

Installing Blancco File Eraser on Windows 7 SP1 (32-bit) fails

Problem

Installation of the Blancco File Eraser fails consistently on 32-bit version of Windows 7 SP1.

Cause

Certain Windows Updates are required to be installed on the system in order to successfully install the File Eraser. Lack of these updates will cause the installer to fail.

Resolution

Make sure to install the latest Windows Updates to the target system before installing the Blancco software.

Specifically below patches are required in order to successfully install the File Eraser on 32-bit Windows 7 SP1:

1. User-Mode Driver Framework c1.11 (KB2685813)
2. Kernel-Mode Driver Framework v1.11 (KB2685811)