

# Blancco Mobile Diagnostics and Erasure 4.0 is now released!

## Mobile Diagnostics and Erasure 4.0 - Release notes

Due to the increasingly larger sizes of iOS firmware installation packages, the minimum RAM needed on a machine running BMDE should be increased from 4GB (old minimum) to 8GB. iOS firmware design requires that large portions of the image be uncompressed in memory which is driving the need for increasing RAM.

### Highlighted features:

- **PHEN-4033** - iOS eSIM Erasure.
  - Remove eSIM when using iOS Factory Reset.
- **PHEN-4037** - Skip iOS UI Set-up.
  - Dramatically increases efficiency by eliminating manual iOS UI set-up steps
- **PHEN-4188, PHEN-4106** - New Paid Feature - FMIIP Check.
  - Obtain FMIIP lock status iOS devices
  - **\*\*\*Must update Blancco Management Console to the 5.2.0 (or newer) in order to use the feature\*\*\***
- **PHEN-3937** - Webcam Support.
  - When in Workflows, user has the ability to connect a webcam in order to take pictures and store in their server of choice.
  - This is helpful to assist with devices grading or to feature photo in device report.
- **PHEN-4126** - Improved Support for iOS Devices in DFU Mode.
  - BMDE is now able better handle the erasure of iOS devices that are in DFU Mode.
  - Must use "iOS Erasure" algorithm.
- Improved MDM Detection.
  - MDM detection is greatly improved over prior versions of BMDE.
- **PHEN-4027** - iOS Component Serial Numbers.
  - Report serial numbers for front camera and front camera module (also includes front IR camera and front IR module), back camera and module, back telephoto camera and module, raw panel, cover glass, and touch ID sensor.
- **PHEN-3992, SD-3632** - Exit Diagnostics Testing After Any Diagnostic.
  - Diagnostics can be stopped after any test set as "Fatal."
  - This helps in the customization of device processing.
- **PHEN-4006** - Duplicate Workflow Elements
  - Ability to copy portions of complex workflows for easier duplication and editing.
- **PHEN-4004** - Groupmove Objects in Workflow Editor
  - While holding "Shift," create a rectangle to select multiple workflow elements for ease of duplication and editing.
- **PHEN-3982, SD-3623** - iOS NFC Test.
  - New manual test for OS devices.
- **PHEN-4102** - Login Search Box Improvement.
  - Login search box is now case insensitive and doesn't have to start from the beginning of the name.
- **PHEN-4047** - Android Auto-Brightness Adjustment.
  - For Android 4.2 and above, brightness levels are automatically adjusted to a standard level before diagnostics begin.
- **PHEN-4046** - More Information for Issue Report.
  - Issue report now captures more information making it easier to submit issue reports to Blancco support.
- **PHEN-4038** - Customized QR Code to Printable Label.
  - New label layout allowing the user to create a customized printable QR code.
- **PHEN-4023, PHEN-4011** - Lock BMDE Terminal Screen.
  - Screen can be locked to prevent unauthorized user from accessing terminal without credentials.
- **PHEN-4129** - Make IMEI and Other Device ID Information Copyable.
  - Users may now copy IMEI and other asset information for pasting to browser.
- **PHEN-4001, PHEN-3999** - Allow Simple Login to BMDE from Management Console
  - BMDE login can be done with MC login credentials.
- **PHEN-4090** - Automatically Associate AD User Name Against Report Uploaded on BMC
  - When using MC login credentials, username will be populated on the report.
- **PHEN-3951** - iPod Touch Gen 7 Support.
- **PHEN-3998, PHEN-3617** - Added Support for Zebra Series 400PrintersZT410 and ZT420.
- **PHEN-3660** - Polish Language Support Added to BMDE.

### Fixes:

- **PHEN-4154** - Data Columns Cannot Be Added to IMEI Database.
  - Users can now add more than 66 new columns.
- **PHEN-4087, BTS-28224** - iPod Gen 5 Erasure Failure.
  - Fixed an issue affecting the erasure of iPod A1421.
- **PHEN-4039, BTS-23203** - Blancco Diagnostics App Stuck on "Cleaning".
  - Fixed issue causing this to happen with iOS devices running older firmware versions
- **PHEN-4007, BTS-26622** - Slots Overlapping.
  - Fixed an issue causing slots to overlap.
- **PHEN-3945** - Unstable Workflow When Erasing Android.
  - It is now easier to perform Android erasure within workflow.
- **PHEN-3280** - Temporarily Frozen UI.
  - UI is no longer freezing.

- **PHEN-3022** - Samsung Tablet Erasure Application Installation Failure.
  - Fixed issue causing the installation of the erasure application fail on Samsung GT-N8013 tablets.
- **SD-3736, BTS-29084** - LCD Back-Light Test -No Pass/Fail Button Bug.
  - Fixes an issue which happened when the user would change the size of the touch screen test.
- **SD-3705** - Battery Stress Test Failure.
  - Fixes an issue causing the battery stress test to fail on Moto and Lenovo devices.

#### Known issues:

- Known Issues in Diagnostics Application.
  - Android Q support:
    - Version 3.5.2 does not support Android devices with OS version 10 (Q). It has been observed that some devices do not behave smoothly.
  - **SD-3741**: NFC test iOS: App does not seem to wait for the NFC test to finish. The NFC search popup stays on screen until NFC tested, and on the background next tests are run.
    - Workaround: Run diagnostics in Timer mode OFF or increase test timeouts to maximum time for this particular test.
  - Rare issue observed on home screen test failed to run on iOS devices -> the timer got off track, the timer runs too fast for the following tests.
    - Did not reproduce easily.
  - **SD-3706**: iOS 12.4 only, Light test is not getting performed if auto-brightness setting of device is OFF.
    - By default this setting is ON and won't have any issues. But,
    - In case such issue is observed then user needs to make sure, auto-brightness setting is ON.
    - To get there, select "General" in the Settings app, then "Accessibility." On the next page, tap on "Display Accommodations," and you'll see the toggle for "Auto-Brightness."
  - **PHEN-4214** - Blancco diagnostic app doesn't open on iOS devices running 12.2 or older after updating to BMDE 4.0
    - iOS version needs to be 12.3 or higher.