

Erasing Devices

Overview

The ability to send remote commands to erase devices is critical when managing a fleet of devices. Devices typically need to be erased to prepare for a new user, when reselling devices, if the device has been misplaced, or many other reasons. Mosyle provides the ability to remotely erase devices when needed.

Erasing iOS/iPadOS Devices

Erasing an iOS/iPadOS device using the command from Mosyle, will erase all data on the device. If the device is associated with your Apple School Manager account and has an Automated Device Enrollment profile assigned to it, once the device reboots and Wifi is connected the device will automatically re-enroll into Mosyle.

To send the erase command to an iOS/iPadOS device

1. Go to Management > Devices Overview
2. Select any device(s) > More dropdown menu: Erase device

The erase command can be sent for individual devices via the Device Information window or can be sent on a schedule using the Single shot profile.

Additional Options:

- **Preserve data plan after the wiping (iOS 11 and later):** When selected, the cellular data plan settings will be preserved so you do not need to reconfigure the cellular data plan after the device is erased.
- **Disable Proximity Setup (iOS 11.3 and later):** When this is selected, the device will not prompt for Proximity Setup during the Setup Assistant.
- **Revoke VPP licenses:** When this is selected, all VPP app licenses assigned to the device will be revoked so that the licenses can be distributed to other devices.

- **Disable Activation Lock (ASM devices only):** This option can be used for devices that are associated with your ASM account and have been enrolled via Automated Device Enrollment to ensure Activation Lock is disabled so that the device will automatically go through the Setup Assistant once it is wiped and will not be locked on the Activation Lock Screen.

Erasing macOS Devices

Erasing a Mac computer with an Intel processor using the command from Mosyle will erase all data, volumes, containers, and partitions, including the recovery partition. In order to reinstall the macOS on the device, you will need to use Internet Recovery. When sending the command from Mosyle you will be required to enter a 6-digit PIN which will need to be entered on the device before it is erased. If a Firmware Password exists, it will first need to be removed in order to erase the Mac.

When erasing a Mac running macOS 12.0.1 or later with T2 Security Chip or Apple silicon, the device will Erase all Content and Settings (EACS) unless the command fails. In the event the command to Erase all Content and Settings fails, the defined 'Obliteration behavior' will be used.

The options available for the Obliteration behavior include:

- **Do Not Obliterate:** If EACS fails, the device will not erase. In this scenario, you can use Apple Configurator 2 to restore, [click here](#) to learn more.
- **Obliterate With Warning:** If EACS fails, the device will revert to the traditional erase behavior and erase all data, including the OS. The macOS will need to be reinstalled.
- **Default:** If EACS fails, the device will revert to the traditional erase behavior and erase all data including the OS. The macOS will need to be reinstalled.

To send the erase command to a macOS device

- Go to Management > Devices Overview
- Select any device(s) > More dropdown menu: Erase device.

The erase command can be sent for individual devices via the Device Information window or can be sent on a schedule using the Single shot profile.

Setting up devices for a new user

To set up a device for a new user, you can simply change the device assignment by first unassigning the device and then assigning it to the new user, or you can erase the device, re-enroll and assign it to the new user. Whenever possible, it's recommended to first erase the device before distributing to a new user.

Device Refresh or Selling Devices

When refreshing or replacing devices, the old devices will need to be erased. Send the erase command from Mosyle to ensure all data is removed.

Be sure to unassign the device from the Mosyle MDM server in ASM and remove the devices from Mosyle in order to free up a license for a new device. To remove a device from Mosyle, go to Management > Devices Overview > Click a device name to bring up the Device Information window > More dropdown menu: Remove device/Remove MDM.

When selling devices, it's recommended to release devices from ASM indicating the school or district no longer owns the device. [Click here](#) for more information about releasing devices.

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