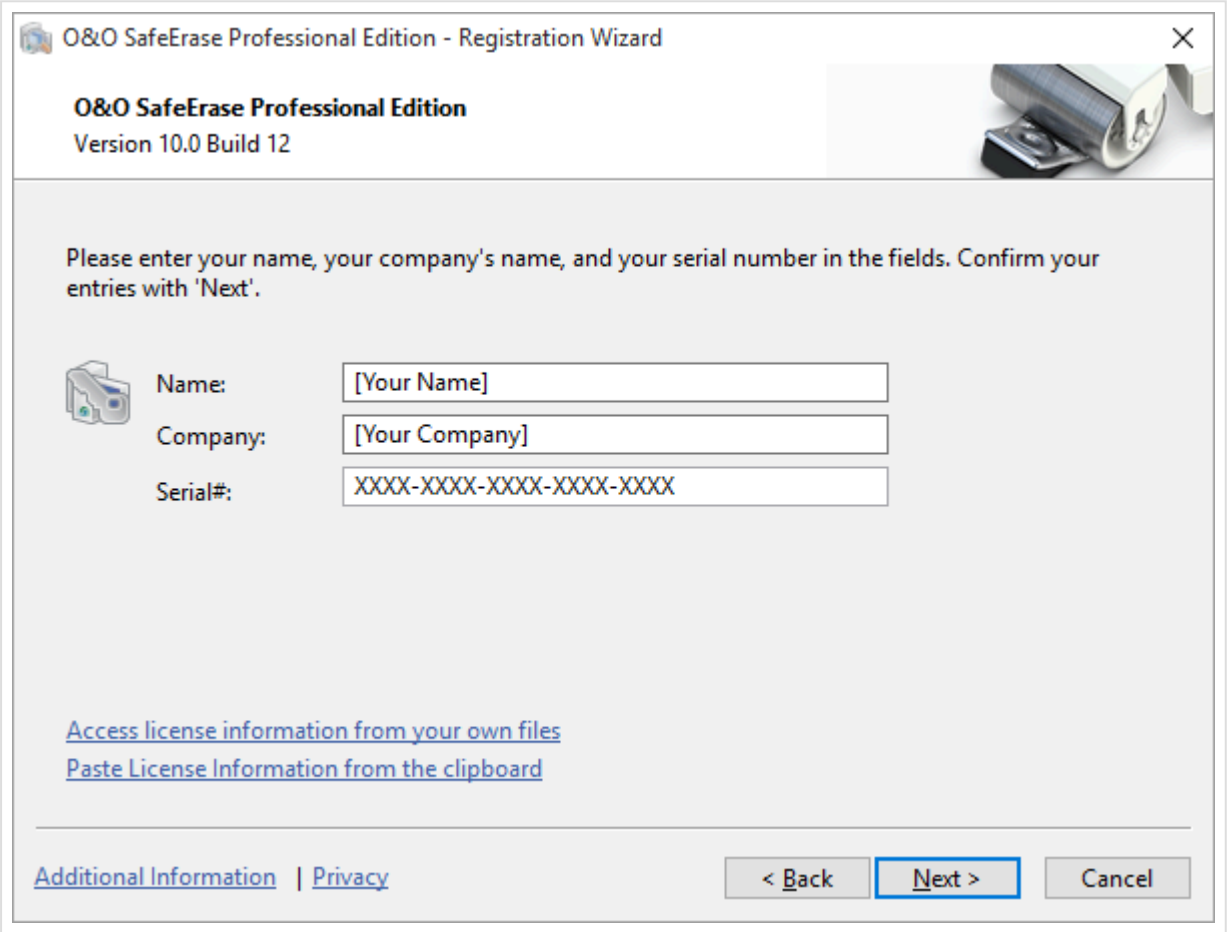
3. Please make sure that you do not confuse the digit “1” with “I” or enter any empty spaces where they don’t belong.
4. Press **Next** to save the registration data or **Cancel** to leave the dialog window without saving the data.
5. When you have correctly entered the license code you will receive 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 SafeErase as a trial version with a limited functionality.

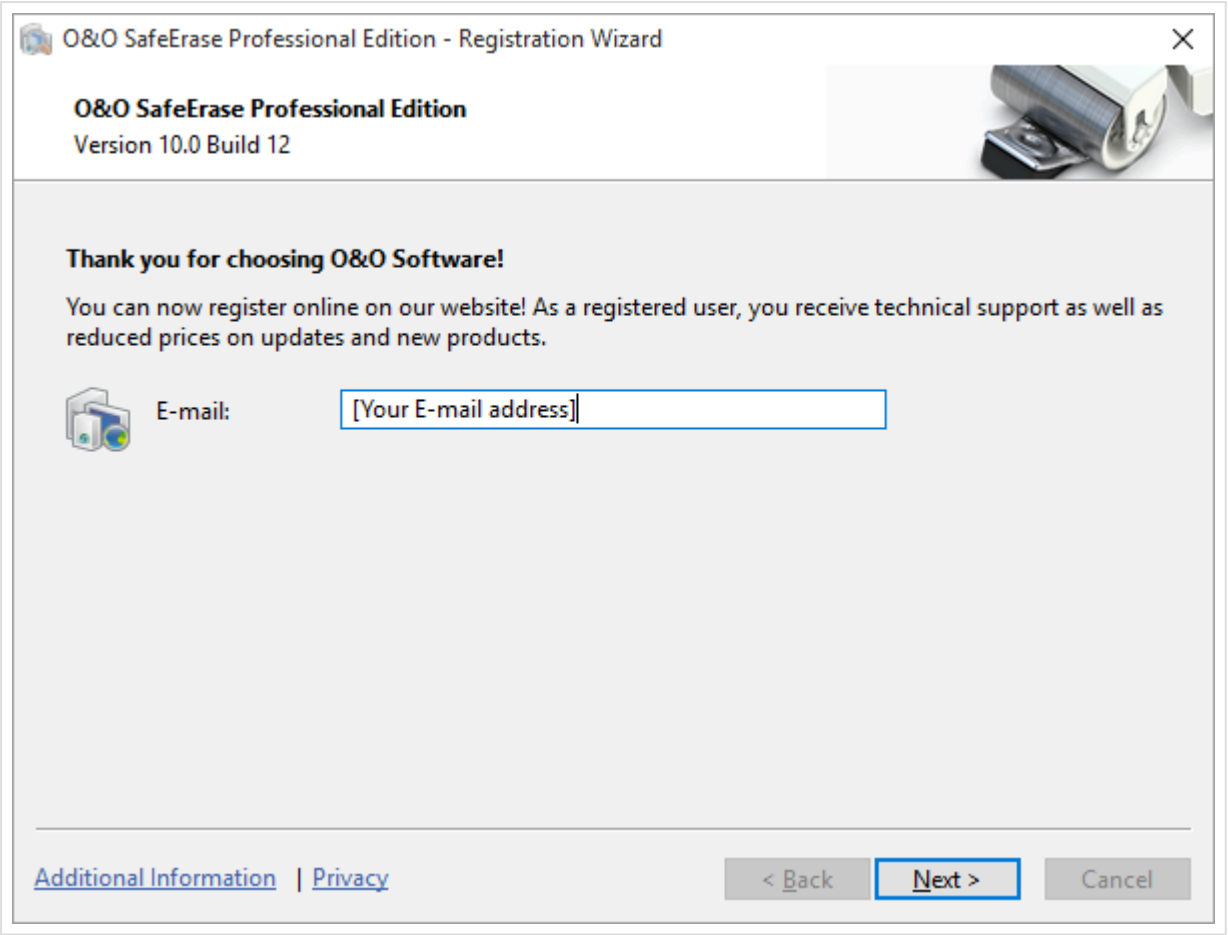
:::



Online registration

To register online, you'll need the license key you received when you purchased the program.

To register online, start. The questions related to online registration always appear at the start, provided you haven’t 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 SafeErase was purchased on our Online Shop, you've automatically registered with us. If O&O SafeErase 7 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

By clicking **Update**, you can check if you're using the latest version of the program. If a newer program version is available, you can select to find out about it on our website.

So-called"Minor Updates" (Version 5.0 to 5.1, 5.2,etc.), where smaller changes in the program have been made, are free. "Major-Updates", such as from version 5 to 6, must generally be purchased.

- 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.

To install an update, please do the following:

1. Double-click the O&O SafeErase installation file to start the new installation.
2. Follow the installation dialogs.
3. Once finished, the new version is fully installed.
4. Restart the computer when prompted to do so.
5. Before starting O&O SafeErase for the first time enter your license key when prompter to do so.

:::note

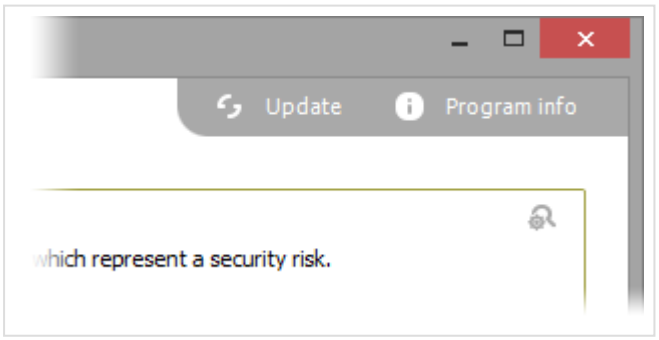
If you do not have your license key at hand, contact our Support: support@oo-software.com

:::

:::tip

Information about your installed program version and the license data (if you have it) can be found under **Program info**.

:::



:::note

You won't be able to use the Update function if you're using O&O SafeErase as a component of a Boot CD, such as O&O BlueCon.

:::

Uninstall

To remove O&O SafeErase 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 SafeErase** 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.

Trial version

If you do not have a valid license key, you will only be able to use O&O SafeErase with a limited functionality range.

Getting started

O&O SafeErase offers you a whole new arsenal of features to SafeErase data. Besides deleting partitions and an entire computer you can also move files and folders securely. More regarding this in the paragraphs to follow.

There are two methods for using O&O SafeErase.

- Start O&O SafeErase under **Start/All Programs/O&O Software/O&O SafeErase.**
- Through Windows Explorer (via right-clicking)

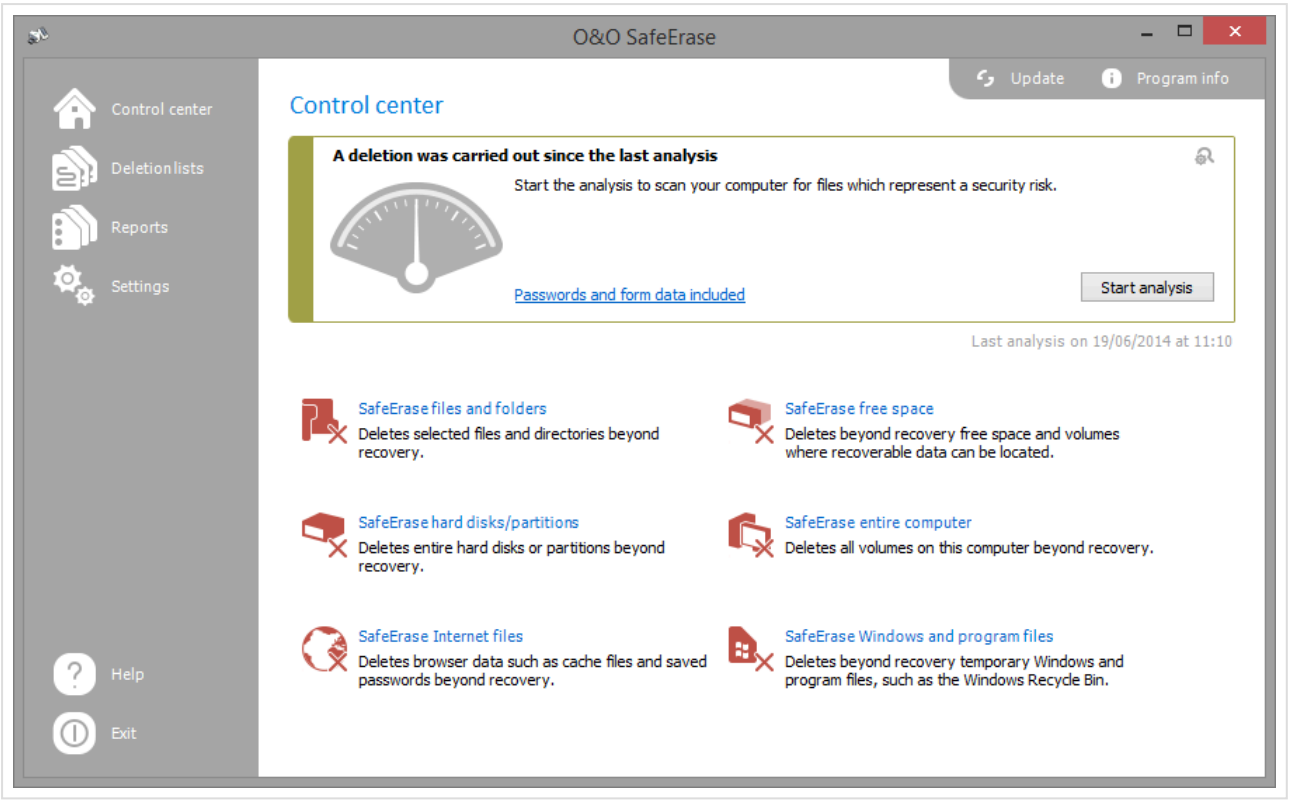
:::tip

To increase your chances to a successful deletion process, close all program before the starting the deletion.

