

ASUS OEM Blancco WinEraser

Quick Operating Standard Operating Procedure (SOP) | Version: BWE 10.11 / 10.12

Prerequisites Checklist (Verify Before Proceeding):

- **Account Credentials:** Obtain valid login credentials for the ASUS OEM Blancco WinEraser portal.
- **Target Device:** Ensure the computer is targeted for erasure and boots normally into Windows.
- **Network Connection:** Active Internet connectivity is required during execution to acquire license verification.
- **External Storage:** Prepare a clean USB flash drive formatted in FAT32, exFAT, or NTFS for saving reports.
- **Wi-Fi Information:** Know the Wi-Fi network SSID and password, or connect via an Ethernet cable.

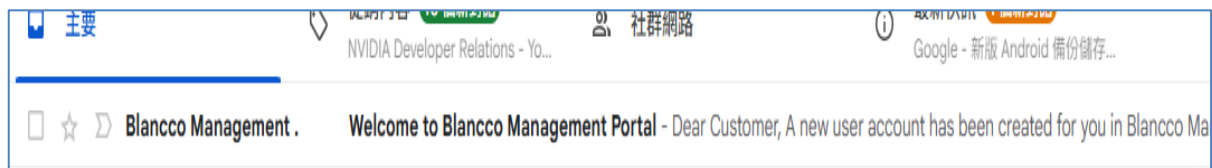
Chapter 1: Password Setup and Licensing Verification

1.1 Purpose and Initial Invitation

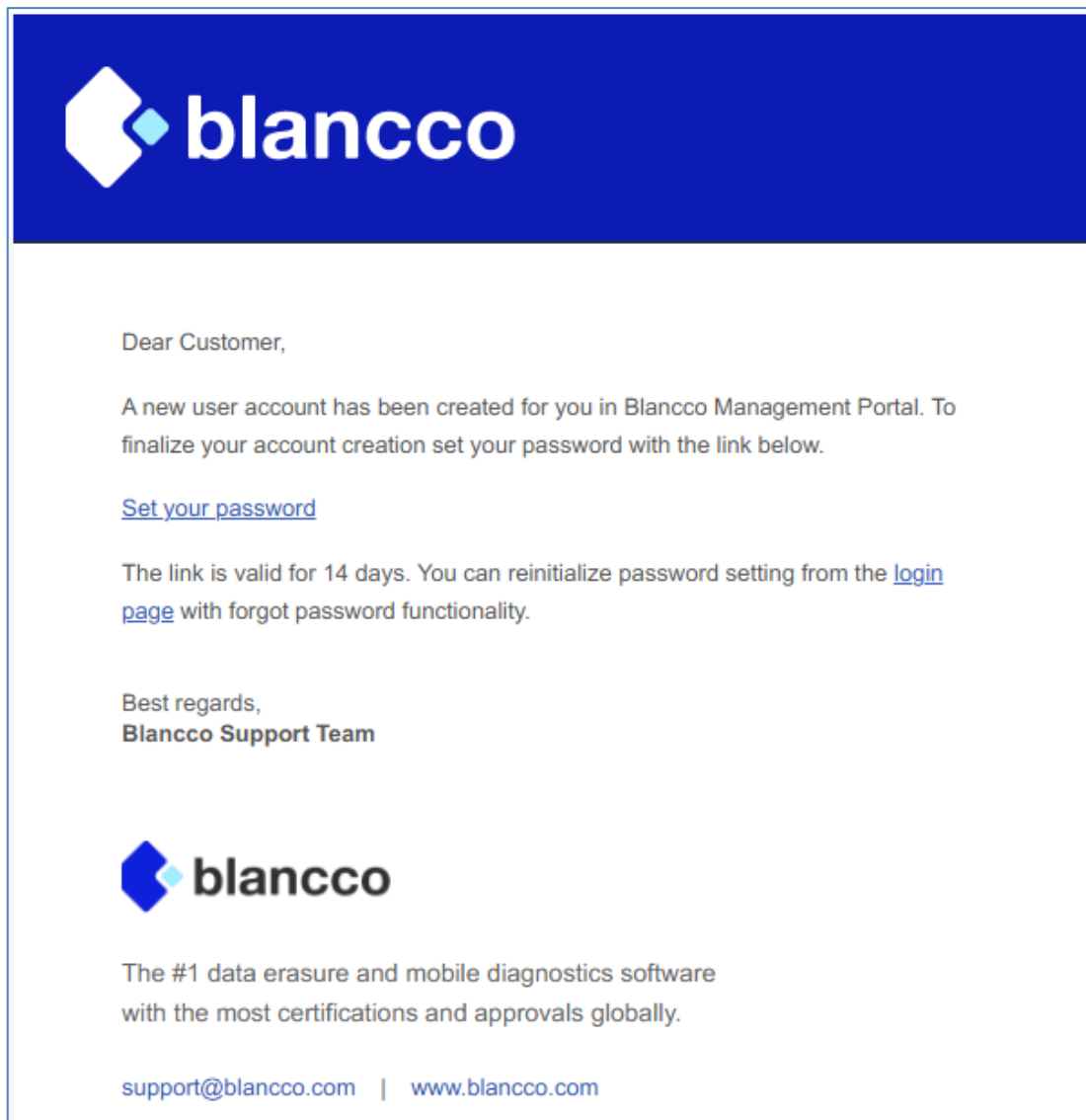
Upon purchasing the product, Blancco issues an account creation and password setup email. Follow the structured procedure below to complete your administrative account configuration.

