

"We are sorry, but it appears that this email address has been used for an evaluation. Please contact us at sales@blancco.com".

Sometimes it is possible that the bootable USB creation phase fails for due to some technical issue (write-protection, USB connection issue, etc.). This may lead into situation that the evaluation "license" is lost. "Blancco5Evaluation" software will display the following message on the screen: "We are sorry, but it appears that this email address has been used for an evaluation. Please contact us at sales@blancco.com"

There are two options to fix the issue:

1. Contact evalsupport@blancco.com and request a "license reset" for your evaluation account.
 - Make sure that you provide Support with the same information that you filled to the registration form, so that we are able to locate your account.
2. If you are in a hurry with the evaluation: Obtain a new evaluation "license" from the Blancco website by registering a different email address.
 - If you do this, make sure that you try to avoid the issues with the USB stick by following the USB stick related troubleshooting instructions from [this FAQ article](#).