Blancco Mobile Diagnostics and Erasure 4.10.0 is now released!

Mobile Diagnostics and Erasure 4.10.0 - Release notes

We have updated our Apple Provisioning Profile in our diagnostic applications. The profiles in BMDE 4.9 and earlier will expire at the end of the day on February 21st. Customers who wish to continue performing diagnostics on Apple devices MUST update their machines to BMDE 4.10 by no later than February 21st, otherwise they will no longer be able to process their devices.

Features:

- **PHEN-7349, PHEN-7472** - Android Express Set-up. Users can now automate the enabling of USB Debugging Mode with a system generated QR code or by using writable NFC tags. Both methods are available to address the most devices possible because not all Android devices support both methods. See manual for details.
- **PHEN-6939** - Version XML Handling Improvements. Sync Server Firmware Download Settings have been improved. There are now three main options for which iOS firmware version to share with client machines. (Latest Apple version, Blancco verified version, or the oldest version which is still signed.) Additionally, we are now including much more information about the firmware versions which are associated with each option. Lastly, it is possible to see which version each client machine is receiving.
- **PHEN-6850** - Improvement to Sheet View Input Fields. Cursor now behaves more logically when inputting information into custom fields.
- **PHEN-7606** - Current and Target iOS Versions which will be installed after Erasure are now shown in GUI.
- **PHEN-7576** - Last known battery charge percentage is now shown in the device UI.

Note that the below listed diagnostics features are only applicable to the "Latest" version of the diagnostic application; not available in the "Legacy" version.

- **PHEN-7500** - In Diagnostic Settings: Renamed 'Option to Skip or Close' as 'Expert Mode'.
- **SD-4689** - Removal of instruction screen in default "Expert" mode for efficiency.
- **SD-4154** - Localization support added for Japanese, Chinese and French languages.
- **SD-4603** - Improved Screen Mirror Test is now available under the Screen Damage Test Name.
- **SD-4665** - Heatmap representation of damage is now available in Screen Damage test.
- **SD-4681** - Auto-Focus Test for iOS and Android.
- **SD-4682** - Feedback Based Front Camera Test for iOS and Android.
- **SD-4683** - Feedback Based Back Camera Test for iOS and Android.
- **SD-4703** - Stress Test Improvement. Video recording added as a new stressor.
- **SD-4723** - Manual Front and Rear Microphone Tests for iOS.
- **SD-4733, SD-4734** - Removed "Next" Button Dependency for Moving from and to Different Testing Types.
- **SD-4755** - Test Failure Reason is Now Available on the Report Page.
- **SD-4776** - iOS Multi-Camera Test Improvements.
- **SD-4819** - Removal of random playing of audio files. Replaced by a single audio file which acts as default in the diagnostic application.
- **SD-4842, SD-4843** - Speaker Microphone Test Logic Improvements and Enhancements.
- **SD-4745** - Manual Front and Back Video Tests for iOS and Android.

Fixes:

