Volume Key, Silent Key and Screen Lock key tests are not functioning correctly with iOS 15

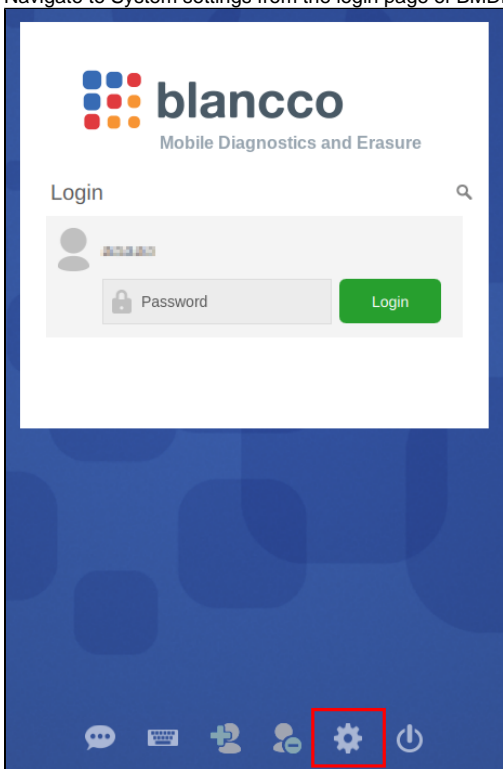| Created date	Updated date	Affects version	Fix version
23 Sep 2021	23 Sep 2021	Mobile Diagnostics and Erasure - 4.8.1 (and older)	Mobile Diagnostics and Erasure - 4.9.0

Description

With Apple's release of iOS 15 the Volume Key, Silent Key, and Screen Lock key assisted tests are not functioning correctly when using Blancco Mobile Diagnostics and Erasure. This is causing these tests to fail, even though the keys themselves are performing their regular functions on the device.

At this time iOS 15 is not compatible with the legacy version of the Blancco Diagnostics App. To resolve this issue it is necessary to upgrade to the latest version of the Diagnostics Application in BMDE.

This behavior will be fixed by Mobile Diagnostics and Erasure 4.9.0 which will include the generic support for iOS 15.

Step by step instructions

1. Navigate to System settings from the login page of BMDE.

2. Select Admin control, and input admin password. Select the arrow button to continue or press ENTER.

3. Select "Other settings".

System settings

- Set Network
- Set Proxy
- Set Network Test
- Set Time and Date
- Synchronization Service
- Storage Cleanup
- **Admin Control**
- Display
- Browser
- Preconfiguration
- Updates
- Uninstallation

Admin control

Remove admin password
Change admin password
Adjust user permissions
Manage Certificates
Manage Hubs
Other settings
Import & export settings

OK   Cancel

4. Using the drop-down arrow change Diagnostics app version to latest. Click "Apply" and "OK" to save the settings.

5. Login to BMDE and verify the assisted key tests are now functioning as expected. If not, please contact Blancco Technical Support for further assistance.