Mobile Diagnostics and Erasure

Blancco Mobile Diagnostics and Erasure software allows organizations, mobile service providers and resellers to permanently erase all data from smartphones and tablets running on iOS, Android, Windows Phone and BlackBerry operating systems. Blancco is the most comprehensive and trusted data erasure solution on the market, ensuring sensitive data is not exposed after mobile devices are disposed of, recycled, traded in or resold.

- **Product name:** Blancco Mobile Diagnostics and Erasure
- **Official BTG web site link:** https://www.blancco.com/solutions/mobile-processors/
- **Instructional videos:** https://www.blancco.com/resources/videos/
- **Related Tools:** USB Creator, HASP Tool

Access to Product Manuals require customers to log into our Support Portal

Mobile Diagnostics and Erasure

- Are Blancco Mobile Diagnostics and Erasure licenses consumed per device or per process?
- Blancco Eraser for Apple Devices Issue Report
- Blancco Erasure Software does not boot up from a CD or USB
- Blancco Mobile Device Diagnostic & Erasure License history
- Blancco Mobile Diagnostics and Erasure hangs during login /logout
- Can I buy a single license to erase my old computer/phone?
- Clear Device cards from Blancco Mobile Device Diagnostic and Erasure UI
- Creating backup ISO from existing BMDE installation
- eBay Refurbished Program grading criteria onboarding
- Erasure of Android devices running Android 10 fails
- Hardware requirements and recommendations for Blancco Mobile Diagnostics and Erasure
- How to change license option and configure Management Console details to Blancco Mobile Diagnostic & Erasure.
- How to collect an issue report for Blancco Mobile Diagnostics & Erasure when the Report Issue Button is not available.
- How to Free up Disk Space in BMDE Installation
- How to reset the Blancco Mobile Diagnostic and Erasure user password.
- How to setup "Sync server" and "Client station" configuration
- How to update Blancco Mobile Diagnostics and Erasure version
- How to update existing print layout templates when label printer label size changes
- How to update Mobile Diagnostics and Erasure software using BETA Program
- I want to erase my phone before selling/recycling it. How can I do it?
- Is it possible to boot Blancco Erasure Software from a USB flash memory drive?
- Key Differences between BMDE on Linux and BMDE on Mac
- License Usage with Workflows in Blancco Mobile Diagnostics and Erasure
- Managing users in Mobile Diagnostics and Erasure station
- Mobile Device Lock matrix

Release notes

- Blancco Mobile Diagnostics and Erasure 5.3.0 is now released!
- Blancco Mobile Diagnostics and Erasure 5.2.3 is now released!
- Blancco Eraser for Apple Devices 5.2.1 is now released!
- Blancco Mobile Diagnostics and Erasure 5.2.2 is now released!
- Blancco Mobile Diagnostics and Erasure 5.2.1 is now released!
- Blancco Mobile Diagnostics and Erasure 5.2.0 is now released!
- Blancco Eraser for Apple Devices 5.1 is now released!
- Blancco Mobile Diagnostics and Erasure 5.1.1 is now released!
- Blancco Mobile Diagnostics and Erasure 5.1 is now released!
- Blancco Mobile Diagnostics and Erasure 5.0.2 is now released!
- Blancco Mobile Diagnostics and Erasure 5.0.1 is now released!
- Blancco Mobile Diagnostics and Erasure 5.0 is now released!
- Blancco Eraser for Apple Devices 4.15.1 is now released!
- Blancco Mobile Diagnostics and Erasure 4.15.1 is now released!
- Blancco Mobile Diagnostics and Erasure 4.15 is now released!

Android

- "Failed to uninstall whitelisted packages" after successful erasure
- Android related issues and troubleshooting
- Bluetooth test failing on random Android 10 devices
- Can an Android device be erased if it is locked?
- Diagnostic application installation fails on Pixel 7 & Pixel 7 Pro when using legacy diagnostic application
- Erasure of Android devices running Android 10 fails
- Huawei and Honor devices do not show up after USB debugging is enabled
- Mobile Diagnostic application fails to install first time on Android devices
- Oppo and Realme devices "Requires attention" at the beginning of erasure process

BMDE - Diagnostics

- Are the diagnostics tests automatic or does the user have to do something with the device?
- Bluetooth test failing on random Android 10 devices
- Can I select which diagnostics tests I want to run?
- Diagnostic application installation fails on Pixel 7 & Pixel 7 Pro when using legacy diagnostic application
- Diagnostic tests fail initially but pass when tests are immediately run again
- Diagnostics on iOS devices doesn't complete after uploading results
- Does the report show also the diagnostics information? Is "a merged" report available with information about erasure and diagnostics?

