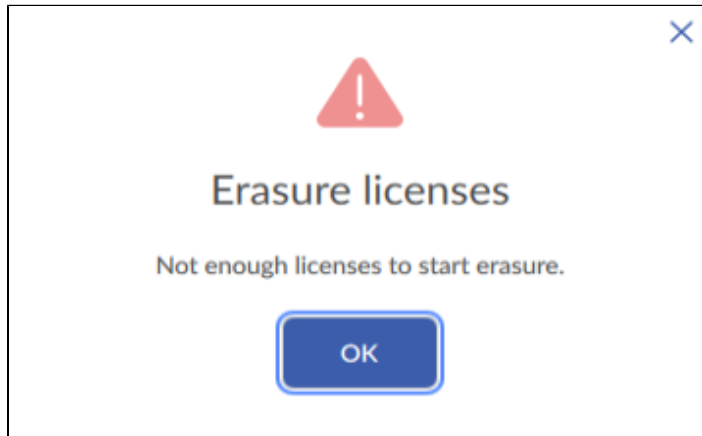


Not enough licenses to start erasure

Created date	Updated date	Affects version	Fix version
22 Sep 2023	22 Sep 2023	Drive Eraser - All versions	N/A

Problem

When users try to launch an erasure, they get an error message saying "Not enough licenses to start erasure."



Causes and resolutions

This error can have multiple causes, find below the most common ones:

Expired licenses

It's possible that the users have 0 licenses left or if any left, they might be expired.

Resolution: Check your licenses on the Management Console/Management Portal and make sure there are licenses available to your account and the licenses are not expired.

blancco
Management Portal

EN

Reporting

Management

Support

All licenses

License deliveries

License history

License key generation

Mobile solutions configuration

Licenses

You are currently on tier. To change your tier, please contact your account manager.

[View details](#)

49 result(s) sorted in alphabetical order

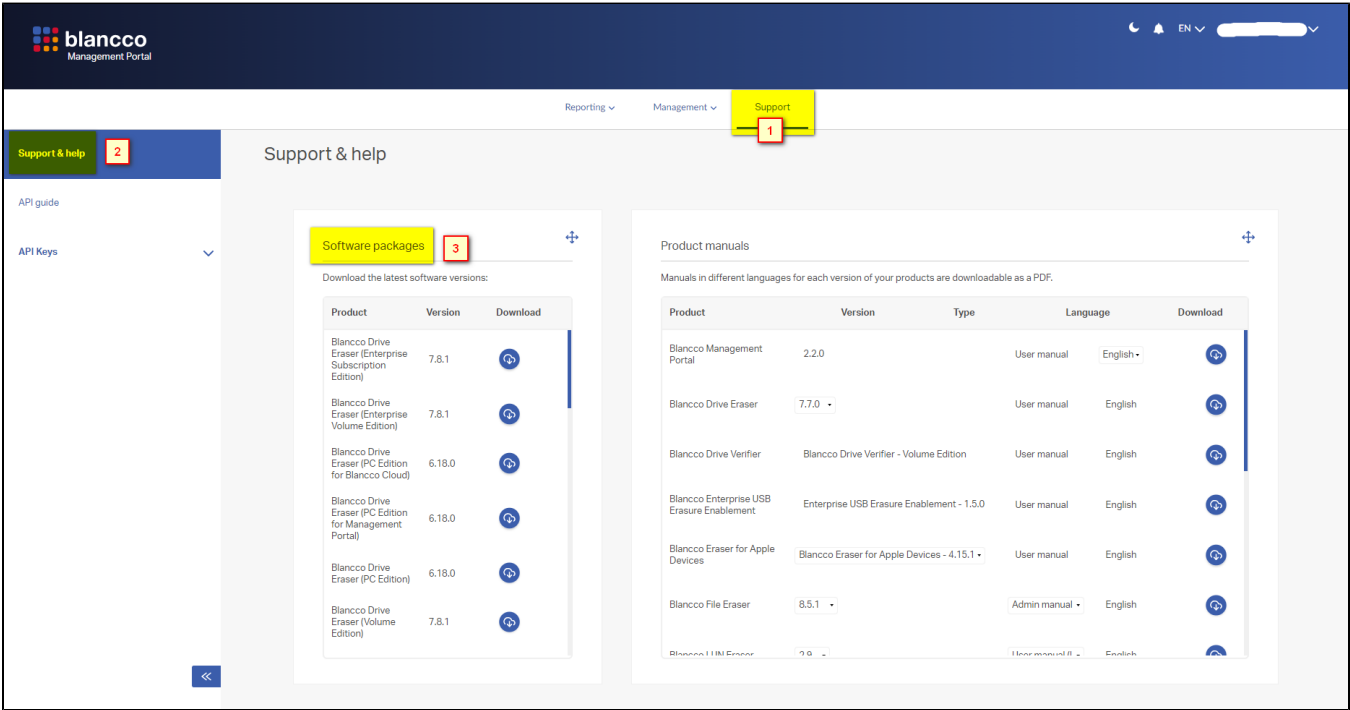
Product	License	Total	Remaining	Expiration date
Blancco Check For FileCa		1000000	1000000	1 Jan 2091, 01:00
Blancco Cloud Storage Eraser	Enterprise Edition	Subscription	Subscription	1 Jan 2091, 01:00
Blancco Degausser		1000000	1000000	1 Jan 2091, 01:00
Blancco Drive Eraser	Asset Profiler	1000000	1000000	1 Jan 2091, 01:00
Blancco Drive Eraser	Enterprise Subscription Edition	Subscription	Subscription	1 Jan 2091, 01:00
Blancco Drive Eraser	Enterprise Volume Edition	1000000	1000000	1 Jan 2091, 01:00
Blancco Drive Eraser	License Reuse	1000000	1000000	1 Jan 2091, 01:00
Blancco Drive Eraser	PC Edition (per drive)	1000000	1000000	1 Jan 2091, 01:00
Blancco Drive Eraser	Volume Edition	1000000	1000000	1 Jan 2091, 01:00
Blancco Drive Verifier	Verification	1000000	1000000	1 Jan 2091, 01:00

