

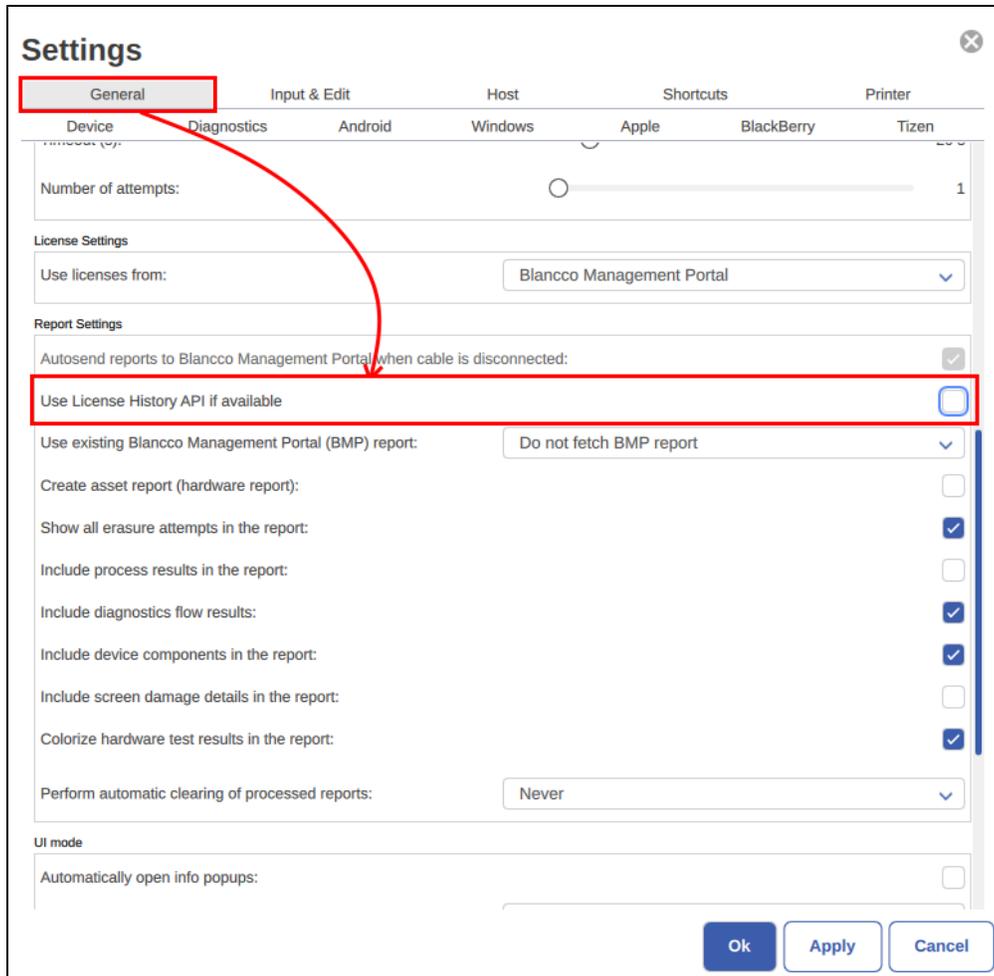
Blancco Mobile Diagnostics and Erasure 5.3.0 is now released!

28 Mar 2024 There is a known issue with BMDE 5.3.0 and older versions of on-premise Blancco Management Console. This issue prevents BMDE from consuming licenses from the Blancco Management Console.

The recommendation is to update to the latest Blancco Management Console version.

To workaround the issue:

1. Login to the updated BMDE 5.3.0
2. Navigate to "Settings" "General"-tab
3. Under the "Report Settings" category disable "Use License History API if available" option.



Highlighted Features:

- **PHEN-11593** - BMDE – Apple Care Check.
 - This is a warranty check for Apple using Prolog and needs Carrier Insight Extensions licenses to be used for activation.
- **PHEN-10535** - Task Manager & BMDE bandwidth calculator.
 - Ability to monitor system resources of the BMDE station to help customers in their process management.
 - User can also remotely follow the system resources.
- **PHEN-10999** - Samsung Android Express Setup Automation.
 - This will enable higher level of automation when processing Samsung devices.
- **PHEN-11311** - Another font size increase for mainly sheet view.
 - Multiple font sizes to Sheet view can be adjusted by either through a setting (Sheet view Font Scale) or using mouse scroll while in the view.
- **PHEN-11580** - Compact Card (New UI View) - Phase 2.
 - Further Improvisations done to optimize the compact card view on BMDE UI.

