

Blanco Mobile Diagnostics and Erasure 5.0 is now released!

Mobile Diagnostics & Erasure 5.0 - Release notes

- As communicated over the last few releases, the legacy diagnostics app has been removed from BMDE 5.0. The new Diagnostics App supports iOS 11 and above, Android 5.0 and above.
- For Customers having a diagnostic process where the diagnostics app is installed on one BMDE setup and then report uploaded on another BMDE setup. It is important that both these BMDE setups are updated to version 5.0 to get diagnostics working.
- For Apple devices the Provisioning Profile dates in diag 4.10 with Expiration Date: 19-Mar-2024.

Bug fixes:

- Fixes were made to affect crashes and freezes caused when large numbers of devices were being processed simultaneously along with user input into conditional grading workflow modules.
- Fixes were made to improve accuracy of Samsung battery wear levels.
- Supervise Device - When Supervise device option is OFF, users will no longer see a message indicating that the device is being supervised and managed by Blanco.
- Fixes were provided for hub detection and printer detection issues.
- Fixed an issue causing some older iOS devices not to complete the activation process.
- Diagnostics: Multiple test shows "Not Applicable" has been fixed.
- Diagnostics: Speaker microphone test not showing as run on iPad has been fixed.
- Diagnostics: Rerun diagnostic test - report does not reflect new test result has been fixed.

Features and Improvements:

- **PHEN-10243** - Bandwidth Scalability
 - Bandwidth Scalability feature routes what is normally Wi-Fi traffic through the host's PC internet connection, thus minimizing Wi-Fi delay and reducing traffic to and from Apple servers.
 - This feature is specific to Apple devices (iPhones and iPads running iOS14+/iPadOS14+). See manual for details including setup, network requirements, and security considerations.
- **PHEN-9966** - Financial Check
 - This workflow is used to check whether a device is under a contract with a mobile carrier or has unpaid bills. Often being in under a contract means that the device cannot be activated on another account. Currently the feature supports the following carriers: Verizon, TMobile, TracFoneStraightTalk, AT&T and NTT Docomo.
 - Requires the purchase of separate licenses to use this feature.
- **PHEN-9274** - Scannable QR Code
 - Scannable QR Code Added to Device Info Popup
- **PHEN-10092** - Feature Including Diagnostics Flow Results into Report.
 - When checked, the state/result of a previous process is fetched. If no previous results are found for a connected device, a failed path will be taken in workflow. Historically, this has worked for local MC, but now this also works when using cloud.
- **PHEN-10246, PHEN-10538** - Cosmetic Change in UI.
 - The look of the dropdowns and busy indicator have now changed.
- **PHEN-9192** - Allow Monitor Rotation.
 - Under system settings, rotation of the monitor can be adjusted to work in portrait mode.
- **PHEN-10047** - "SmartResetMethod" Workflow Tag (for iOS)
 - The returned value will be either iOS Smart Reset (Verification) or iOS Smart Reset (Factory Reset) depending on the steps that the device will take.
- **PHEN-5600** - Password Policy.
 - It is now possible to determine how strict a password must be.
- **PHEN-10475** - Improvements to Existing Finalize Action
 - Improves "UI State" and "Display device operation / all flow results" by making the results easier for operators to notice.
- **SD-5201** - Mobile Workflows: Retesting workflow by initiating a Rerun test from diag app.
- **SD-5215** - Mobile Workflows: Second Test not registered when using Hybrid workflows using single 'Run Diagnose' blob
- **SD-5285** - Mobile Workflows: Re-run functionality of Questions on Diag App UI
- **SD-5412** - iOS "Battery wear" Test Enhancement Enhancements were made so that this would have parity with the old diagnostic app.
- **SD-5423** - Speed Improvements: Parallel testing improvements
- **SD-5425** - Speed Improvements: Combination Tests - Touch Test and Speaker microphone test.
 - If Touch test and Speaker Microphone test both are selected in the diagnostics test suite and optimise for speed is ON, then it will execute in combination i.e., Touch test will execute in foreground and speaker mic in background on the app.
- **SD-5439** - Speed Improvements: Combination Tests - Volume Key & Auto Back Camera Test
 - If Volume Key test and Auto-Back camera test both are selected in test suite and optimise for speed is ON, then it will execute in combination i.e., Volume Key test will execute in foreground and Auto-Back Camera test in background on the app.
- **SD-5438** - Speaker Microphone is listed as Not Performed even when its tested-on iPad. Now the app can dynamically detect more microphones based on Apple device hardware support type.

Known issues:

- Preconfigured Client-ISO: At boot user must use "Skip" option for First time setup, otherwise the preconfigurations are missing.
- There's known issue with camera. The pixel format setup is ignored, first format with matching resolution is selected.
- There's identified a possible kernel level issue which can cause all USB devices to stop working (reproduced with ASMedia's xHCI controller). Station reboot is needed in this case.

- If user enables new BMDE 5.0 iOS feature "Bandwidth scalability", Wi-Fi diagnostics test might not be ran as expected when using the Diagnostics Blancco app and thus Wi-Fi functionality is recommended to check separately for the diagnosed devices.
- Hybrid Diagnostics: User cannot start/end testing in Diagnostics Blancco app if there are no tests specified for "Run Tests" item in a workflow. Such process can be only cancelled.