

Mobile Diagnostics and Eraser

Mit Blancco Mobile Device Eraser können Unternehmen, Mobilfunkanbieter und Reseller alle Daten von Smartphones und Tablets, die auf den Betriebssystemen iOS, Android, Windows Phone und BlackBerry laufen, dauerhaft löschen. Blancco ist die umfassendste und vertrauenswürdigste Datenlöschlösung auf dem Markt, die sicherstellt, dass sensible Daten nicht verfügbar sind, nachdem mobile Geräte entsorgt, recycelt, gehandelt oder weiterverkauft wurden.

Produktname: Blancco Mobile Diagnostics and Erasure

Offizielle Blancco Webseite: <https://www.blancco.com/solutions/mobile-processors/>

Einführungsvideo: <https://www.blancco.com/resources/videos/>

Verwandte Werkzeuge: USB Creator, HASP Tool

Access to Product Manuals require customers to log into our [Support Portal](#)

Mobile Device Eraser

- Are Blancco Mobile Diagnostics and Erasure licenses consumed per device or per process?
- Backup-ISO aus vorhandener BMDE-Installation erstellen
- Blancco Eraser for Apple Devices Issue Report
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- Blancco Eraser for Apple Devices
- Blancco Erasure Software does not boot up from a CD or USB
- Blancco Mobile Device Diagnostic & Erasure License history
- Blancco Mobile Device Diagnostic & Erasure Lizenzhistorie
- Blancco Mobile Device Diagnostic & Erasure
- Blancco Mobile Diagnostic & ErasureManagement Console
- Blancco Mobile Diagnostic and Erasure
- Blancco Mobile Diagnostics and Erasure hangs during login /logout
- Blancco Mobile Diagnostics and Erasure
- Blancco Mobile Diagnostics and Erasure
- BlanccoCDUSB
- BMDEroot
- BMDE
- Can I buy a single license to erase my old computer/phone?
- Clear Device cards from Blancco Mobile Device Diagnostic and Erasure UI
- Creating backup ISO from existing BMDE installation
- eBay Refurbished Program grading criteria onboarding
- Entfernen von Gerätekarten aus der Blancco Mobile Device Diagnostic and Erasure Benutzeroberfläche
- Eraser for Apple Devices Issue Report
- Erasure of Android devices running Android 10 fails
- Hardware requirements and recommendations for Blancco Mobile Diagnostics and Erasure

Release notes

- Blancco Mobile Diagnostics and Erasure 5.3.0 is now released!
- Blancco Mobile Diagnostics and Erasure 5.2.3 is now released!
- Blancco Eraser for Apple Devices 5.2.1 is now released!
- Blancco Mobile Diagnostics and Erasure 5.2.2 is now released!
- Blancco Mobile Diagnostics and Erasure 5.2.1 is now released!
- Blancco Mobile Diagnostics and Erasure 5.2.0 is now released!
- Blancco Eraser for Apple Devices 5.1 is now released!
- Blancco Mobile Diagnostics and Erasure 5.1.1 is now released!
- Blancco Mobile Diagnostics and Erasure 5.1 is now released!
- Blancco Mobile Diagnostics and Erasure 5.0.2 is now released!
- Blancco Mobile Diagnostics and Erasure 5.0.1 is now released!
- Blancco Mobile Diagnostics and Erasure 5.0 is now released!
- Blancco Eraser for Apple Devices 4.15.1 is now released!
- Blancco Mobile Diagnostics and Erasure 4.15.1 is now released!
- Blancco Mobile Diagnostics and Erasure 4.15 is now released!

Android

- "Deinstallation von Paketen auf der Whitelist fehlgeschlagen" nach erfolgreicher Löschung
- "Failed to uninstall whitelisted packages" after successful erasure
- Android related issues and troubleshooting
- Bluetooth test failing on random Android 10 devices
- Can an Android device be erased if it is locked?
- Diagnostic application installation fails on Pixel 7 & Pixel 7 Pro when using legacy diagnostic application
- Erasure of Android devices running Android 10 fails
- Huawei and Honor devices do not show up after USB debugging is enabled
- Installation der Diagnoseanwendung schlägt auf dem Pixel 7 und Pixel 7 Pro fehl, wenn eine ältere Diagnoseanwendung verwendet wird
- Mobile Diagnostic application fails to install first time on Android devices

Mobile Device Eraser Diagnostics

- Are the diagnostics tests automatic or does the user have to do something with the device?
- Bluetooth test failing on random Android 10 devices
- Can I select which diagnostics tests I want to run?
- Diagnosen auf iOS-Geräten werden nach dem Hochladen der Ergebnisse nicht abgeschlossen
- Diagnosetests schlagen fehl, sind aber erfolgreich, wenn die Tests unmittelbar danach erneut durchgeführt werden
- Diagnostic application installation fails on Pixel 7 & Pixel 7 Pro when using legacy diagnostic application
- Diagnostic tests fail initially but pass when tests are immediately run again
- Diagnostics on iOS devices doesn't complete after uploading results
- Die Diagnose auf iOS-Geräten wird nach dem Hochladen der Ergebnisse nicht abgeschlossen

