Remotely Wiping Mobile Phone Data

Windows Mobile OS

Microsoft Exchange Server 2010 enables you to send a command to a mobile phone that will perform a wipe of that phone. This process, known as a remote device wipe, clears all information that’s stored on the mobile phone.

You can use this procedure to clear data from a lost or stolen phone; the data being wiped the next time a synchronisation takes place.

Mobile phones can store sensitive corporate data and provide access to many corporate resources. If a device is lost or stolen, that data can be compromised. You should configure your mobile phone to automatically prompt for a password after a period of inactivity. The requirement for a device password and inactivity locking provides more security for your corporate data.

In addition to these features, Microsoft Exchange Server 2010 provides a remote device wipe feature. Users can issue their own remote device wipe commands from the Microsoft Office Outlook Web App user interface.

The remote device wipe feature also includes a confirmation function that writes a time stamp in the sync state data of the user's mailbox. This time stamp is displayed in Outlook Web App and in the user’s mobile phone properties dialog box in the Exchange Management Console.

**Important:**

In addition to resetting the mobile phone to factory default condition, a remote device wipe also deletes any data on any storage card that’s inserted in the mobile phone. If you’re performing a remote device wipe on a mobile phone in your possession and want to keep the data on the storage card, remove the storage card before you initiate the remote device wipe.

**Caution:**

After a remote device wipe has occurred, data recovery is very difficult. However, no data removal process leaves a device as free from residual data as when it's new. Recovery of data from a device may still be possible using sophisticated tools.
To use Outlook Web Access to perform a remote device wipe

1. Open **Outlook Web Access**.

2. Log on to the phone owner's mailbox.

3. Click **Options**.
4. Select **See All Options**.

5. In the Navigation pane, select **Phone**.
6. Select the ID of the phone that you want to wipe and remove from the list.

7. Click **Wipe device**. You will be asked to confirm.

8. Click **Yes**. The status of the device will change from ‘**OK**’ to ‘**Wipe Pending**’ and the remote wipe will be attempted at the next scheduled synchronisation.

9. An e-mail will automatically be sent to the user's e-mail account to confirm the successful completion of the remote device wipe.

10. The status of the device will then change from ‘**Wipe Pending**’ to ‘**Remote Device Wipe Successful**’. You may have to manually refresh the screen to see the change of status.

11. The device will then be reset to its factory default settings.

12. Click **Remove device from list**. You can do this by clicking on the 'X' at the top right of the list once the status has updated to “**Remote Device Wipe Successful**”.

13. Click **Yes** to confirm.

14. You must perform a ‘**Remove device from list**’ as if you don’t the recovered or replacement phone will be wiped automatically the next time a synchronisation takes place.