After updating a Blancco Hardware Appliance only GRUB is displayed

Created date	Updated date	Affects version	Fix version
20 May 2020		Hardware Appliance 6.11.1	N/A

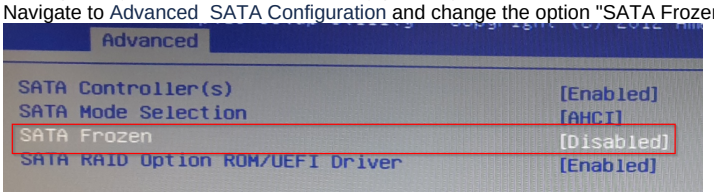
Problem

After updating a Blancco appliance (8-Bay, 24-Bay, Array Server Eraser) the system only displays "GRUB:_" after boot up and the Drive Eraser HW Edition is not starting.

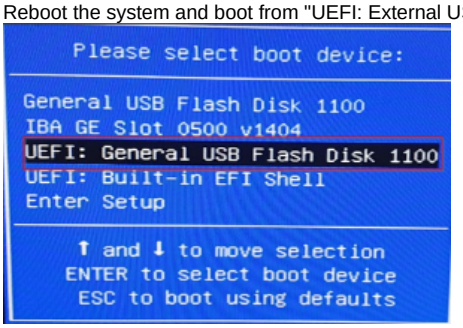
Resolution

These steps are based on BIOS version 3.2.

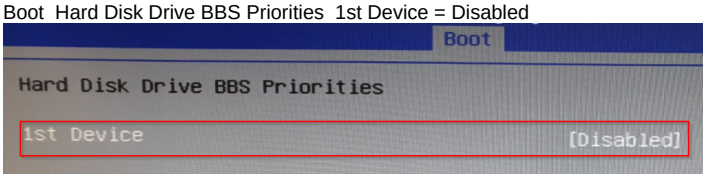
1. Create a bootable USB drive with the 6.11.1 HW edition using Rufus
2. Boot up the system and enter the BIOS by pressing "DEL"
3. Navigate to Advanced SATA Configuration and change the option "SATA Frozen" to "Disabled"



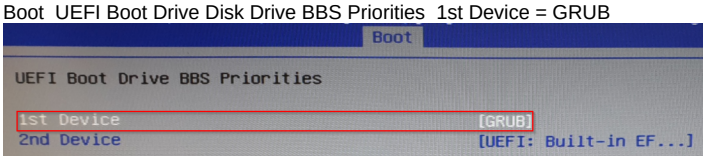
4. Reboot the system and boot from "UEFI: External USB drive" (the name depends on the used USB drive)



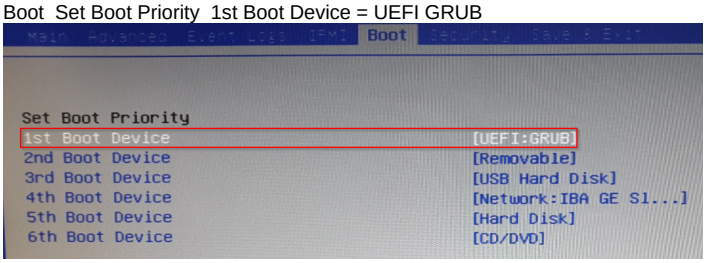
5. Install the 6.11.1 by typing INSTALL if promt and choose the correct appliance (1,2,3,4)
6. After the installation is finished, remove the USB drive and restart the appliance
7. Enter the BIOS by pressing "DEL"
8. Change following entries:
    - Boot Hard Disk Drive BBS Priorities 1st Device = Disabled



    - Boot UEFI Boot Drive Disk Drive BBS Priorities 1st Device = GRUB



    - Boot Set Boot Priority 1st Boot Device = UEFI GRUB



9. Save changes and reboot
10. Now the appliance will boot up with the 6.11.1 HW edition