

Blancco Mobile Diagnostics and Erasure 4.4 is now released!

Mobile Diagnostics and Erasure version 4.4 - Release notes

This update may not work for PC's running 4 GB of RAM. A minimum of 8 GB of RAM is required.

There are three options for this update:

OTA update:

If updating via OTA, then the system must first update to 4.3.5. It will prepare the old releases to understand new steps required to OTA update to 4.4. The OTA update process should be as automatic, as any other OTA update, but the update will be done in two steps: first to 4.3.5 and finally to 4.4. If using the OTA update, the machine will stay in Legacy Boot mode.

All settings and files are saved, and the configuration should be as before.

Manual update:

You can update the system directly to 4.4 manually using a USB stick. The update should go as smoothly as before. (No 4.3.5 needed) Machine will stay in Legacy Boot mode. All settings and files are saved, and the configuration should be as before.

Re-installation:

This option will allow the system to boot in UEFI mode (also legacy is supported, **but not recommended**) and the system will be optimized for new Common OS environment.

Settings and files will be lost.

Features/Improvements:

- **PHEN-5247** - iOS OEM Parts Check
 - This feature enables BMDE to show if iOS devices have parts installed which are not properly authorized to be in the device.
- **PHEN-4122** - Screen Quality Test for iOS(Cracked glass mirror test)
 - This is the same cracked glass detection test which is currently in the Blancco Mobile Solution app. Using any mirror or the Blancco "Screen Test Appliance," users can accurately assess screen damage.
- **PHEN-4650** - MDM Detection Workflow Module
 - This new workflow module greatly improves MDM detection by handling much of the complicated process behind the scenes making this much easier to use than previous workflow options.
- **PHEN-4905** - Sync Server – Refactored
 - Sync server now uses distributed load balancing to transfer files making it less demanding on the network.
- **PHEN-4346** - 7th Generation iPad Support
 - 7th generation iPads are now supported.
- **PHEN-5366** - Grading Panel "Not Applicable" Option
 - In addition to "Pass" and "Fail," we now offer "Not Applicable" as an option.
- **PHEN-4471** - iOS Screen Flicker Notification
 - Helps users to know when an iOS device is finished with processing by making the screen of the device flicker.
- **PHEN-5120** - More Printer Setting Flexibility
 - Can now remove printer serial dependency from the synchronized settings and make only the changes made to individual printers serial dependent. If "strict sync" is selected sync settings would override individual settings, otherwise individual settings would be added on top of synced settings after the sync.
- **PHEN-4120** - Android Wearable Support
 - Android watch data wipe process is as follows:
 - Factory reset, overwrite and factory reset.
 - As there is no automatic means to perform factory reset, operator needs to do that manually. USB debugging needs to be enabled. Because you cannot access USB debugging setting without setting up watch, you may need to setup watch using a phone. You should use (as clean factory reset as possible) phone for this. Also, after final factory reset, you may need to setup phone. Some watches do not enable connect to host over USB before that. You can also make erasure quicker by using 'Skip verification' option or allowing completion of erasure manually from settings. We only support devices that can be connected (with or without adapter) to host computer using USB cable.
- **SD-4008** - Improved iOS Automated Speaker-Microphone Test
 - This feature now tests three microphones.
 - Speaker-mic
 - Speaker-mic front
 - Speaker-mic rear
- **Auto-Enable USB Debugging**
 - This feature is applicable to Samsung Verizon carrier devices.

Bug fixes:

- **PHEN-5498** - Androids not Erasing
- **PHEN-5473** - Android Repeatedly ask For USB Debugging
- **PHEN-3328** - IMEI not fetched in BMDE

- **PHEN-5440** -Process ends and report sent, re-connected device starts in "erase" rather than "process"
- **PHEN-5375** - Wifi Connection not being created
- **PHEN-5462** - The Wi-Fi MAC address displayed on the mobile phone does not match the Wi-Fi MAC address displayed on the BMDE
- **PHEN-5493** - Unable to process Asus Zenfone 5Z device due to zero % battery shown in Blancco
- **PHEN-5495** - iPhone SE 1st gen 16GB Rose Gold (internal model 3A844)
- **PHEN-5378** - Issue causing some workflows to fail in 4.3.2 and 4.3.3
- **PHEN-4012** - iPad Pro(3rd Gen)] Erasure fails
- **PHEN-5218** - iPad Pro 8,3 fails at 0%
- **PHEN-5344** - BMDE workflow - Set Value removing leading zeros on custom fields
- **PHEN-5400** - Alcatel detects SIM Card Incorrectly
- **PHEN-5420** - iPhone model capacity reported as 0GB at the first connect
- **PHEN-5417** - iPad detects SIM Card Incorrectly
- **PHEN-5454** - Workflow selection won't sync
- **PHEN-5488** - Recipero Blacklist Check Fail Due Diligence, Pass LSB
- **PHEN-5324** - Same Technician Name is printed on the report
- **PHEN-5352** - Motorola pulls incorrect Model Number
- **PHEN-5307** - BatteryHealthMetric changes in 4.3.2 report
- **SD-4053** - Carrier Signal(SIM & SIM 2) not working through Blancco - Real Me 6
- **PHEN-4010** - BMDE browser java script slow or other reason for slowness?

Known issues:

- If updating via OTA from older BMDE version 4.3.X it's required first to update to version 4.3.5 and only after that update to BMDE 4.4 will be available.
- To be able to import/export iOS firmware the file system in USB stick must be exFAT.
- With certain system setups Blancco background image at boot is still missing (gray screen shown instead).
- It's known issue that OEM Parts main level status is 'Unknown' for older iOS devices though serials are found. Also there's still enhancements needed to make OEM parts information listing more consistent.
- Sync server's Printer template editor GUI requires small enhancements which should be fixed in later releases.
- There's unresolved random issue that Sync server can crash and when this happens firmware downloads will stall - Reboot is needed to solve the issue.
- While deleting firmware files on Client station there's sometimes left firmware's in '0GB' size. That's most probably related to Shared files - Re-enter System settings and trying to delete those again should help to get such items removed if issue occurs.
- Mapping is missing for Firmware files listed on Shared files list in System settings.
- In Client stations, soon after opening System settings the settings view get refreshed and the client Settings Window is brought to view.