

Blancco Mobile Diagnostics and Erasure 4.11 is now released!

Mobile Diagnostics and Diagnostics 4.11.0 - Release notes

Highlighted features:

- To make BMDE easier to use out of the box we have added a pre-defined InfoLabel and Diagnostic Workflow.
 - These will be there as default options in the case that no other label or diagnostic workflow is defined.
 - These can be modified and will repopulate if they are deleted.
- **PHEN-7459** - Android Express Set-up – Combination App.
 - Initialization and Erasure operations are now combined so that Android devices requiring manual installation of APK's can be handled with fewer touches in the Android Express Set-up process.
- **PHEN-6714** - Hybrid Diagnostic Approach.
 - Diagnostic Workflows may now be created which allow for showing workflow questions on the targeted device.
 - Functional Testing is now possible in parallel while the diagnostic application is being installed to the target device.
- **PHEN-7009** - Sync Server Dynamic Mapping of Connected Machines.
 - The Sync Server now provides a status view of connected client machines.
- **PHEN-7559** - Automatic Deletion of Outdated iOS Versions.
 - When new iOS firmware versions are available BMDE will search for any unsigned iOS firmware versions in Sync Server and Client machines for removal to help manage storage space.
- **PHEN-8020** - Automatic Detection of iPhone Connection Modes.
 - By detecting the connection mode of the attached iOS device, workflows can be built more intelligently to conduct desired operations.
- **PHEN-7956** - Support for Dymo LabelWriter 550 Printer.
 - This printer is now supported.
- **PHEN-6644** - Search Bar for Available Diagnostics Tests.
 - There is now an easy-to-use search bar for available diagnostic tests under "settings."
- **PHEN-7801** - Station Hostname.
 - Station hostname has now been added to the login UI to help large mobile processors locate specific stations.
- Remote Support - There is a new version of Blancco Remote Support App which is required to be installed.
 - Please contact support@blancco.com for details.
- **PHEN-5046** - Remote Support Encryption and Speed Improvements.
 - Remote support speed and security improvements by reducing the amount of video data transmitted during a remote support session encrypting the data.
- **PHEN-7360** - Remote Support – Ability to Scroll within the Tool.
 - This makes it easier for Support to provide help during a remote support session.

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

- **SD-3848** - Automated Touch ID/Fingerprint Sensor Test for iOS.
- **SD-4868** - Automated Face ID Test for iOS.
- **SD-4956** - Automated Back Camera Flash Test for iOS.
- **SD-4301** - Altimeter Test for iOS.
- **SD-3852** - S-Pen Test for Samsung Devices.
 - This tests functionalities of S Pen Touch, S Pen Hover and S Pen Button.
- **SD-4834** - Wireless Charging for Android Devices.
 - Here, user should disconnect device from USB and then connect to Wireless charger.
- **SD-4906** - Configurable Volume for Audio Based Diagnostics test.
 - User can configure volume for Audio based Diagnostics test from the BMDE host.
 - The settings will apply Android and iOS devices.
 - Gives user the ability to change the volume levels from default 80% to desired.
- Manual Face ID tests for Android and iOS.
 - Here, the user can choose to partially enroll or complete the enrollment process from settings and return to pass or fail the test.
- **SD-4952** - Show Market Name Instead of Technical Model Name in Device Details Section for iOS.

Fixes:

- **PHEN-8328** - Oppo A73 CPH2099 Stays at Home Screen after a Successful Erasure.
- **PHEN-8371** - Unable to Edit USB ID when in Slot View.
- **PHEN-8408** - Diagnostic App Crash on Older iPhones.
- **PHEN-7748** - Device Cards cannot be Kept even though device_keeponui=true.
- **PHEN-7810** - iOS Setup Fails on iPhone SE Gen 1.
- **PHEN-8065** - Android Erasure Stuck at 0.
- **PHEN-8102** - Workflow Issue After Updating BMDE Software.
- **PHEN-8121** - MDM Unlocked and Unknown: Difference Between 4.9 and 4.10.
- **PHEN-8127** - Battery Maximum Capacity not Fetched for iPhone 6 with BMDE 4.10.
- **PHEN-8154** - Unprocessed Reports.
- **PHEN-8182** - iOS Smart Erasure doesn't Resume Workflow correctly for Trust Mode Devices.
- **PHEN-8190** - Missing Button in "Require Attention".
- **PHEN-8230** - Sending Report Failed due to Missing Report UUID.
- **PHEN-8237** - Samsung Z Flip does not Report "Region".
- **PHEN-8253** - Device Status goes back to "Connected".
- **PHEN-8259** - 4.10.1 - Unable to Download Version.xml file.
- **PHEN-8284** - Installation of the Diagnostic App Fails Resulting in the Hardware Tests being Skipped.
- **PHEN-8296** - Oppo: Packages Installation Error.
- **PHEN-8355** - Android NFC Express Setup: is Requesting to Encrypt Data before Proceeding.

- **PHEN-8460** - Diagnostics on iOS Fail in the Latest Version of BMDE (4.10.1).
- **PHEN-8231** - No Color In Blancco Log Result.
- **SD-4864** - Wi-Fi Test Fails with iPhone 6 if Location Services are not Turned on Before Running the Test.
- **SD-4831** - Assisted Test Crashing Blancco App on iOS Devices.

Changes for default settings:

There are some small adjustments which affect default settings when doing new installations or creating new profiles.

- Keep running workflow even if device disconnects (Workflows).
- Fetch information always at connect (Android).
- Request removal of Android SIM & SD Card during erasure (Android).
- Firmware File sharing Settings (Synchronization service Client settings adjusted).
- Pre-defined Browser User Agent.

Known issues - Erasure:

- Bulk cancellation of question workflow may leave question popups on the UI for short period of time after cancellation.
- When testing USB resourcing some instability issues were found with nested USB hubs. Issues are being studied and will be fixed once root cause is found. Default USB host limits are recommended to be used.

Known issues - Diagnostics:

- For Apple devices sometimes Wi-fi test does not complete in case location permission is not enabled. Here, Apple Wi-Fi test requires location services permissions to be enabled (kept ON) before running the test in diagnostics app.
 - This is a mandatory step to proceed with the Wi-Fi test on app.
- Mobile diagnostic headset microphone test is crashing test application in Apple. Observed when connecting USB headset to device while test is already running. If headset USB cord is already connected to device prior running the headset mic test, then no issues observed.
- Hybrid Diagnostics Workflows
 - MC synchronization with diagnostic workflow is not available in this release.
 - Re-run test from diagnostics app does not get reported with updated result. User is recommended not to re-run test from diag app while using Hybrid workflows.
- For Apple Diagnostics Autofocus test, user needs to tap on screen to perform Auto focus test.
- Screen Damage Test notes: Mirror should be cleaned before use. In case of incorrect positioning of the device in front of mirror, may cause the test to be not performed. There should be no need to put hand to hold the device while testing with a jig. A Blancco specified jig can be used. For details contact support@blancco.com
- "Latest" Diag has issues like crashes on lower model iPhone 4S. It is recommended to use "Legacy" Diag if processor has a line catering to such Apple discontinued devices (Below O.S. 10.3.4) For Apple O.S discontinued devices, please use Legacy Diag app version 3.9.8.3 Version can be selected from BMDE admin settings. If user needs to check Latest Diag (4.5) it will need to be selected in the settings options to Latest from the host.