:::

Start O&O SafeErase

1. Start O&O SafeErase under **Start/All Programs/O&O Software/O&O SafeErase.**
2. From the start page (control center) you can reach all main functions of O&O SafeErase.


O&O SafeErase
Update
Program info
Control center
Deletion lists
Reports
Settings
Help
Exit
Control center
A deletion was carried out since the last analysis
Start the analysis to scan your computer for files which represent a security risk.
Passwords and form data included
Start analysis
Last analysis on 19/06/2014 at 11:10
SafeErase files and folders
Deletes selected files and directories beyond recovery.
SafeErase free space
Deletes beyond recovery free space and volumes where recoverable data can be located.
SafeErase hard disks/partitions
Deletes entire hard disks or partitions beyond recovery.
SafeErase entire computer
Deletes all volumes on this computer beyond recovery.
SafeErase Internet files
Deletes browser data such as cache files and saved passwords beyond recovery.
SafeErase Windows and program files
Deletes beyond recovery temporary Windows and program files, such as the Windows Recycle Bin.

Terminology

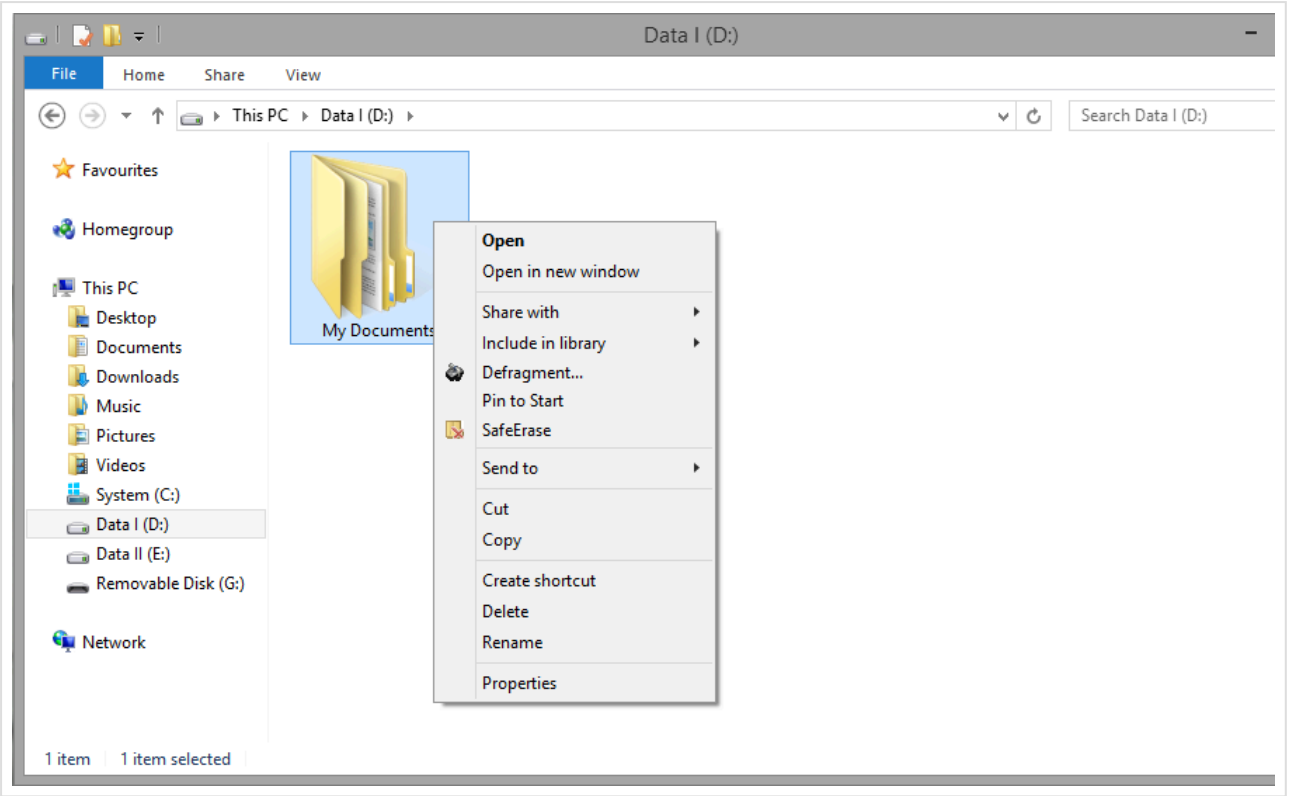
SafeErase If data is SafeErased, then they will be lost forever. Even special restoration software is not able to bring it back. On the other hand, "normally" deleted data can be easily restored, even if you have emptied the Windows Recycle Bin. O&O SafeErase offers various methods for deletion, so that you can SafeErase your data using different methods.

Drive/Partition A drive is a reserved area of the hard disk. Multiple drives can be found on a hard disk. The term “drive” will be used to depict (single) partitions as well as logical drives in expanded partitions. Drives are used, for example, to separate documents from programs. This makes it easier to image data using data imaging products such as O&O DiskImage. A division into two partitions has become generally accepted:

- Drive C: for operating systems and programs
- Drive D: for documents, e.g. photos, Office documents, music, etc.

Temporary files The operating system often buffers files temporary to unburden the memory. For example, temporary files are needed and created for the quick access bar of last opened documents or for the picture preview in the miniature view. Even if you SafeErase individual files, some of that information still exists as a temporary file - a restoration cannot be excluded. Normally, these temporary files are automatically deleted after having been used. Yet, even those deleted temporary files can be restored. To make sure that these temporary files do not cause any damage we recommend removing them with O&O SafeErase.

Context menu As a rule, the context menu will open, whenever you right-click on an object (picture, word, interface etc.). O&O SafeErase is integrated in the context menu as "SafeErase". As a result, you can also execute your deletion from there.



Basics on data deletion

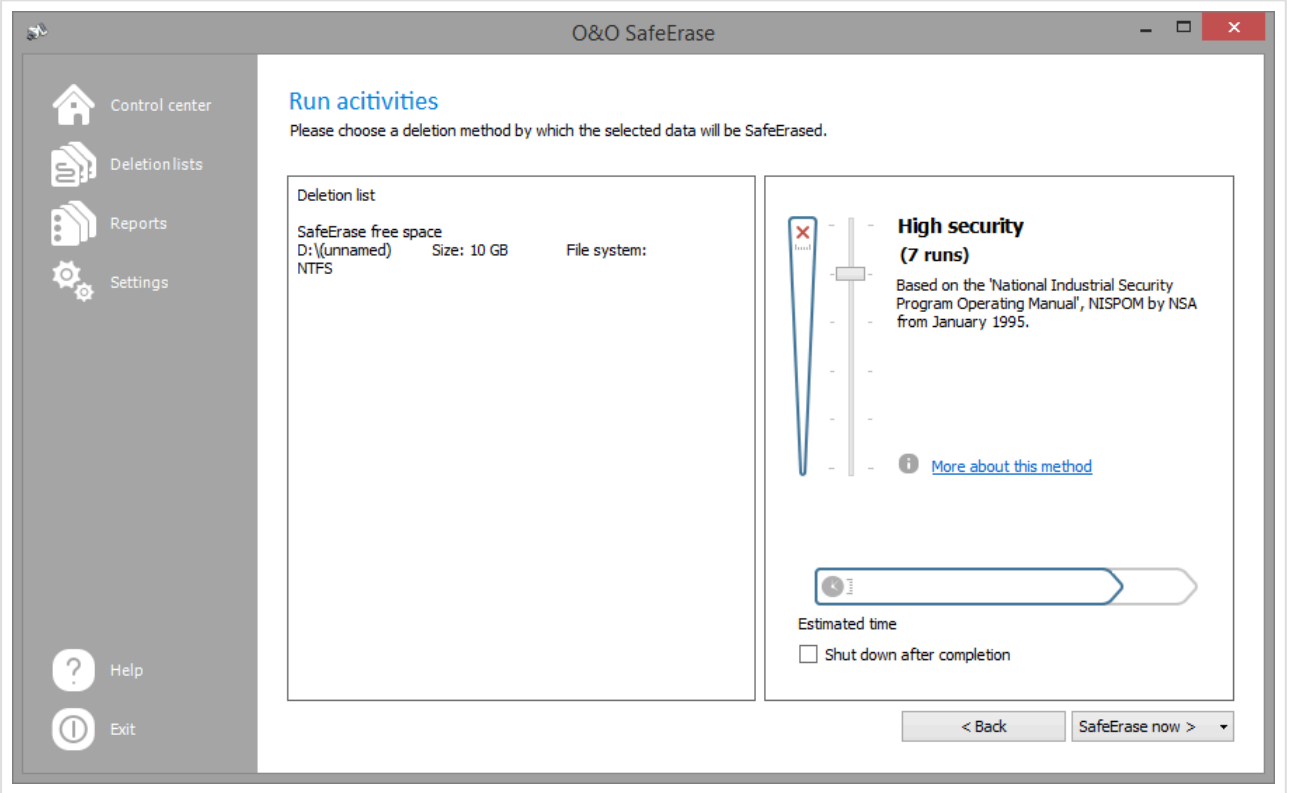
Deleting is more complicated than it sounds. Moving a file to the Recycle Bin and then emptying the Bin doesn't really delete the file from the hard disk. The directory entry is removed, but the data itself remains on the hard disk and can therefore be restored. Formatting a partition is also not usually enough. Even a low level-formatting on the BIOS level is no secure solution, since data - even if it requires more effort - can always be reconstructed.

Methods of deletion

There are six methods of deletion to SafeErase 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 SafeErased 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 SafeErased 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 that the 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.



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 runs)

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 SafeErase 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.

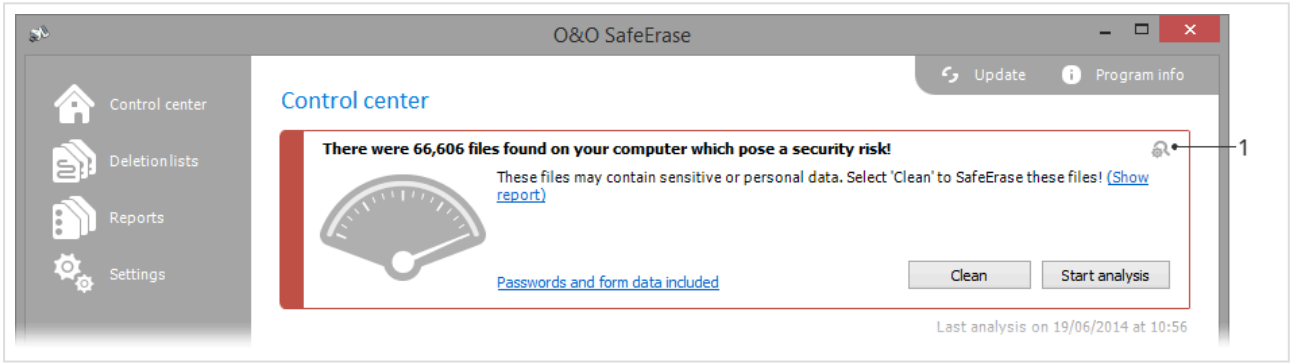
Analyze your drives

On the O&O SafeErase start page, you have the possibility to scan your entire computer for unsafely deleted and temporary files.

1. Click on **Start analysis,** to begin the scan.
2. You'll then see an overview of the number of files found.

Setup scope of analysis You can select those file types that should not be considered in the analysis.

1. To do this, click the icon **Analysis settings** or the link **Passwords and form data included/excluded** before you begin the analysis.
2. You'll then see a list of the Scope of analysis.
3. You can now place a check next to the file types you want to SafeErase individually.
4. When you then start the analysis, only the selected file types will be considered during the scan.