1.2 Setting Account Password

- **Step 1: Check Email** — Locate the notification email sent by Blancco Management in the company mailbox provided to ASUS.



- **Step 2: Access Link** — Open the email and click the 'Set your password' hyperlink (valid for 14 days).



- **Step 3: Define Password** — Define a secure password adhering to complexity requirements (12–64 characters, including uppercase, lowercase, numbers, and special characters).

Create password

Your password must

- be 12-64 characters
- have at least 1 uppercase character (A-Z)
- have at least 1 lower case character (a-z)
- have at least 1 digit (0-9)
- have at least 1 special character (e.g. # \$ &)
- not have an easily guessable word or pattern
- not contain parts of your email address

New password:

Confirm password:

Set password

- **Step 4: Complete Setup** — Click 'Set Password' and proceed to the portal at <https://portal.blancco.cloud/login>.

Password created

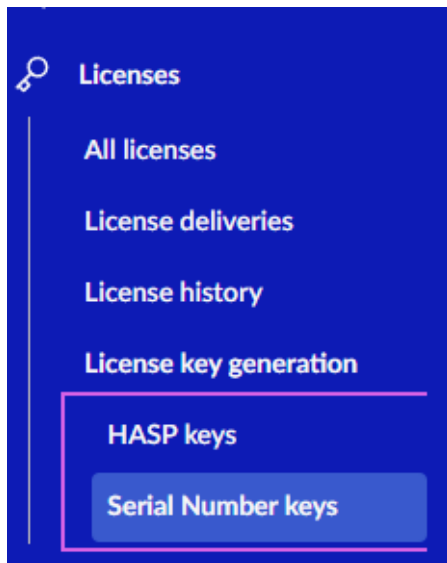
New password created successfully! You can now log in with your new password.

Go to log in

1.3 Verification of Erasure License Allocation

- **Step 1: Portal Login** — Log in to the Blancco Management Portal using your configured email and password.

- **Step 2: Navigate to Licenses** — Navigate to Licenses → License Key Generation → Serial Number Keys on the left menu.



- **Step 3: Confirm Status** — Verify serial numbers, total license allocations, remaining count, and assigned status.

Serial Number keys

[Upload keys](#)
[Export as CSV](#)
[Assign keys](#)

[All](#)
[Active](#)
[Deactivated](#)
[Expired](#)
[Used](#)
1 result(s)

Search...

Key	Identifier	Assigned	Used	Remaining	Start date	Expiration date	Pool name:
asustekcomputerinc-m6n0cx05m652239		1	1	0	3 Jul 2026	31 Jul 2026	Default tenant ...

Chapter 2: Execution in Windows Environment

2.1 Downloading Installer Package

Download the installation binaries from the official ASUS portal (<https://www.asus.com/business/services/security-management/>). Select BWE_X86_xxxx.exe for x86 architectures or BWE_ARM_xxxx.exe for ARM devices.

