General Support Articles

General Topics

- 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)?

Evaluation (Blancco Drive Eraser evaluation)

- "We are sorry, but it appears that this email address has been used for an evaluation. Please contact us at sales@blancco.com".
- Blancco Drive Eraser won't start/boot up (evaluation version).
- How many evaluation erasures can I do with the USB stick?
- I am not able to boot from the USB.
- I have erased my computer now, how can I make it "usable" again?
- I see "To begin, please insert a USB Flash Drive" message on the screen and I have connected a USB stick to the system, but I only have "CANCEL" available.
- Is it safe to run the "Blancco5Evaluation" package on a computer that I do not want to erase?
- My USB stick is not recognized by the "Blancco5Evaluation" software.
- The erasure status is something else than "Erased".
- The SSD erasure standard is recommended, but it is not available in the evaluation version.
- The target system I want to erase does not have any operating system? What can I do?
- What are the minimum system requirements for going through the evaluation process?
- Where can I find more information about the Blancco Drive Eraser Software?
- Will the Blancco 5 Evaluation version erase hidden disk areas (DCO, HPA, remapped sectors) or RAID?

License Activation

- How to check license information from a HASP-key using LDK/EMS licensing?
- Java related issues: Missing API components
- Offline EMS license activation to a HASP key
- Offline EMS license activation with Blancco Management Console
- Online EMS license activation to a HASP key
- Why does the HASP tool show nothing or -1 for licenses on my HASP key?

Support Documentation

- Blancco End User License Agreement
- Blancco Product Support Lifecycle Policy
- Portal Quick-start Guide
- Reporting a software vulnerability
- Technical Support Handbook