

# Blancco Mobile Diagnostics and Erasure 4.13 is now released!

## Highlighted features:

- PHEN-9407 - Support for iPhone 14 Family of Devices.
- PHEN-9226 - iOS Diagnostic Fast Auto-Trust. We now have a much faster auto-trust process for installing the iOS diagnostics application. (Note: For customers who prefer our existing fully automatic mode which requires no touches, we still have that feature available.)
- PHEN-8318 - NIST Purge for Android. New erasure algorithm.
- PHEN-8905 - Free-Form Text in Workflow Module. Within the Workflow Question Module, there is now a free-form text box available for data entry by the user.
- PHEN-7795 - Keyboard Macros. Under Settings, there is now a new tab (Shortcuts) which shows available keyboard shortcuts for basic actions.
- PHEN-8944, PHEN-7798, PHEN-8350, PHEN-9315 - New Workflow Tags. Device UUID; Printer Status; All Diagnostics Results; Diagnostics Duration; Diagnostics Flow Duration.
- PHEN-8990 - Authorized Components Device UI. This can now be hidden in UI.
- PHEN-8798 - Support added for Zebra ZD6 series printers.

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-4955 - Diagnostic Feature Speed Improvements - Parallel testing in app. Certain auto tests would run in background while assisted and manual tests are being run. The parallel testing flow can be enabled with 'Optimise for Speed' Button in Host settings. The Background Tests in Phase 1 includes Android: a. Magnetometer b. Wifi c. Bluetooth d. AGPS e. Carrier Signal Check1 f. Carrier Signal Check 2 iOS: a. Wifi b. Magnetometer c. Barometer d. Altimeter e. Gyroscope f. Accelerometer
- SD-5228 - Speed Improvements. Not Applicable tests will not execute with UI in Diag App.
- SD-5112 - Auto Focus Test moved from Auto tests to Assisted test category for iOS devices. To improve user's experience as iOS devices like on iPhone 12 series, iPhone 13, 13 Pro, 13 Pro Max and with iPad Pro 5th gen etc. needs screen to be tapped first to perform Auto focus test.
- SD-5234 - UI/UX Improvements. Improve usability of Rerun tests on App Test result page.
- SD-5200 - Huawei Mobile Services (HMS) device support. Applicable for Huawei devices which do not support Google Mobile Services (GMS). For such devices AGPS and Face ID tests have a slightly different method to run these tests.
- SD-5242 - Stress Test Improvements. The Android Stress Performance check logic has been enhanced.

## Bug fixes:

- PHEN-8829 - BMDE blacks out.
- PHEN-8894 - Wrong MDM detection.
- PHEN-8913 - Sony Xperia 1 III RAM error
- PHEN-8927 - Several models of Lenovo and Huawei tablets black screening and not progressing past 10% when erasing.
- PHEN-8991 - Subscription check for Rakuten cannot fetch any information.
- PHEN-9033 - BMDE Freezes during the simultaneous installation of Diagnostic App on 20-30 Smartphones.
- PHEN-9405 - iOS activation makes iPhone end up in a white unresponsive screen.
- PHEN-7215 - Erasure fails due to "iOS version information is outdated".
- PHEN-8009 - Samsung Galaxy GT-P5210 cannot be erased.
- PHEN-8213 - Unable to set default SMS app when Czech language is selected for the phone.
- PHEN-8598 - Lenovo TB-X505F Failed to delete SMS/MMS data.
- PHEN-8774 - Diag app won't launch on ColorOS12.
- PHEN-8816 - Android phones disconnect from UI.
- PHEN-8854 - Authorizing Request Error Message.
- PHEN-8856 - Recovery Mode Required Error Message.
- PHEN-8866 - iPod Touch 6th gen: the second factory reset in a workflow fails.
- PHEN-8900 - HTC U11+ can't display IMEI
- PHEN-8909 - Requesting to disable OEM notification
- PHEN-8919 - Password cannot be changed from Admin Control
- PHEN-8931 - No information from device error - HTC Desire 620
- PHEN-9026 - BMDE 4.12 - Label rotated by 90 degrees
- PHEN-9053 - Crash when invalid standard is tried to be set before erasure.
- PHEN-9092 - ARO failing with Samsung Galaxy S4
- PHEN-9218 - Workflow hangs at "FMiP check(PrologMobile)"
- PHEN-9253 - Supported Label Printer ( CAB Squix 4 ) isnt working
- PHEN-9362 - Label format requires update every time under new version
- PHEN-9435 - Blackview A95 WipeAdmin crash
- PHEN-9600 - iPad Air 2 16GB CELLULAR not detected as cellular model after processing.
- PHEN-8679 - X button does not get removed with settings changes.
- PHEN-9209 - Diagnostic face of the device card has empty selection.
- PHEN-9451 - Rename function in label layout.
- PHEN-8387 - Oppo fake IMEIs.
- SD-5310 - Multicam test crashing issues on iOS 16 devices.
- SD-5219 - Latest Diag app crash while running camera (Video) test for a faulty iPhone.
- SD-5251 - iOS Video test is showing Front Camera Preview on iPhone having Faulty Camera.
- SD-5217 - iOS headset microphone test is testing the bottom microphone of the device instead of the headset's microphone.
- SD-5212 - AGPS has issues running in iOS.
- SD-5134 - Latest Diag app crash while running auto focus test for a faulty iPhone.
- SD-5208 - iOS Auto Focus test showing Front Camera preview for faulty Camera device.
- SD-5243 - Auto focus test crashes the latest diagnostic app in iPads.

## Known issues - Erasure:

- iOS/iPadOS16.1 and 15.7.1 are supported by this release.

- Default iOS standard is changed to iOS Smart Erasure.
- Support for iPhone 14 Series is added. Adding support for the new iPad models (oct 2022) is still under work.
- Known issues with iPhone 14 series are: DFU mode (black screen) erasure is not working, Proximity cannot be completed with processing station tests when hybrid diagnostics is being used, iPhone 14 device cards are not appearing to UI if devices are reconnected when in Recovery mode (iTunes mode).
- There's known performance issue with System setting in Server mode. It takes few seconds before settings are opened.
- High volume processing of iOS devices can cause slow GUI / freezes - BMDE station with at least 16GB RAM is recommended.
- Diagnostics Auto-Trust functionality is added in this release. It's a new option under 'Launch app automatically in iOS' feature.
- In Diagnostics with App version 4.7.0.1: Stress test fails to run on some devices like Samsung S22 ultra, and with iPhone 14 Pro devices the Screen Lock test is not run unless Display Always On feature is turned OFF (Settings - > Display & Brightness -> Always On (Turn it OFF))
- In Diagnostics with App version 3.9.8.5: Screen Damage application is removed.

#### **Known issues - Diagnostics:**

- BMDE 4.13 onwards, Diagnostics app support is discontinued for below iOS 11 such as iPhone 5c, iPhone 5 and iPad 4th generation. With onset of xcode 14 Apple no longer supports diagnostics on iOS 10.x devices (32 Bit architecture). Work around is to use BMDE 4.12.1 or below for processing such devices.
- For iOS version 16.x Multicamera test result will be not performed on some iPhone Pro and Pro Max devices e.g iPhone 12 Pro, iPhone 11 Pro Max etc. Until a fix is available, workaround is to set workflows for such devices without Multi-camera test.
- For Apple devices certificate for diagnostics have Expiration Date: 12-Sep-2023
- With iPhone 14 Pro/Pro Max, to run Screen Lock test user first needs to Turn Off the feature in the device before proceeding. Steps to Turn OFF : Go to Settings -> Display & Brightness -> Always On (Turn it OFF)