If the licenses have all been consumed or the remaining ones are expired, please reach out to Blancco Sales representative.

Incorrect ISO file

The Blancco Drive ISO file edition doesn't match the licenses. For example, if user has "Blancco Drive Eraser - Volume Edition" licenses then the ISO Edition has to match that (Drive Eraser - Volume Edition).

Resolution: Download the proper ISO file through Blancco Management Portal / Blancco Management Console



Incorrect credentials

In case the users have their licenses on the Blancco Management Console (on premise or cloud) or Blancco Management Portal, it can be related to the user's credentials.

Resolution: Make sure the credentials are correct by using them to login on the web page of the Management Console/Portal and edit them accordingly to the Drive Eraser ISO.

Blancco Drive Eraser Configuration Tool

Blancco
Drive Eraser Configuration Tool | Version 3.8.0

English ▾ Help

General

Blancco Management Console

Process

Hostname / IP

Port

0

Workflow

HTTPS

On ▾

Security

Username

Password

Hardware tests

Timeout (seconds)

0

Do not validate the remote certificate

☒

Report

Custom fields

Communication 1

Networking

OS

Network share

Hostname / IP

Path

Username

Password

Domain Optional

Protocol

VNC remote control

Enabled

Load Save Save as

User role / no authority to consume licenses

In case the users have their licenses on the Blancco Management Console (on premise or cloud) or Blancco Management Portal, it can also be related to the user's role. For example, "audit" role doesn't allow licenses consumption but "basic user" and "manager" do allow it.

Resolution: Change the role to one that allows license consumption or create your own custom role which allows access to the licenses and to consume them.

Refer to the "Blancco Management Console user manual" page 55 onward. This manual can be found on our support portal <https://support.blancco.com>.

License container

If the wrong license container type is configured in your ISO file, Blancco Drive Eraser will not be able to see the licenses.

Resolution: Through the Configuration Tool and according to the users' case, select either "Local HASP" or "Blancco Management Console"

Blanco Drive Eraser Configuration Tool

blancco
Drive Eraser Configuration Tool | Version 3.8.0

English ▾Help

General

Process 1

Workflow

Security

Hardware tests

Report

Custom fields

Communication

Networking

OS

License options

License container

Blanco Management Console ▾
Local HASP
Blanco Management Console

Process options

Process

Manual ▾

Automatic report backup☐

Lock the screensaver☒

Post-process action

None ▾

Process control

Local user interface ▾

Remote monitoring☐

Show more

Show drive partitions☐

Show removable flash devices☐

Connected devices

Report per connected device☐

Hotplug☒Timeout (seconds) 30

Chromebook support☒

HTTP port

80

HTTPS port

443

Load

Save

Save as

If none of the above helped resolving the issue, contact Blanco Technical Support.