

# Report sending fails after running the erasure

Created date	Updated date	Affects version	Fix version
11 Sep 2023	11 Sep 2023	Drive Eraser - All versions	N/A

## Problem

Erasure reports from Blancco Drive Eraser are not able to be sent to the BMC after erasure.

The error message "*Report sending failed. Network problem or no connection to Blancco Management Console*" is displayed.

## Cause

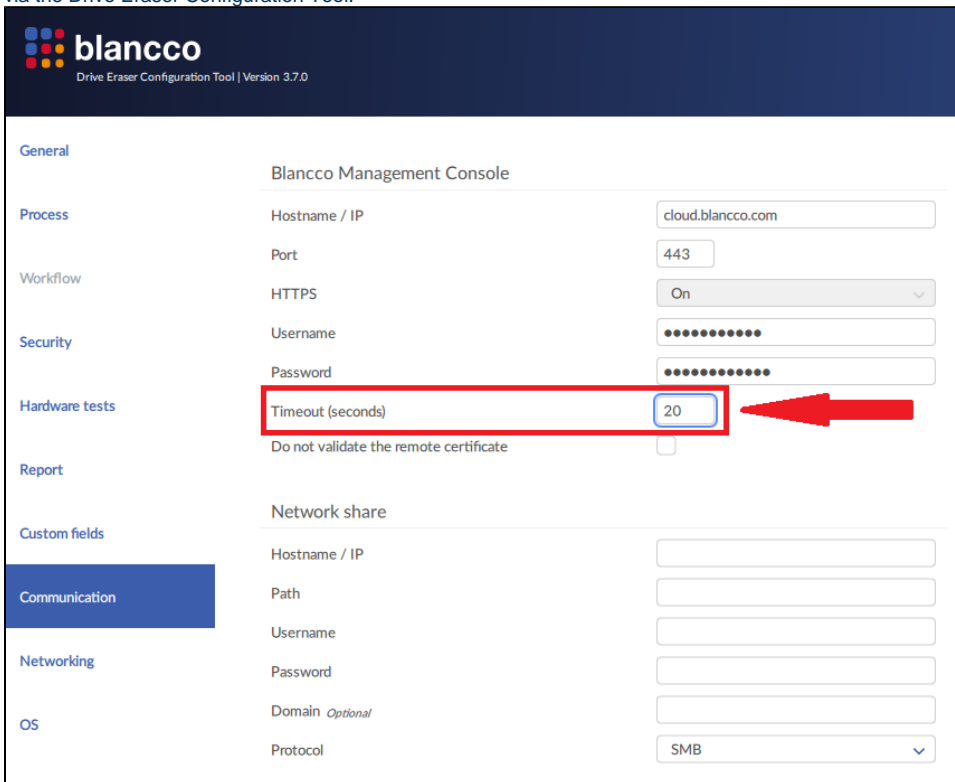
The erasure software wasn't able to communicate with the Blancco Management Console anymore in order to send the report.

This can be caused by a wide range of different network and connectivity related issues and some common issues are explained below.

## Resolution

Below bullet list provides some possible resolutions to this issue. If you are unable to resolve the issue following items below, please contact Blancco Technical Support.

- Make sure the network cable is still connected or the wireless connection is still active.
- Increase communication timeout on Drive Eraser to allow more time for report sending, this is especially useful when dealing with unevenly performing or slower networks. [The communication timeout is set to 20s by default. The timeout can be increased to a maximum of 60 seconds via the Drive Eraser Configuration Tool.](#)



**blancco**  
Drive Eraser Configuration Tool | Version 3.7.0

**General**

**Process**

Blancco Management Console

Hostname / IP: cloud.blancco.com

Port: 443

Workflow: HTTPS: On

Security: Username: ..... Password: .....

**Hardware tests**

Timeout (seconds): 20

Do not validate the remote certificate: ☐

**Report**

**Custom fields**

**Communication**

**Networking**

**OS**

Network share

Hostname / IP: .....

Path: .....

Username: .....

Password: .....

Domain *Optional*: .....

Protocol: SMB