

# Mobile Diagnostic application fails to install first time on Android devices

Created date	Updated date	Affects version	Fix version
29 Jan 2021		Mobile Diagnostics and Eraser - all versions	N/A

## Problem

When performing diagnostic's on an Android device the installation of the diagnostic application fails the first time, requiring a second attempt before the application installs successfully.

## Cause

When the device's screen lock activates prior to the application being installed it's not possible to install the diagnostic application successfully until the device has been unlocked.

## Resolution

*Disable/extended the devices automatic screen lock to avoid device becoming locked prior to the application being installed.*

*Generic steps for disabling/extending the automatic screen lock*

1. *Access settings Security*
2. *Locate the Automatically lock option*
3. *Disable if the option is available, if not extended the timer to the maximum available duration*