- Compact Card now displays and allows editing selected Device Custom Fields directly on the card.
- **PHEN-11592** - Move ability to download BMDE update to Admin Control.
 - Download of BMDE update would happen now based on configuration set.
 - The update settings has been moved under Admin control.
- **PHEN-11700** - Add ability to detect and report EID on Androids.
 - EID (Embedded Identity Document) is a serial number corresponding to the eSIM installed in a connected device.
 - The EID now would be recorded in Reports for android devices supporting eSIM.
- **PHEN-11767** - Smart Reset without ADB for Samsungs.
 - Ability to perform Smart Reset on Samsung devices without ADB.
- **PHEN-11902** - Apple device trust pairing improvements.
 - The Apple device trust record can be kept now max 90 days by an adjustable timeout added in Admin settings.
- **SD-4852** - Add pop-up in diagnostics app warning operators that one or more diagnostics tests have not been run, before submitting report.
 - New setting has been added if there is a need to prevent user from Skipping Diagnostics Test.
- **SD-5957** - Ability to auto-close diagnostics app when Auto-Tests are used (Robotic improvement).
 - With this setting enabled, test results will be automatically uploaded.
- **SD-5975** - Apple Battery Drain test.
 - New test for diagnosing the Apple device's battery health status.
- **SD-5985** - Apple Speaker-Mic test improvements.
 - Further improvements done to minimize the discomfort to users in the processing environment due to sound.
- **SD-6018** - New tests for Apple microphones -Top, Right.
 - Apple devices which have microphones in design placed as Top or Right would be identified and reported accordingly.
- **SD-5787** - SIM card related tests to have improved alerts for better usability.
- **SD-6016** - Camera tests should have an exit point in preview if API fails to give a response during testing.
 - Simplify user experience in case the camera test fails due to API not working as respected.
- **SD-5815** - Diagnostics Key Test improvements to help speed up diagnostics process in Apple devices.
 - Screenshot action for combined testing ability based on Apple device hardware support.
- **SD-5988** - Diagnostics Samsung Fold improvements for damaged screens.
 - Give user ability to fail the test on screen tests if either of the fold/unfold screen is damaged.

Comments:

- For Apple devices the Provisioning Profile dates in diag 4.13 with Expiration Date: 29-Jan-2025
- EULA is updated in version 3.1 and must be accepted when updating BMDE.
- The system resources can now be monitored remotely using SNMP or through System Monitor view available in BMDE Status bar.
- Apple Warranty check is now available for Apple devices with serial number.
- Color indicators are added to status bar.
- 'Hardware' option from Carrier check workflow item is removed.
- Auto accept RSA is enabled by default in Android settings.
- Android smart reset without ADB is now supported for Samsungs (verified with OS13-14).
- The diagnostics altimeter and barometer tests will run in the foreground on and above iOS17.4 version in case of optimise for speed is turned on.
- When Bandwidth Scalability is ON, it is necessary for the user to turn WiFi ON and connect to WiFi network to test WiFi of the device. WiFi CONFIG blob is available in Workflow that can be add prior to Diagnose / Run Diagnose blob. By adding this user will not have to enter WiFi password manually (device must be in supervised mode).

Known issues:

- When using Remote support app and Browser is set to open on startup to full screen, Browser window cannot be closed.
- 'Show location permissions page during UI setup (iOS only)' option is not supported with Diagnostics when using "Auto trust". Device will fail to reach "testing" mode in BDME and flow will fail before results are uploaded.
- Samsung Android Express setup automation works only with newer OS (verified with 13 and 14), when using internal hotspot and does not work if multiple devices with same model number are plugged in. This feature is not supported by Samsung Fold and Samsung Tablets.
- A corrupted issue report can get saved to USB stick if there's very little or no disk space left on BMDE station at the time report is taken. Also issue report sending to BMP can fail if issue report size is too large. Only at second try user gets alerted about the failed upload.
- If custom fields are set visible in Sheet view it's possible that later if those custom fields are removed from Input & Edit settings empty columns are left to Sheet view. However empty columns can be removed manually from the Sheet view using the right click menu.

Bug fixes:

- **PHEN-11856** - Android devices stop erasure process on 20%
- **PHEN-11442** - Random black screen
- **PHEN-12071** - Trouble Installing Diagnostic App on POCO C51
- **PHEN-11944** - Subscription check for KDDI: "Unknown"
- **PHEN-11936** - Unable to detect IMEI on Huawei P60 Pro
- **PHEN-11885** - <battery level> variable not updating in workflow
- **PHEN-11883** - High percentage of Samsung devices incorrectly detected as MDM locked
- **PHEN-11813** - MDM locks - not detected Samsung Galaxy A40
- **PHEN-11810** - Mobile UI crashes when processing Android and iOS devices
- **PHEN-11703** - Nokia 2.2 showing incorrect disk size
- **PHEN-11675** - Device requesting to remove SIM card even when setting is not enabled
- **PHEN-11320** - Prolog check Lost/Stolen/Blocked tendency to get stuck
- **PHEN-10716** - iPhones for which fully automatic diag app install is not supported fail to fallback to manual installation method
- **PHEN-9704** - Color not found
- **PHEN-12127** - UI bug in 5.3 RC

- **PHEN-12034** - iPhone 15 Plus stuck initializing
- **PHEN-11851** - BMDE IP address cannot be used
- **PHEN-11727** - The value of BatteryAppleMaximumCapacity changes to "-1"
- **PHEN-10385** - Blancco Synchronization service issue Download hits 80% immediately, then doesn't progress.
- **SD-5999** - Front Camera Tests Fails on Samsung Galaxy S7's
- **SD-5973** - iPhone GPS test fail
- **SD-5971** - Compass function fails in Sony devices