Clean the computer

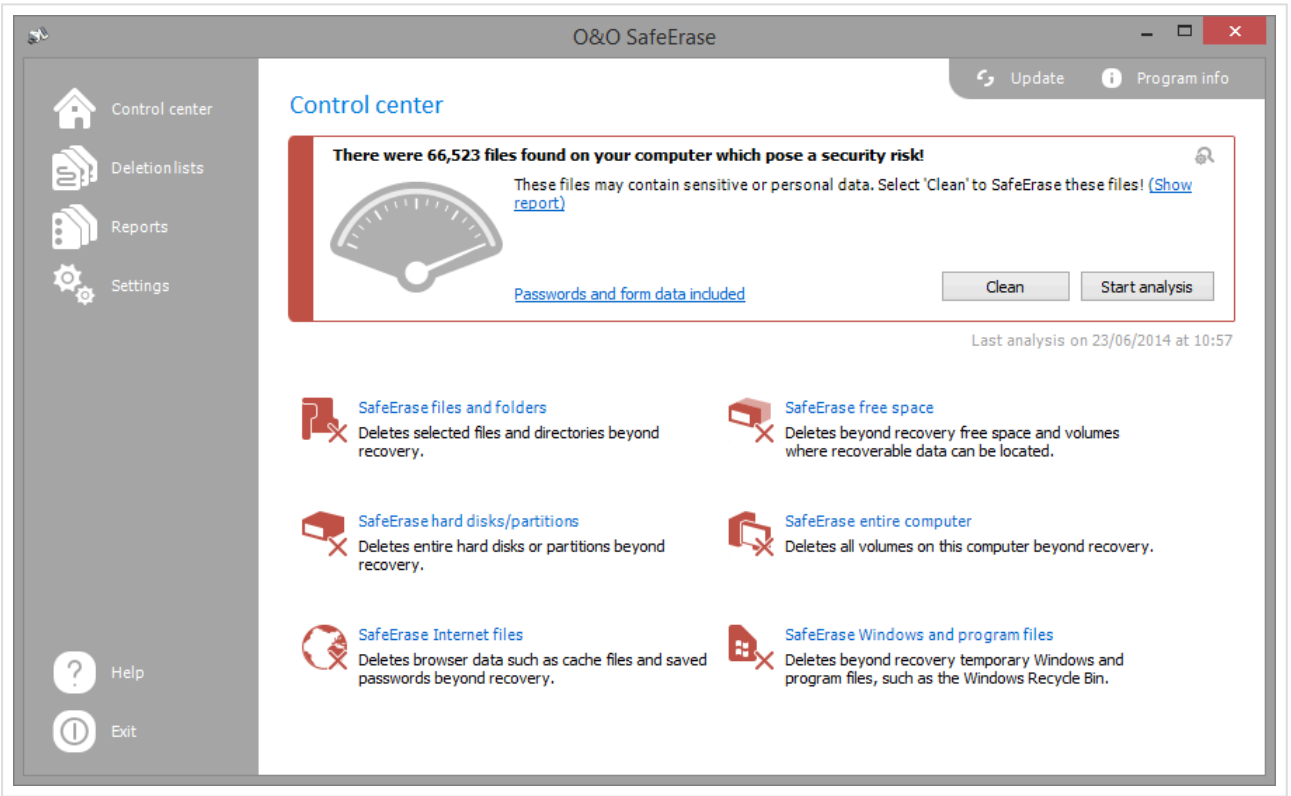
After the analysis you can clean your computer with just a few clicks. All files referred to in the analysis will be SafeErased.

1. If you click on **Clean** after the analysis, you will get to select the deletion method. The lowest deletion method is set as default.
2. After selecting the deletion method you can start the deletion with **SafeErase now**. All listed files will be permanently deleted.

:::warning

Check if you really want all files found to be SafeErased. The deletion list with the file types will be presented to you when selecting the method of deletion. Individual files will be listed in the report, which you can access via **Show report**.

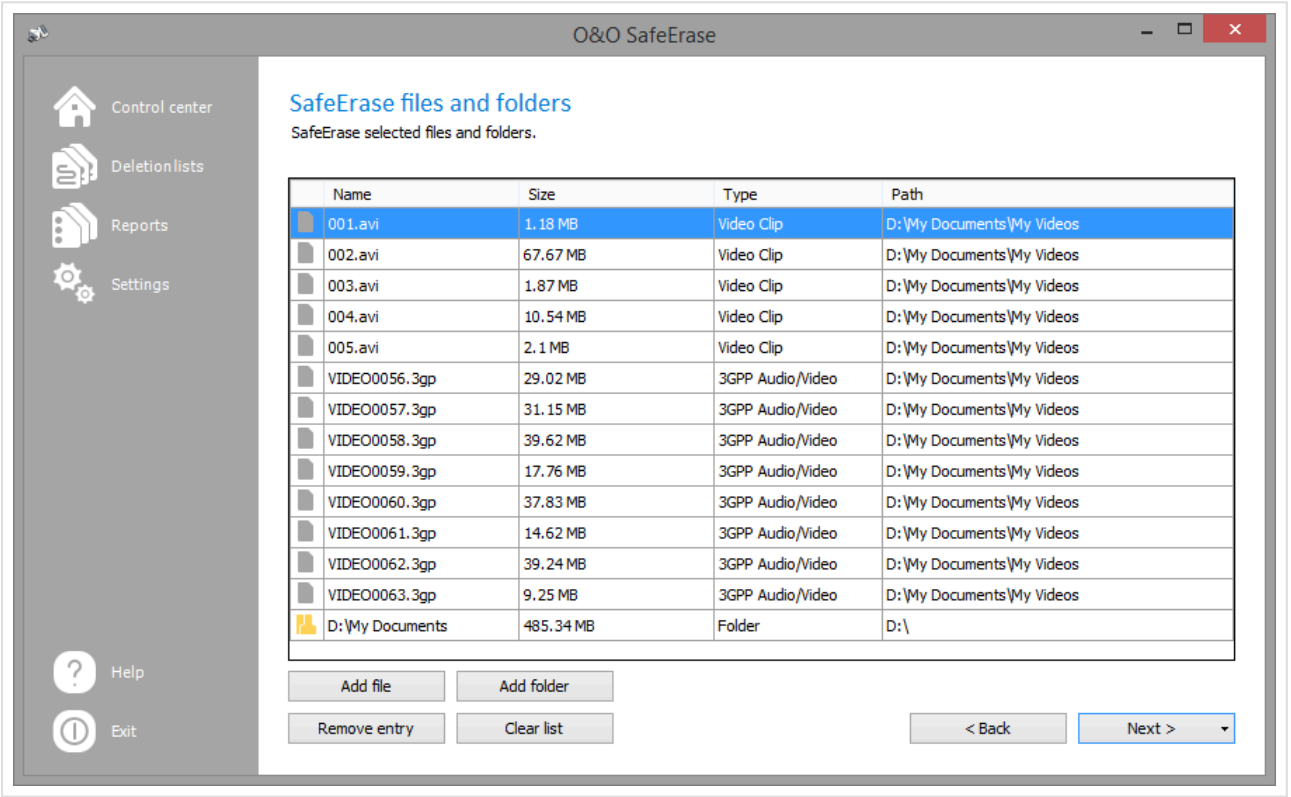
:::



Delete files and folders

With O&O SafeErase you can permanently destroy files and folders. It will not be possible to reconstruct them even using special data rescue software.

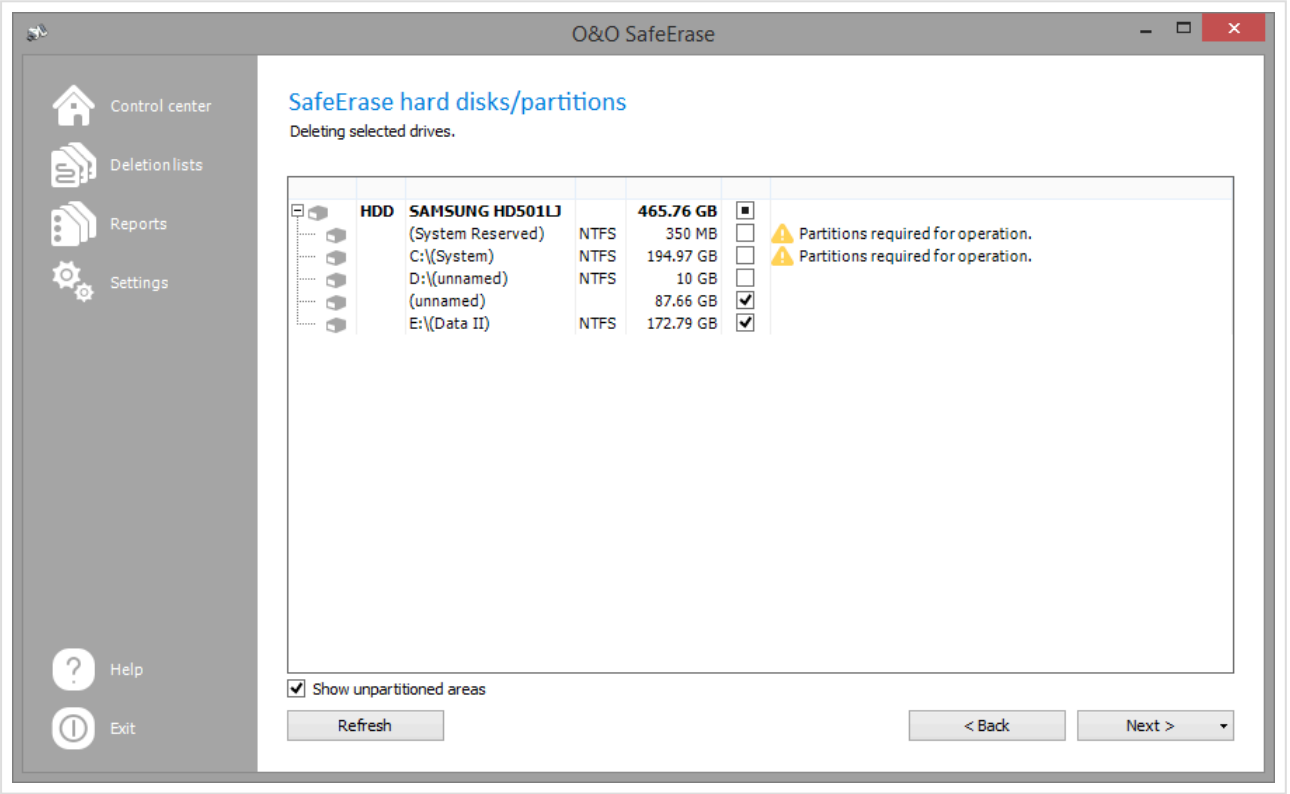
1. On the start page select **SafeErase files and folders**.
2. With **Add file** or **Add folder** you select the files or folders you want to SafeErase in Windows Explorer.
3. By clicking on **Next** you will get to selection of theDeletion method.
4. After selecting the deletion method you can start the deletion with **SafeErase now**. All listed files will be permanently deleted.



Delete hard disks and partitions

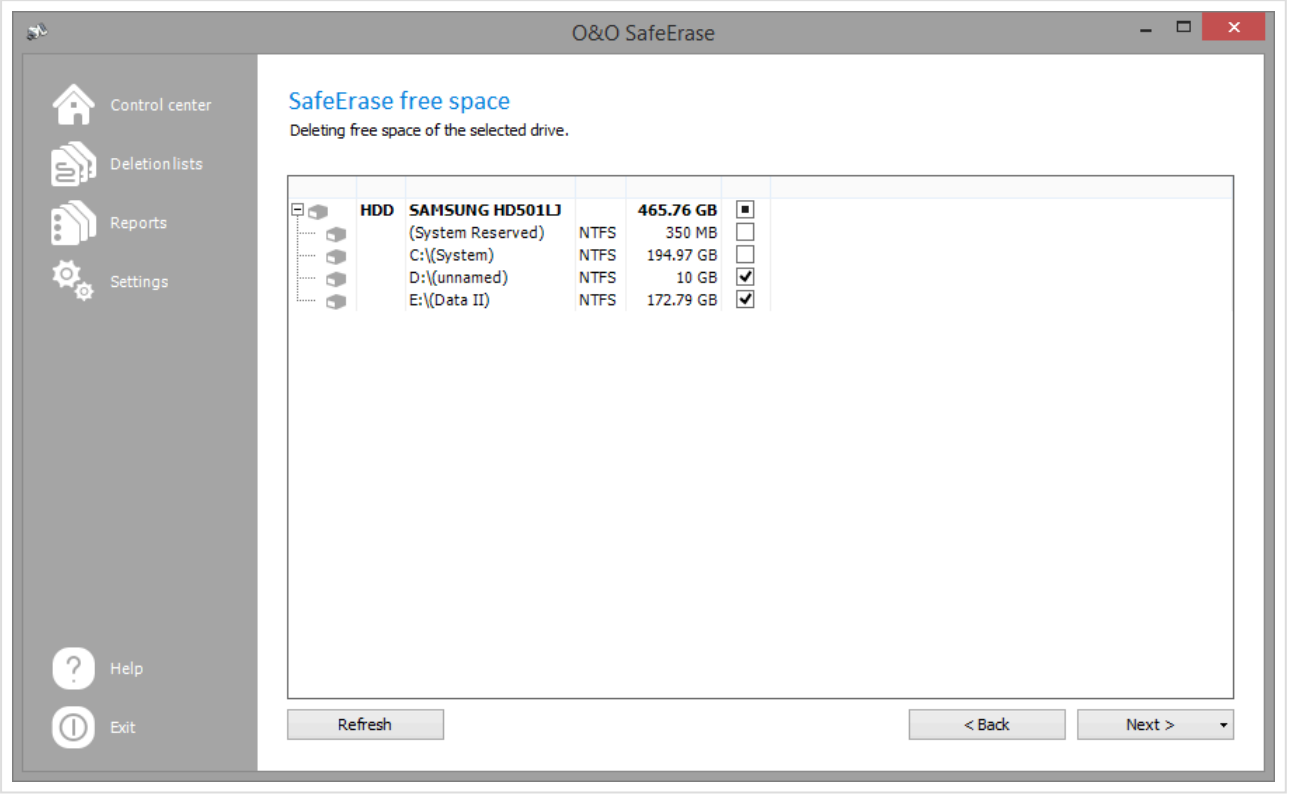
O&O SafeErase not only facilitates the permanent deletion of individual files and folders, but also entire partitions and hard disks.

1. In the start page click on **SafeErase hard disks/partitions.**
2. Place a check next to the partition (drive) or the hard disk, which you want to SafeErase.
3. By clicking on **Next** you will get to selection of the Deletion method.
4. After selecting the deletion method you can start the deletion with **SafeErase now**.



