How to change the kernel version used in Mobile Diagnostics and Erasure

Starting from Blancco Mobile Diagnostics and Erasure version 3.7.2 there will be two different kernel versions in the software to provide better hardware support for a variety of Nvidia GPUs and Coffeelake based Intel processors.

By default, the older version of the kernel will be used. The newer kernel should be used if there is an issue booting with the older kernel (especially with Nvidia GPUs and Coffeelake based processors).

In order to change the kernel version in use, please follow the below steps:

1. During the Grub boot menu, press "e" to edit the booting parameters.
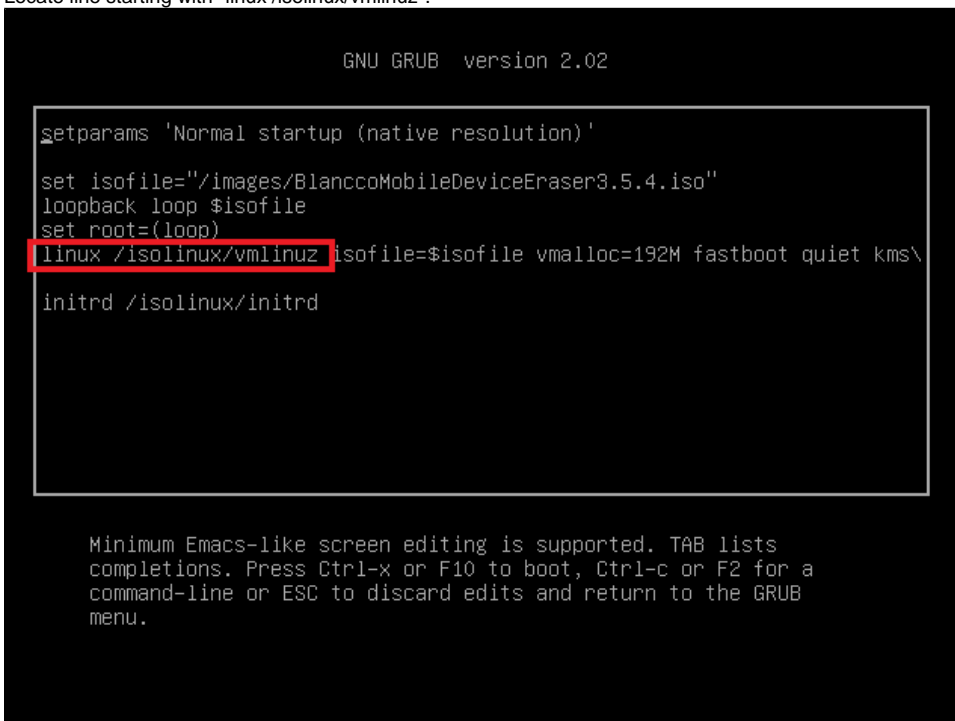

2. Locate line starting with "linux /isolinux/vmlinuz".

3. Edit the line and add "_latest" (without quotation marks) after "linux /isolinux/vmlinuz".

4. Continue the booting process by pressing F10 key.

Once Blancco Mobile Diagnostics and Erasure boots, it will check if the grub config has been changed and will modify the config available on the local hard drive, so this modification only needs to be done once. When updating the Mobile Device Eraser to a newer version, software should be able to identify the kernel in use so there shouldn't be a need to modify the grub config after the version update either.

Note! There might be misbehaving hardware with the new kernel version. The known issues are currently being investigated and the support will be improved with upcoming releases. The currently known issues are listed below:

- USB connectivity doesn't work.
    - This can be fixed by adding "iommu=pt" or "iommu=soft" to kernel parameters in bootmenu.
    - Entry can be added in the booting parameters at the end of the line starting with "linux /isolinux/vmlinuz...".
- Issues with certain Nvidia GPUs when using opensource Nvidia drivers.
    - This can be fixed by adding "modprobe.blacklist=nouveau" to kernel parameters in bootmenu.
    - Entry can be added at the end of the line starting with "linux /isolinux/vmlinuz...".