



LSoft Technologies Inc.

**Industrial Desktop &
Industrial System
User Guide**

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Legal Statement

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LSoft Technologies Inc. and its partners will not and are not responsible to replace damaged drive bays due to misuse of the product. Included one year warranty only covers defective hardware.

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Safety Information

- All Systems, electrical components, and accessories provided by **LSoft Technologies Inc.** are prone to electrostatic discharge (ESD). Please follow standard electronic handling procedures. Please never open your system to prevent ESD.
- Before turning on a system perform an inspection to ensure there are not any loose bolts or metal present.
- Make sure all cables are securely connected and the power supply is turned on before attempting to power on the system.
- Keep this guide in a secure location for future reference.
- DO NOT allow any moisture to get into and/or on the system. If the System suffers damage due moisture contact **LSoft Technologies Inc.** technical support via phone or email and do not plug in or power on the system.
- Store the system in a cool and dry environment for optimum longevity. Do not leave it in temperatures more than 60°C (140°F) and less than 0°C (32°F).
- DO NOT cut power from the machine suddenly. Forcefully shutting down may corrupt the system. Reference the recovery guide included with your system to reset to factory settings if data corruption does occur.
- DO NOT attempt to open your system and/or any provided accessories while they are under warranty. Doing so will void the warranty and **LSoft Technologies Inc.** will no longer accept it if repairs or replacements are requested. **LSoft Technologies Inc.** and all partners have the right to DECLINE warranty if a system is discovered to be tampered with.
- **LSoft Technologies Inc.** does not advise opening your system and/or any provided accessories after the warranty period is over. Users take full liability for choosing to open their system and/or any provided accessories.
- Small components of **LSoft Technologies Inc.** systems and accessories are a choking hazard to children. Keep any components or packaging away from children.

Warranty Information

LSoft Technologies Inc. offers a one-year limited warranty from the date of purchase on all hardware products and accessories.

During the warranty period, LSoft Technologies Inc. will repair or replace, products or components of products that are proven to be defective because of improper material or workmanship, under normal use and maintenance.

LSoft Technologies Inc. will not replace products or components that suffer from malfunctions or damage not resulting from defects in material or workmanship. LSoft Technologies Inc. reserves the right to decline warranty service if

Contact LSoft Technologies Technical Support to determine if your hardware is eligible and requires a warranty.

Introduction to LSoft's Industrial Desktops & Systems

Thank you for purchasing an **Industrial System** or **Industrial Desktop** unit. This User Guide will provide references and demonstrations on how to get started with your new system.

The Quick Start Guide will only provide guidance in regards to **Industrial System & Industrial Desktop hardware**. If you are looking for more information on the pre-installed **KillDisk Industrial** or **Disk Clone Industrial software** on your system then view the [corresponding guide](#) available electronically.

The Functionality of Industrial Systems

LSoft Technologies Inc. Industrial System & Industrial Desktop hardware series specializes in wiping and/or cloning parallel batches of data storage devices such as mechanical hard drives, solid-state drives, and other data storage devices. Hardware is available in many configurations to suit your specific drive wiping demands. All current configurations can be viewed on [our website](#). Accessories are available and are suitable to convert the system into an all-in-one machine (with the optionally available touchscreen display).



Example Industrial Desktop Configuration

Configurations Covered by this Guide

This User Guide covers and applies to all chassis size S35/S915/S917 Industrial Desktops and size 3U\4U\6U Industrial Systems.



Example Industrial System Configuration

All accessories offered by LSoft

Technologies Inc. may be covered in this guide. Any hardware that is not currently produced or sold by **LSoft Technologies Inc.** or partners may be archived from the User Guide.

If a particular component or accessory is not covered in this guide, contact **LSoft Technologies Inc.** with your Order ID to get more information about your configuration.

System Specifications

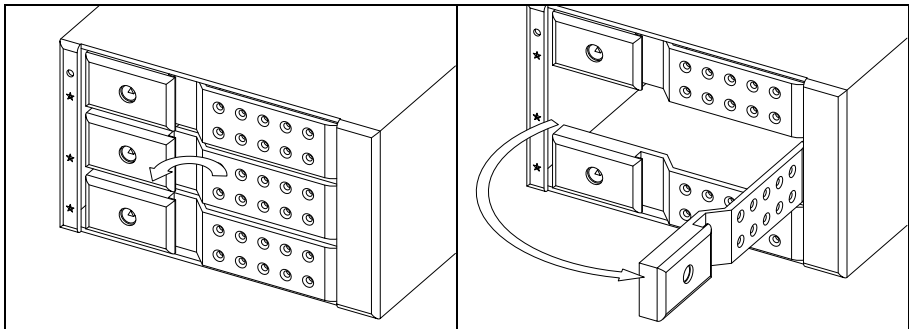


Layouts may vary depending on the configuration of the System. They will include the same general components.


