

Drive model is shown as SandForce{200026BB} and capacity of 33KB

Created date	Updated date	Affects version	Fix version
18 Oct 2021	18 Oct 2021	Drive Eraser - All versions	N/A

Problem

After the Drive Eraser user interface has finished loading the drive that is detected is shown as having a model of SandForce{200026BB} and a capacity of 33KB.

Blancco erasure report will list the drive as shown below:

Disk:	Vendor: Unknown Size: 33KB HPA: Doesn't exist Health Status: N/A	Model: SandForce{200026BB} Bus: SATA/SSD DCO: Doesn't exist	Serial: 1 Sectors: 64 Remapped Sector(s): 0
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Cause

This is caused by a known issue within the SandForce SF2000 series controller chip used on certain makes/models of SSD and NVMe drives which can occur after the system the drive is in has been in hibernation or sleep mode for a period of time.

Resolution

As this behavior is caused by a firmware issue within the SandForce SF2000 controller chip it is necessary to apply a firmware update containing a fix.