WiFi HW test failing on known supported Wifi card

Created	Updated	Affects version	Fix version
08 Nov 2019	08 Nov 2019	Drive Eraser 6.10.0	

Problem

The Wifi HW test fails consistently on a model of Wifi card which is known to be supported.

Cause

A possible cause for the Wifi card to fail is that it's been disabled either via a physical switch on the system or via the BIOS/UEFI of the system. In some cases even after having been disabled the Wifi card is still detected by our software and therefore the HW test is available to be run, however, as it's been disabled the test will always fail.

Solution

Enable the Wifi card either by using the physical switch if present or by accessing the systems BIOS/UEFI and enabling the interface.

Related articles

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- Not enough licenses to start erasure
- Drive Eraser SB ISO fails to boot on Secure Boot enabled devices
- Report sending fails after running the erasure