Front IO	<ul style="list-style-type: none">• x1 Power Button• x1 Power LED• x1 Reset Button• x1 HDD Activity LED• x2 USB A 3.0 Ports (6U Only)/x1 USB A 2.0 Port
Back IO	<ul style="list-style-type: none">• x1 VGA and/or x1 DVI and x1 HDMI and/or x1 DisplayPort• x3-x6 3.5 mm audio jacks• x1-x2 PS/2 keyboard/mouse combo port• x4-x8 USB A 2.0 or 3.0 Ports• x1 USB C 3.0 Port (Large 4U or 6U Systems Only)• x1 LAN RJ45 port
Storage	<ul style="list-style-type: none">• Built-in 120 GB M.2 SATA or NVME System Drive
OS	<ul style="list-style-type: none">• Linux Ubuntu with preinstalled and preconfigured KillDisk Industrial or Disk Clone Industrial software.
Special Features	<ul style="list-style-type: none">• An optional touchscreen display may be purchased with a system. 6U System will come with a built-in touchscreen.• An optional laser or label printer may be purchased with a system. All laser and label printer will be pre-configured.

Drive Handling Procedures


Inserting 3.5" Form Factor Drives into the System

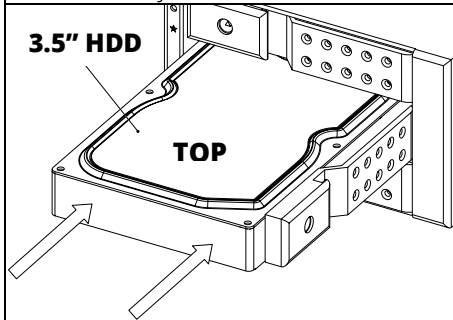


Locate an empty drive bay and slide your finger behind the drive latch. Pull the latch towards yourself.


 If applicable make sure to unlock the drive bay gate with the included keys.

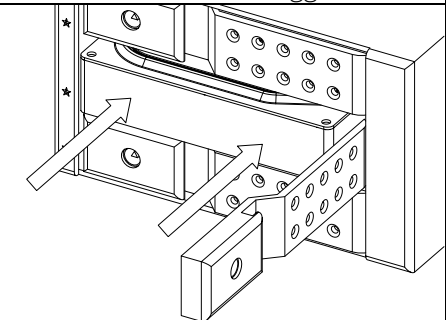
Keep pulling on the unlocked latch to allow the drive bay gate to open. The drive gate will snap into a semi locked position when fully opened.

 Make sure the drive bay gate is fully open to avoid clearance issues with bigger drives.




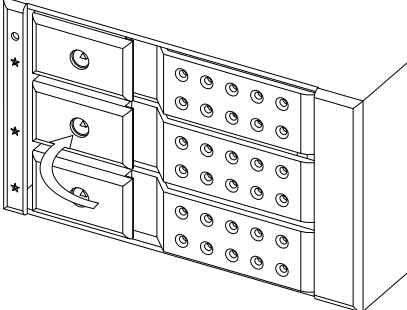
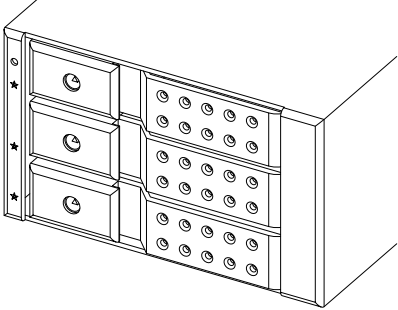
Load your HDD into the bay correlating to the size of the drive. For all horizontal bays, the top of the drive should be facing upwards.

 If the drive gate on the bay opens vertically downward then the drives are loaded with the top facing leftwards. Vertical upwards



Push the drive into the drive bay until resistance is met. It is normal for the drive to not completely be in the bay at this point.

