

Retiring a device from FileWave

Whether selling or removing devices that no longer function or are beyond use, it may be necessary to remove them from FileWave. The following steps should assist with this process.

The basics are:

- Ensure all enrolment configuration is removed from device or device is wiped
- Delete the device from within FileWave

Apple Business or School Manager Specific

Where devices are MDM enrolled through a Business or School Manager account, if the devices are no longer going to belong to the organisation, they should be released from Apple. Please see Apple's documentation to action this process:

- [Release devices in Apple Business Manager](#)
- [Release devices in Apple School Manager](#)

✓ After releasing a device, a subsequent synchronisation with DEP should remove the device from the DEP Associations Management view.

⚠ If devices are not released, after being wiped, they will force the user to re-enrol the device, if there is still an associated DEP Enrolment Profile

Pre-Deletion

There are two choices:

- Wipe devices
- Remove enrolment, e.g. selling devices to users, allowing them to keep data.

Wipe

Either locally trigger devices to be wiped or where possible, FileWave Central Admin App may send a command to wipe devices. Update Model after actioning a Wipe command.

Not Wiping

If devices are not to be wiped, enrolment should be removed from the devices.

Device Type	Apple MDM Enrolled	FileWave Client Enrolled
Apple Mobile	Remove Enrolment Profile*	-
Apple Computer		Uninstall FileWave Client
Windows	-	

* Apple Enrolment Profile may be removable from Settings.

✓ If Apple devices are enrolled with a setting to prevent the MDM Enrolment Profile from being removed through Settings, Archiving a device sends a command to remove the Enrolment Profile from the device.

To Archive a device, open the FileWave Central Admin App, select device, right click and choose Client State > Archive, followed by an Update Model.

Uninstalling FileWave Client

macOS

Please follow the instructions on removing the FileWave Client

- [Uninstall the FileWave Client on macOS](#)

Windows

1. Click on the Start Menu button

2. Type remove in the search bar
3. Choose Add/Remove Programs
4. Scroll down to find the FileWave Client
5. Click Remove
6. Allow the FileWave Client to uninstall

Deletion

Once devices have been wiped or any enrolment has been removed, the devices may then be deleted from FileWave.

1. Open the FileWave Central Admin App
2. Select device(s) from the Clients view
3. Right click
4. Choose Delete
5. Update Model

 Archived devices may be either deleted or left in FileWave. Archived clients are merely fixed records, there is no further attempts to communicate with the device and they do not use up FileWave client licences.

 If any enrolment configuration is not removed from the device prior to deletion, the device will attempt to check back and may recreate the device record.

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