

Blanco Mobile Diagnostics and Erasure 4.12 is now released!

Mobile Diagnostics and Erasure 4.12 - Release notes

Features:

- **PHEN-8678** - Detection and Erasure of eSIM on Android Devices.
 - Android eSIM can now be detected and erased. For devices which automatic removal will not work, the user is prompted to remove the eSIM manually.
- **PHEN-8346, PHEN-8038** - Improved Reporting for iOS Device Component Details.
 - Device Component Details are now collected in an easily accessible panel which indicates that a part is authorized, not authorized, or undetermined.
 - In addition, there is a new workflow node available (Parts Authentication) which leverages the "iOS Parts and Service History" information introduced by Apple in iOS15 for select iPhone models.
- **PHEN-8676** - Creating Backups when not using Sync Server.
 - Operators now have the option to easily create backups of Users, Settings, Workflows, and Print Layouts without Sync Server to make it easier to replicate to additional processing stations.
- **PHEN-6904** - Exclude Processed Devices from "Execute All" Targets.
 - When enabled this prevents "processed" devices from being processed again when "execute all" is pressed.
- **PHEN-6922** - Server Messages (Action Item) - Save Content Header in a Variable.
 - It is now possible to save the content from the Header in Action Item "Server Messages" from a received package in a variable.
- **PHEN-7318** - USB Hub Mapping Added to Workflows and Print Layout.
 - <USBName> and <USBColor> tags are now available.
- **PHEN-8342** - Remote Support Enhancement - Remote Shift.
 - Allows workflow group selecting via remote tool.
- **PHEN-8540** - Support for Brother QL-1115NWB Printer.
 - This printer is now supported.
- **PHEN-7797** - Support for CAB Hermes Q Label Printer.
 - This printer is now supported.

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-5139** - iOS WiFi Test – Location Services Dependency Removed. User is no longer mandated to turn location services on to run the Wi-Fi test.
- **SD-5158** - Screen (Pixel) Test - Change Timer default configuration in app. The test now gives the user more time to analyze each screen.
- **SD-4944** - Portrait Mode Test for Apple. Portrait mode test has been included within the Multi-camera Test itself. User will need to select the multi-camera test from Host Test list to run the Portrait mode tests.
 - Note changes have been made to the Multi-Camera test in BMDE 4.12 over last BMDE 4.11 for reporting.
 - "Back Dual Wide Camera" has been renamed "Portrait Mode Back Camera (Dual-Wide)" and will be visible In App report and BMDE Test reports.
 - "Back Dual Camera" has been renamed "Portrait Mode Back Camera (Dual)" and will be visible In App report and BMDE Test reports.
 - "Front TrueDepth Camera" has been renamed "Portrait mode Front Camera" and will be visible In App report and BMDE Test reports.
 - Other important notes:
 - There must be human presence for both back and front portrait effects. Portrait effect will not work effectively on the objects as compared to human faces. Try keeping the face in front of the camera and the distance should be less than one hand distance for perfect portrait blur effect.
 - Device which supports only software level portrait effect will not be eligible for portrait test in Multi Camera test. This means there will be no images captured in portrait mode and no child test related to portrait camera. Example iPhone SE 2nd Generation, iPhone SE 3rd Generation.
- **SD-5077** - Native Front and Back Camera Tests.
 - These tests use the device camera app (native) for more in-depth, qualitative camera image testing.
 - For Native camera tests, camera mode cannot be set automatically by the app. The user would have to change the camera mode manually if it opened in the wrong mode (Test can open Front camera for native back camera test and vice versa).
 - Please note that these tests have been included in BMDE 4.12 but requires MC ver 5.13 for viewing these reports on Blanco Cloud or in the PDF.
 - MC 5.13 is currently scheduled to be released in Aug 2022.

Fixes:

- **PHEN-6953** - Huawei ID account locked to device when Find my Phone is enabled.
- **PHEN-8090** - <IMEI> and <IMEI2> both filled with IMEI2 value.
- **PHEN-8424** - Incorrect ROM values showing in Report.
- **PHEN-8582** - After updating to the latest version of BMDE (4.11), the device keeps disconnecting during erasing and the erasing state returns to the beginning.
- **PHEN-8587** - Moto e6 Play - erase failure at 7%.
- **PHEN-8619** - HP Slate 8 Pro fails erasure.
- **PHEN-8636** - Device failed to erase but FMIp and MDM check is successful.
- **PHEN-8637** - Failed to process unsupported OS using Smart Erasure.
- **PHEN-8660** - BMDE v4.11 Blackout with iOS devices.
- **PHEN-8680** - Extra tests being run.
- **PHEN-8712** - Settings are not pushed from master to client.
- **PHEN-8773** - Device Identification Issue. Samsung Note Demo phone being identified as Pixel 3A XL.
- **PHEN-8780** - Installation by DVD is successful but BMDE cannot be booted.

- **PHEN-8791** - Device Running on Second Attempt.
- **PHEN-8810** - BMDE reports containing test result for portrait mode back camera dual wide not being accepted by Cloud/MC.
- **PHEN-8865** - Samsung S22 Ultra RAM error.
- **SD-4809** - Diagnostics App Wi-Fi test will skip the test for iOS devices.
- **SD-5147** - Autofocus automatic test crashes the app when camera isn't functional.
- **SD-5105** - NFC test cannot be marked as successful.
- **SD-5111** - Receiver test plays through speaker in Diagnostics App Version 4.5.
- **SD-5142** - Microphone test's failing on iPod Touch.

Known issues:

Erasure:

- In this release there are multiple fixes related to stability, Workflows and Android processing.
- When printing a default layout label with QL-820NWB, the label content is misplaced few millimeters to the side.
 - This is planned to be fixed in later release.
- Samsung S22 might fail initializing. As a workaround, restart the device and re-login to try initializing device again.

Diagnostics:

- App crashes have been observed on apple devices with faulty camera, due to various natures of camera faults.
- On some Xiaomi devices like Redmi Note 9 pro, Poco X2, Auto focus test may report as Fail.
- On Android devices like Google Pixel 6, Pixel 3 or One Plus7, speaker test melody is played for headset microphone test.
- For devices with camera hardware extended from the back of the device, screen damage test can be not performed as it is observed on Samsung S22 Ultra.
- App cannot be tested If Android device screen is locked with password, user should remove the screen locks before connecting the device to BMDE.
- In Hybrid workflow, retest feature from Diagnostics app report page is not supported.
 - Please do not use retest feature.
- 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" diagnostics app has issues like crashes on lower models such as iPhone 4S.
 - Therefore, it is recommended to use "Legacy" diagnostics app 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 3.9.8.4 Version can be selected from BMDE admin settings. If user needs to check "Latest" Diag (4.6), user/admin will have to switch the settings to "Latest" from the host.