

Android related issues and troubleshooting

Created date	Updated date	Affects version	Fix version
16 Feb 2017	11 May 2020	Mobile Diagnostics and Erasure - all versions	N/A

- **A connected Android device is not detected by Blancco Mobile Diagnostics and Erasure software**
 - Android devices require that the USB debugging feature is enabled.
 - Starting from Blancco Mobile Diagnostics and Erasure version 4.3.2, the USB debugging can be automatically enabled on certain Android device models.
 - In case USB debugging is not enabled when the device is connected (or it cannot be enabled automatically), the user will be prompted to enable the USB debugging.
 - USB debugging can be enabled in device Settings. It depends on the device where the USB debugging option can be found in Settings.
 - In some devices you have to first go to "About phone" and tap the "Build Number" field several times to enable Developer Options. Then the USB debugging can be found in Settings > Developer Options.
 - In some devices the USB debugging can be found in Settings -> Applications -> Development.
 - If you have problems finding the USB debugging option in the device, please see device documentation or contact the manufacturer.
 - In some Huawei devices USB debugging behaves a bit differently to other Android devices. For example with Huawei P7 you can simply set USB mode to "PC Suite (HiSuite)" when connecting the device and this also turns USB debugging ON. If you set USB mode to "USB flash drive" when connecting the device, you have to turn USB debugging ON after connecting.
 - In some LG devices USB mode has to be set to "PTP" for USB debugging to work.
- **Erasure cannot be started for a detected Android device**
 - Make sure that the Android device has around 50 MB of free space before starting the erasure. The erasure software needs to be delivered, unpacked and executed in the device's storage (this is automatically done by the software).
- **An Android device has started erasing and now says that the free space running out**
 - Because Android devices are erased by overwriting the whole storage space, it will seem to the device that the free space is filling up. The user should not be alarmed by this.
- **Erasure fails because device storage is full**
 - If the device storage is full, the erasure application cannot be installed and therefore the erasure fails.
 - The fail reason is shown in the user interface and in report.
 - It is possible to free space on the device by performing a factory reset.
- **USB debugging pop-up appear on the device during erasure**
 - Enable 'Always allow from this computer' checkbox in the USB debugging pop-up on the device.
- **Android Device gets stuck in the finalizing phase**
 - "Continue waiting": The device state in Blancco Mobile Diagnostics and Erasure is changed to "Finalizing".
 - If it can be seen that the factory reset has been finalized, but on Blancco Mobile Diagnostics and Erasure side the device is still in finalizing phase, user can be allowed to manually verify the factory reset.
 - This settings is available under Settings Android "Erasure Options" -section "Allow manual verification of factory reset".
 - If set to "Never" user cannot manually verify the factory reset by themselves at all.
 - "Stop": The erasure is marked as failed and device is removed from UI.
- **IMEI Code is not detected from the device.**
 - Some Android devices doesn't give the complete IMEI when the device is connected.
 - Apple devices doesn't give the IMEI if the device is in DFU mode.
 - IMEI will be available after the erasure process has been completed.
 - The device doesn't contain SIM card.