

PUBLIC & PRIVATE 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 process includes the following:
 - Browsers are reset – no open sites are left on the device
 - Browser history is deleted
 - Any App that is not a System App or Whitelisted by Sauce Labs are uninstalled
 - User folders on the device are deleted (i.e. files/folders were created during the user test session)
- Sauce Labs does not factory reset Public Cloud devices – a factory reset creates additional manual setup steps to restore the device to proper configuration status for the next user
- The device is ready for use by the next Public Cloud customer

Feature	Public Cloud Device	Private Cloud Device
Exclusive use by Customer	Not exclusive – Shared Device	Yes – Ready when the Sauce Labs Private Cloud customer wants to use
Availability of device	No guaranteed availability – Shared Device	Guaranteed availability for the users of the Private Cloud
Customization – Settings, background, saved files, etc.	No customization – During device clean-up all previous 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
OS Versions – Android	Older versions of Android OS are not kept on Public Cloud devices	Older versions of Android OS can be kept on Private Cloud devices
OS Versions - iOS	Public Cloud devices are upgraded after Private Cloud devices	Immediate upgrade to latest iOS version once supported by Sauce Labs and requested by customer
Maintain Google Account on device	No – Google accounts are deleted after test session ends	Yes – Sauce Labs can whitelist the Google account on the device
Apple ID Information	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 is only accessed by other users with permissions on the Private Cloud