B2C - IT Service

SAMSUNG
ELECTRONICS

Samsung SEUK	Issue 1.1
Chromebook Process Guideline – Resetting of Real data	SEUKITB2C01

Definition

The Chromebook Process defines a guideline for Samsung Authorised Repair Engineers to fulfil a process of resetting real data. **

Purpose

The purpose is to provide, a clear guide to initialize the eMMC storage.
Samsung Chromebook models:-XE300M2, XE303, XE500C2 & XE550CS.

Guideline

The requirement of the data reset is to initialize the eMMC storage, and will require that all the steps are correctly followed. The guideline method clears the data bit by bit. The Chromebook OS initializes the eMMC storage whenever you turn off the root file system verification.

The recommended process is outlined as follows:

1. **Turn On** *root file system* verification (User Mode)
2. **Turn Off** *root file system* verification (Developer Mode)
   This may take 20 minutes to complete the mode change – pending the Chromebook model.
3. **Turn On** *root file system* verification (User Mode)
4. Recover system using recovery image (OS Image)

Engineer Actions: - Chromebook standalone process

- Chromebook should be powered on
- Turn on verification mode – Verification switch towards rear of machine (User Mode)
- Power Off Chromebook and then switch Chromebook back on
- Screen message " Verification is Off"   (Developer Mode)
- Press Ctrl+D
- Screen Refresh – Developer Mode (**do not** press any keys if requested, please wait the process would take approximately 30 seconds)

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- Screen Refresh (Developer Mode)
- Screen Refresh – Press Space bar to recover (**do not** press Space Bar wait for the machine to boot to the Chrome OS   2- 5 minutes)
- Power Off Chromebook
- Insert USB pen with Chrome OS image
- Power On Chromebook
- Screen will indicate " Press Space bar to recover" – Please press Space Bar
- Chrome OS recovery image starts
- Turn On Verification Mode - Verification switch back to original position – towards front of machine. (Action to be carried out whilst recovery in progress.) (User Mode)
- Screen Message – Message "System recovery in Progress" (OS Image)
- Screen Refresh – Message " Recovery complete"
- Remove USB pen with Chromebook On
- Chromebook will Auto Reboot to Verified Mode and load OOBE - Out Of Box Experience

Notes

The above process has been supplied as reference material extracted from The Chromium Projects. Samsung are not the authors of the operating system. The above guideline is based on information available from the Authors of web link below .The links provide a guideline to real data reset and Image recovery including the methodology used to erase data

http://www.chromium.org/chromium-os/developer-information-for-chrome-os-devices/samsung-arm-chromebook

http://www.chromium.org/chromium-os/chromiumos-design-docs/developer-mode

http://www.chromium.org/chromium-os/chromiumos-design-docs/disk-format

**The Author of the web-links also describes vulnerabilities to which Google chrome OS devices may be exposed.