Only in the Workstation and Server Editions: A special feature of the Workstation and Server Editions is their ability to simultaneously delete partitions on dissimilar physical disks or entire hard disks. This is different than in the Professional Edition where deletion is performed successively. If, for example, you have an internal hard disk and a USB Stick connected, O&O SafeErase Workstation and Server Editions can delete both disks at the same time. This can save you a considerable amount of time when working with large data volumes.

Delete free disk space



You have generally already deleted data before installing O&O SafeErase. In order to be safe, and make sure that this data will never be reconstructed, O&O SafeErase includes a feature that wipes your free space clean. This enables you to SafeErase data even after a regular deletion.

:::note

Data, which is located in the Windows Recycle Bin, will not be considered during this function and remain intact. If you want to SafeErase this data, empty the Windows Recycle Bin before or delete your files immediately with the key combination Shift+Del. This will result in data being deleted directly, and not via the Recycle Bin. Otherwise, the files will not be SafeErased with this function.

:::

1. Select the activity **SafeErase free space** on the start page.
2. In the dialog window, select the partition (drive) or the entire hard disk whose free space you want to SafeErase.
3. Click **Next** to continue with the deletion.
4. Select the deletion method.
5. Start the deletion process with **SafeErase now**.

For Server and Workstation Editions only: A special feature of the Workstation and Server Editions is their ability to simultaneously delete free space from multiple physical disks. This is different from the Professional Edition where deletion is performed successively. If, for example, your computer has an internal hard disk and a USB disk connected, O&O SafeErase Workstation and Server Editions will be able to delete both disks simultaneously. This will let you save a considerable amount of time when working with large data volumes.

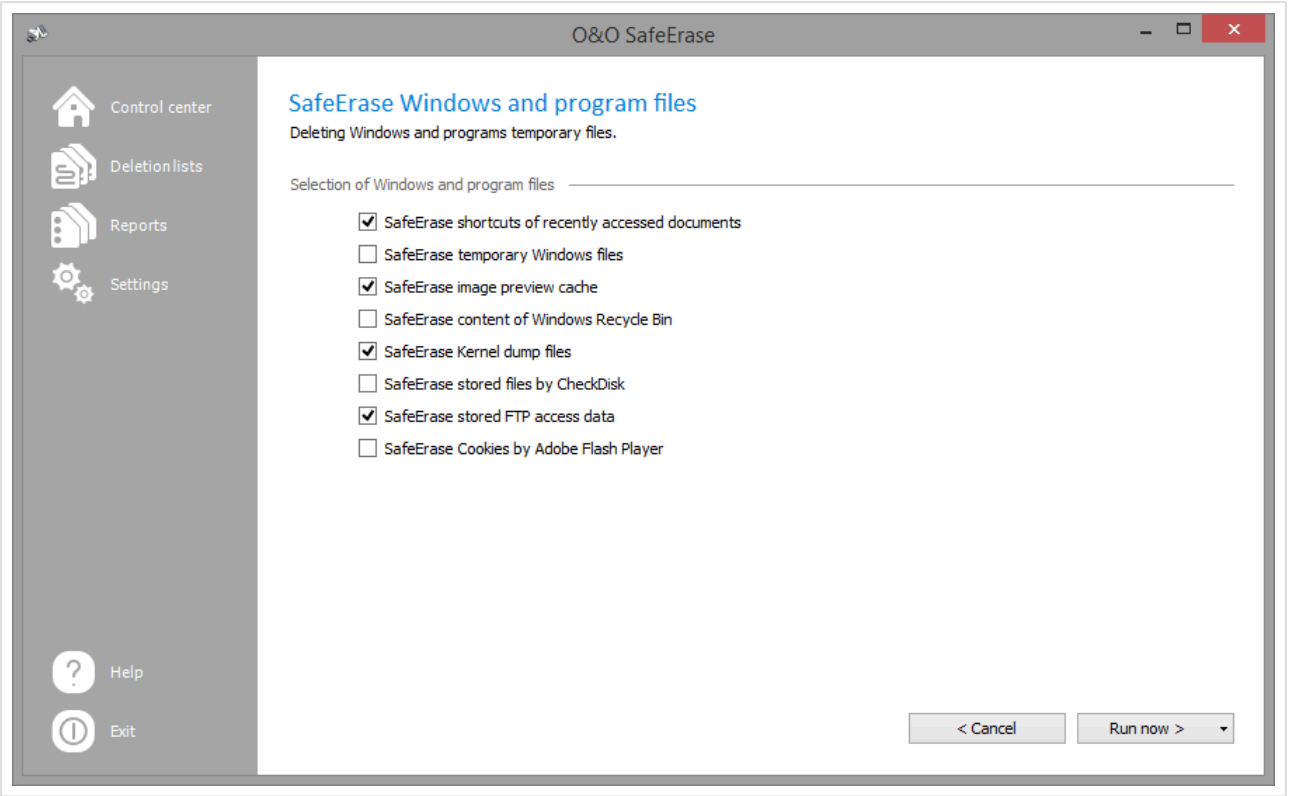
Delete temporary Windows and program files

The operating system often buffers files temporary to unburden the memory. Normally, these temporary files are automatically deleted after having been used. Yet, even those deleted temporary files can be restored. Even if you SafeErase individual files, some of that information still exists as a temporary file - a restoration cannot be excluded. To make sure that these temporary files do not cause any damage we recommend removing them with O&O SafeErase.

With just a few clicks you can command O&O SafeErase to SafeErase all temporary Windows and program files. You are also able to select which specific temporary file to delete.

1. On the start page of O&O SafeErase click on **SafeErase temporary Windows and Program files**.
2. A selection of Windows and program files appears. Activate the check for the desired options.
3. By clicking on **Next** you will get to selection of the Deletion method.
4. After selecting the deletion method you can start the deletion with **SafeErase now**. All listed files will be deleted irrevocably.

Selection of the Windows files	Explanation	
Shortcut to last accessed files	Permanently deletes the displayed shortcuts to files, which were just opened, e.g. the shortcuts displayed in the Windows start menu	
Temporary Windows files	Windows sometimes stores temporary information in the folder TEMP. Normally, temporary information is deleted when Windows shuts down. You can permanently delete temporary files, which have not been modified for a week, without hesitation.	
Image preview cache	Permanently deletes thumbnails - the preview of pictures from the cache. The cache enables the quicker preview of pictures, using the miniature view for example.	
Content of the Windows Recycle Bin	Removes files from the Windows Recycle Bin.	
Kernel memory dumps	Permanently deletes the copy of the storage content, which is saved in Windows in a file with the filename extension DMP, whenever Windows creates a storage statement for critical errors.	
Stored data from CheckDisk	Permanently deletes files stored by CheckDisk due to system errors.	
Stored FTP access data from Explorers	Removes the access data from FTP-Server stored in the Registry. (Path and password)	
Adobe Flash Player Cookies	Permanently deletes the Cookie files from Adobe Flash Player.	



:::tip

After deciding on your deletion specifications, you can also store them as Deletion list, which is useful, if you want to repeat the same deletion at the next program start. For this, open the drop-down menu on **Run** and select **To the deletion list**. The deletion list stores the selected activity, so that you can load and run it as often as you want, without needing to specify your settings every time.

:::

Delete temporary Internet files

Temporary Internet files are automatically created by your browser, whenever you use it. It is therefore retroactively traceable, which Internet pages have been visited by you. Sometimes, even login data is saved on your computer. If you want to SafeErase these temporary data, proceed as follows:

:::note

You can find the list of the supported Browser types in the System requirements.

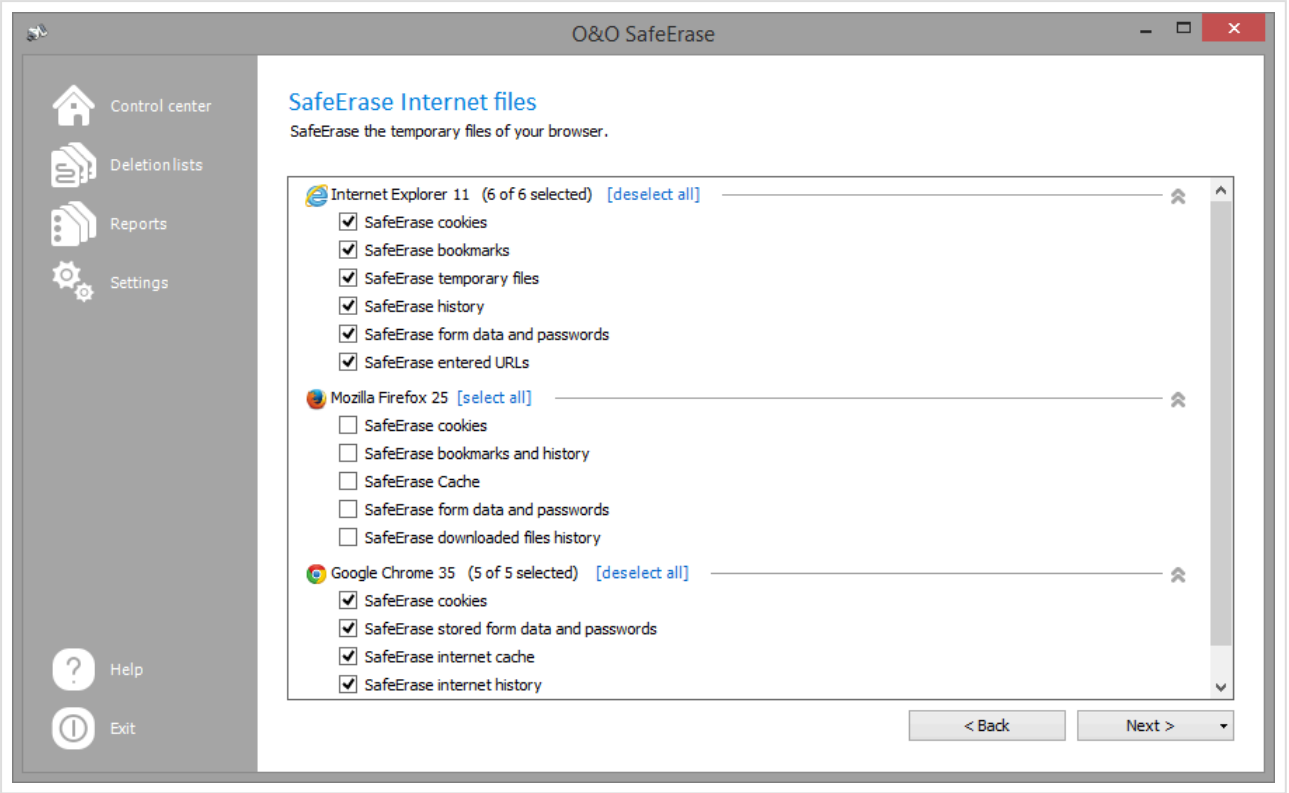
:::

1. On the O&O SafeErase start page, click on **SafeErase temporary Internet files.**
2. All Browser, which are installed on your computer are listed.
3. Ac"SafeErase temporary Internet files"tivate the checks for the desired options.
4. By clicking on **Next** you will get to selection of the Deletion method.
5. After selecting the deletion method you can start the deletion with **SafeErase now**. All listed files will be deleted irrevocably.

SafeErase cookies	**Permanently deletes files, which were stored on the computer by websites.**
SafeErase favorites/ SafeErase bookmarks	Permanently deletes your list of favored Websites.
SafeErase temporary files	Permanently deletes copies of web pages, pictures and media files, which were saved to allow faster access.
SafeErase history	Permanently deletes the list of URLs that you visited.
SafeErase form data and passwords	Permanently deletes information, which you have entered in forms.
SafeErase entered URLs	Permanently deletes entered URLs in the address line.
SafeErase history of downloaded files	Deletes the temporary files that were saved in the browser list during downloads.

Note Mozilla FireFox® stores **Bookmarks** and **History** in a common database file. It cannot be guaranteed that individual entries will be permanently deleted. To delete this information, the entire database file needs to be SafeErased. If you use **SafeErase Internet files**, all your Bookmarks will be deleted. The same applies to the Clean function following an analysis when Scan for stored Internet files is enabled. If you use **SafeErase**

bookmarks and history, all Bookmarks will be lost.



Delete data from SSDs

The frequent deletion and overwriting of files influences the life span of SSDs. It is not possible to run indefinite writing access on the memory cell of a SSD. O&O SafeErase offers you a gentle method, to permanently delete individual files, folders or partitions from the SSD. Files are deleted via a TRIM command. The data cannot be restored anymore.

O&O SafeErase recognizes SSDs automatically. The sequence and the control of the dialogs occurs analogously to the deletion of normal hard disks so that you need not apply more settings.

:::warning

O&O SafeErase also displays the selection of deletion methods when deleting data from an SSD. Yet, the deletion method will not be considered during deletion (trimming). If the data you selected is located on a hard disk and an SSD, the selected deletion method will only be applied to the data on the hard disk.

:::

:::note

If your SSD does not support the TRIM command, please consider the warning notices given by the program.

:::

Technical limitations when SafeErasing Solid State Drives SSD technology limits the options for SafeErasing in a number of certain situations.

