

# eBay Refurbished Program grading criteria onboarding

Created date	Updated date	Affects version	Fix version
28 Sep 2023	28 Sep 2023	Drive Eraser Mobile Diagnostics and Erasure	N/A

## Description

This article outlines the process required to request specific dynamic workflows built by Blancco for the [eBay Refurbished Program](#).

## How to submit request for Blancco certified dynamic workflows?

### Pre-requisites

Product	Requirements
Blancco Drive Eraser	<ul style="list-style-type: none"><li>Intelligent Business Routing (if you don't have Intelligent Business Routing enabled, contact your sales representative)</li><li>Licenses:<ul style="list-style-type: none"><li>Erasure licenses</li></ul></li></ul>
Blancco Mobile Diagnostics and Erasure	<ul style="list-style-type: none"><li>Licenses:<ul style="list-style-type: none"><li>Erasure licenses</li><li>Diagnostics licenses</li><li>Carrier Insights Extension licenses (Lost/Stolen/Blocked -check)</li><li>Carrier ID Check licenses (Carrier information check)</li></ul></li></ul>

### Requesting the workflows from Blancco

1. Contact Blancco Technical Support by submitting a support ticket.
  - a. Use the "Incident Management" function on the Blancco Technical Support Portal at: <https://support.blancco.com>
    - i. Click "Report an Incident".
    - ii. Click "Technical Support Request".
    - iii. Complete the incident request as normal with the below selections
      - Select incident type "General Question"
      - Select Component "eBay Refurbished program"
      - In the description, include which product(s) you wish to enroll in for eBay grading.
        - Drive Eraser
        - Mobile Diagnostics and Erasure

Our support team will then review account dependencies and provide dynamic workflows per the products identified in the description section.

## How to deploy the provided dynamic workflows?

### Blancco Drive Eraser

### Management Portal

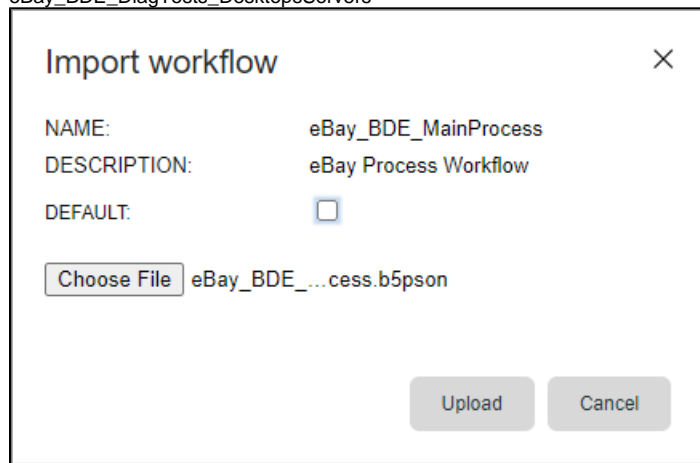
1. Download dynamic workflows provided by Blancco Technical Support
2. Click "Workflows"
3. Click "Import workflow"
4. Click "Choose a file to upload" and select workflow to import
5. Repeat the process five times, as there are total of five workflows to import.
  - a. eBay\_BDE\_MainProcess
  - b. eBay\_BDE\_Erasure
  - c. eBay\_BDE\_DiagTests\_Laptops
  - d. eBay\_BDE\_DiagTests\_All-in-One
  - e. eBay\_BDE\_DiagTests\_DesktopsServers
6. Set eBay\_BDE\_MainProcess as default workflow
  - a. Click three dot menu

