

# Knowledge Base

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## Erasure Products

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- [Mobile Diagnostics and Erasure](#)
- [Network Device Eraser](#)
- [Removable Media Eraser](#)
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## Erasure Software Tools

- [Download: Blancco 4 Image Configuration Tool](#)
- [Download: Blancco Drive Eraser Image Configuration Tool](#)
- [Download: Blancco HASP Tool](#)
- [Download: Blancco USB Creator](#)

## Management Console

- ["The transaction log for database 'BMC\\_database' is full due to 'LOG\\_BACKUP'"](#)
- [Advanced troubleshooting for Blancco Management Console \(the log files\)](#)
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## Diagnostics Products

- [Mobile Retail Solution / SmartChk Kiosk](#)
- [Remote Support Solution / Smart Connect](#)

## Hardware Products

- [24 Bay Drive Eraser](#)
- [8 Bay Drive Eraser](#)
- [Array Server Eraser](#)
- [Blancco Xcelerate](#)
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## Support Portal Articles

- [How can Blancco software help make your organization HIPAA compliant?](#)
- [How I can verify Blancco ISO image integrity?](#)
- [I have a technical issue, how do I contact the Technical Support?](#)
- [What is the difference between freeware and Blancco erasure tools?](#)
- [Why can't I log into support.blancco.com with my cloud.blancco.com account login \(and vice-versa\)?](#)