In the following cases, O&O SafeErase will permanently delete data using the "Overwrite with zeroes" method instead of TRIM commands:

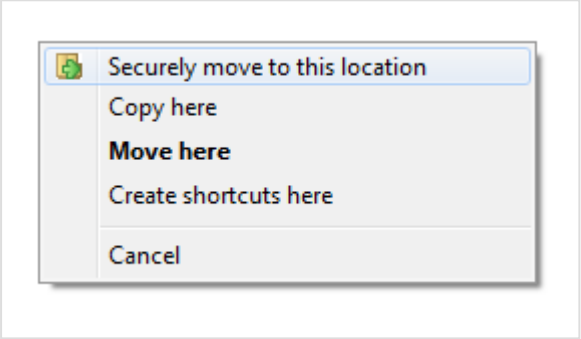
- When deleting or moving very small files on NTFS drives. This generally affects MFT resident files.
- When deleting free space from ClusterTips, MFT, and FAT entries.

If partitions or entire disks are deleted from SSDs (using TRIM), the deletion will sometimes first become visible after the computer is restarted. This depends on the SSD involved.

Securely move files and folders

While moving files and folders, the data at the source is deleted and pasted at the target location. Still, some file information remains in the source location and are therefore not SafeErased - it is possible to restore them yet.

You can either manually copy the data and then use O&O SafeErase to SafeErase them from the source. Or you use the function **Securely move to this location**, which copies the data just like the regular command, but then SafeErases them from the source location. This makes it impossible to reconstruct data from there.



To securely move follow the instructions below:

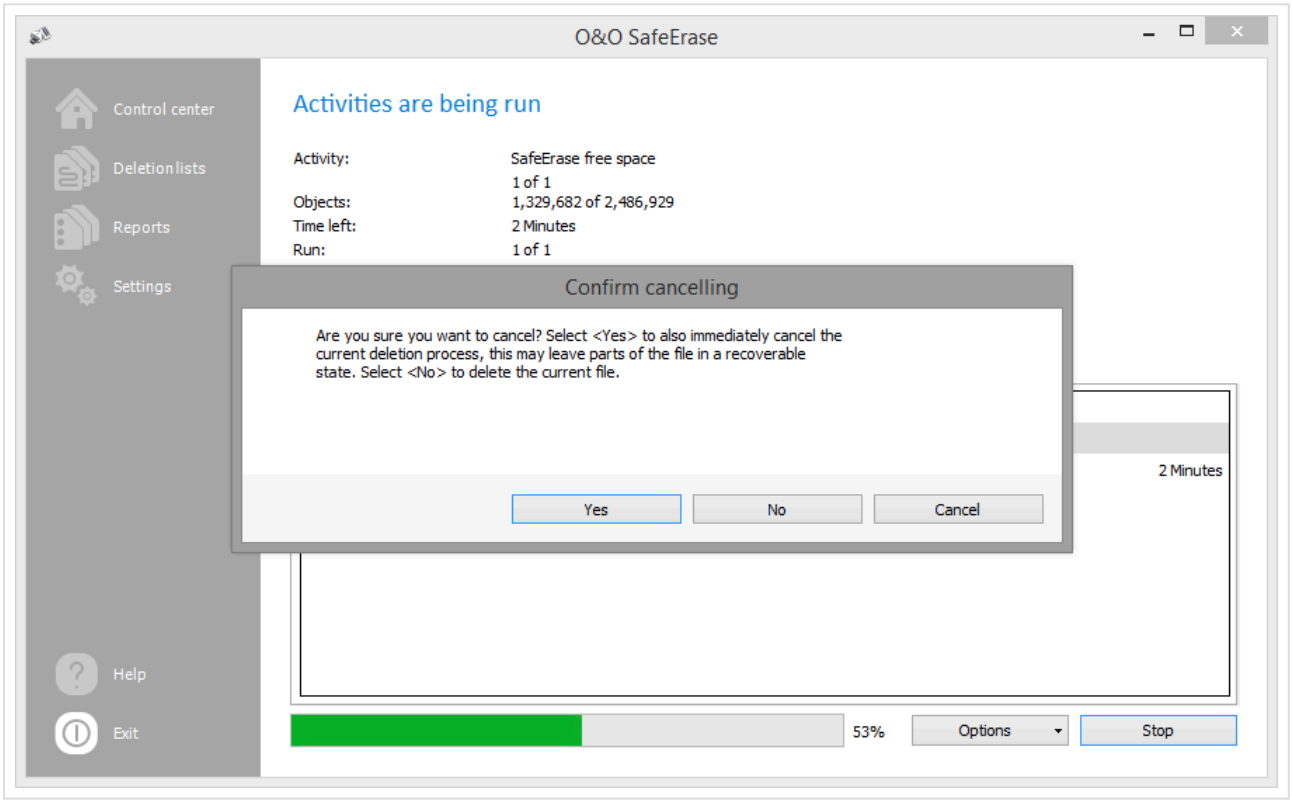
1. When doing a standard drag and drop move of the file or folder, use the right-hand mouse button instead of the left one to drag and drop it on the desired destination.
2. Whenever you let go of the mouse button, the context menu will appear, then you select the option **Securely move to this location**.
3. Afterwards, you have to select a method of deletion and then confirm the activity.

Cancel deletion

The following dialog box shows you the progress of the deletion process. A detailed log can be found in **Reports**. A TrayIcon will be displayed, if you minimize the window. It will inform you on the status of the deletion process.

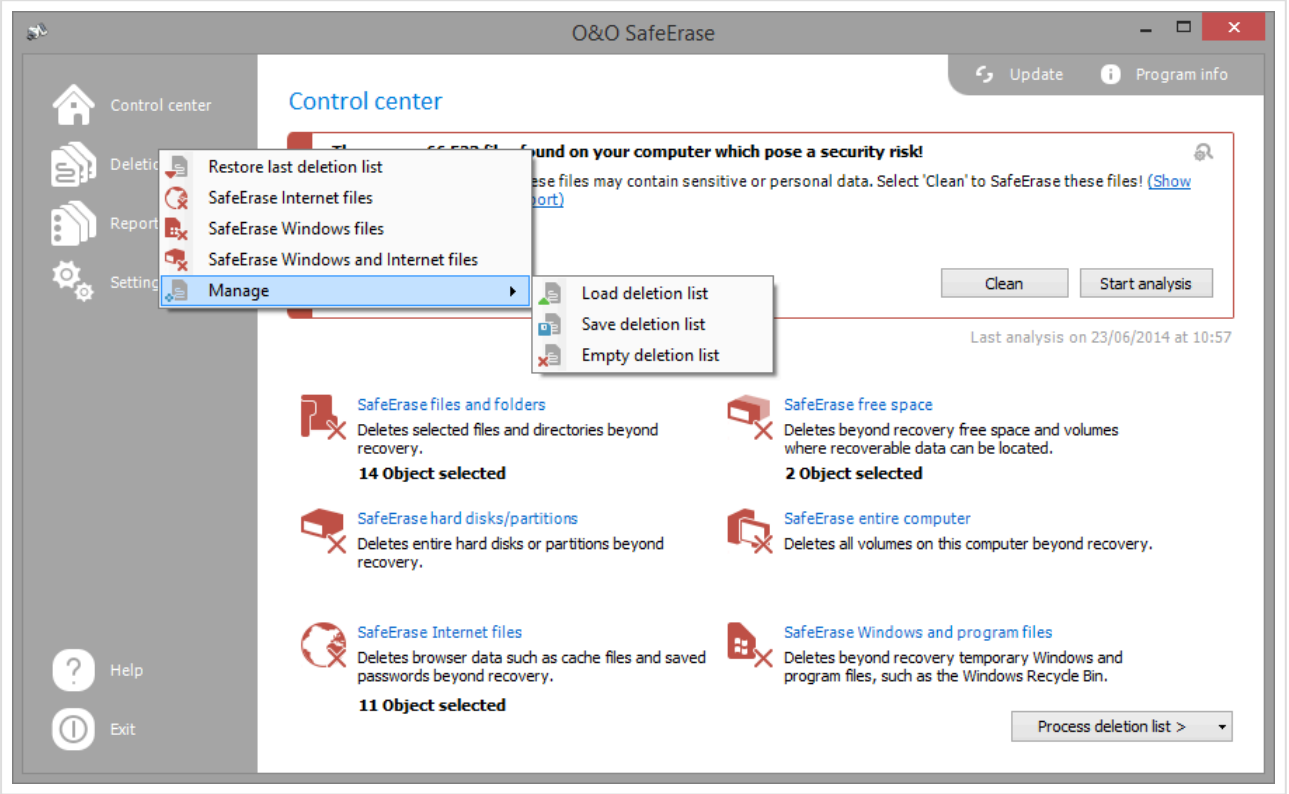
If you want to cancel a running deletion, you have the following options:

- If you click on **Stop**, the program will ask, if you want to cancel immediately.
- 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.



Manage individual deletion lists

O&O SafeErase offers various possibilities, to save different program activities as deletion lists. This makes it possible, to repeat selected activities analogous and with the same settings, e.g. with the selected deletion method, without needing to enter activity settings again.



Use preset deletion lists

Preset deletion list are available as default. If you select a deletion list from it, the corresponding activity will be enabled on the start page. Then you can continue the deletion by clicking on **Run**.

1. Select the **Deletion list** on the menu bar to the left, e.g. delete Internet files.
2. Then click on **Run.**
3. Then select a deletion method.
4. Start the deletion process with **SafeErase now**.

SafeErase Internet files

Permanently deletes all temporary Internet files created by Windows and programs.

SafeErase Windows files

Deletes all temporary files in the temporary folder.

SafeErase Windows and Internet files

Permanently deletes temporary Internet files as well as Windows and program files.

Save deletion list

During the deletion dialog you have the possibility to save selected activities as deletion list. If you want to repeat the activity you can just load the deletion list and won't have to enter all the settings twice.

1. Select any activity on the start page, e.g. **SafeErase temporary Internet files**.
2. If you want, you can specify your setting in each activity window. You can for example, exclude certain files from the deletion.
3. After selecting the objects to be deleted click on **Add to deletion list** in the **Run now** drop down menu. Alternatively you can also click on the **Deletion lists** in the left menu row and under **Manage** click on **Save deletion list**.
4. In case you haven't entered a storage location for the deletion list, you will be prompted to do so. Then, return to the start page.
5. Via **Run now** you will get to the selection of the deletion method and continue with the deletion.

Restore last deletion list

If you want to reload your last specified settings, click on **Deletion lists** and then on **Restore last deletion list** on the menu bar. All settings of the last selection will be applied and you can continue with the deletion.

The selection will be erased, when you shut down O&O SafeErase.

Empty deletion list

If you want to reverse your last specified settings, click on **Deletion lists** and then on **Manage/Empty deletion list**. All selected deletion settings will be removed.

Delete the entire computer

The function **SafeErase entire computer** enables you to permanently delete an entire computer without needing to create a boot CD first. All data, settings, programs, etc. will be gone forever - a restoration is impossible.

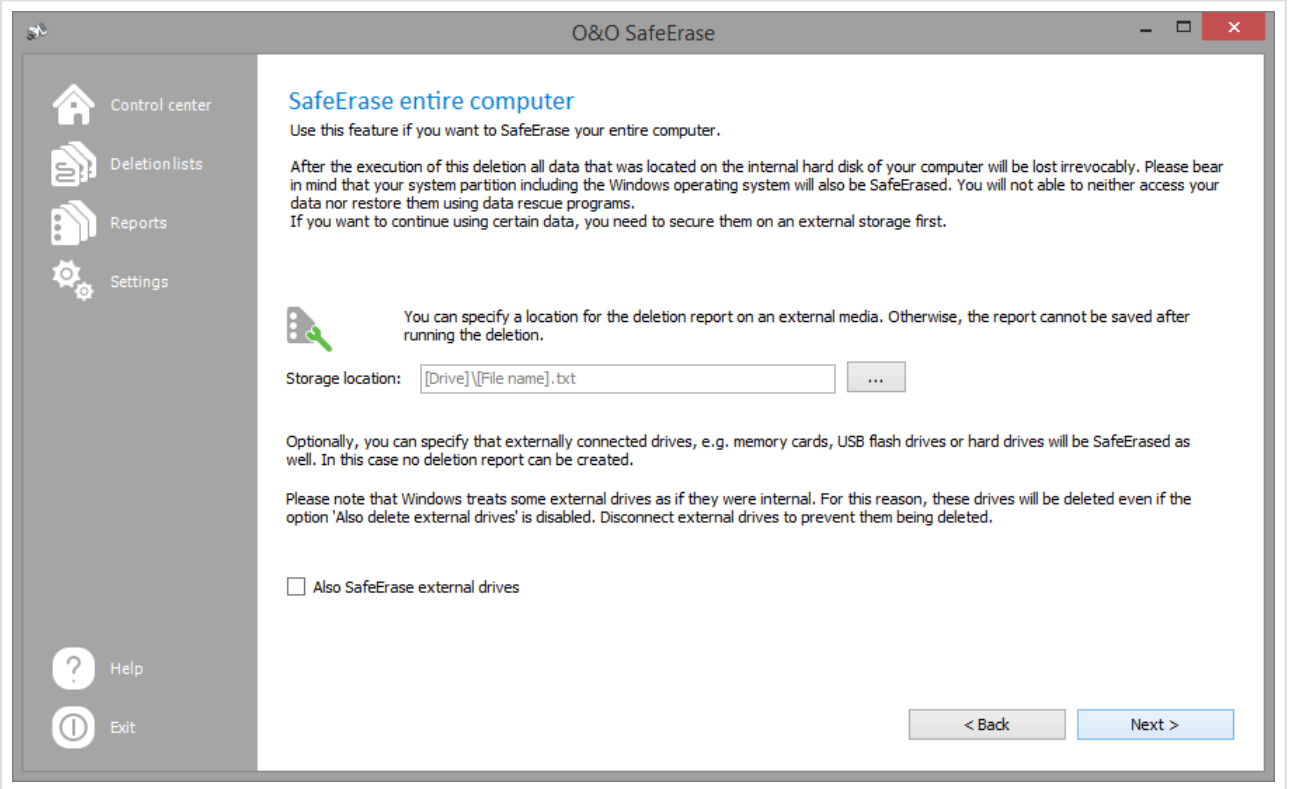
Permanently deleting your entire computer enables you to SafeErase your data when you sell, give away, or throw away your computer. You can rest assured that nobody will be able to restore and abuse your data.

