

# Blancco Mobile Diagnostics and Erasure on Mac 4.0 is now released!

Mobile Diagnostics and Erasure 4.0 - Release notes

## Highlighted features:

- Process ~15 devices concurrently.
- Hardware must be able to run Mojave OS and Mac Pro desktop towers are highly recommended. The number of devices that can be processed concurrently are restricted when using a MacBook, iMac, and Mac mini hardware.
- Supported devices.
  - iOS devices running 9.0 and above.
- Choose from 40+ diagnostics tests for iOS.
- Erasure Standards Supported.
  - iOS Factory Reset and iOS Erasure are supported.
- Reports can be exported as PDF or XML.
  - CSV files are only possible from the Management Console.
- **PHEN-4066, BTS-27879** - Different model name is reported.
  - This issue is now fixed.
- **PHEN-4041, BTS-27201** - A-Model number is not shown in erasure report.
  - This issue is now fixed.
- **PHEN-4040, BTS-27200** - Localization Issue.
  - This issue is now fixed.

## General Fixes:

- Device connectivity handling has been rewritten which resolves lot of issues (e.g. devices staying in Disconnected-state).
- Fixed lots of stability issues.
- Fixed localization functionality. Now user specific language selections are set and restored correctly.
- Fixed potentially higher than needed user privileges issue triggered by BMDE 3.10 installation.
  - All BMDE users should install the new version or run the uninstaller included in the 4.0 installation image if they have already removed BMDE application from their system manually.

## Known issues:

- BMDE for Mac application bundle is not yet using notarization. i.e. in some cases user may need to install package using Open-action from package context -menu / two-finger tap -menu.
- During testing a few unexpected BMDE MacOS crashes were detected (not reproduced):
  - When saved edited BMDE iOS settings.
  - And when custom workflow with "take picture" feature was run.
- It's possible to setup both primary and secondary printers but only one printer can be used for label printing at once.
- Label size is not detected automatically, correct size must be set in BMDE printer settings.
- There are few known situations when duplicate device cards might appear:
  - e.g. After failed erasure when device gets automatically connected back in recovery mode or if changing port for device during firmware download. Reconnecting the device or re-login should remove the duplicate cards.
- With Catalina macOS there's issue with finder popup window that gets displayed once erasure is started.
  - Erasure continues normally and popup window(s) can be closed once displayed.
- Every now and then highlight effect does not work in Erasure view and e.g. cancel button might not be visible.
  - To fix that take focus outside the BMDE MacOS for a short moment (e.g. using cmd+tab keys).