

Knowledge Base

[Back to the Technical Support Portal main page.](#)

Erasure Products

- [Drive Eraser](#)
- [Eraser for Apple Devices](#)
- [Eraser for Apple Devices](#)
- [File Eraser](#)
- [LUN Eraser](#)
- [Mobile Diagnostics and Erasure](#)
- [Network Device Eraser](#)
- [Removable Media Eraser](#)
- [Virtual Machine Eraser](#)

Erasure Software Tools

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

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](#)
- [Flash Appliance](#)
- [High Volume Eraser](#)

Recently Added

- [How to configure a workflow to run diagnostic tests on a Mac computer](#)
- [How to create a Diagnostic workflow for use with a Mac computer](#)
- [What is a Bootable Asset Report and what can I do with it?](#)
- [License Snapshot](#)
- [How to USB Boot Blancco Drive Eraser](#)
- ["Failed to load workflow" when editing or creating a new workflow](#)
- [GPT PMBR size mismatch is displayed when attempting the erasure of a Chromebook](#)
- [File Eraser - Supported Operating Systems](#)
- [How to setup "Sync server" and "Client station" configuration](#)
- [How to setup the Network Share feature on Blancco Drive Eraser?](#)
- [eBay Refurbished Program grading criteria onboarding](#)
- [Configure single sign-on with Management Portal](#)
- [Not enough licenses to start erasure](#)
- [Create a custom view to mimic the Management Console's "Summary reporting" feature](#)
- [Activating the File Eraser software with Management Portal for licensing](#)
- [How to create custom views in Management Portal](#)
- [How to create a custom view listing only reports for Apple Mac devices processed by Eraser for Apple Devices](#)
- [Erasure of Apple system fails with "Apple configurator error"](#)
- [How to create intunewin package for Blancco Drive Eraser deployment](#)
- [Manual hardware test is not performed while using workflows with Drive Eraser](#)
- [How to update Blancco Mobile Diagnostics and Erasure version](#)
- [How to export a summary report](#)
- [Managing users in Mobile Diagnostics and Erasure station](#)
- [How to create a scheduled erasure tasks for Blancco File Eraser for Windows](#)
- [Creating backup ISO from existing BMDE installation](#)
- [Drive Eraser SB ISO fails to boot on Secure Boot enabled devices](#)
- [Sending reports when creating Drive Eraser workflows](#)
- [Report sending fails after running the erasure](#)
- [How to set erasure standard in Blancco Drive Eraser for Mac](#)
- [What causes battery hardware tests to fail in Drive Eraser?](#)