- Samsung Galaxy serial number/storage capacity detection issue
- Some Motorola XT series mobile devices, with an operating version of 4.1.2 - 4.2.2, cannot be erased with BMDE
- What are the average erasure times for Android and iOS devices?
- What can be done if an Android erasure gets stuck at 0%?
- What can be done if Android device gets stuck in the finalizing phase?
- What is Android Device Protection and what is the impact on erasure?
- What is Samsung KNOX and what is the impact on erasure?
- What is the erasure process for older Androids?
- Why do Apple devices need a firmware update and Android devices do not?

- How are the Blancco Mobile Diagnostics and Erasure - diagnostics tests completed?
- How are the BMDE - Diagnostics licenses consumed?
- How do I select if I want to run erasure or diagnostics?
- How does the diagnostics test for Wi-Fi work?
- How is the overall result of diagnostics determined?
- How many devices can be processed (diagnostics) at the same time?
- How much time does it take to run diagnostics on a device?
- I cannot start diagnostics. The 'Start testing' button is not available.
- I cannot start diagnostics. The device icon goes to "INSTALLING" status, but right after that to "UNINSTALLING" status.
- I get "Unable to Verify" error message when trying to establishing trust for the diagnostics app.
- Is it possible to re-run some of the diagnostics tests if they do not pass?
- Mobile Diagnostic application fails to install first time on Android devices
- Mobile Diagnostics and Erasure Doesn't Detect Brother Label Printer
- Volume Key, Silent Key and Screen Lock key tests are not functioning correctly with iOS 15
- What do I need to get started with diagnostics?
- What if an iOS device is protected with passcode?
- What needs to be done for the devices before running diagnostics?
- Why do I get a "Out of resources" message when connecting more mobile devices

Windows Phone

- Can Windows Phone be erased if the device screen is locked?
- Erasure process instructions for Windows Phone.
- How is the factory reset done for a Windows Phone?
- How much time does it take to erase a Windows Phone?
- Is any interaction needed on the Windows Phone device during the erasure?
- What are the pre-requisites for erasing Windows Phone?
- What Windows Phone operating system versions are supported?
- Why does Windows Phone erasure take so much time?
- Why isn't the IMEI information displayed in erasure report after erasing a Windows Phone device?

Apple (iOS)

- Apple iOS device processing preparations
- Are iPods supported on Blancco Mobile Diagnostics and Erasure?
- Can an Apple device be erased if it is locked by passcode?
- Can an Apple device be erased if it is locked with Activation Lock (Find My iPhone)?
- Can the encrypted storage in iOS be erased?
- Diagnostics on iOS devices doesn't complete after uploading results
- Does an Apple device need to be activated before the erasure?
- Error message in iOS erasure: "Could not parse firmware filename. Attempt to reattach device"
- Explaining iOS Erasure Failure Messages
- Find My iPhone lock status check fails.
- How are Apple devices erased?
- How does iOS smart reset work in different device states?
- How does iOS smart reset work?
- How much time does it take to erase an iOS device?
- How secure is iOS smart reset?
- How to use the settings in iOS firmware download?
- I cannot download new firmware for an Apple device
- iOS related issues and troubleshooting
- iPhone models 6S, 8, 8+ and X running iOS 11 when erased can be left in a boot loop state following update to iOS 12.
- Is any interaction needed on the iOS device during erasure?
- Is it possible to detect the status of Activation Lock (Find My iPhone)?
- Is it possible to erase iOS devices without network connection?
- Is it required to accept iOS device trust query?
- Is there any impact on diagnostics with iOS 9?
- Settings has a message "This iPhone is supervised and managed by Blancco BMDE."

Blackberry

- Are installed applications removed in BlackBerry erasure?
- BlackBerry has PIN as one of the identifiers, what is that?
- Can BlackBerry device be erased if it is locked?
- Does BlackBerry device need to be powered on for erasure?
- How much time does BlackBerry erasure take?
- Is BlackBerry Priv supported?
- Is diagnostics supported for BlackBerry?
- Is external memory card erasure supported?
- Is the BlackBerry operating system removed in the erasure process?