Known USB boot issues

Problem 1: "Error: you need to load the kernel first"

error: disk `loop' not found.
error: disk `loop' not found.
error: you need to load the kernel first.

Press any key to continue...

Solution: The problem is caused by the file name of the ISO image. The file name should not contain any extra space or special characters. In this example, the fix is to remove the empty spaces from the file name. Try renaming the 'Blancco Drive Eraser .iso' to 'blancco_drive_eraser.iso' and then format and create the bootable USB again using the latest version of Blancco USB Creator tool.

Problem 2: "Error 27: Unrecognized Command"

Booting Blancco_5_server (1).iso
Find --set-root --ignore-floppies --ignore-cd //images//Blancco_5_server (1).iso
Error 27: Unrecognized Command

Press any key to continue....

Solution: The problem is caused by the file name of the ISO image. The file name should not contain any extra spaces, and it is highly recommended that there should be no special characters in the file name. In this example, the fix is to remove "(1)" from the file name. Try renaming the Blancco_5_server (1).iso to Blancco_5_server.iso and then format and create the bootable USB again using the Blancco USB Creator tool.

Problem 3: "Error 13: Invalid or unsupported executable format"

Booting Blancco_5_server.iso
(hd0,0)
chainloader (hd32)
Error 13: Invalid or unsupported executable format

Press any key to continue....

Solution: The problem is caused by a bad or incompatible USB stick. The USB is mounted and detected as (fd0) device by the host system. Make sure that the format option is enabled in USB creator.

Problem 4: "Kernel panic" or no specific error message is displayed, but the USB boot just does not work

Solutions: Sometimes changing the used USB memory stick brand or model (different size) can make a difference. For example 64GB or larger USB sticks may not work if they can't be formatted to FAT32. Also encrypted or password protected USB sticks are not supported for USB booting. Some of the most reliable models for USB booting are known to be 8GB or 16 GB Kingston DataTraveler (non-encryped or non-password locked). If the same USB stick fails to boot in different computer models, it is recommended to try another USB stick model. Also make sure that the format option is enabled when creating the bootable USB. If you continue having problems, ensure that the ISO image file is not corrupted by downloading it again or testing it by booting from a CD or Virtual Machine for example. Check that the file name does not contain empty spaces or special characters and try creating the USB stick again with the 'Format' option selected using the latest version of Blancco USB Creator tool.