- b. Click "Set as default" star icon



## Blanco Cloud / Management Console

1. Download dynamic workflows provided by Blanco Technical Support
2. Login to Blanco Cloud / Management Console
  - a. Click "Process management"
  - b. Click "Import"
  - c. Click "Choose File" and select workflow to import
    - i. **Note:** Click "DEFAULT" checkbox for eBay\_BDE\_MainProcess
  - d. Click "Upload"
  - e. Will need to repeat process five times, as there are total of five(5) workflows to import.
    - i. eBay\_BDE\_MainProcess
    - ii. eBay\_BDE\_Erasure
    - iii. eBay\_BDE\_DiagTests\_Laptops
    - iv. eBay\_BDE\_DiagTests\_All-in-One
    - v. eBay\_BDE\_DiagTests\_DesktopsServers



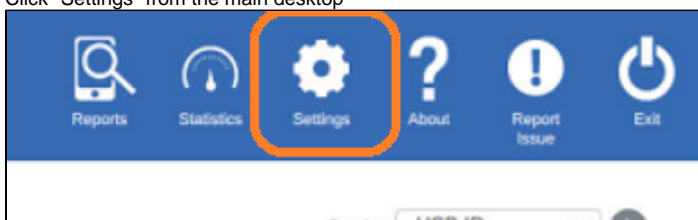
## Mobile Diagnostics and Erasure

### Windows workstation:

1. Download dynamic workflows provided by Blanco Technical Support
2. Copy files to USB flash drive
  - a. Copy "eBay\_BMDE\_MainProcess" and "eBay\_BMDE\_DiagTests" workflows to USB flash drive root directory
  - b. Create a subfolder named "customlayouts" on the USB flash drive
  - c. Copy the "eBay\_Horizontal\_Label" and the "eBay\_Vertical\_Label" files into the subfolder named "customlayouts"

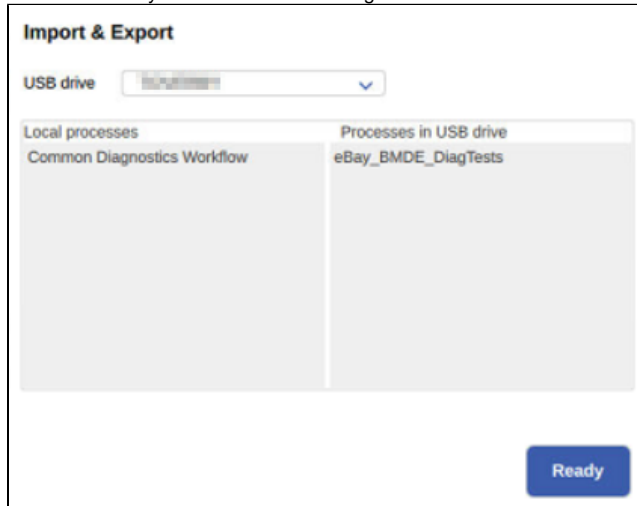
### BMDE workstation:

1. Login to BMDE workstation
  - a. Click "Settings" from the main desktop

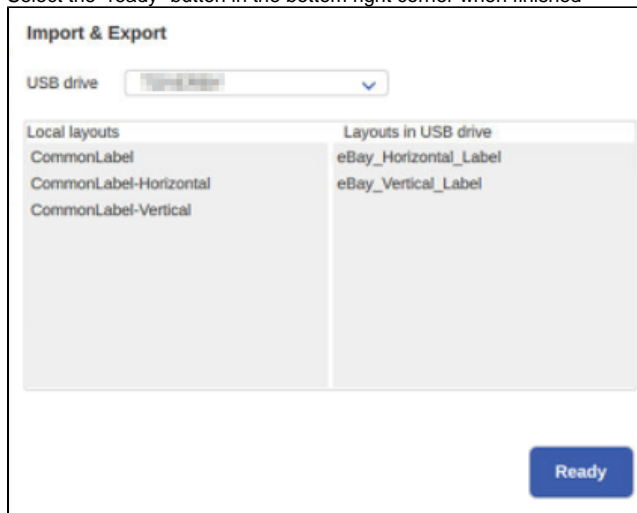


- b. Click the "Diagnostics" tab

- i. In the Diagnostics Workflows section Click "Import & Export" button under Available Diagnostic Workflows
- ii. In the Right window "Processes in USB drive" Select and drag the "eBay\_BMDE\_DiagTests" file to the left "Local processes" window
- iii. Select the "ready" button in the bottom right corner

