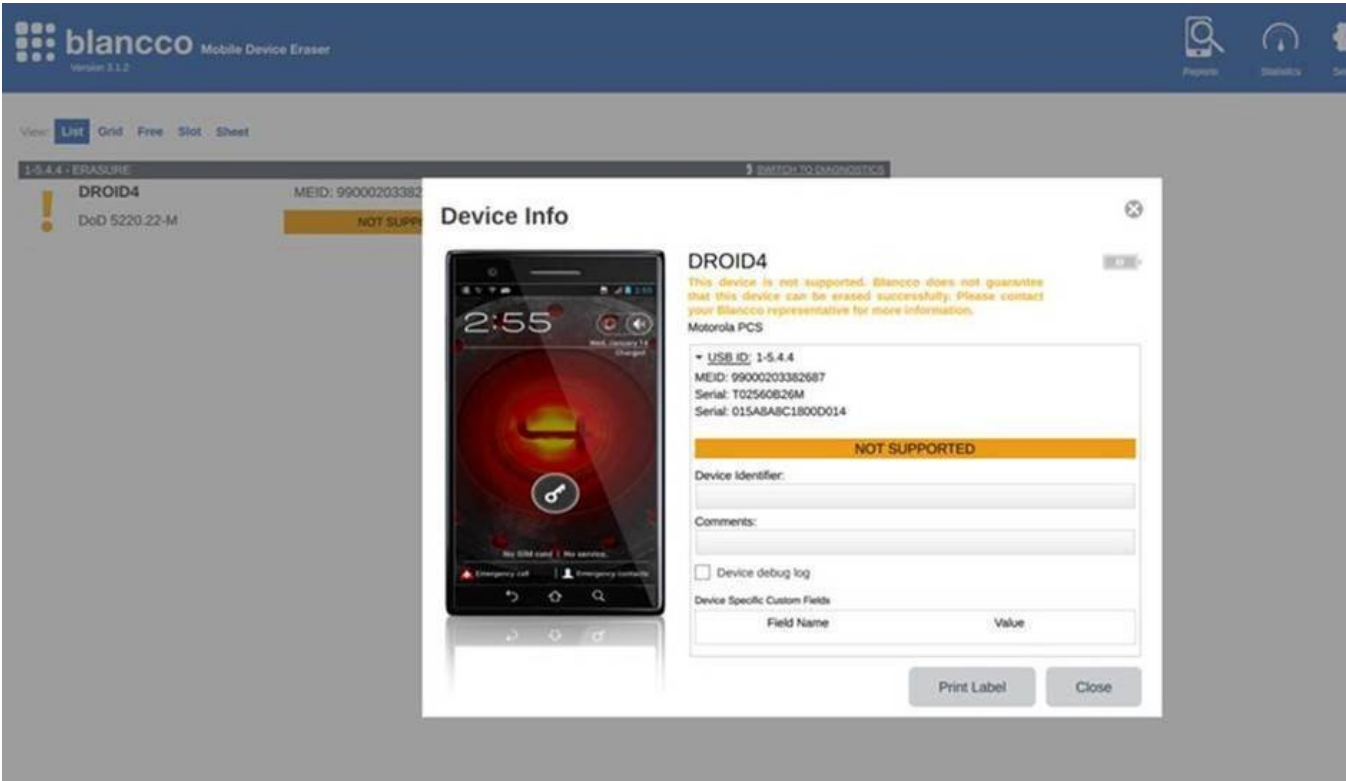


# Some Motorola XT series mobile devices, with an operating version of 4.1.2 - 4.2.2, cannot be erased with BMDE

Created date	Updated date	Affects version	Fix version
11 Oct 2019	24 Apr 2020	Mobile Diagnostics and Erasure - all versions	N/A

## Problem

Certain Android mobile devices, such as Motorola XT912 and Motorola XT875, using an operating system versions of 4.1.2 - 4.2.2, cannot be erased with Blancco Mobile Diagnostics and Erasure as they have been blacklisted by Blancco (see the example picture below).



## Cause

The operating system version, earlier than 4.2.4, that these specific mobile devices use, is the root of the problem. When booting up, sometimes these devices do not "mount" the whole user-accessible storage memory area. The accessible storage memory are may vary between 3 GB and 10 GB, depending if the storage space was "mounted" properly or not. This means that Blancco Mobile Diagnostics and Erasure is not able to detect detect the full erasable memory storage area and therefore not able to erase the device securely enough.

## Resolution

Updating the mobile device's operating system to version 4.2.4 (or newer) is currently the only fix to the issue.