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	 Intelligent Business Routing (if you don't have Intelligent Business Routing enabled, contact your sales representative) Licenses: Erasure licenses
Blancco Mobile Diagnostics and Erasure	 Licenses: Erasure licenses Diagnostics licenses Carrier Insights Extension licenses (Lost/Stolen/Blocked -check) Carrier ID Check licenses (Carrier information check)

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
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Blancco Cloud / Management Console

- 1. Download dynamic workflows provided by Blancco Technical Support
- 2. Login to Blancco 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_MainProces

 - ii. eBay_BDE_Erasure iii. eBay_BDE_DiagTests_Laptops
 - iv. eBay_BDE_DiagTests_All-in-One
 - v. eBay_BDE_DiagTests_DesktopsServers

Import workflow			×
NAME: DESCRIPTION: DEFAULT:	eBay_BDE_ eBay Proce	_MainProcess ss Workflow	
Choose File eBay_BD	Ecess.b5p	son	
		Upload	Cancel

Mobile Diagnostics and Erasure

Windows workstation:

- 1. Download dynamic workflows provided by Blancco 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

USB drive	~
Local processes	Processes in USB drive
Common Diagnostics Workflow	eBay_BMDE_DiagTests

- 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

USB drive	~
Local layouts	Layouts in USB drive
CommonLabel CommonLabel-Horizontal CommonLabel-Vertical	eBay_Horizontal_Label eBay_Vertical_Label
	Ready

- 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

Job une	~
ocal processes	Processes in USB drive
00-Test_Workflow 01-Diagnostic_Only 02-MDM_Diagnostic 03-MDM_FMIP_Diagnostic 04-MDM_FMIP_LSB_Diagnostic 05-MDM_FMIP_LSB_Carrier_Diagnostic 06-Asset_Only 07-MDM_Only 08-FMIP_Only	eBay_BMDE_MainProcess

- 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

PRINT 2	
Use secondary printer:	
Label to print:	
eBay_Horizontal_Label	~
Select an existing layout for label printing. Create new layouts in Printer Settings page.	

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