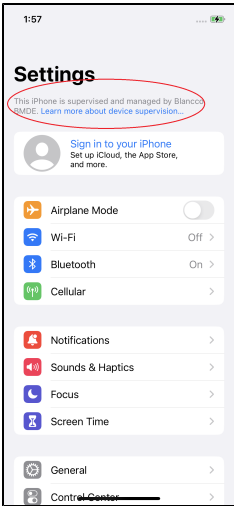


Settings has a message "This iPhone is supervised and managed by Blancco BMDE."

| Created date | Updated date | Affects version | Fix version |
|--------------|--------------|-----------------|-------------|
| 13 Mar 2023 | | | |

Problem

After processing an iPhone, a status message "This iPhone is supervised and managed by Blancco BMDE." is printed at the top of the Settings menu.



Cause

Blancco Mobile Diagnostics & Erasure installs a certificate on the mobile phone to enable 'Supervised mode', with this feature the software has more control over the iPhone to perform some tasks. This mode is enabled after the following processes:

- Performing diagnostics
- Performing iOS Setup

Resolution


Option 1. Erase the phone

The certificate is removed by running any type of erasure on the phone. This can be either a manual Factory Reset or one of the erasure standards supported in Blancco Mobile Diagnostics & Erasure. It should be noted that it is highly recommended to run an erasure on mobile phones at the end of any process.

Note! If resetting from iOS settings, the 'Reset' is not sufficient to remove the Blancco profile. 'Erase All Content and Settings' must be run.

Option 2. Disable 'Supervise device' (iOS Setup only)

Alternatively, you can disable the feature by editing the 'iOS Setup' node in the workflow by unchecking 'Supervise device' checkbox



iOS Setup

Name:

Activate phone, install Wifi configuration and skip UI setup. If activation fails due to FMIP, fail path will be taken. If activation is successful MDM status will also be fetched.

If activation and setup is already done or device is not iPhone/iPad success path will be taken without any actions.

SSID:

Password:

☐ Hidden SSID:

Security:

WPA-PSK

☐ Supervise device

☒ Skip all steps

Language:

English

It is recommended to disable this option if you are not performing diagnostics on the device as it will not provide any additional benefit.