- Mobile Diagnostic-Anwendung lässt sich auf Android-Geräten beim ersten Versuch nicht installieren
- Oppo and Realme devices "Requires attention" at the beginning of erasure process
- Oppo und Realme Geräte zeigen "Aufmerksamkeit erforderlich" beim Start des Löschröprozesses
- Pixel 7 Pixel 7 Pro Legacy
- Samsung Galaxy - Probleme bei der Erkennung der Seriennummer und Speicherkapazität
- Samsung Galaxy serial number/storage capacity detection issue
- Some Motorola XT series mobile devices, with an operating version of 4.1.2 - 4.2.2, cannot be erased with BMDE
- What are the average erasure times for Android and iOS devices?
- What can be done if an Android erasure gets stuck at 0%?
- What can be done if Android device gets stuck in the finalizing phase?
- What is Android Device Protection and what is the impact on erasure?
- What is Samsung KNOX and what is the impact on erasure?
- What is the erasure process for older Androids?
- Why do Apple devices need a firmware update and Android devices do not?
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- Does the report show also the diagnostics information? Is "a merged" report available with information about erasure and diagnostics?
- How are the Blancco Mobile Diagnostics and Erasure - diagnostics tests completed?
- How are the BMDE - Diagnostics licenses consumed?
- How do I select if I want to run erasure or diagnostics?
- How does the diagnostics test for Wi-Fi work?
- How is the overall result of diagnostics determined?
- How many devices can be processed (diagnostics) at the same time?
- How much time does it take to run diagnostics on a device?
- I cannot start diagnostics. The 'Start testing' button is not available.
- I cannot start diagnostics. The device icon goes to "INSTALLING" status, but right after that to "UNINSTALLING" status.
- I get "Unable to Verify" error message when trying to establishing trust for the diagnostics app.
- Installation der Diagnoseanwendung schlägt auf dem Pixel 7 und Pixel 7 Pro fehl, wenn eine ältere Diagnoseanwendung verwendet wird
- iOS 15
- iOS
- Is it possible to re-run some of the diagnostics tests if they do not pass?
- Lautstärketasten-, Lautlos- und Bildschirmsperretasten-Tests funktionieren unter iOS 15 nicht korrekt

Windows Phone

- Can Windows Phone be erased if the device screen is locked?
- Erasure process instructions for Windows Phone.
- How is the factory reset done for a Windows Phone?
- How much time does it take to erase a Windows Phone?
- Is any interaction needed on the Windows Phone device during the erasure?
- What are the pre-requisites for erasing Windows Phone?
- What Windows Phone operating system versions are supported?
- Why does Windows Phone erasure take so much time?
- Why isn't the IMEI information displayed in erasure report after erasing a Windows Phone device?

Apple (iOS)

- Apple iOS device processing preparations
- Apple iOS
- Are iPods supported on Blancco Mobile Diagnostics and Erasure?
- Can an Apple device be erased if it is locked by passcode?
- Can an Apple device be erased if it is locked with Activation Lock (Find My iPhone)?
- Can the encrypted storage in iOS be erased?
- Diagnosen auf iOS-Geräten werden nach dem Hochladen der Ergebnisse nicht abgeschlossen
- Diagnostics on iOS devices doesn't complete after uploading results
- Die Diagnose auf iOS-Geräten wird nach dem Hochladen der Ergebnisse nicht abgeschlossen
- Does an Apple device need to be activated before the erasure?
- Erklärung der Fehlermeldungen im iOS Löschröbericht
- Error message in iOS erasure: "Could not parse firmware filename. Attempt to reattach device"
- Explaining iOS Erasure Failure Messages
- Find My iPhone lock status check fails.
- How are Apple devices erased?
- How does iOS smart reset work in different device states?
- How does iOS smart reset work?
- How much time does it take to erase an iOS device?
- How secure is iOS smart reset?
- How to use the settings in iOS firmware download?
- I cannot download new firmware for an Apple device
- In den Einstellungen erscheint die Meldung "Dieses iPhone wird von Blancco BMDE überwacht und verwaltet".
- iOS related issues and troubleshooting
- iOS
- iPhone models 6S, 8, 8+ and X running iOS 11 when erased can be left in a boot loop state following update to iOS 12.

BlackBerry

- Are installed applications removed in BlackBerry erasure?
- BlackBerry has PIN as one of the identifiers, what is that?
- Can BlackBerry device be erased if it is locked?
- Does BlackBerry device need to be powered on for erasure?
- How much time does BlackBerry erasure take?
- Is BlackBerry Priv supported?
- Is diagnostics supported for BlackBerry?
- Is external memory card erasure supported?
- Is the BlackBerry operating system removed in the erasure process?
- What are the pre-requisites for erasing BlackBerry?

- What erasure standards are available for BlackBerry?
- What version of BlackBerry OS are supported?
- Why does BlackBerry device icon go to 'Requires attention' state when connected?