DNS server error on Drive Eraser Software when connecting to cloud.blancco.com

Problem

When connecting to the cloud.blancco.com website through the Drive Eraser Software an error appears on the network icon in the bottom left corner of the software, when you hover over the icon a text box will display information, informing you that there is a DNS server error
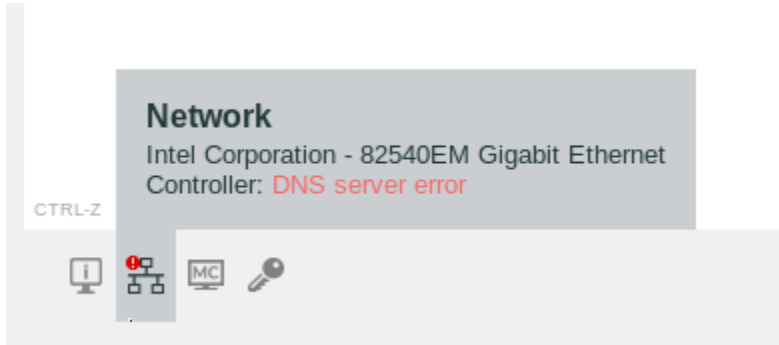
Cause

This could possibly be caused by a network security feature or a problem with how the DNS server you are using is configured that does not allow a connection to the cloud.blancco.com website

Resolution

Please test the connection by changing the DNS settings within the network tab to use a public DNS IP address, for example shown in the screenshot below the google public DNS IP address. Once this has been entered, press "apply" and "Ok"

If you are able to connect using a public DNS IP address you can continue to use it, however this highlights the cause of the issue exists within your DNS server set up.

1. Error shown in bottom left hand corner of the software

2. Settings example to change wehn DNS server error issue is encountered