

Mobile Diagnostic application fails to install first time on Android devices

Created date	Updated date	Affects version	Fix version
29 Jan 2021		Mobile Diagnostics and Eraser - all versions	N/A

Problem

When performing diagnostic's on an Android device the installation of the diagnostic application fails the first time, requiring a second attempt before the application installs successfully.

Cause

When the device's screen lock activates prior to the application being installed it's not possible to install the diagnostic application successfully until the device has been unlocked.

Resolution

Disable/extended the devices automatic screen lock to avoid device becoming locked prior to the application being installed.

Generic steps for disabling/extending the automatic screen lock

1. Access *settings* > *Security*
2. Locate the Automatically lock option
3. Disable if the option is available, if not extended the timer to the maximum available duration