

Troubleshooting for 2U - No discovery of drives in Blancco Drive Eraser GUI

Hot Swap function is may not work in certain drive enclosures. Drive Enclosure/s need to be powered on and all drives are ready before powering up the 2U.

- Power up the drive enclosures - if already powered up make sure all other data cables (Optical, LAN, SAS etc.) not connected to the 2U HBA ports are unplugged
- Wait for all drive to stabilize
- Remove redundancies data cable form the drive enclosures
- Power up the 2U, wait until all drives have stopped blinking - once up and running, wait a further two/three minutes
- Wait until Blancco software is up
- Make sure Management Console tab is connected and showing the correct license count needed
- Confirm all drives are listed in GUI
- If not, hit Refresh button and wait few minutes for all drives to be listed
- If no drive is listed, check cabling and all ports are connected and no redundancies cabling are connected
- If drives still not listed - hit Refresh again , and wait bit longer
- Reboot the 2U