Common errors & troubleshooting

Blancco Drive Eraser / Blancco 5 aims to provide clear warning and error messages to the user. However, some of the messages and GUI popups can be misleading. Find the most common error situation experienced below:

Scenario	Issue / Error Message	Reason	Resolution
ISO image is set to consume licenses from HASP key dongle	Licenses are **"not available"** in the Header area or in the License icon area	You have connected your HASP dongle after Blancco Drive Eraser / Blancco 5 has booted. Licenses are not automatically refreshed in the GUI.	Start an erasure, it will refresh the amount of licenses
ISO image is set to consume licenses from the Blancco Management Console	**Licenses at "0"** in the Header area or in the License icon	Communication settings (IP, Port, MC user / MC password) may be wrong	- Check / Fill in again your ISO image communication settings - Start an erasure, it will refresh the amount of licenses
ISO image is set to consume licenses from the Blancco Management Console (Network is working, BMC is running up and communication settings are fine)	Attempting to send Asset Report pops the message **"Report sending failed: network problem, BMC is not responding or wrong communication settings"**	The amount of asset licenses in the HASP dongle connected to the BMC is either at 0 or Asset licenses validity date has expired	Contact Blancco to get Asset licenses.
You have enough licenses and have just performed some erasures	Attempting a new erasure pops the message "**Not enough licenses to start erasure**"	You are using Blancco Drive Eraser / Blancco 5 (PC version) on a machine that has more than 4 drives. You have already erased 4 drives (maximum amount is reached for the session) and it cannot erase any extra drive(s)	- Save the erasure report - Reboot the machine if you want to erase the remaining drives Note: same problem occurs with Blancco Drive Eraser / Blancco 5 (Server version) whenever you have reached the limit of 256 erased drives at once.
You are trying to erase multiple drives with different interface	**"Failed to start erasure on some of the disks"** and the erasure does not start.	Blancco SSD Erasure standard is enforced for SSDs but you selected a different erasure standard. There are SSDs selected for erasure that do not support this erasure standard. Before the erasure starts, Blancco SSD Erasure is attempted on all ATA SSDs, those that do not support it raise the warning and the erasure stops.	- Load the ISO image in DECT - Disable **Enforce Blancco SSD method on SSDs**. - Reboot Blancco Drive Eraser / Blancco 5 - Erase the drives using supported standards.