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

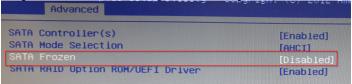
Problem

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.

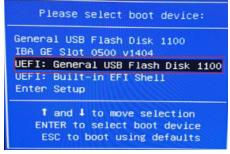
Resolution

These steps are based on BIOS version 3.2.

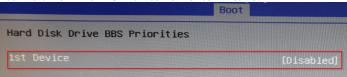
- 1. Create a bootable USB drive with the 6.11.1 HW edition using Rufus
- 2. Boot up the system and enter the BIOS by pressing "DEL"
- 3. Navigate to Advanced SATA Configuration and change the option "SATA Frozen" to "Disabled"



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



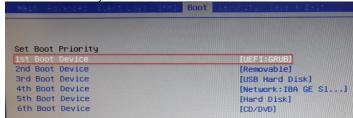
Boot UEFI Boot Drive Disk Drive BBS Priorities 1st Device = GRUB

Boot

UEFI Boot Drive BBS Priorities

Ist Device [GRUB]
2nd Device [UEFI: Built-in EF...]

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