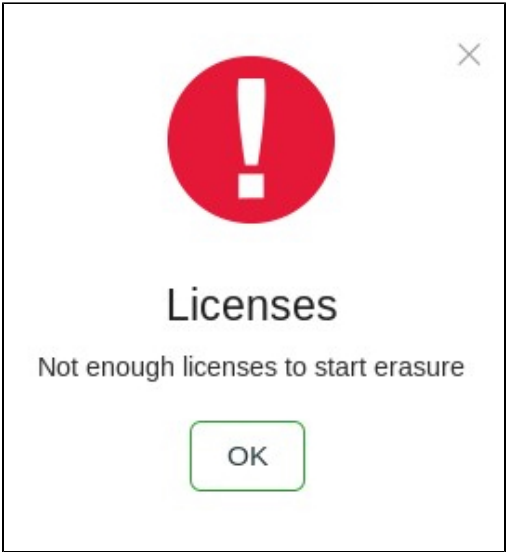


Drive Eraser displaying "Not enough licenses to start erasure" error when connected to a Management Console with sufficient licenses

Created date	Updated date	Affects version	Fix version
10 Sep 2021	10 Sep 2021	Drive Eraser - All versions	N/A

Problem

After Booting Blancco Drive Eraser with either Management Console details pre-configured in the Drive Eraser ISO Image, or when adding the details in a booted Drive Eraser session the error message "Not enough licenses to start erasure" is displayed.



This error message can be seen despite having a successful connection to the MC.



Upon review of the Management Console, there are sufficient valid licenses of the correct type to perform an erasure.

My licenses	My licenses		
	▼		
	Product name	Available	Expiration date
License history	Blancco Asset Profiler	995	2023-10-30 19:00
License alerts	Blancco Drive Eraser - Volume Edition (per drive)	970	2023-10-30 19:00

Cause

Blancco Drive Eraser can use two different sources for license consumption to begin the erasure. These are a Blancco Management Console (on-premises or Blancco Cloud) or a physical HASP key.

If the booted Drive Eraser ISO image is set to use a HASP-key for licensing the "not enough licenses" error will be displayed despite having sufficient licenses in a Management Console.

Resolution

1. Load the desired Drive Eraser ISO image in the Drive Eraser Configuration Tool. See [Drive Eraser Configuration Tool](#) for more information.

2. Select Security-tab and then "License Control" and set this value to "Blanco Management Console"

The screenshot shows the 'blancco Drive Eraser Configuration Tool' interface, Version 2.16.0. On the left, there is a sidebar with three tabs: 'General', 'Hardware tests', and 'Security'. The 'Security' tab is currently selected and highlighted in red. The main area is titled 'Process options' and contains several configuration items:

- 'Erasure process' is set to 'Manual' via a dropdown menu.
- 'License control' is set to 'Blanco Management Console' via a dropdown menu, which is currently open showing three options: 'Blanco Management Console' (selected), 'Blanco Management Console', and 'Local HASP'.
- 'Erasure control' is set to 'Blanco Management Console' via a dropdown menu.
- 'Remote monitoring' is an unchecked checkbox.
- 'Report per drive' is an unchecked checkbox.

3. Select "Save as", and save the configured ISO image.
4. Recreate the bootable USB-stick or upload the properly configured ISO to your PXE booting server.