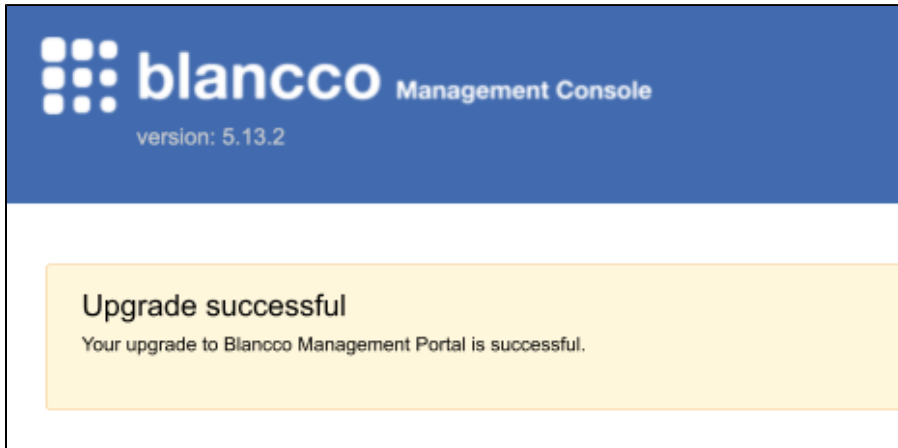


"Upgrade successful" banner shown after logging in to Blancco Cloud

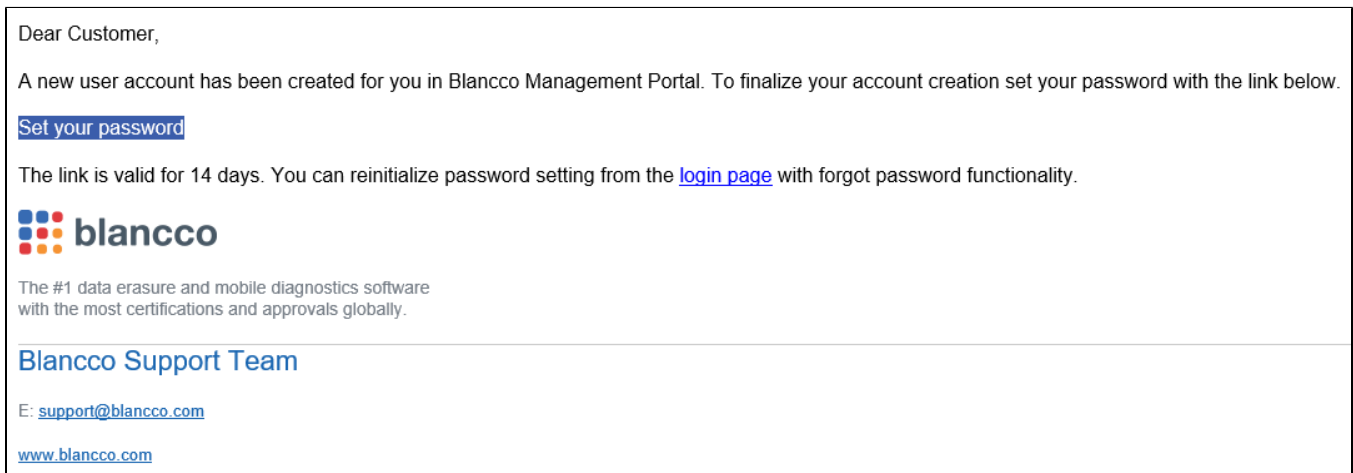
Created date	Updated date	Affects version	Fix version
12 Jul 2023	12 Jul 2023	Management Portal Blancco Cloud	N/A

Description

After logging in to Blancco Cloud you see a banner on the top of the user interface stating "Upgrade successful" with an additional statement "Your upgrade to Blancco Management Portal is successful".



You may have also received a separate email titled "Welcome to Blancco Management Portal" sent by "cloud-noreply@blancco.cloud".



In addition, navigating to "Licenses" tab shows that there are no licenses available anymore on your account.

Cause

Your group and account has been migrated to Blancco Management Portal.

This includes moving over your users (with "manager" user level), all Blancco licenses and defined set of Blancco reports (up to last 12 months of reports from the day of upgrade).

Resolution

Any upcoming erasures and license consumption requests should be executed against Blancco Management Portal.

This requires following actions:

- Finish signing up your Blancco Management Portal account by following the "Set your password" link shown in the above email.
- Confirm your new communication settings you need to use with Blancco erasure clients: [How to confirm your Blancco Management Portal erasure client endpoint details?](#)
- Update your erasure client communication settings to make sure they are connected to Blancco Management Portal instead: [Updating Erasure Client Communications Settings](#).

If you are unsure about your account status, you have not received the welcome email or you have any other questions related to the upgrade [contact Blancco Technical Support](#).