 Do not keep pushing on the drive after resistance is met or it may cause physical damage to the drive ejection mechanism. At no

<p>opening bays will have the drives loaded with the top rightwards.</p>	<p>point is significant force required to insert or eject the drive.</p>
 <p>A perspective view of a drive bay. The gate is open, and a drive is being inserted into the top bay. The gate has a handle and a locking mechanism. The bay is filled with drives, and the top row is highlighted.</p>	 <p>A perspective view of a drive bay. The gate is closed, and a drive is inserted into the top bay. The bay is filled with drives, and the top row is highlighted.</p>
<p>Close the drive bay gate to push the remaining drive in with the ejection mechanism automatically. Make sure to close the gate until the locking mechanism clicks shut to indicate the gate is closed and locked securely.</p>	<p>Leave the drive bays in a closed position while loaded or while not in use to prevent accidental damage to the drive bay mechanisms and keep and inserted drives securely locked in.</p>

Ejecting 3.5" Form Factor Drives from the System

Follow steps 1-2 listed above to eject the drive. The ejection mechanism should automatically eject the drive once the gate is fully opened.

Replace the drive with another if necessary and continue down the remaining steps to load another drive.

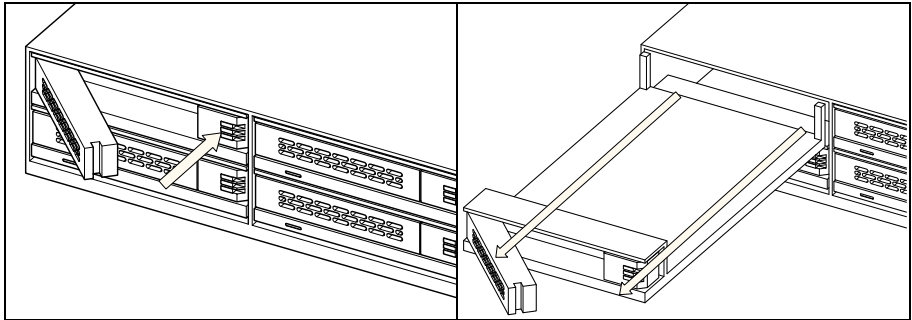
Inserting and Ejecting 2.5" Form Factor Drives into the System

Industrial Desktops and Systems will use two different types of drive bays for 2.5" Bays.


The first type will use the same mechanism as the 3.5" drive cages. The above procedures are all applicable to these types of bays.

The second type will use a *caddy tray*. The tray requires additional steps to load.


Inserting 2.5" Form Factor Drives in a Tray Bay into the System

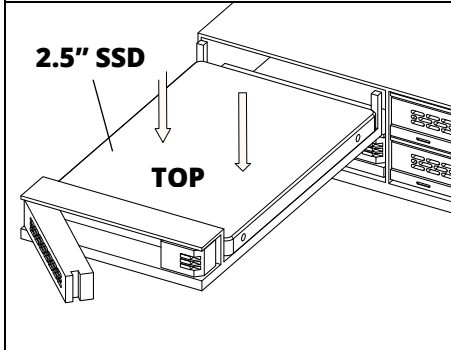


Locate an empty bay and press down the adjacent button for the bay. The drive bay gate should open after the button is pressed.


 If applicable make sure to unlock the drive bay gate with the included keys.

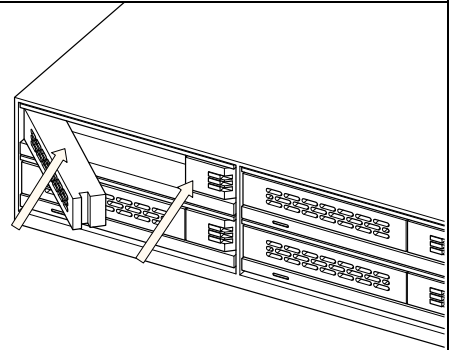
Pull out the drive tray completely out of the socket. Do not close the drive bay gate during this time.

 Make sure the drive bay tray is fully removed to avoid clearance issues with bigger drives.




