

Blanco Mobile Diagnostics and Erasure 4.7.0 is now released!

Mobile Diagnostics and Erasure version 4.7.0 - Release notes

Features:

- iOS Factory Reset/Erasures and Android Factory Reset/Erasures are now significantly faster!
 - Enhanced Android factory reset/erasure speeds are applicable to newer Android devices.
 - Older devices will still take the typical amount of time to complete.
- **PHEN-6393** - USDK Based Diagnostics.
 - In this release we are introducing our uSDK based diagnostics.
 - Not only is the UI/UX significantly improved, but this is extremely useful for customers who also use the FOH (front of house) Blanco Mobile Solutions application. Because the underlying tests are the same the results from either product can be considered throughout the device journey.
 - Choosing between the default diagnostics application Legacy (3.9.6)" or the uSDK based diagnostic application "Latest (4.1)" is available in System Admin Settings.
 - It is important to note that any future feature requests will apply only to the uSDK application and not the legacy application. The legacy application will still be supported for next several months but will be deprecated at a future date.
- There are Recipro and Prolog UI option changes which may impact existing customer workflows.
 - A UI warning in BMDE alerting customers to the change pops-up when the user logs in to 4.7 for the first time.
 - Pop-up behavior is based on the user's Prolog, Recipro, and Activation Lock settings and is only present if applicable. The pop-up is no longer shown once "I Understand" is clicked.
 - We encourage anyone experiencing issues related to this change to visit our Blanco Technical Support Portal and create a case: <https://support.blanco.com/>
- Apple Watch Series 4, 5, and 6.
 - We have expanded support of our Apple Watch guided erasure and asset report solution to now include Apple Watch Series 4, 5, and 6.
 - This requires the use of the iBUS S4/5 3rd party tool for the connection.
- **PHEN-6031** - Hub Management – Abstract Hub Naming.
 - Users can now maintain the slot view settings when creating new users (and/or ability to export/import them).
 - This feature makes it much easier to design layouts that match the workstation thus making it much easier to quickly identify devices.
- **PHEN-5662** - Download Manager.
 - Whenever an iOS firmware update fails to completely download it will now be possible to continue the download from the previous stopping point rather than to start from the beginning.
- **PHEN-6116** - iOS Set-up Enhancement to See if iOS Set-up Failed During the Process.
 - Previously when the iOS Setup node was used in a workflow the user couldn't see why it failed during the process.
 - With this feature the user will be able to determine the reason for failure.
- **PHEN-6357** - Allowing Variables in SSID & Password in iOS Setup Node.
 - Allowing variables in this field makes it easier for processors that have more than one network in their warehouse.
- **PHEN-5610** - Notification for an FMIIP Locked Device.
 - An on-screen notification for an FMIIP Locked device can now be shown similar to the existing alert for a Google Locked device.
- **PHEN-3305** - Upload Erasure/Diag Report Started on One BMDE Machine to Another Machine.
- **PHEN-6122** - Enhancement – Uploading Diagnostic Result.
 - Device running diagnostics can now upload the diagnostics results to a different port or even a different machine running the diagnostics node in the workflow.
- **PHEN-5973** - Ability to Lock a Custom Field.
 - Users can now lock a custom field if needed during a process.
- **PHEN-5706** - Workflow: Ternary Operators to Conditional Items.
 - Allows for <Variable xyz> = (condition) ? if_true : if_false;
- **PHEN-6121** - Ability to Paste URLs into Bookmark & Approved Listing Sections
- **PHEN-6638** - Configuring Process Flow Result from PDF Report.
 - This feature is now more configurable.
- **PHEN-6244** - Configuring Device Image Validation Check.
 - There are now certain steps which can be configured within the check making it more flexible.
- **PHEN-6064** - Allow Functional Tests to Be Skipped.
 - Allows for the skipping of individual tests within the Functional Testing suite.
- **PHEN-5788** - More Functional Testing Added.
 - "Front camera" and "front camera auto-focus" have been adding to the quick iOS Functional Testing feature.

Bug fixes:

- **PHEN-6386** - BMDE Crash/Blackout Issues.
- **PHEN-6069** - BMDE does not detect an Ethernet card on the desktop.
- **PHEN-6196** - MDM check hangs for hours.
- **PHEN-6560** - KYOCERA DIGNO 902KC takes a long time to erase.
- **PHEN-5455** - Realme 6 intermittent erasure failure with failed to get device information.
- **PHEN-5625** - Stuck on UI when cancel.
- **PHEN-5854** - BMDE Ver4.4 not detect devices through particular usb hub ports.
- **PHEN-6082** - Upgrade issues from 4.4.4 to 4.5.1.
- **PHEN-6120** - Add multiple printer templates to sync server.
- **PHEN-6329** - BMDE 4.6 iOS Activation fails.
- **PHEN-6417** - Wrong device information identified.
- **PHEN-6495** - BMDE 4.6.1 iOS Device Activation fail.
- **PHEN-6528** - Installation of diag app fails.
- **PHEN-6552** - Factory Reset fails on Lenovo YOGA Tab 3 10(YT3-X50L,YT3-X50F).
- **PHEN-6580** - Incorrect Attributes Shown.

- **PHEN-6589** - No colour code/incorrect colour code for iPhone SE 2nd Gen.
- **PHEN-6590** - Devices not reaching "Processed" state in 4.6.1. Going from "Finalizing" to power down/disconnect.
- **PHEN-6613** - BMDE UI freezes.
- **PHEN-6627** - Slow Connections on Diagnostics.
- **PHEN-6650** - Unable to set-up Hostname in the Online support IP field in 4.6 or 4.6.1.
- **PHEN-6704** - BMDE Black Screens Then Restarts Processes.
- **PHEN-5723** - Android flash storage value print.
- **PHEN-6421** - Editing hostname/IP field bug.
- **PHEN-6593** - iPhone 7 Plus occasionally reported as just "iPhone 7 plus".
- **SD-4422** - iPad 2 Bluetooth test failure.
- **SD-4418** - Power key auto pass without input on Samsung J series.

Known issues:

- Random device initialization failures (stay initializing/incomplete model name) were detected.
 - Issues are reported and those will be fixed in later releases.
- If unrecoverable system UI freeze is detected it should be checked that host controller isn't overloaded and ensure connected hubs are powered.
- After capture Screen Damage app may show instead of 'Thank you!' -page, a page with title "No scratches found" and buttons 'continue' & 'try again'. App can be closed directly after this.

Known issues - Diagnostics:

- Diagnostics app does not get installed if Screen damage test is included to the test set when testing older iOS devices having iOS version less than iOS11 (e.g. iPhone 4S or iPhone 5C) (applicable to both the Legacy (3.9.6) and Latest (4.1) apps.)
 - Also, these older devices fail to start Test wizard with Latest (4.1) Diagnostics version. (Error 101)
- With iPads the test wizard is not working if automated Camera test is included (Latest (4.1)) Wizard flow stuck on live call test popup in No option to skip and close Mode (Latest (4.1)).
- App getting stuck on camera after retesting auto back camera or auto front camera from report page (Latest (4.1))
- Carrier signal test is not available in default flow in auto category. (Latest (4.1))
- Screen lock key test is getting passed without user interaction on iOS device. (Latest (4.1))
- Wizard flow stuck on live call test popup in No option to skip and close Mode (Latest (4.1))
- Dummy tests works on randomization, means if 'Run dummy tests after every X test' is set to 1. The dummy test may not run after one test it may come after some more randomly. (Latest (4.1))