WiFi not working on Drive Eraser despite SSID and credentials being correct

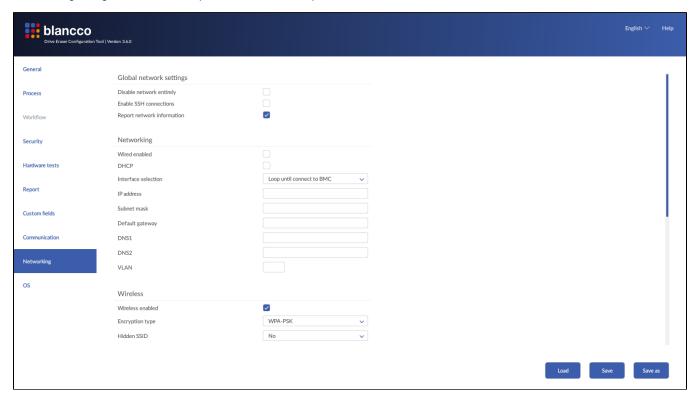| Created date	Updated date	Affects version	Fix version
31 Aug 2023	31 Aug 2023	Drive Eraser 7.6.0 (or newer)	N/A

Problem

Wireless network showing "wireless network could not be found" despite the SSID and Wifi credentials being verified correct.

If you enter the WiFi settings and toggle a value or disable/re-enable the WiFi connection the WiFi network becomes accessible.

Cause

The ISO image being booted has the "Loop until connect to BMC" option enabled.

Resolution

Load the Drive Eraser ISO into the Blancco Drive Eraser Configuration Tool and navigate to the Networking tab. Change the Interface selection to "First suitable interface".

blancco
Drive Eraser Configuration Tool | Version 3.6.0

English ∨   Help

General

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OS

Global network settings

Disable network entirely	☐
Enable SSH connections	☐
Report network information	☑

Networking

Wired enabled	☐
DHCP	☐
Interface selection	First suitable interface ∨
IP address	
Subnet mask	
Default gateway	
DNS1	
DNS2	
VLAN	

Wireless

Wireless enabled	☑
Encryption type	WPA-PSK ∨
Hidden SSID	No ∨

Load   Save   Save as