Management Console will not import erasure reports from Drive Eraser generated with Enterprise USB Enablement tool

Created date	Updated date	Affects version	Fix version
19 May 2022	19 May 2022	• Blancco Drive Eraser - 6.15.x to 6.18.x and 7.0.x to 7.3.x • Blancco Cloud • Blancco Management Console - 5.11.0 or higher	Drive Eraser 7.4.0

Problem

Manually importing Blancco erasure reports generated using a Drive Eraser ISO image created using the Enterprise USB Enablement tool triggers the error "Required license not available".

Cause

The Blancco Management Console requires Blancco Asset Profiler license in order to import erasure reports from Blancco Drive Eraser images generated using the Blancco Enterprise Enablement Tool.

Resolution

A single Blancco Asset Profiler is required to be added to your Blancco Management Console. The license will not be consumed, however is needed in order to the import to function.

If you do not have access to Blancco Asset Profiler licenses, please contact Blancco Technical Support.

Long term fix for this issue will be introduced in the Drive Eraser 7.4.0.