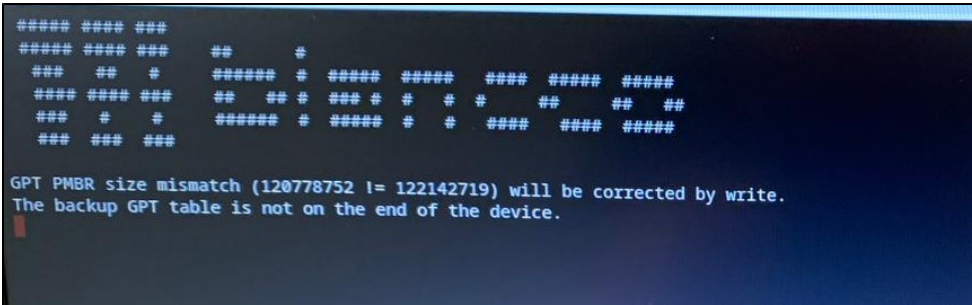


GPT PMBR size mismatch is displayed when attempting the erasure of a Chromebook

Created date	Updated date	Affects version	Fix version
28 Dec 2023		Drive Eraser	N/A

Problem

When attempting the erasure of a Chromebook the below message is shown and the erasure doesn't begin.



Cause

This message is shown when the size of the partition table on the drive in the Chromebook doesn't match the expected size of the partition table.

Resolution

Performing a powerwash/factory reset of the Chromebook will revert the partition table to the original size and prevent this message from being shown when performing the erasure. You can find the standard steps for performing the powerwash/factory reset of a Chromebook below.

1. Sign out of the Chromebook
2. Press and hold Ctrl+Alt+Shift+r
3. Select restart
4. In the box that is shown select Powerwash > Continue