

No Hard Drive Detected on HP EliteDesk systems

Created date	Updated date	Affects version	Fix version
21 Mar 2022	21 Mar 2022	Drive Eraser - All versions	N/A

Problem

Problems detecting hard drives on certain HP EliteDesk devices.

This issue is known to occur with at least below system models and drives:

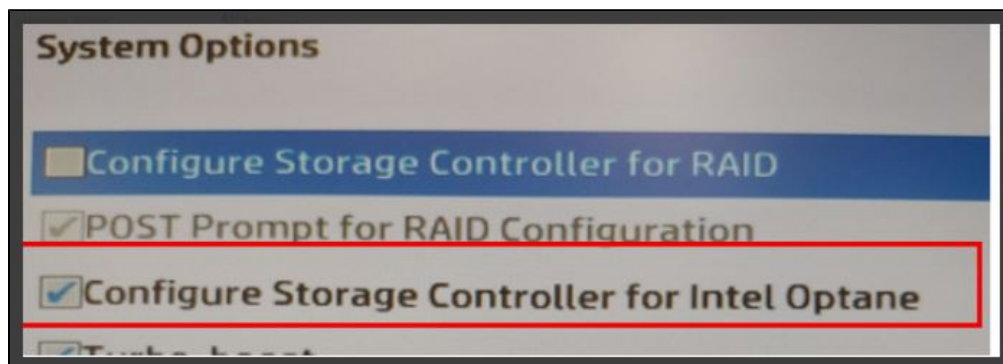
System manufacturer	System model	Disk manufacturer	Disk model
HP	EliteDesk 800 G4 SFF	SK hynix	8310A BA

Cause

Certain BIOS/UEFI system settings are preventing the proper disk detection using Drive Eraser.

Resolution

One root cause for the drive detection issue is the BIOS setting "Configure Storage Controller for Intel Optane".



If such setting is enabled the drive cannot be detected by Drive Eraser due to limited support currently available for Optane devices.

To resolve the issue, disable "Configure Storage Controller for Intel Optane" setting.