

# Unable to erase certain model iPhones without user interaction when firmware is updated to iOS 12.1 or iOS 12.1.1

## Cause:

There is an on-going issue with certain model iPhones where user interaction is required in order to run the erasure successfully if the iOS firmware is updated to iOS 12.1. The root cause for this behavior is currently identified as an issue with USB interfaces introduced by iOS 12.1. As this issue is caused by the iOS firmware, the fix for this behavior should be provided by Apple. Blancco has taken certain steps to help customers process iPhones in lieu of this firmware release.

## Resolutions:

Apple released firmware version 12.1.1 on December 5th, 2018, which Blancco will be able to flash, without workaround, in BMDE 3.8.4, due out Dec 11, 2018. The workaround below will only be applicable IF 12.1 is flashed onto the device.

## Workarounds:


**Option 1:** Disconnect and connect device a couple of times during the erasure.

- The cable needs to be reconnected from the device's side.
- First re-connect might be needed right after download finishes and erasure gets started. After erasure is restarted user should be prepared to reconnect the device quickly again when the progress gets to 7%.
- From there erasure should continue automatically and is expected to finish ok.

## Recommendations:


Due to the impact of frequent changes from Apple firmware releases, it is HIGHLY recommended to set the iOS firmware download settings to 'disable' automatic download, and instead use the iOS version.xml from the Blancco server so we are using the last "known good" release from Apple. More information on available settings can be found [HERE](#).

## Update Dec 11, 2018:

 BMDE 3.8.4 is released and it is recommended to update the software to the latest version.

In order to flash the iOS device to the latest firmware version, version.xml information needs to be downloaded from Apple servers. Version.xml information downloaded from Blancco servers will still allow flashing to iOS 12.1 which might require end user to re-connect the device during the erasure. Version.xml on Blancco server will be updated as soon as iOS 12.1.1 has been verified as a "known good" release.

## Update Dec 7, 2018:

 Blancco has confirmed that BMDE 3.8.4, due out December 11th, 2018, along with Apple firmware release 12.1.1, will not have issues requiring customers to re-plug the connection.

## Update Dec 6, 2018:

Apple has released 12.1.1 last night, earlier than anticipated.


Current testing with BMDE indicates that 12.1.1 does not address the erasure issue with 12.1, and also requires the device to be manually reset to get into recovery mode (home button + power button for 5-10secs), then connect to iTunes.

## Recommendation is to use iOS version 12.1 for now.

Manage the source for the Apple version information using the BMDE 3.8.3 feature, as described in the notes below on Nov 28th, ensuring that the source is changed back to Blancco.

**Solution** – Blancco is still planning to release 3.8.4 on Dec 11<sup>th</sup>, which gives users the ability to perform an iOS Factory Reset as part of the automated workflow, however, the true fix will need to come from Apple.

#### **Update Nov 28, 2018:**

 Apple has stopped signing iOS 12.0.1 firmware files, so it is required to use iOS 12.1.

To make sure that Blanco Mobile Diagnostics and Erasure downloads and uses the latest iOS 12.1 which is signed, Apple version information needs to be downloaded from the Apple servers.

Follow the instructions mentioned below in order to manage the source for the Apple version information.


1. Navigate to Login Screen > Settings > Synchronization Service.
  - a. If Synchronization Service is disabled you should only see a dropdown menu to select "version.xml source".
  - b. If Synchronization Service is enabled, you can manage this settings from your "server" machine, under the "Firmware DL Settings".
2. Make sure to select "Apple" as an version.xml source

It is required to manually update the information from the Apple servers after changing the source:

1. Login to the system
2. Go to Settings > iOS > Update Apple firmware version information manually > click "Update now"

After these steps you can process iOS devices by following the workaround option 1 described previously in this article.

#### **Update Nov 9, 2018:**

 Mobile Diagnostics and Erasure 3.8.3 version released to improve the behavior with this issue. This version will point the software to load iOS 12.0.1 until Apple provides an updated version of the firmware. See the release notes here: [Blanco Mobile Diagnostics and Erasure 3.8.3 is now released!](#)

In BMDE 3.8.3 user can define the source from where to download the Apple version information. This can be controlled from Login Screen > Settings > Synchronization Service.


If Synchronization Service is disabled you should only see a dropdown menu to select "version.xml source". If Synchronization Service is enabled, you can manage this settings from your "server" machine, under the "Firmware DL Settings".

**Note!** This setting only defines from where the version information is downloaded when the version information is being updated. Changing this setting alone will not re-download the version information from the new source automatically.

To update the version information to selected source, you need to:

1. Login to the system
2. Go to Settings > iOS > Update Apple firmware version information manually > click "Update now"

#### **Update Nov 6, 2018:**

 The root cause is currently identified as an issue with USB interfaces introduced by iOS 12.1. As the issue originating from the Apple firmware, also the fix for this behavior should be provided by Apple. Workaround mentioned above can be used to process these devices for now.