What needs to be done for the devices before running diagnostics?

- Apple devices
  - Must be activated
  - The trust pop-up on device screen must also be accepted (it means that you trust the computer where the device is connected to). It can take a while for the device to appear as 'Connected' after granting trust. Please see this article for more information.
  - Starting from iOS 9, it is also required to establish trust to the application developer in device settings before launching diagnostics on the device. See device documentation for more info: https://support.apple.com/en-us/HT204460
- Android devices
  - Must have USB debugging enabled before running diagnostics (just like for erasure).