After confirming the deletion, you will be asked to restart your computer. The actual deletion process will be executed during restart.

:::warning

Please bear in mind that data deleted with O&O SafeErase cannot be restored, not even with the use of special software or hardware. Please bear this in mind to avoid accidental deletion of you data!

:::



Start deleting the entire computer

1. Select **SafeErase entire computer** in the start page.

2. Optionally, you can also specify to also include external drives while permanently deleting your entire computer.
3. By clicking on **Run** you will get to selection of the Deletion method.
4. After selecting the deletion method you can start the deletion with **SafeErase now**.
5. After confirming the first security checks, you will have to enter a six digit security code in the second security prompt.
6. If you confirm the dialogue, the deletion process will start and all data will be erased irrevocably from your computer.

:::warning

The function **SafeErase entire computer** erases all data from your computer without additional boot disk type media. Once you have confirmed the execution of this function, all data on your computer will be deleted, after which all data and settings will be lost.

:::

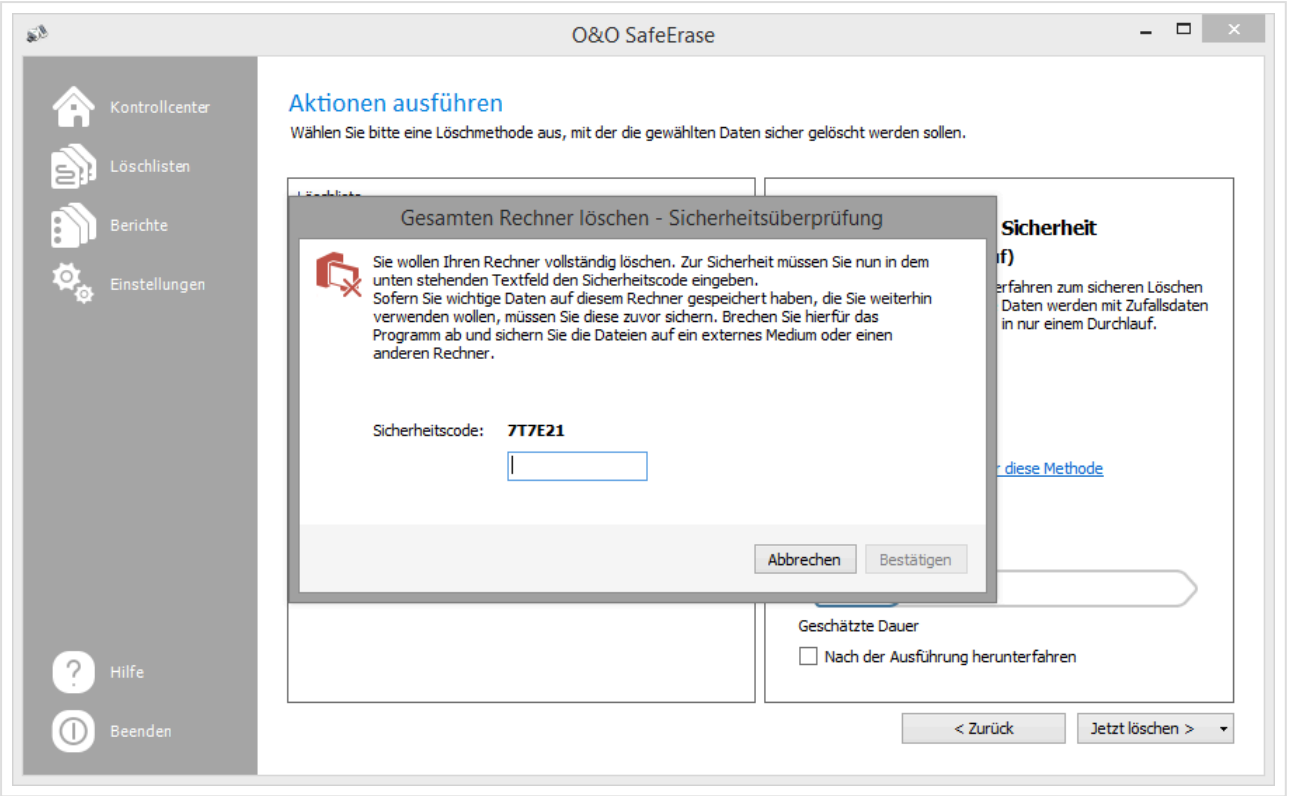
:::note

If you need a report after a deletion you need to save it on an external storage medium. For this, please enter a storage location. Please make sure that there is **no** check next to SafeErase external drives.

:::

Security check

Before SafeErasing your entire computer you will need to confirm various security prompts. Follow the instruction in the dialogs. You can cancel at anytime to avoid the unnecessary deletion of your computer.



:::note

Please bear the Warnings in mind and confirm the security prompts if still sure. When the computer reboots all data will be SafeErased this can take up some time. Please do not turn off the computer during this process, otherwise the deletion process might not be completed correctly.

:::

Completing the deletion process

After the security prompts, you will be asked to restart the computer. During the restart, all hard disk drives connected to the computer will be deleted permanently. The system partition is always left as last - in case you want to cancel the deletion you will still be able to restart the system and continue at a later time. Please bear in mind that a deletion process once started cannot be cancelled.

After completing the deletion, the computer will restart. On the screen you will see an error message informing you that no operating system could be found. You can now install a new operating system or sell it. All data is SafeErased.

Use O&O SafeErase via the context menu

O&O SafeErase integrates itself into your Windows Explorer. You can access O&O SafeErase via right-clicking. Select one or more deletion objects and right-click them.

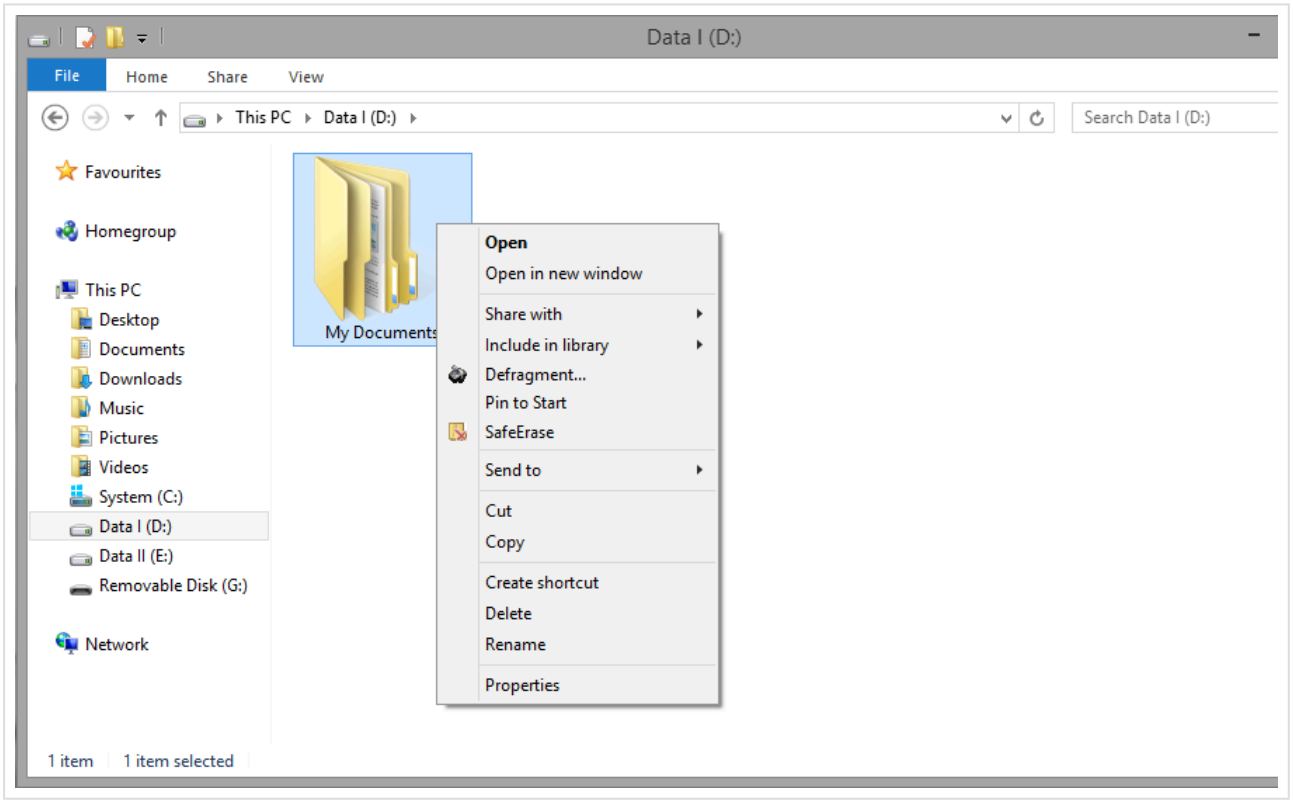
1. The entry **SafeErase** allows you to start O&O SafeErase.
2. After selecting the deletion method you can start the deletion with **SafeErase now**.

Delete files and folders via the context menu

To delete files or folders, right-click on them and select **SafeErase** – exactly like the Windows entry "Delete".

1. O&O SafeErase will then ask you to proceed selecting the deletion method. More about this can be found in the chapter regarding Deletion methods.
2. **SafeErase now** starts the deletion process.

If you would like to delete more than one file, hold down the 'Ctrl' key and highlight the files with the left mouse button.



Delete hard disks and partitions via the context menu

Simply find the partition in Windows Explorer you would like to SafeErase and right click on it.

1. Select the menu entry **SafeErase volume**.
2. O&O SafeErase will then ask you to proceed selecting the deletion method. More about this can be found in the chapter regarding Deletion methods.
3. **SafeErase now** starts the deletion process.

Please bear in mind that this process might take up some time depending on the deletion method and the size of the partition.

After the partition has been permanently deleted it is necessary that you reformat the partition in order to use it again. More information about the formatting of a hard disk drive can be found in the Window's Help file.

Delete data later via the context menu

Data deleted with Windows does still exist on your computer. Windows makes these areas available to be rewritten as free space on the hard disks. To make sure that all old deleted data cannot be restored anymore, delete the free space with O&O SafeErase.

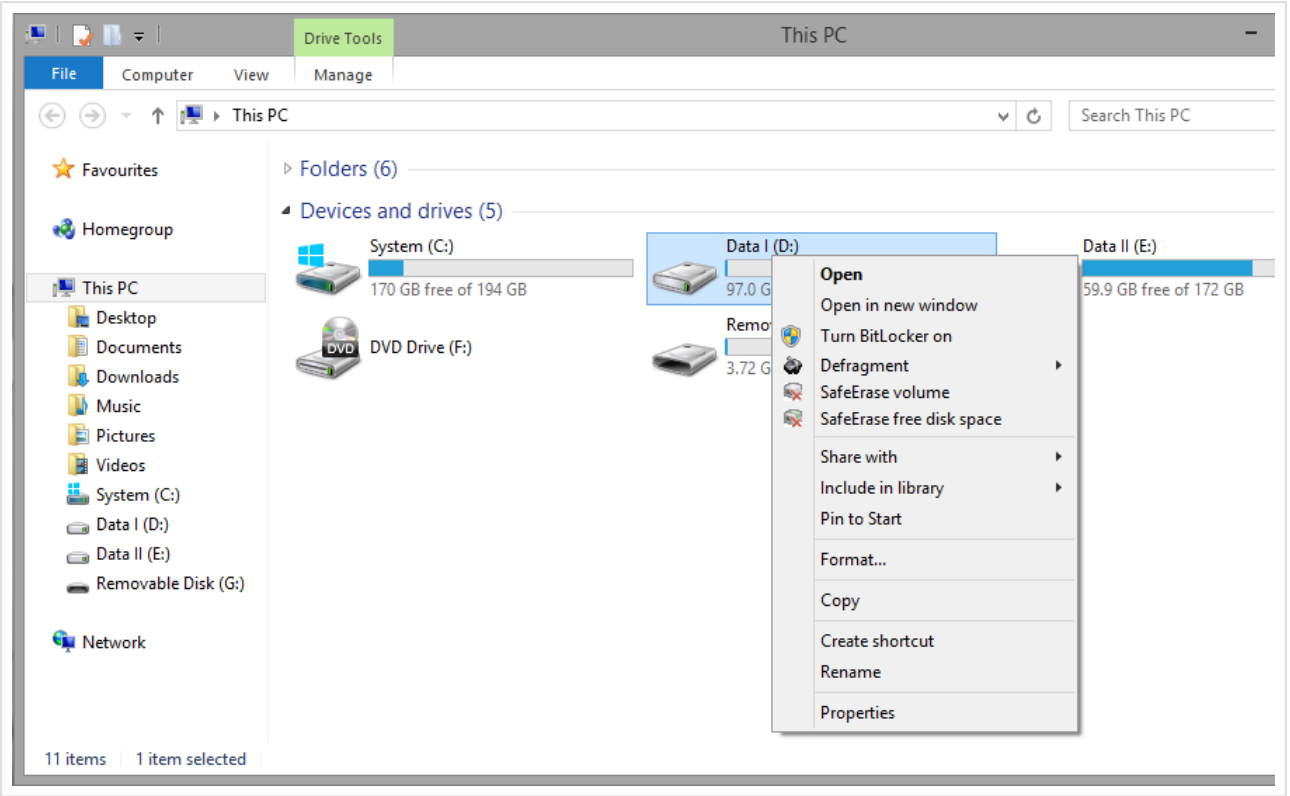
1. To do this, select the function **SafeErase free disk space** by right-clicking on the drive where you would like to wipe the free space.
2. O&O SafeErase will then ask you to proceed selecting the deletion method. More about this can be found in the chapter regarding Deletion methods.
3. **SafeErase now** starts the deletion process.

