

# Public & Private Device Clean Up Procedure

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## PUBLIC DEVICE CLEAN UP PROCEDURE

At the conclusion of a Public Cloud test session, the user logs off the device or the session ends/expires, and the “Close the Session” message appears.

- An automated script runs on the Public Cloud device to initiate the clean-up procedure. This includes the following:
  - Browsers are reset, no open websites are left on the device
  - The browser history and any website data are deleted
  - Any app that is not a System App or Allowlisted by Sauce Labs is uninstalled
  - User folders on the device are deleted (i.e. files/folders that were created during the user test session)
  - WiFi settings are reset (if they are not locked - some Android devices are configured with MDM software, so users are not able to change this setting in the first place)
  - The system language, time zone, and locale are reset
  - Mock locations are reset to default locations
- Sauce Labs does not factory reset Public Cloud devices – a factory reset creates additional manual setup steps to restore the device to a proper configuration status for the next test session.
- The device is ready for use by the next Public Cloud customer.

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## PRIVATE DEVICE CLEAN UP PROCEDURE

At the conclusion of a Private Cloud test session, the user logs off the device or the session ends/expires, and the “Close the Session” message appears.

- An automated script runs on the Private Cloud device to initiate the clean-up procedure. This includes the following:
  - Browsers are reset, no open websites are left on the device
  - The browser history and any website data are deleted
  - Any app that is not a System App or Allowlisted by Sauce Labs is uninstalled
  - User folders on the device are deleted (i.e. files/folders that were created during the user test session)
  - WiFi settings are reset
  - The system language, time zone, and locale are reset
  - Mock locations are reset to default locations
- Sauce Labs does not factory reset Private Cloud devices – a factory reset creates additional manual setup steps to restore the device to a proper configuration status for the next test session.
- The device is ready for use by the next Sauce Labs customer of that particular Private Cloud.

Feature	Public Cloud Device	Private Cloud Device
<b>Exclusive</b> use by Customer	No – Devices are shared with any Public Cloud customer who has access to that data center.	Yes – Devices are readily available to the Sauce Labs customer of that particular Private Cloud.
<b>Customization</b> of settings, background, saved files, etc.	No – During the device clean-up all individual settings configured during the test session are reset and test data, history, and artifacts are removed from Public Cloud devices.	Yes – Private Cloud customers are allowed to customize/configure and maintain their Private Cloud devices, and these settings can be modified by users.
<b>Maintain Google Account on the device</b>	No – Google accounts are deleted after the test session ends.	Yes – Sauce Labs can allowlist the Google account on the device.
<b>Apple ID Information</b>	Once a user signs in with an Apple ID, the information stays on the device and cannot be removed.	Once a user signs in with an Apple ID, the information stays on the device and cannot be removed. The device can only be accessed by users who have permission to access that particular Private Cloud.