

# Known Issues

- "Certificate validation failed" error shown in Drive Eraser when licensing from Blancco Cloud (cloud.blancco.com)
- "Not enough Asset licenses" when saving an erasure report
- Apple SSD is no longer being detected after erasure with Drive Eraser
- Asset Report is not displayed at boot sequence
- Black screen - Blancco Drive Eraser / Blancco 5 hangs while booting
- Boot issues with Blancco Drive Eraser
- Booting Blancco Drive Eraser / Blancco 5 from a CD or USB fails
- Booting Blancco Drive Eraser fails on HP ZBooks
- Booting Blancco Drive Eraser fails on machines with NVIDIA GPU
- Drive model is shown as SandForce{200026BB} and capacity of 33KB
- Erasing SATA drives in caddies with interposers/adapters
- Erasure does not start (stuck at 0%, error messages, unresponsive software, etc.)
- Erasure failed due to firmware-based erasure commands failing
- Erasure failing with Lenovo machines with NVMe drives
- Erasure fails due to Erasure target is offline
- Erasure verification fails
- Fail to save report, USB stick not detected
- Freeze Lock Removal: what it is and how to remediate possible issues
- Hard Drive contains password following a failed erasure with Drive Eraser
- Hard drive(s) not detected with Drive Eraser
- HGST SAS drives fails verification on Fujitsu Primergy RX series servers
- Issues occurring during with the drive hotplug
- Liteon CV5-8Q256-HP SATA SSD fails the erasure with Blancco SSD method
- Management Console will not import erasure reports from Drive Eraser generated with Enterprise USB Enablement tool
- Samsung PM951/PM981 NVMe SSD erasure fails with error: "FORMAT UNIT command failed."
- Smart Array RAID controllers (CCISS): Erasure verification failures
- USB HW Test records the port type incorrectly e.g. 3.0 recorded as 2.0 - Drive Eraser 6.10 or newer
- Why does my SSD/NVMe drive not allow for erasure or fails the erasure?
- WiFi HW test failing on known supported Wifi card