Blancco Virtual Machine Eraser shows error message "Connection timed out. Failed to open connection to host"

Created date	Updated date	Affects version	Fix version
21 Feb 2020	26 Apr 2022	Virtual Machine Eraser - all versions	N/A

Problem

When using the Blancco Virtual Machine Eraser on-demand version on ESXi, while configured to have the license provider set as the Management Console, Blancco Virtual gives the following error message when attempting erasure:

```
Connect: Connection timed out
Failed to open connection to host.
```

Cause

One of the possible causes is that the communication port being used is blocked by the firewall between the ESXi host and the Blancco Management Console.

By default the standard communication port used by Management Console is blocked in ESXi firewall.

Resolution

Make sure to allow traffic in ESXi firewall to the port which is being used for Management Console communication.

The port used for Management Console communication is defined during the Management Console installation and can be reconfigured afterwards from the server.xml located under the installation directory.

As default the Management Console uses HTTP port 8080 and HTTPS port 8443.

If the issue persists after allowing the traffic on corresponding ports, you can contact the Blancco Technical Support team by reporting an incident through the Support Portal.