Mobile Diagnostics and Erasure Doesn't Detect Brother Label Printer

Created date	Updated date	Affects version	Fix version
15 Mar 2021	13 Feb 2023	Mobile Diagnostics and Erasure - All versions	N/A

Problem

Blancco Mobile Diagnostics and Erasure software doesn't detect Brother label printers.

Cause

Some Brother label printers include an "Editor Lite" feature in them which may cause the label printers to not be properly detected by Mobile Diagnostics and Erasure software.

Resolution

Check the label printer and make sure to turn off the "Editor Lite" feature by pressing the button available on the front of the printer.

Once the "Editor Lite" feature has been turned off the printer should be detected properly.

Find more details on how to manage this feature from Brother's documentation.