

Samsung Galaxy serial number/storage capacity detection issue

Created date	Updated date	Affects version	Fix version
08 Mar 2021	08 Mar 2021	Mobile Diagnostics and Erasure 4.6.1	Mobile Diagnostics and Erasure 4.7.0

Problem

Due to changes in Samsung's firmware we've found certain devices are unable to report their internal serial number, as well as the correct storage capacity.

Currently affected models include Samsung Galaxy S8, S9, and Note 9 series devices. This could also extend in to newer models of Samsung devices if the firmware changes made by Samsung are consistent.

We've implemented a fix in Blancco Mobile Diagnostics and Erasure v4.7 (tentatively set to release by the end of March 2021) to address the storage capacity detection issues.

Our development team is actively investigating alternative methods of retrieving the Serial numbers for the affected Samsung models.

For any questions or inquiries regarding Samsung devices reporting incorrect serial numbers or storage capacities, please contact Blancco Support via email at support@blancco.com, or [through our web portal](#).