Liteon CV5-8Q256-HP SATA SSD fails the erasure with Blancco SSD method

Problem

Running an erasure for an asset equipped with Liteon CV5-8Q256-HP SATA SSD fails when using Blancco SSD method as the erasure method.

This issue has been identified for the following machines (with Liteon CV5-8Q256-HP drive):

- *HP EliteBook 745 G3*
- *HP EliteBook 820 G3*
- *HP EliteBook 840 G3*
- *HP EliteBook Folio 1040 G3*

The erasure report states error similar to the example below:

Status:	**Not Erased**
Information:	**Firmware command failed or cannot be executed. DCO area is unreachable. Cryptographic erasure has failed. BLOCK ERASE EXT command failed. HPA area could not be removed. HPA area content could not be erased. DCO area could not be removed. DCO area content could not be erased. Device is SSD, see manual for more information.**

Cause

The issue have been identified as a problem with disk firmware executing required firmware based erasure commands.

Resolution

As a workaround this disk can be erased using other erasure standards (such as NIST 800-88 Clear) which uses different set of firmware commands which are better supported by the drive. Running the erasure with "NIST 800-88 Clear" will lead to a "Clear"-level erasure which will protect against non-invasive data recovery methods.

Alternatively, the erasure can be successfully run by using an erasure method/settings which doesn't utilize any firmware based erasure commands (for example Aperiodic Random Overwrite).