

# 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.

The screenshot shows the Blanco Drive Eraser Configuration Tool interface. The top header is dark blue with the Blanco logo and version 3.6.0. The left sidebar contains a list of tabs: General, Process, Workflow, Security, Hardware tests, Report, Custom fields, Communication, Networking (selected), and OS. The main content area is divided into sections: Global network settings, Networking, and Wireless. Under Global network settings, there are checkboxes for 'Disable network entirely', 'Enable SSH connections', and 'Report network information' (checked). Under Networking, there are checkboxes for 'Wired enabled' and 'DHCP', a dropdown for 'Interface selection' (set to 'Loop until connect to BMC'), and input fields for 'IP address', 'Subnet mask', 'Default gateway', 'DNS1', 'DNS2', and 'VLAN'. Under Wireless, there are checkboxes for 'Wireless enabled' (checked), a dropdown for 'Encryption type' (set to 'WPA-PSK'), and a dropdown for 'Hidden SSID' (set to 'No'). At the bottom right, there are buttons for 'Load', 'Save', and 'Save as'.

## Resolution

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

Blanco Drive Eraser Configuration Tool

blancco

Drive Eraser Configuration Tool | Version 3.6.0

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