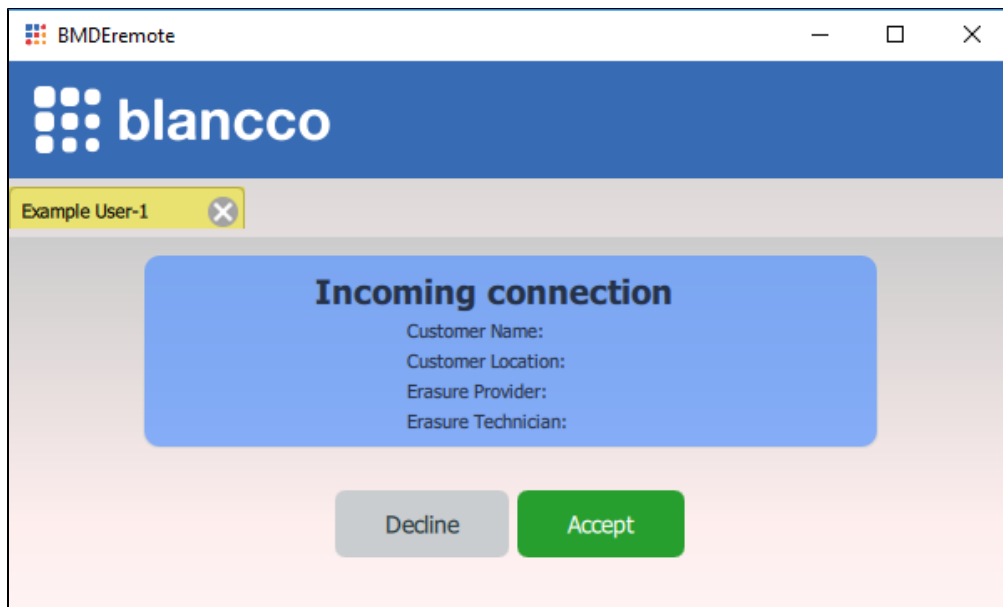


Blancco Mobile Diagnostics and Erasure - Remote Support Tool

BMDE Remote Support Tool can be installed on a Windows machine in order to remotely control a Blancco Mobile Diagnostics and Erasure -station.

In order to start using the Remote Support Tool download and install the tool to a Windows machine and set up the connection from the Blancco Mobile Diagnostics and Erasure. Once you have the settings configured, BMDE client machines are capable of calling in to the Remote Support Tool where you can accept the remote connection.

If you have issues establishing the connection, make sure that traffic on TCP port 15911 is allowed on your network.



Download the BMDE Remote Support Tool from the link below:

[BMDE Remote Support Tool](#)

Required settings on the BMDE client side

1. From the login screen, open "System settings"
2. Select "Admin Control"-tab and enter your admin password
3. Select "Other settings"

A screenshot of a web interface titled "Admin control". It contains five buttons arranged vertically: "Remove admin password", "Change admin password", "Adjust user permissions", "Other settings", and "Import & export settings". The "Other settings" button is highlighted with a red rectangular border.

4. Provide the IP address of your Windows machine to "Online support IP"

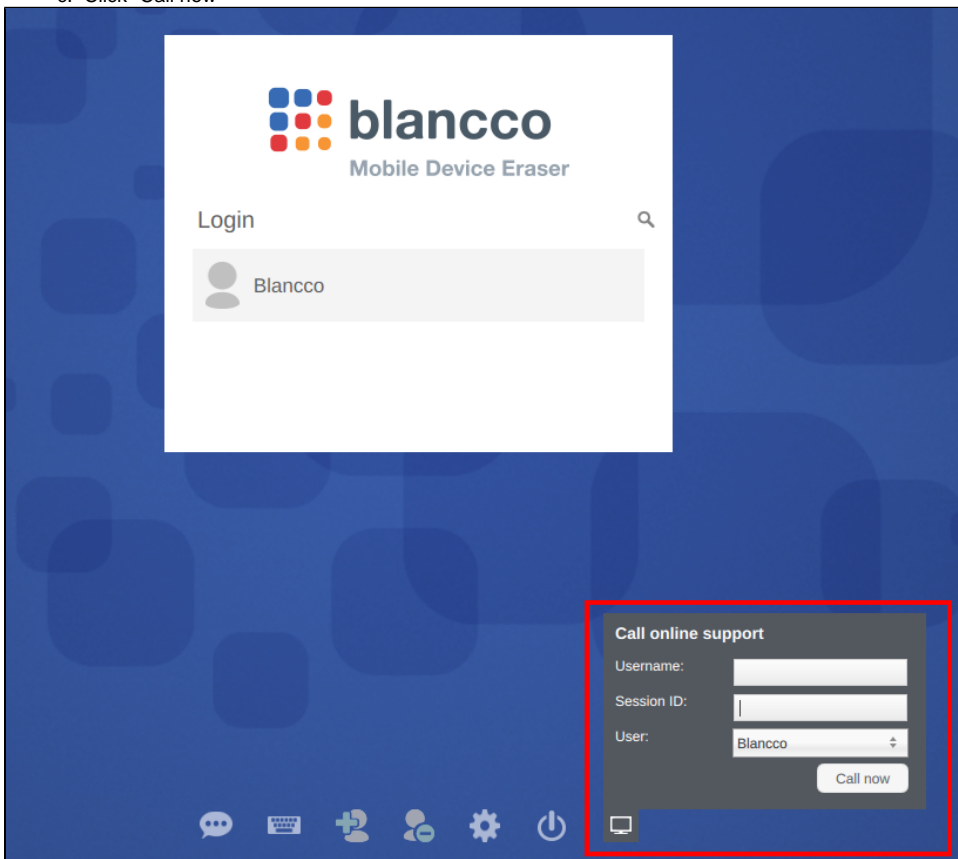
A screenshot of a web interface titled "Miscellaneous items". It contains several settings: "Deface content of admin controlled fields" with an unchecked checkbox, "Reset USB controllers" with a checked checkbox, "User to autologin" with a dropdown menu, and "Online support IP:(EXPERIMENTAL)" with a text input field. The "Online support IP:(EXPERIMENTAL)" field is highlighted with a red rectangular border.

5. Click "OK" to save the changes

Calling from BMDE client to the Remote Support Tool

You can call to the Remote Support Tool either from the Login screen or after logging in to the system

1. Calling from the Login screen
 - a. Hover over the "Monitor" icon on the lower part of the user interface
 - b. Fill in username, session ID and User
 - c. Click "Call now"



1. Calling after logging in to the system
 - a. Hover over the "Monitor" icon on the lower left of the user interface
 - b. Fill in username and session ID
 - c. Click "Call now"

