Boot issues with Blancco Drive Eraser

Issue / Error message	Cause	Resolution
"Error: you need to load the kernel first" error: disk `loop' not found. error: disk `loop' not found. error: you need to load the kernel first. Press any key to continue...	The problem is caused by the file name of the ISO image. The file name should contain **no extra space or special characters**	In this example, the fix is to remove the empty spaces from the file name. • Try renaming the 'Blancco 5 server .iso' to 'Blancco_5_server.iso' • Format and create the bootable USB again using the latest version of Blancco USB Creator tool. Download the software from this link.
"Error 27: Unrecognized Command" Booting Blancco_5_server (1).iso Find --set-root --ignore-floppies --ignore-cd //images //Blancco_5_server (1).iso Error 27: Unrecognized Command Press any key to continue....	The problem is caused by the file name of the ISO image. The file name should contain **no extra spaces**	In this example, the fix is to remove "(1)" from the file name. • Try renaming the Blancco_5_server (1).iso to Blancco_5_server_1.iso • Format and create the bootable USB stick again using the Blancco USB Creator tool. It is highly recommended that there should be no special characters in the file name.
"Error 13: Invalid or unsupported executable format" Booting Blancco_5_server.iso (hd0,0) chainloader (hd32) Error 13: Invalid or unsupported executable format Press any key to continue....	The problem is caused by a bad or incompatible USB stick. The USB is mounted and detected as (fd0) device by the host system.	• Make sure that the **format option is enabled** in USB creator when creating your bootable USB stick.
"Kernel panic" or no specific error message is displayed, but the **USB boot just does not work**	Large sized USB sticks (ie. 64GB) may not work if they can't be formatted to **FAT 32**	• Sometimes changing the used USB memory stick brand or model (different size) can make a difference. • **Encrypted** or **password protected** USB sticks are **not supported** for USB booting. • Some of the most reliable models for USB booting are known to be **8 GB to 16 GB** Kingston DataTraveler (non-encryped or non-password locked). • If the same USB stick fails to boot in different computer models, it is recommended to try another USB stick model. • Make sure **format option is enabled** when creating the bootable USB. • Make sure ISO image **file is not corrupted** by downloading it again or testing it by booting from a CD or Virtual Machine for example. • Check that the **file name does not contain empty spaces or special characters** and try creating the USB stick again with the 'Format' option selected using the latest version of Blancco USB Creator tool. Download the software from this link.