

Connecting Mobile Diagnostics & Erasure to Management Portal

To update your existing Blancco Mobile Diagnostics & Erasure configuration to work with the Blancco Management Portal follow step provided below.

Created date	Updated date	Affects version	Fix version
23 Mar 2023	24 Mar 2023	Blancco Mobile Diagnostics & Erasure Blancco Eraser for Apple Devices	N/A

Description

This page will provide step by step instructions on how to update communication settings for Blancco Mobile Diagnostics & Erasure. Same instructions apply for existing installations of Blancco Eraser for Apple Devices software.

Valid communication settings are required for report sending and may be required for license consumption as well.

Step by step instructions

This chapter contains instructions how to update the existing configuration with Blancco Management Portal details to allow future license consumption and report sending to Management Portal.

1. Login to the Blancco Mobile Diagnostics & Erasure station.
2. Open "Settings" and navigate to "General"-tab.
3. Under "Blancco Management Portal Settings" section, update "Hostname/IP" with your Management Portal "Erasure Client Endpoint" and make sure proper port is defined.

Erasure client endpoint is region specific, to find out your endpoint follow the steps provided here: [How to confirm your Blancco Management Portal erasure client endpoint details?](#)

The screenshot shows the 'Settings' application window with the 'General' tab selected. The 'Blancco Management Portal Settings' section is visible, containing fields for Hostname/IP, Port, Username, Password, and a 'Verify BMP SSL certificate' checkbox. The 'Connection status' is indicated by a green circle, and 'Retry BMP operations' is checked. Sliders for 'Timeout (s)' and 'Number of attempts' are also present. At the bottom, there are 'Ok', 'Apply', and 'Cancel' buttons.

Section	Field	Value
User Interface Settings	Language:	English
	Keyboard layout:	us
	Enable input method switching:	<input type="checkbox"/>
	Show requires attention view:	<input type="checkbox"/>
Blancco Management Portal Settings	Use large fonts:	<input type="checkbox"/>
	Screen saver timeout:	Disabled
	Hostname/IP:	classic.eu-west-1.blancco.cloud
	Port:	443
	Username:	support@blancco.com
	Password:
	Verify BMP SSL certificate:	<input type="checkbox"/>
	Connection status:	Green circle
	Retry BMP operations:	<input checked="" type="checkbox"/>
	Timeout (s):	20 s
Number of attempts:	1	

4. Update the "Username" and "Password" fields accordingly with your Management Portal details.
5. After providing the updated details, connection will be automatically tested and "Connection status" indicator should turn green.
6. Click "Apply" to save the settings.