The higher the level of security and the more free space for deletion, the longer the deletion process will take.

:::warning

No existing files or data will be deleted, rather specific pieces of data that are marked free on the hard disk. After this process has been completed, you will not longer be able to restore this data ever again.

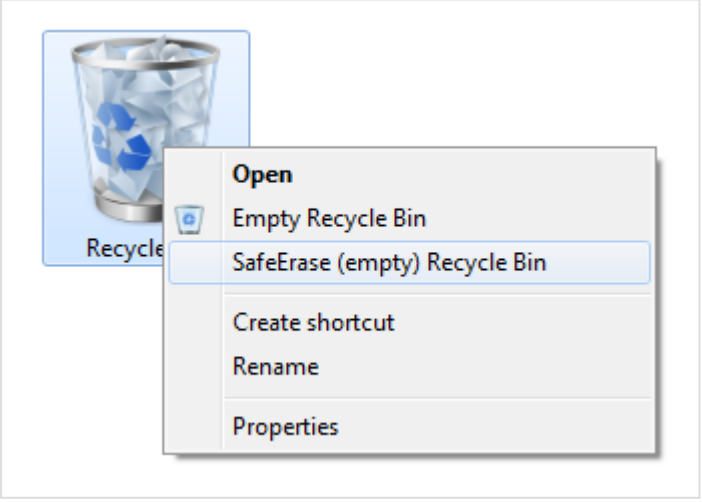
:::



Delete data from the Recycle Bin via the context menu

Select the Recycle Bin and right-click on it to view the context menu. There you can click on **SafeErase (empty) Recycle Bin**.

1. O&O SafeErase will then ask you to proceed selecting the deletion method. More about this can be found in the chapter regarding Deletion methods.
2. **SafeErase now** starts the deletion process.



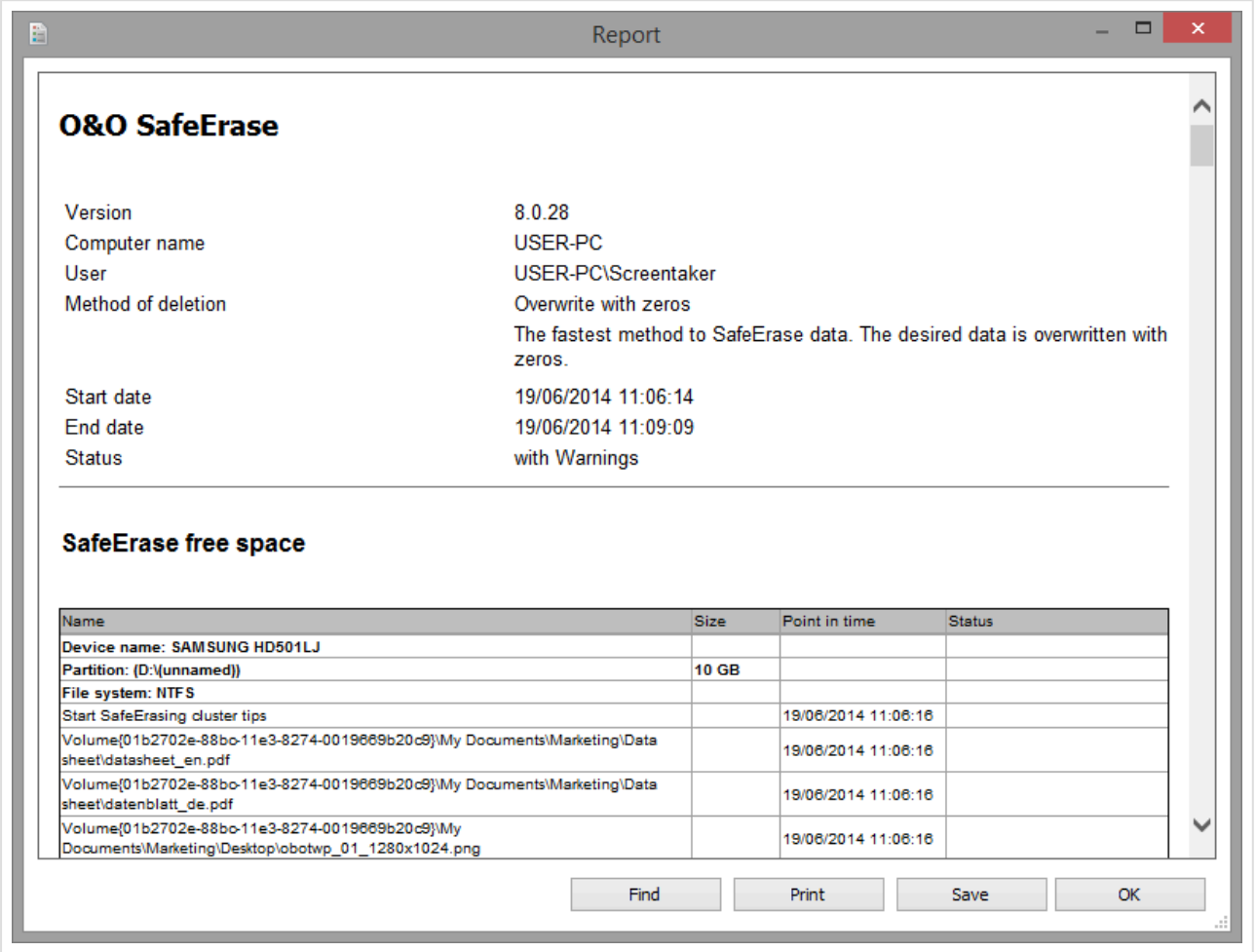
:::warning

Windows diverts only a set amount of disk space to the Recycle Bin. When the total size of it files excess this set amount, the oldest data are deleted. This deletion method, however, is still the Windows' standard and therefore not secure. In case files were deleted from the Windows Recycle Bin, this function would be the only possibility to make sure they were securely overwritten.

:::

Reports

A report is created for each completed task. In it you can read, which program function was run. For this, click on **Reports** in the left menu bar and select the report you want to see in the browser.



SafeErase reports

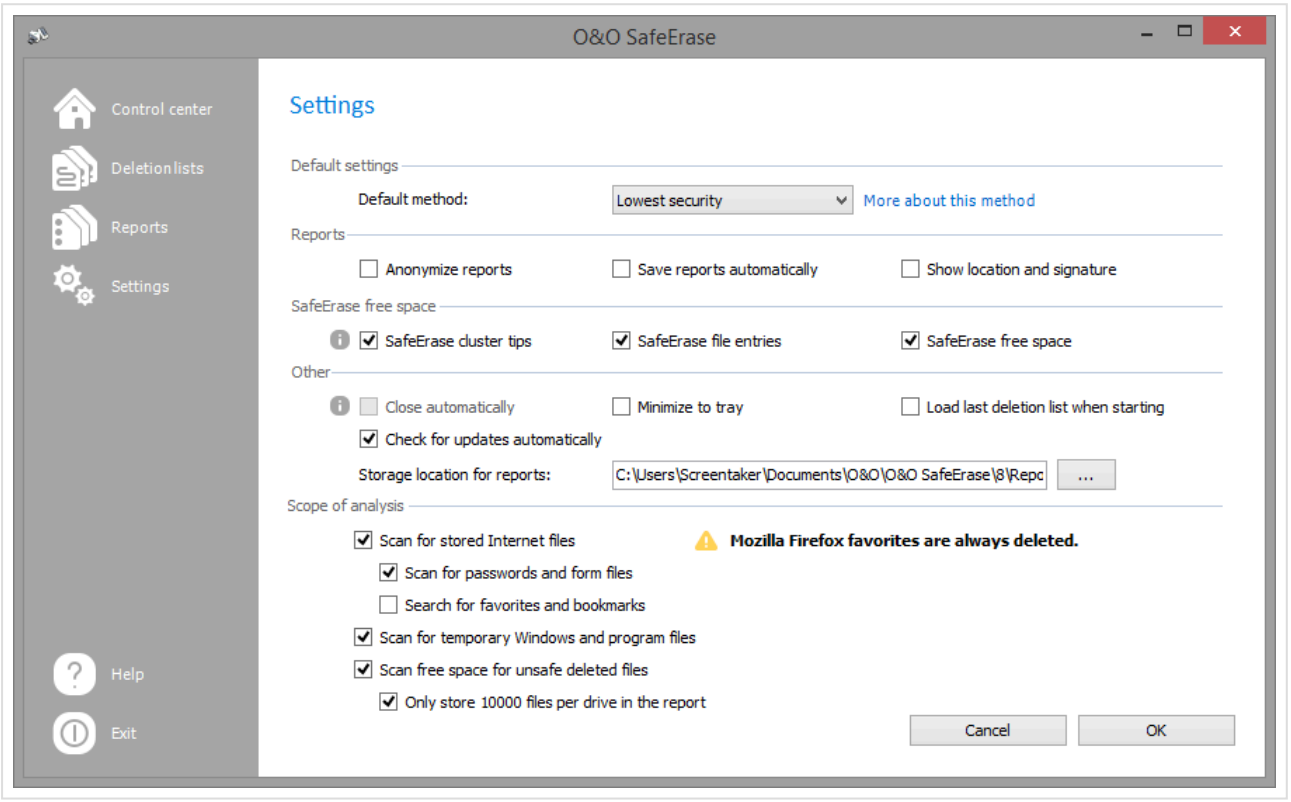
- To SafeErase a report, you need to select it in the report overview and then click on **SafeErase report(s)**.

In addition, you also have the possibility to permanently delete all reports.

- For this select **SafeErase all reports** in the drop down menu from the interface **SafeErase reports.**

Settings

If you want to change the default settings, click in the left menu row on **Settings**. In the settings dialogue you have the possibility to change the preset deletion method, automatically check for updates, reports settings, the deletion of free space as well as the behavior of O&O SafeErase.



Set the default method

In the settings dialogue you can change the default preset for the Deletion method.

- Select a method from the drop-down menu, which should be used as default for deletions.

:::note

To apply the settings, confirm the dialog with **OK**.

:::

Change settings for reports

Click on **Settings/Reports** in the start page to find these options.

Save reports automatically When enabling this option, reports will be stored automatically after program execution in and accessed in the report list.

Anonymize reports If you select this option, all names of the deleted files will not be listed in the report.

Show location and signature If this option is enabled, the signature and the location will be displayed at the end of a report. These fields may be used to certify the data destructing in written form.

:::note

To apply the settings, confirm the dialog with **OK**.

:::

Change settings for deleting free space

You have the possibility to set advanced settings for the deletion of the free space under **Settings/SafeErase free space**

SafeErase cluster tips Clusters are the smallest hard disk units, where data can be saved. An entire unit will be occupied, even if the file is smaller than the smallest cluster. For example, if the smallest unit is 64 Kbytes in size and the file to save only 5 Kbytes small, the remainder of the hard disk unit will stay unused and there can be no access to it. Yet, file fragments of previously deleted files might still be located in this "free" area.

SafeErase MFT entries For NTFS-file systems you can SafeErase the MFT entries (Master File Table). Every file is represented in the MFT by an entry. While using MFT entries, it is possible for data rescue programs to find and restore previously deleted data. To avoid this security loophole, O&O SafeErase offers the possibility to delete these entries. This way, unauthorized persons cannot reconstruct your data even with special software. In FAT file systems this setting deletes all FAT entries.

SafeErase free space Deleted files are not really gone forever. When files are deleted, the area on the hard disk where the deleted data is recorded is simply marked by the operating system as free and open for the placement of other data. If this doesn't happen, data can be found and read. Therefore, it is important to SafeErase this free space.

:::note

To apply the settings, confirm the dialog with **OK**.

:::

Change other settings

Under **Other** in the settings dialog you can change the way SafeErase operates.

Close automatically If you enable this function, then O&O SafeErase will be closed once it finished with the deletion, if activated by right-clicking). If on the other hand enabled via the user interface, O&O SafeErase will return to the start page after the deletion. Please bear in mind that you can only enable this function, if the function **Save reports automatically** is enabled in the settings dialog, since the reports will not be saved otherwise.

Minimize in tray If this function is enabled, then O&O SafeErase will be displayed in the Tasktray when next minimized.

Load last deletion list when starting Reloads the last run deletion list. For this you need to have at least one deletion list saved.