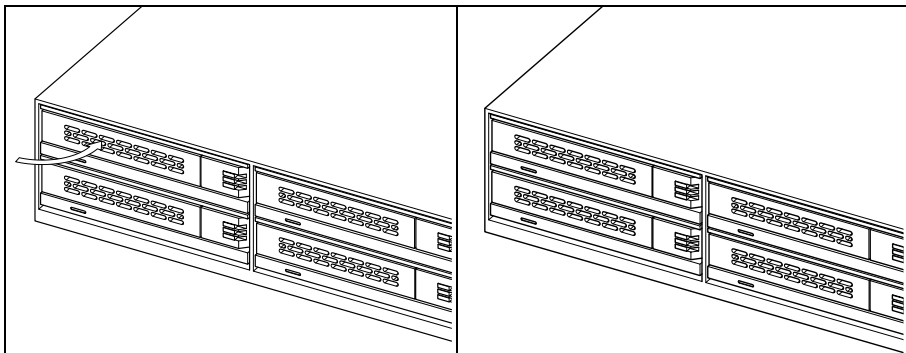
Place your 2.5" HDD or SSD into the tray from above. If the tray features inserts to hold the drive in place they must be used.

 All 2.5" drive bays will be mounted horizontally. Please insert all drives with the top side facing upwards.



Slide the tray back into its respective slot until the drive tray starts putting up resistance.

 Do not keep pushing on the drive after resistance is met or it may cause physical damage to the drive ejection mechanism. At no point is significant force required to insert or eject the drive.



Slide the drive bay gate back to a closed position until it clicks into place signifying that the bay closed successfully.

Leave the drive bays in a closed position while loaded or while not in use to prevent accidental damage to the drive bay mechanisms and keep and inserted drives securely locked in.

Ejecting 2.5” Form Factor Drives in a Tray Bay from the System

Follow steps 1-2 listed above to eject the drive. The ejection mechanism should automatically eject the drive once the gate is fully opened.

Replace the drive with another if necessary and continue down the remaining steps to load another drive.

Inserting and Ejecting M.2 Form Factor Drives into the System

Industrial systems may be purchased with an optional M.2 SATA and/or NVME adaptor.

M.2 SATA drives will attach via one provided screw to the SATA M.2 to 2.5” adapter and follow the 2.5” drive procedures listed above.

M.2 NVME drives is will attach via one provided screw to the NVME M.2 to USB adapter and can be plugged into any USB 3.0 port on the system.

Troubleshoot Guide

In this section, you can find common problems and solutions regarding System hardware. To find solutions to common software issues please visit the [software guide](#).

Problem	Solution
The system won't power on.	Verify that the System power cable is plugged all the way into the System power supply and outlet. Verify that the switch on the back of the power supply is switched to the ON position. Verify that the outlet used to power the system is capable of providing a minimum of 1250W of power and is properly grounded.
System powers on but will not display any visuals.	Verify that the display used by the system is receiving sufficient power and is securely plugged into the system. Try a different display or a display interface provided by the System. If your System includes and PCI video card, make sure that all display cables are connected to it and NOT the motherboard output.
My drive will not fit into any of the system slots	LSoft Technologies Inc. Industrial Systems support a various amount of drive form factors and standards. Please contact our support team with your Order ID to see what configuration you purchased and what standards it supports.
A drive was inserted into a slot in the system and is not detected and/or shown in the corresponding slot in the software GUI.	Verify that the slot's LED light is glowing to indicate a physical connection with the hardware was made. Try inserting the drive into a different slot on the machine.

<p>System was shutdown improperly or suffered power lose, resulting in data loss or corruption</p>	<p>Please refer to the included recovery guide sheet to factory reset your system.</p>
<p>The HDD/SSD activity LED is not turning on when a drive is inserted into the System</p>	<p>Verify that you are following the steps in the "How to Insert Drives into the System" Section. Make sure that the orientation of the drive correlates with the orientation of the slot.</p>
<p>The HDD LED is on but the drive does not show up in the GUI.</p>	<p>The drive may be not correctly assigned to the port of the system. Please refer to the Industrial Software guide for further information about assigning ports.</p>
<p>Optional touch screen display or built-in display (6U only) does not output visuals.</p>	<p>Verify that the display is connected to the video output of the system and is receiving power and touch input via the "Touch" connection on the monitor. The built-in monitor will only require the user to connect the display cable on the back of the machine. Displays are NOT hot-swappable and should be fully plugged in before the system is powered on to avoid display errors.</p>
<p>Optional laser or label printer does not print certificates or labels upon erase or wipe.</p>	<p>The laser and label printer should be configured by our technician. In the event of a factory reset or if another printer is plugged in, the default printer may change in software settings. Navigate to certificate settings and change the printer selected should switch back to the included printer. Verify that any "lite" editor modes are disabled on label printers as they are not supported by our systems.</p>

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