

# **I cannot start diagnostics. The device icon goes to "INSTALLING" status, but right after that to "UNINSTALLING" status.**

If diagnostics cannot be started, one possible reason is that communication to a device fails due to network proxy settings.

When using proxy, localhost should be excluded if proxy is not used for e.g. firewall. The whitelist in Blanco Mobile Diagnostics and Erasure network settings defines where proxy should not be used. If http/https proxy is defined in Blanco Mobile Diagnostics and Erasure network settings, the whitelist should be defined as:

127.0.0.1, localhost