

# Blancco Drive Eraser Image Configuration Tool does not seem to save configuration changes to the erasure software image(s)

Blancco Mobile Device Image Configuration Tool is compatible with the following web browsers:

- Firefox (versions 20+)
- Internet Explorer (versions 9+)
- Chrome (versions 25+)

Using older versions of these browsers (or other browsers) can sometimes cause issues when saving the erasure software configuration. For example with Internet Explorer 7 "Update" button might not appear at all when saving Management Console connectivity settings causing a user to save an image without networking information.

If a supported web browser version is in use, but there are still configuration saving related issues, it is recommended to clear the browser cache.

- Press the buttons Ctrl+Shift+Del. Depending on your browser, a "Clear/delete browsing data/history" window will appear. Make sure that the "Cache"/"Temporary files" is selected and press the "Clear"/"Delete" button.
- Restart the BDEICT service from Services and also restart the web browser.