

## Re: Secure File Deletion Programs

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- *From:* "Chris" <[chrissypete2@xxxxxxx](mailto:chrissypete2@xxxxxxx)>
  - *Date:* 12 Dec 2006 15:03:08 -0800
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Well, the tech wouldn't let me smash it, microwave it or anything else, but he couldn't have been nicer. Dell would not recommend or endorse any specific product as possessing the ability to accomplish the actual goal of a secure file deletion program. He did his best to try to find some information, which he shouldn't have done, and he was unable to. When Dell sends someone to your home to replace hardware, it is specifically hardware only, NO software help whatsoever – their policy.

I did run the Eraser program multiple times, but it made me very uncertain since it only went over what was designated as blank space after a manual delete and empty of the recycle bin. It was very quick about it too, which made me think of the warnings that a complete delete could take days. Anyway, I ran it multiple times, it said I had something like 75 open out of 80 on the drive when it was done, but all of the programs were still there. The question is how do you know that it securely deleted it if you had to delete it first? kwim?

He and I had a few good laughs, and he waited for me to contact Dell and put the question to them this way "What guarantee do I have that you and the companies/contractors with which you work that handle the drive being returned that any trace data that might possibly be retrievable is safe and will not be retrieved or accessed, etc." They told me that they destroy the damaged drives upon receipt with a destruction process of hole punching the drives. I called twice and took names, the tech heard it too, and we laughed as I said "I wonder if 'Well, I ran an eraser program five times on it, attempted to reformat the drive, and Imran and Mark from Dell assured me that it would be physically destroyed upon their receipt.'" or maybe I should go a little blonder and more bubbly should that day come? lol. He said he would back me up in my hopefully adequate attempts. lol. Anyway, I feel it was okay, but not as good as I would have liked to feel about it. There is a part of me that thinks since Dell, in an extended service hardware contract, basically serves as my paid IT support, and that they have some ethics and responsibility issues to contend with or answer to or uphold as well as such. Even if I weren't a business, an average person still has things on their computers that need protecting as well.

## Re: Secure File Deletion Programs

The people from Pinion Software called back, and I presented my case explainign what sort of information I deal with, etc., and brought up the vet info. home computer theft, and I have now bought 4 scrubs from Sanitizer 5.0 on 3.5" diskette to run on all of the computers I have here physically in my possession. It is only \$12.00 per scrub, and if purchased on the 3.5" diskette, no expiration date to the scrubs. I bought 2 scrubs for my 2 old computers, and 2 scrubs for the new desktop hard drive and current laptop hard drive that I use for when the time comes. He tells me it meets Department of Defense Standards and that it has been tested by a numer of labs and verified that by all practical purposes the information is unrecoverable – talked a bit about the set up for the Airforce, Navy, Army, etc. He assured me it is as easy as can be to use – whereas I did not find that with the Eraser so much.

The difference between Sanitizer and the Eraser is, from what I can see, that the Eraser has the ability to designate exactly what you want to scrub clean after you place it into and remove it from the recycle bin, as in it scrubs the areas of the computer that are \*empty\* and leaves the rest alone, so it seems like it might be a good thing to just run periodically to protect against a large amount of old data on a p.c. in a potential theft of the actual computer, but the Sanitizer is just popped in and wipes out absolutely everything, without you having to manually start from the bottom of your file tree in Windows Explorer and working your way up deleting each and every possible folder first (as some program files deny you access to deletion.). He said that the CD version of the Sanitizer does indeed have an expiration date, but if someone did not get around to using all of the scrubs they had purchased, they could work with you on that. I kind of liked the 3.5" disk – sort of MI and James Bondish dontchya think? lol. I told him that I knew of some interested people interested in a good/reliable solution so he said that he would e-mail a two-sheet informative sheet on the product.

Okay, off now to find out why my NAV tells me my subscription is expired and then that I have 318 days left of a two-year renewal for the laptop.....can you believe that it is a problem with THEIR live update feature and they want to charge me \$70 to have a tech support person fix it remotely (refundable if problem not fixed), or \$30 to have someone walk me through it on the phone (nonrefundable), or free if done online via chat, AFTER the price of already paying for the two-year renewal? Unbelievable. I ranted, but it got me nowhere.

On Dec 12, 4:30 pm, "Laura Gibson" <transp...@xxxxxxxxxxxx> wrote:

Smash them with a hammer is what our accountant does when he upgrades to a new computer. He takes the hard drive out, and smashes it to bits after transferring all the old info into the new puters.

Laura

Re: Secure File Deletion Programs

"RaeMorrill" <RaeMorr...@xxxxxxx> wrote in  
messagenews:nHCfh.2848\$D9.745@xxxxxxxxxxxxxxxxxxxxxxxxxxxx

LOL. Well, they are not going to re-use them I should hope if they are broken.

Anne Vasquez wrote:

That's exactly what the HP tech did when I told him I  
couldn't let a dead  
HD with patient info on it leave my house; he smashed it  
with a hammer  
before taking it. He told me that wasn't exactly company  
policy,  
though... <G>

Chris wrote:

Thanks guys. I'll check out the link. I think  
I'll call Dell to see if  
they have any recommendations too. The  
guy I spoke with from AOL the  
other day said "Hey, nobody said what type  
of damage had to be done  
prior to the return; there are always things  
like hammers and  
microwaves. " lol- Hide quoted text ---  
Show quoted text -