

Drive Eraser boot process stopped with an error "This kernel requires an x86-64 CPU, but only detected an i686 CPU. Unable to boot - please use a kernel appropriate for your CPU"

Created date	Updated date	Affects version	Fix version
26 Aug 2021	26 Aug 2021	Drive Eraser - 6.4.0 (and newer)	N/A

Problem

Blancco Drive Eraser booting process stops with the below error message:

```
...  
This kernel requires an x86-64 CPU, but only detected an i686 CPU.  
Unable to boot - please use a kernel appropriate for your CPU.  
...
```

A screenshot of a terminal window with a black background and green text. The text reads: "This kernel requires an x86-64 CPU, but only detected an i686 CPU. Unable to boot - please use a kernel appropriate for your CPU."

Resolution

The message indicates the Drive Eraser ISO image in use is 64-bit but the target machine only supports 32-bit architecture. We do not offer 32-bit version of Drive Eraser anymore since Drive Eraser version 6.4.0.

The workaround is to take the drives out of the unsupported machine and erase them with a newer setup which supports 64-bit architecture and allows booting Blancco Drive Eraser.