Fail to save report, USB stick not detected

The two most common issues related to local report saving on USB memory stick are:

1. **The USB memory device is not detected** by Blancco Drive Eraser / Blancco 5.
   - Format the USB memory stick before using it (FAT32 or NTFS, preferably FAT32).
   - Use only USB connectable memory sticks. Saving on a flash memory card or an external USB hard drive will most likely fail.
   - Re-connect the USB memory stick to a USB port and wait for a few seconds and try again.
   - Try connecting the USB memory stick to another USB port. Sometimes, especially with desktop computers, the front USB ports might not be properly connected. The backside USB ports are usually the most reliable ones.
   - Make sure that the USB ports are in enabled state in the BIOS.
   - Try changing USB related BIOS settings: USB 3 -> USB 2/USB 1.1 or USB Legacy mode -> on/off.
2. **Report saving fails** on a locally connected USB memory device.
   - Format the USB memory stick before using it (FAT32 or NTFS, preferably FAT32).
   - Use only USB connectable memory sticks. Saving on a flash memory card or an external USB hard drive will most likely fail.
   - Re-connect the USB memory stick to a USB port and wait for a few seconds and try again.
   - Try connecting the USB memory stick to another USB port. Sometimes, especially with desktop computers, the front USB ports might not be properly connected. The backside USB ports are usually the most reliable ones.
   - Make sure that the USB memory stick is formatted to FAT32 format: When formatting the USB memory stick remember to:
     - Use some label for the volume, for example: reports
     - Do not leave the USB label empty.
     - Names with special characters are forbidden (using letters a-zA-Z and numbers 0-9 is Ok).
     - Do not use the name "BLANCCO" as this name, as it is reserved for bootable USB sticks.

If all else seems to fail, sometimes changing the used USB memory stick brand or model (different size) may solve the issue. If the same USB stick fails on different computer models, it is recommended to try another USB stick model.