

Storage array not seeing drives after erasure

Created date	Updated date	Affects version	Fix version
02 Mar 2018	13 Feb 2023		

Problem

After a drive has been erased with the Blancco Drive Eraser Software, the drive cannot be detected in the storage array that it was erased in.

Cause

The array is most likely set up to detect the drives in a specific way or the drives need to be formatted to a specific file system to be detected again.

Resolution

Some suggestions would include, to check the storage array manual to find information about the setup configuration needed for new drives connecting to the storage array.

It would also be advised to format the drives if the storage array still cannot see the drives during the new setup configuration process

If further issues are not resolved following the processes above, please contact the Technical Support Team using the instructions in the following article - [I have a technical issue, how do I contact the Technical Support?](#)