Storage location for reports Here you can enter the target path, where the deletion reports for O&O SafeErase should be saved. If you want to delete the entire computer make sure that the storage location of the report is located on an external drive. Otherwise the report cannot be saved and will be deleted as well.

:::note

To apply the settings, confirm the dialog with **OK**.

:::

Settings for the scope of analysis

You can select, which file type should be considered in the analysis.

- Check the box next to the file type you want to scan for. Files that have been stored on your PC by the internet browser will be searched for.

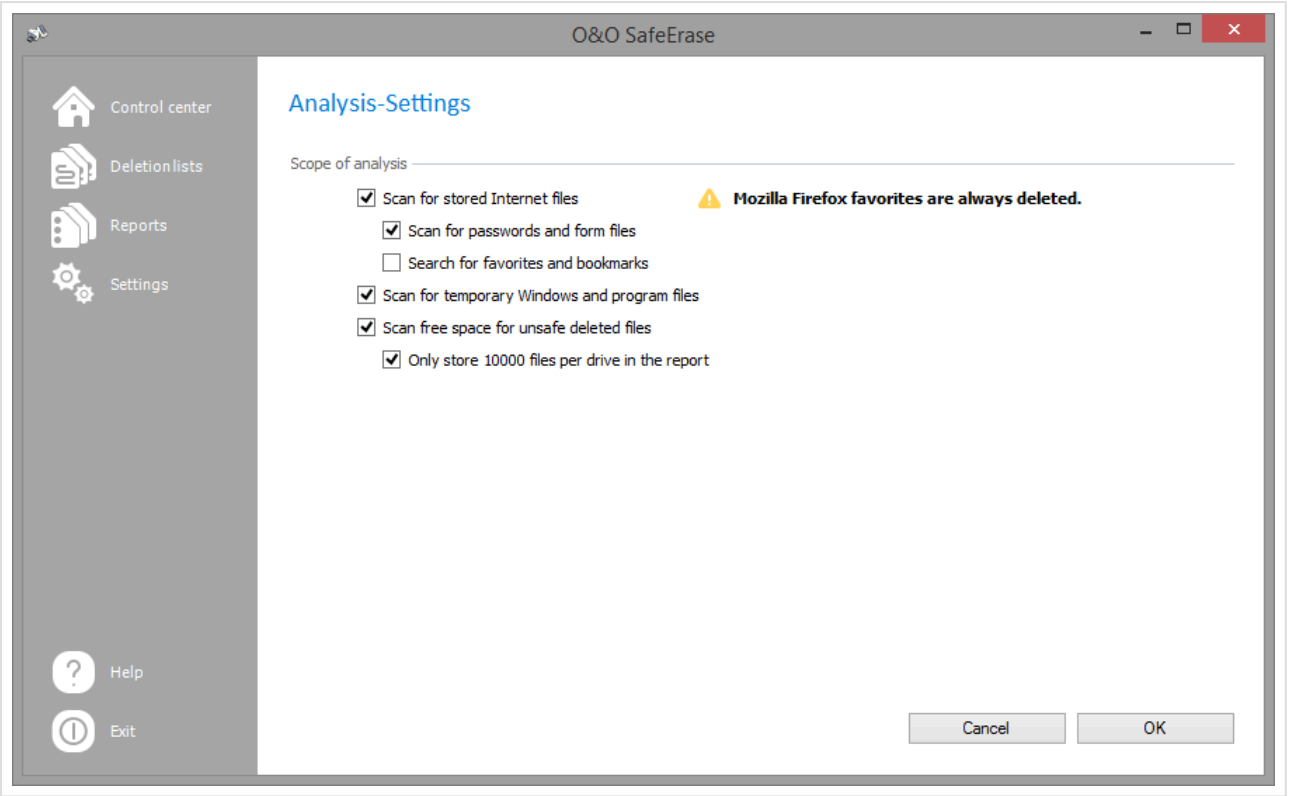
Scan for stored Internet files Files are searched for, which have been stored by your Internet-Browser onto your computer. They might include Cookies, favorites, temporary files, passwords and form data.

Scan for Password and form files The scan will filter for Internet files, form data and passwords, which have been stored via your Internet-Browser, e.g. the password for your Email account or access data to your online banking. This option is disabled as default.

Scan for temporary Windows and program files The analysis also includes temporary created files. These are created most often by Windows and other programs to relieve the memory, e.g. during an installation created in a folder.

Scan free space for unsafe deleted files Free space is scanned for files, which have been already deleted "normally". These files are not visible under Windows anymore; yet, they it may be possible to restore them using data rescue programs.

Only store 10000 files per drive in the report Only 10000 files will be stored in a report per drive.


O&O SafeErase
Control center
Deletion lists
Reports
Settings
Help
Exit
Analysis-Settings
Scope of analysis
Scan for stored Internet files
Mozilla Firefox favorites are always deleted.
Scan for passwords and form files
Search for favorites and bookmarks
Scan for temporary Windows and program files
Scan free space for unsafe deleted files
Only store 10000 files per drive in the report
Cancel
OK

Start from the command line

\O&O SafeErase also has a command line version available. You can use it from the Windows command prompt (cmd). This development lends itself nicely to the integration into scripts that then can then be automatically executed on command.

![Using the command line version of O&O SafeErase

Parameters

First, navigate in the command line (cmd) to the installation folder of O&O SafeErase. You will then be able to use the parameters listed in the chart.

The parameters in angle brackets </> are optional and do not have to be entered. A security prompt appears before deletion, which you can confirm automatically with the command /y .

Below you will find a description of the parameters for O&O SafeErase.

Parameters	Explanation
[--showdisks]	Show disk drive information **Example:** Oosecmd.exe --showdisks
[--deletedrive <disk number>]	SafeErase diskThe O&O SafeErase Server and Workstation Editions allow you to delete multiple disks using one command. **Example:** Oosecmd.exe --deletedrive 1 **Only in Workstation and Server Editions:** Oosecmd.exe --deletedrive 1 deletedrive 2
[--deletevolume <drive letter>]	SafeErase drive The O&O SafeErase Server and Workstation Editions allow you to delete multiple drives using one command. **Example:** Oosecmd.exe --deletevolume d: **Only in Workstation and Server Editions:** Oosecmd.exe --deletevolume d: deletevolume e:
[--freespace <Drive letter>]	SafeErase free space of a drive. The O&O SafeErase Server and Workstation Editions allow you to delete free space on multiple drives using one command. **Example:** Oosecmd.exe --freespace g: **Only in Workstation and Server Editions:** Oosecmd.exe --freespace g: freespace f:
[--analyse < internetfiles| windowsfiles| deletedfiles| all>]	Scan computer for potentially security relevant or unsafe deleted files. (Default: All file types are scanned and counted) internetfiles: Only temporary Internet files are scanned and counted. windowsfiles: Only temporary Windows files are scanned and counted. deletedfiles: Only unsafe deleted files will be scanned and counted. all: All three file types are scanned and counted. **Example:** Oosecmd.exe --analyze deletedfiles
[--autoclean <internetfiles| windowsfiles| deletedfiles| all>]	SafeErase files found by analysis. (Default: All found file types will be permanently deleted) **Example:** Oosecmd.exe --autoclean windowsfiles
[--internetfiles <cookies| favorites| temporary | history| formdata| typedurls| all>]	SafeErase temporary Internet files. (Default: All Internet files that are found will be deleted) cookies: deletes only cookies. favorites: deletes only set favorites. temporary: Deletes only temporary Internet files. history: Deletes only browsing history. formdata: Deletes only form data saved in the browser such as username/password. typedurls: Deletes only entered Internet addresses. all: Deletes all Internet files that are found **Example:** Oosecmd.exe --internetfiles cookies --internetfiles history
[--tempfiles <recent | temporary | thumbnails | recyclebin| memorydumps | checkdisk | ftp | all>]	Delete temporary Windows and program files (Default: All file types that are found will be SafeErased) recent: Permanently deletes temporary files from programs. temporary files: Deletes files in the Windows TEMP folder. thumbnails: Permanently deletes the picture preview from the cache.

Parameters	Explanation
	recyclebin: Deletes content from the Windows Recycle Bin. memorydumps: Deletes DMP files. checkdisk: Delets files that were saved by CheckDisk (CHK). ftp: Deletes saved login data from an FTP server. all: Deletes all temporary file types that are found. **Example:** Oosecmd.exe --tempfiles recyclebin
[--totalerase <internal | all>]	Deletes the entire computer. (Default: All internal drives will be deleted) internal: Only internal drives will be deleted. all: All connected drives, including external ones, will be deleted. **Example:** Oosecmd.exe --totalerase internal
[--security <highest| high| medium| low| lowest| zero>]	Optional: Set the used security level: highest: Highest security level high: High security level medium: Medium security level low: low security level lowest: Lowest security level zero: Overwrite with zeros **Example:** Oosecmd.exe --deletevolume d: --security zero
[--register <user:user name company:company Serial: Serial number>]	Register product **Example:** oosecmd.exe --register „user:max company:any company serial:xxx...“ **Important:** Please use quotation marks with the registration data, otherwise the registration will fail!
[--report name <file name>]	Specify path and name of the report. **Example:** Oosecmd.exe --reportname d:test.html
[--createreport] or [-r]	A report is created for every activity performed by O&O SafeErase. **Example:** Oosecmd.exe --create report / Oosecmd.exe -r --report name d:test.html
[--match <files| folders| all>]	Delete files and folders that match the file filter **Example:** oosecmd.exe –match files c:test*.* Deletes only files in folder c:test
[-y] or [--yes]	Optional parameter: Answer all security prompts automatically with "Yes". **Example:** Oosecmd.exe --tempfiles all -y
[-s] or [--silent]	No display
[-v] or [--version]	Information on the program version **Example:** Oosecmd.exe --version
[-h]	Shows all available commands and their explanation. **Example:** Oosecmd.exe -h

Parameters	Explanation
<Files and/or folders>	List of files and folders to be permanently deleted. **Example:** oosecmd.exe c:test*.* c:test2pic.jpg d:wordworddocument.doc

:::note

Please note that when entering the parameter in the command line, **no** manual line break may be included in the command sequence. Otherwise, the command will not be executed as intended. The line breaks in the examples are caused by the document's formatting.

:::

Combining several parameters

You can also build a command sequence from the parameter. You will be able to combine an activity, such as delete free space with as many different options you like, for example:

Example	Explanation
Oosecmd.exe --freespace g: --security medium --createreport --reportname d:test.html	The free space in drive G: will be SafeErased using the deletion method "medium security". Afterwards, a report on the deletion will be created and saved on Drive D: with the name test.html .
Oosecmd.exe --tempfiles all --security zero --createreport --reportname d:test_1.html	All temporary Windows and program files will be overwritten with zeros. Afterwards, a report on the deletion will be created and saved on Drive D: with the name "test_1.html".
Oosecmd.exe c:ApplicationCV.doc d:PicturesPassport_picture.jpg	The file "CV.doc" in the folder "Application" on Drive C:, the file "Passport_picture.jpg" in the folder "Pictures" on Drive D: will be SafeErased using the preset default method.

:::note

Please bear in mind that while entering the parameter in the command line **no** manual line break will be included into the command sequence. Otherwise, the command cannot be executed as it is supposed to. The line breaks in the examples exists because of the document format.

:::

Frequently asked questions

In the following chapters you will find answers to some frequently asked questions. More information can also be found in the support section on our website (FAQ).

How you can check the deletion process

As soon as data is erased, they cannot be displayed anymore. However, unless data is SafeErased, the data is still accessible.

If you run the analysis function after the deletion, you will see the remaining files.

The success of O&O SafeErase can also be measured with special data rescue programs. You can use O&O DiskRecovery for this purpose. These program will show you what data may be restored. You can download O&O DiskRecovery as trial versions for free from our Website.

More information about their use can be found in their respective user handbooks. If you have any questions. don't hesitate to contact us.

How you can securely delete data that has already been deleted

If you already have deleted data before installing O&O SafeErase, which you would like to SafeErase retroactively, you can delete the free space to do so. Through this process all free disk space is overwritten and already deleted files annihilated, making it possible to remove any trace of sensitive data you thought had already been erased. SafeErasing free space prevents the restoration of already deleted data by employing a special restoration product.

How to act when receiving error notices

O&O SafeErase can display error messages for various reasons during the deletion process.

These messages are also noted in the report. In most cases O&O SafeErase is not able to access the files intended for deletion. This is the case, whenever other programs are still using these files. They will not be deleted.

- If in doubt, restart your computer and run the deletion again.
- You will raise the chance for a successful deletion, if you keep other programs closed while the deletion is under way.

Support and more from O&O

O&O Software support helps with questions and problems concerning O&O SafeErase 10.

Contact support

Open O&O Software support. Include:

- The version and edition of O&O SafeErase.
- The Windows version of your computer.
- What you wanted to delete (files, free space, a drive or the entire computer) and the deletion method.
- The complete error message and the report of the deletion.

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

Licensing and updates

O&O SafeErase is commercial software. You can try it during the trial period; continued use requires a valid license. See Installation and licensing. Information on the current version is available on the O&O SafeErase product page.

More from O&O

Product	Purpose
O&O DiskImage	Backup and recovery of drives and complete systems
O&O Defrag	Storage optimization for PCs and servers
O&O BlueCon	Repair and recovery of Windows systems that no longer start
O&O ShutUp10	Control of the Windows privacy settings

See all O&O products.