

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

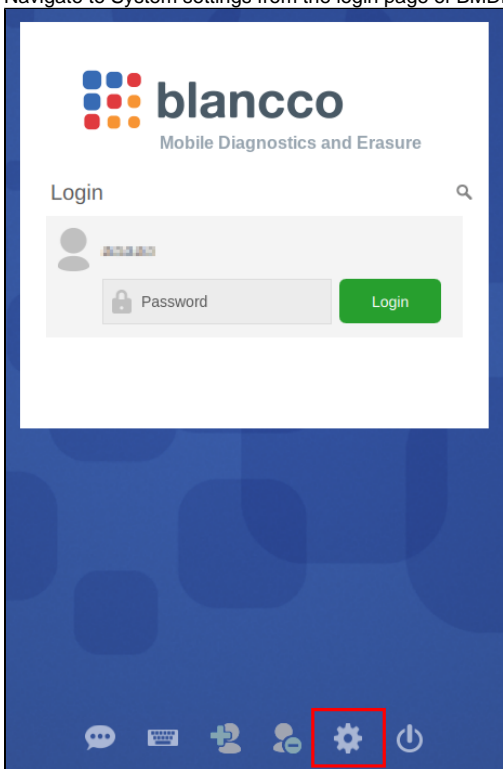
With Apple's release of iOS 15 the Volume Key, Silent Key, and Screen Lock key assisted tests are not functioning correctly when using Blancco Mobile Diagnostics and Erasure. This is causing these tests to fail, even though the keys themselves are performing their regular functions on the device.

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.

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

Input admin password

.....

→

OK

Cancel

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.

System settings

- Set Network
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User authentication

Use Blancco Management Console to authenticate users:

BMC hostname/IP:

BMC port:

443

Verify BMC SSL certificate:

Connection status:

Miscellaneous items

Deface content of admin controlled fields:

Reset USB controllers:

User to autologin

Online support IP:(EXPERIMENTAL)

Use temporary passcode for Screenlock:

Diagnostics app version:

Latest (4.3)

Share Apple device pairings via BMC:

Share reports between users:

License history

Store license history:

Date and Time settings should be configured to be automatic.

Keep logs for:

3 Months

history_09.2021.csv 0 bytes

Clear old history

Export history to USB

BETA Program

Beta programs allow updates to be delivered more frequently with OverTheAir delivery. Single

OK

Cancel

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.