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.

Problem

When performing the erasure of an iPhone 6S, 8, 8+ and X using version 3.7.3 and 3.8.0 of the Mobile Device Eraser software the phone can be left in a boot loop state following the completion of the erasure.

Cause

The boot loop state is resulting from the updating of an iPhone running iOS 11 to iOS 12 as part of the erasure process.

Resolution

Manually updating the devices to iOS 12 prior to performing the erasure removes the possibility of the above mentioned iPhone models being left in a boot loop state as this is only encountered when the iOS version is updated as part of the erasure.

A fix for this situation will be provided in version 3.8.1 of the Mobile Device Eraser software currently scheduled for release by the 3th of October.