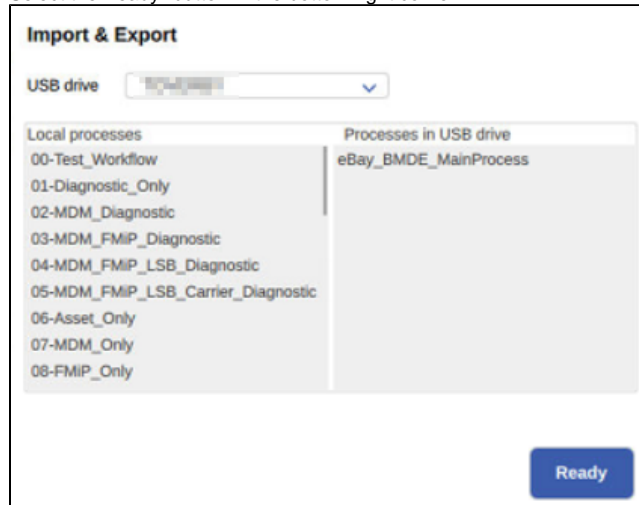


- c. Click "Printer" tab
  - i. In the Label Type section, click "Import & Export" button under Print Layout
  - ii. In the Right window "Layouts in USB drive" Select and drag the "eBay\_Horizontal\_Label" file to the left "Local layouts" window
  - iii. Repeat step c(ii) for the "eBay\_Vertical\_Label"
  - iv. Select the "ready" button in the bottom right corner when finished

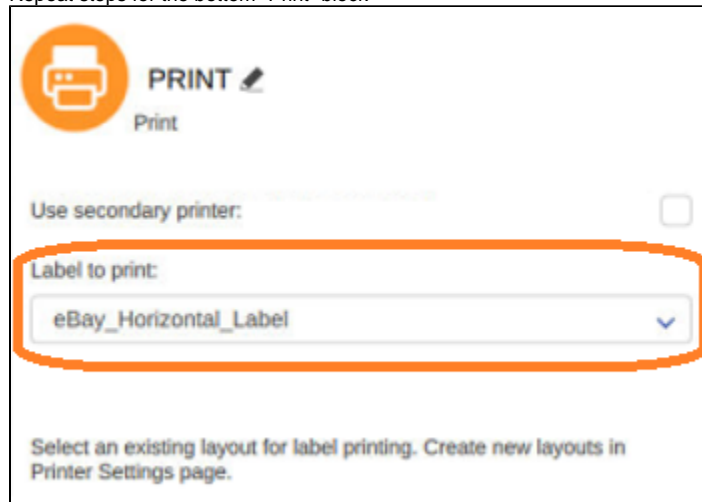


- d. Click "Device" tab.
  - i. In the Erasure and diagnostics process section, click "Import & Export" button under Process options
  - ii. In the Right window "Processes in USB drive" Select and drag the "eBay\_BMDE\_MainProcess" file to the left "Local processes" window

- iii. Select the "ready" button in the bottom right corner



- e. In the DropDown menu, select the workflow "eBay\_BMDE\_MainProcess"
- i. Click on the "Edit" button
  - ii. Click on the top "Print" block
  - iii. In the panel on the right side of the screen, select the eBay Label for your printer
  - iv. eBay\_Horizontal\_Label for 4 inch wide by 2 inch tall labels (ie. Zebra)
  - v. wBay\_Vertical\_Label for 2 inch wide by 4 inch tall labels (ie. Dymo)
  - vi. Repeat steps for the bottom "Print" block



- vii. Click on the "Save & Exit" button when you have both print block labels selected for your printer.



- f. Click on the "Apply" button at the bottom of the window
- g. Click on the "Ok" button at the bottom of the window