

Storage array not seeing drives after erasure

Problem

After drives have been erased with the Blancco Drive Eraser Software they cannot be detected in the storage array they were 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 be detected again.

Resolution

It would be advised 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 via the support.blancco.com website