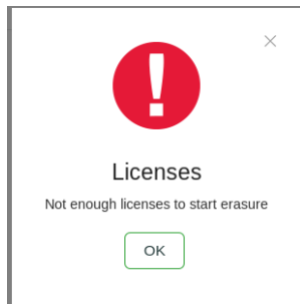


Blancco Drive Eraser - "Not Enough Licenses" Error.

| Created date | Updated date | Affects version | Fix version |
|--------------|--------------|-----------------|-------------|
| 05 Jun 2020 | | | |

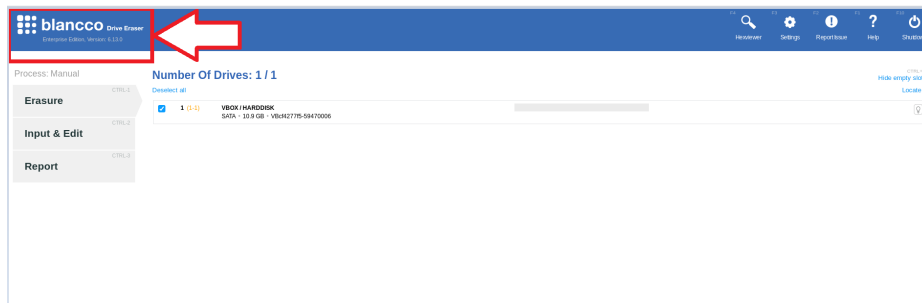
Problem

User runs Blancco Software and receives "Not enough licenses" error.



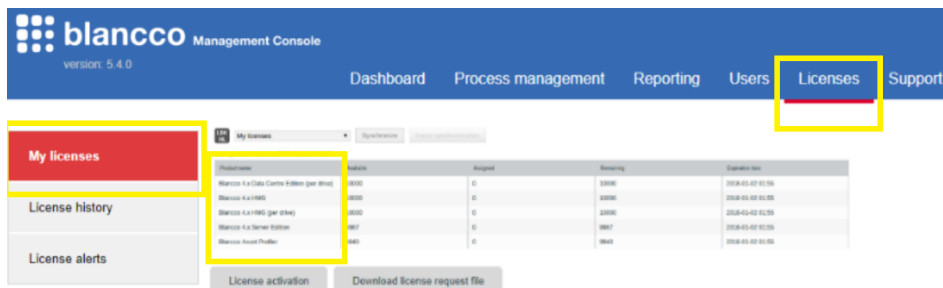
Solution

If receiving "Not Enough Licenses" error, confirm your license type and ISO image are compatible. You can do this by checking the Blancco Drive Eraser version located in the top left corner of the user interface. The screenshot below shows Blancco Drive Eraser Enterprise Edition v6.13.0



Once the Drive Eraser version is identified you can check your license type from Management Console or Sentinel Admin Control Center by going to <http://localhost:1947> and compare it with your ISO image for compatibility.

Management Console Licenses page:



Sentinel Admin Control Center:

| Features Available on ssebwit25 | | | | | | | | | | | | | |
|---------------------------------|--------|------------|-------------------------------------------|-----------------------|----------|-------------|----------|--------|-------|----------|-------------------------------------------|----------|--------------------------|
| # | Vendor | Key ID | Product | Feature | Location | Access | Counting | Logins | Limit | Detached | Restrictions | Sessions | Actions |
| 1 | MOXZM | 2140942184 | - | 0 | Local | Loc | Station | - | ∞ | - | Perpetual | - | Sessions |
| 2 | MOXZM | 214094218 | 1020 Base_BDE - Volume Edition | 101 Executions | Local | Loc Display | Station | - | ∞ | - | Executions 41 available | - | Sessions |
| 3 | MOXZM | 214094218 | 1020 Base_BDE - Volume Edition | 102 ExpirationDate | Local | Loc Display | Station | - | ∞ | - | Expiration Date Fri Aug 28, 2020 19:55 | - | Sessions |
| 4 | MOXZM | 214094218 | 1030 Base_BMDE Eraser - Volume Edition | 102 ExpirationDate | Local | Loc Display | Station | - | ∞ | - | Expiration Date Fri Aug 28, 2020 19:55 | - | Sessions |
| 5 | MOXZM | 214094218 | 1030 Base_BMDE Eraser - Volume Edition | 101 Executions | Local | Loc Display | Station | - | ∞ | - | Executions 5 available | - | Sessions |

Blancco Drive Eraser License Compatibility Table

| Product | Compatible Licenses |
|-------------------------------------|--------------------------------------------------------------------------------|
| Blancco Drive Eraser Volume Edition | Blancco Drive Eraser - Volume Edition Blancco Drive Eraser - Asset Profiler |

| Product | Compatible Licenses |
|-----------------------------------------|------------------------------------------------------------------------------------|
| Blancco Drive Eraser Enterprise Edition | Blancco Drive Eraser - Enterprise Edition Blancco Drive Eraser - Asset Profiler |