

Retiring a device from FileWave

In some cases, you may find yourself in a position where retiring a device is the wisest thing to do. Here are some steps to assist you in that process based on the operating system a device is running.

iOS

1. Log into ASM
2. Search for the device by serial number under Devices on the right-hand side of the screen
3. Click on the device to highlight it
4. Click Edit Device Management
5. Choose Unassign
6. Continue
7. OK
8. Go to FileWave Admin
9. Assistants
10. DEP Associations Management
11. Hold down Option
12. Click Full DEP Sync
13. Search for the device in
14. DEP Associations Management
15. Note that it should no longer appear here
16. Wipe the device
17. Search for the device in FileWave Admin > Clients
18. Single-click on the device
19. Click Delete at the top of the window
20. Update Model

macOS

1. Log into ASM
2. Search for the device by serial number under Devices on the right-hand side of the screen
3. Click on the device to highlight it
4. Click Edit Device Management
5. Choose Unassign
6. Continue
7. OK
8. Go to FileWave Admin
9. Assistants
10. DEP Associations Management
11. Hold down Option
12. Click Full DEP Sync
13. Search for the device in
14. DEP Associations Management
15. Note that it should no longer appear here
16. You can wipe the device if you would like, however, we have a KB article with a filesset that removes the FileWave Client: [Uninstall the FileWave Client on macOS](#)
17. Note that the MDM Profile will still be on the device. It can be removed depending on the OS version. Starting in Catalina, if a profile is deployed via MDM it can only be removed via MDM. In those cases, we recommend wiping the device. Leaving it in place won't harm or change anything.
18. Search for the device in FileWave Admin > Clients
19. Single-click on the device
20. Click Delete at the top of the window
21. Update Model

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
7. Search for the device in FileWave Admin > Clients
8. Single-click on the device
9. Click Delete at the top of the window
10. Update Model

We also have a Remove from System option for you to consider. You can read more about that here: [Remove from System](#)