2.2 Executing Installer and Boot Option Creation

Run the executable installer within Windows to open the main setup menu presenting three option paths:

- **[1] Erase This Computer Data:** Collects device hardware drivers, creates a Blancco WinPE boot entry, and reboots into the erasure engine. Press 'Y' to confirm.
- **[2] Disable Eraser Status:** Removes the Blancco WinPE boot entry and restores standard system startup configuration.
- **[3] Exit Application:** Exits the setup application without modifying boot entries or system settings.

2.3 System Reboot and Entering WinEraser

Upon system restart, the Windows Boot Manager displays two options: select 'Blancco' to launch the WinEraser environment, or 'Windows' to return to the host OS. If WinEraser fails to load, rerun the installer to re-establish the boot menu.

Chapter 3: Network Configuration and Portal Authentication

3.1 Wi-Fi Network Setup

- **Step 1:** In the WinEraser interface, click 'Configure' on the left navigation panel.
- **Step 2:** Select 'Network' under the sub-menu options.
- **Step 3:** Choose 'Wi-Fi' under Interface and click 'Connect' to open network discovery.
- **Step 4:** Locate your target Wi-Fi SSID from the available network list.
- **Step 5:** Enter the Wi-Fi password, select WPA2PSK Authentication, and CCMP/AES Encryption.

- **Step 6:** Click 'Connect' and verify status displays 'Connected' with a valid IP address, then click 'Apply'.

3.2 Management Portal Credentials Authentication

- **Step 1:** Select 'Communication' from the left configuration sub-menu.
- **Step 2:** Under Management Portal, input registered Username (Email) and Password.
- **Step 3:** Click 'Test BMP Setting' to validate cloud server connectivity.
- **Step 4:** Click 'Apply'. Confirm both Network and Key status icons display green lights.



Chapter 4: Data Erasure Execution

4.1 Selecting Erasure Standard

WinEraser defaults to NIST 800-88 compliance standards. To modify standards, navigate to Configure → Erasure, choose the required standard from the drop-down menu, maintain 10% Verification Percentage, and click 'Save'.

4.2 Executing Sanitization Process

- **Step 1:** Confirm both Network and Key icons display green before starting.
- **Step 2:** Click 'Erasure' on the primary left menu.
- **Step 3:** Select target storage drives from the device list.
- **Step 4:** Click 'Erase'. Monitor progress bar from Erasing (Blue) to Completed (Green).

Chapter 5: Report Exporting and Online Management

5.1 USB Mounting and Report Storage

WinEraser operates in a volatile RAM environment; reports must be saved before power off.

- **Step 1:** Insert a formatted USB drive (FAT32/exFAT/NTFS) into the target computer.
- **Step 2:** Click 'Reports' on the left menu and verify 'Removable Device' detection.
- **Step 3:** Click 'Save All' to write PDF and XML audit reports to the USB drive.

5.2 Offline Audit and Portal Access

Verify generated PDF reports contain device metadata, serial numbers, drive models, erasure result (Success), and timestamps. Alternatively, log in to <https://portal.blancco.cloud/login> and access 'Reports' to view, filter, or export PDF audit logs directly.

Chapter 6: Technical Support and Issue Reporting

6.1 Generating Diagnostics File

If technical anomalies occur, navigate to Support → Create Issue Reports, insert a USB drive, select the target media, input error descriptions, and click 'Save' to compile diagnostic logs.

6.2 Submitting Vendor Support Case

Email the compiled Issue Report to support@blancco.com. Format the email subject line as 'ASUS OEM Bundle + [Machine Serial Number]' for prompt vendor troubleshooting.

Appendix: Frequently Asked Questions (FAQ)

- **Q1: Wi-Fi Networks Not Detected** — Verify physical Wi-Fi hardware switches or functional keys are enabled. Click 'Refresh' under Configure → Network → Wi-Fi.
- **Q2: Report File Unreadable** — Ensure USB was not removed during writing. If corrupted, re-save reports from the 'Reports' screen prior to shutdown.
- **Q3: USB Drive Unrecognized** — Re-insert device or try alternative USB ports. Confirm filesystem format is FAT32, exFAT, or NTFS.