- **PHEN-7892** - Incorrect Device Information.
- **PHEN-7852** - iPads failing using NIST-Purge.
- **PHEN-7875** - Connection on Galaxy S21.
- **PHEN-7972** - iPhone XR in smaller package model info incomplete.
- **PHEN-8045** - HMG erasure of iPhone 11 and newer fails.
- **PHEN-7577** - Google Pixel Disk Capacity Blancco 4.9 returning null if no erasure is performed.
- **PHEN-7586** - Wiko Harry2 erasure freezes.
- **PHEN-7615** - Ulefone Armor_X Android phone erasure stuck at 89% with BMDE 4.9.
- **PHEN-7630** - Asus zenpad P01Z fails factory reset.
- **PHEN-7664** - Mobile Blancco 4.9 doesn't detect Epson Moverio BT-300.
- **PHEN-7701** - Blacklist Check Not Returning a Response.
- **PHEN-7702** - Device Custom Field not popping up for data entry in 4.9.
- **PHEN-7740** - Workflow diag blob and iOS setup blob being performed at the same time.
- **PHEN-7770** - Activation fails occasionally for iPhones.
- **PHEN-7525** - Android devices not connected to BMDE 4.9.
- **PHEN-7505** - All 6th Gen iPads failing erasure with BMDE 4.9.
- **PHEN-4232** - Fujistu arrows M02,M03: Reported serial number is different from the actual one.
- **PHEN-4470** - MiBOXs and DJI Smart Controller RM500 can not processed in 4.1.0 working in 4.0.2.
- **PHEN-5402** - ZTE A2020G erasure fails.
- **PHEN-5960** - OUKITEL WP5 PRO and C19 erasure stops at 8%.
- **PHEN-6303** - iPhone 5 reported as iPhone 4s.
- **PHEN-6777** - IMEI not reported (XPERIA 1 II, XPERIA 8).
- **PHEN-6954** - iOS Setup action does not set the region according to the language.
- **PHEN-7142** - LG K8/10/11 erasure issue.
- **PHEN-7341** - Andriod Alcatel 1 - factory reset fails.
- **PHEN-7550** - BMDE reporting 99% battery wear.
- **PHEN-7551** - Limit number of files in logs.
- **SD-4763** - iOS (15.0.1) Volume Key assisted test do not work properly with iPhone such as iPhone 11 Pro.
- **SD-4792** - Screen Lock assisted test doesnt work if Proximity test is run prior Screen Lock test.
- **SD-4831** - Assisted test crashing Blancco App on iOS devices.
- **SD-4753** - Unable to perform network test in Blancco of Redmi 8a Dual and Redmi note 7.
- **SD-4775** - iOS 15 Legacy Diag app crash at Volume Key test.

- **SD-4801** - Compass test failed after enabling test execution order on Redmi Note 5.
- **SD-4808** - Diagnostics App Closes in iOS.

Known Issues:

- Currently iOS Firmware names are not shown in a consistent way in System Settings Storage view.
- If Synchronization Server station has user autologin enabled, after reboot Version.xml download error is seen.
    - Issue will be fixed for the next release.
- Along with renewal of Version xml handling there are fixes included for automatic firmware download feature in Synchronization Server so it's recommended that Station running as Synchronization Server is updated to this new BMDE version.
- Due the popup functionality refactoring there's a known issue in List view where the device card status may show hidden below other popups when multiple devices are connected.
- There's new selection added for popup visibility in Sheet view.
    - User may either select popups to be shown always or hover only.
- It should be avoided to switch the Erasure view at the time of answering workflow Question/ adding Data Entry as the selected option in drop down menu or added data entries gets reset at view switch.
- There can be some Android devices that enter sleep mode during Aperiodic Overwrite if those were not fully setup after ADB was enabled using QR code.
    - During testing this behavior was reproduced with Oppo RX17 device and there's added a note that asks user to manually complete the setup wizard for the device.
    - However setup wizard in phone may crash, if that happens the device needs to be rebooted so that the setup wizard opens again.
- Google Pixel phones Pixel 3, Pixel 6 and Samsung Galaxy S20 with Android 12 OS ADB cannot be enabled yet with ADB enabler's (QR code).
    - There is fix ready for Pixel phones but it will go to next release.
- ADB enabling with some Android phones (mostly on Chinese manufacturer devices) USB mode need to be changed manually to file transfer mode from charging only mode.
    - USB enabler app includes a notification about this on UI.
- In this release the Diagnostics flow is supported only for iOS functional tests.
    - No tests are available for Android.
- Diagnostics flow's Wi-Fi test is not supported for older iOS models like iPhone 5 and iPhone 6.
    - It may be fixable for next release.
- Diagnostic flow's Questions with no response added + Show Response in Report checked, will be skipped, but will be added to Diagnostic Result section in Report.
- Enhancements for Functional tests status field in Sheet view as well as workflow resources check for Diagnostics flow are expected in next release.
- Localization issues found in Synchronization Server settings and Diagnostics workflow test set will be fixed for next release.

Diagnostics:

- "Latest" Diagnostic application supports iOS 10 and above.
    - For Apple discontinued devices like iPhone 4S, recommendation is to use "Legacy" application 3.9.8.2 if catering to such Apple discontinued devices.
    - Version can be selected from BMDE admin settings. Default setting is currently set to the "Legacy" version.
- Apple Wi-Fi test requires location services to be kept ON before running the test in diagnostics.