

Diagnostic application installation fails on Pixel 7 & Pixel 7 Pro when using legacy diagnostic application

Created date	Updated date	Affects version	Fix version
01-11-2022		Mobile Diagnostics and Eraser - all versions	

Problem

When attempting to perform the diagnostic testing of a Pixel 7 or Pixel 7 Pro the installation of the legacy Diagnostic application fails.

Cause

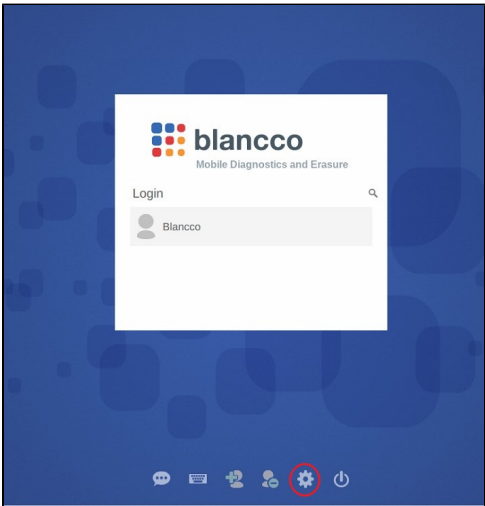
The Pixel 7 phones only support 64-bit ARM, due to this change to only supporting 64-bit the legacy diagnostic application can not be installed on the Pixel 7 phones.

Resolution

Changing the Mobile Diagnostic and Erasure software settings so that the latest diagnostic application is used instead of the legacy application allows for the successful installation and testing of the Pixel 7 phones.

Please see the below instructions which cover the steps needed to make this change in the software.

- Access the system settings from the login page



- Select Admin Control from the System settings shown and enter the Admin password to access the 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

Configuration

Network device:

enp0s3

Configuration:

Automatic

Hostname

Hostname:

bianco

Name Servers

Override automatic name servers:

☐

OK

Cancel

- Select Other settings from the list of Admin control options

System settings

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- Set Proxy
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Admin control

Remove admin password

Change admin password

Adjust user permissions

Manage Certificates

Manage Hubs

Other settings

Import & export settings

OK

Cancel

- In the Miscellaneous items section, you will see the setting Diagnostics app version change this from Legacy to Latest and click Ok

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User authentication

Use Bianco 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:

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User to autologin

Online support address:

Use temporary passcode for Screenlock:

☐

Diagnostics app version:

Legacy (3.9.8.4)

Legacy (3.9.8.4)

Latest (4.9)

Share Apple device pairings via BMC:

☐

Share reports between users:

☐

License history

Store license history:

☒

Keep logs for:

3 Months

history_07_2022.csv 0 bytes

history_08_2022.csv 0 bytes

history_09_2022.csv 0 bytes

history_10_2022.csv 0 bytes

Clear old history

Export history to USB

Apply

OK

Cancel