

# Drive Eraser

Blancco Drive Eraser allows organizations to securely erase sensitive data from HDDs and complex SSDs in desktop/laptop computers and servers in order to safely resell, repurpose, or dispose of drives. Through our patented SSD erasure process, organizations now have a secure method to wipe data on storage devices – regardless of underlying technology – in a cost-effective, secure and eco-friendly manner. Ensure your sensitive data has been permanently wiped from your IT assets with the most certified disk wipe software solution on the market, with a 100% tamper proof report.

- **Product name:** Blancco Drive Eraser
- **Official Blancco web site link:** <https://www.blancco.com/products/drive-eraser/>
- **Instructional videos:** <https://www.blancco.com/resources/videos/>
- **Related Tools:** [Blancco Drive Eraser Configuration Tool](#), [USB Creator](#), [HASP Tool](#)

Access to Product Manuals require customers to log into our [Support Portal](#)

## Release notes

- Blancco Drive Eraser v7.12.0, Blancco Drive Verifier v7.12.0 and Drive Eraser Configuration Tool v3.12.0 have been released!
- Blancco Drive Eraser v7.11.0, Blancco Drive Verifier v7.11.0 and Drive Eraser Configuration Tool v3.11.0 have been released!
- Blancco Drive Eraser v7.10.0, Blancco Drive Verifier v7.10.0 and Drive Eraser Configuration Tool v3.10.0 have been released!
- Blancco Drive Eraser v7.9.1 and Blancco Drive Verifier v7.9.1 have been released!
- Blancco Drive Eraser 7.9.0, Blancco Drive Verifier 7.9.0 and Drive Eraser Configuration Tool 3.9.0 have been released!
- Blancco Drive Eraser 7.8.2 and Blancco Drive Verifier 7.8.2 have been released!
- Blancco Drive Eraser 7.8.1 and Blancco Drive Verifier 7.8.1 have been released!
- Blancco Drive Eraser 7.8.0, Blancco Drive Verifier 7.8.0 and Drive Eraser Configuration Tool 3.8.0 have been released!
- Blancco Drive Eraser and Blancco Drive Verifier version 7.7.1 have been released!
- Blancco Drive Eraser version 7.7.0, Blancco Drive Verifier 7.7.0 and Drive Eraser Configuration Tool 3.7.0 have been released!

## FAQ

- Are Atom processors supported by Blancco Drive Eraser?
- Are M.2 SSDs supported in Blancco Drive Eraser?
- Can I run Blancco Erasure Software in Windows?
- Discrepancy between Blancco reported disk health status, and health status reported by other 1st party and 3rd party tools
- Does Blancco Drive Eraser support drive hot swapping (or hot plugging)?
- 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"
- How are bad sectors detected and handled for SSDs or HDDs?
- How many times should an HDD be overwritten?
- How to avoid Blancco Drive Erasure automatic Freeze Lock Removal procedure?
- How to configure and save your Blancco Cloud (or Management Console) credentials to Drive Eraser ISO image
- How to create a Blancco bootable USB from MacOS?
- I need to erase a certain drive from my computer. How can I do it without erasing everything?
- I used the Blancco Drive Eraser and after the erasure my computer boots up to a black screen.
- Is Blancco Drive Eraser able to erase Macs / Apple computers?
- Is it possible to boot Blancco Erasure Software from a USB flash memory drive?
- Is there any self check (verification) method when erasing SSD or HDD?
- Remapped Sectors remain after successful erasure with Drive Eraser
- Report messages related to hidden area handling
- The computer I want to erase has no operating system. What can I do?
- Unsupported Network Adapter
- What are HPAs and DCOs and why do they matter?

## Instructions / Configuration

- Accessing the BIOS and changing the boot sequence
- Alternative boot modes for Blancco Drive Eraser
- Best Practices for Loose Drive Processing
- Blancco Drive Eraser - "Not Enough Licenses" Error.
- Booting Drive Eraser on Apple T2 devices
- Cannot Start Erasure, BMC service doesn't respond
- Common errors & troubleshooting
- Custom debug boot mode in Blancco Drive Eraser
- Data is found on the drive after a successful erasure
- DNS server error on Drive Eraser Software when connecting to cloud.blancco.com
- Drive Eraser displaying "Not enough licenses to start erasure" error when connected to a Management Console with sufficient licenses
- Drive Eraser Fails to Boot if Microsoft 3rd Party UEFI CA is not allowed/enabled
- Drive Eraser shows "TCG LOCKED" and erasure fails
- Erasing "special" IT assets with Blancco Erasure Software (printers, switches, routers, cash registers, etc.)
- Erasing Apple computers with Blancco Drive Eraser
- Erasing computers without any operating system (no OS installed) with Blancco Drive Eraser / Blancco 5
- Erasing external hard drives (USB, eSATA, firewire) and external drive docking stations
- Erasing Hybrid Drives with Blancco Drive Eraser / Blancco 5
- Erasing low RAM machines (less than 1 GB) with Blancco Drive Eraser / Blancco 5
- Erasing Microsoft Surface Pro
- Erasing selected or specific drive(s) only
- Erasing servers and storage systems with Blancco Drive Eraser
- Erasing SSD with Blancco Drive Eraser / Blancco 5
- Erasing UEFI machines with Blancco Drive Eraser / Blancco 5
- Erasing without a display adapter

- What different hard drive sector block sizes does Blancco Driver Eraser support?
- What is a Bootable Asset Report and what can I do with it?
- What is Blancco Drive Eraser crash report and how can it be saved?
- What is Blancco Drive Eraser issue report and how can it be saved?
- What is Enterprise USB Erasure Enablement and how to use it
- When I start my computer the first thing I see is a Blancco report. How can I remove it?
- Where should I save my erasure reports?
- Which Microsoft Surface Pro devices are supported by Blancco Drive Eraser / Blancco 5
- Why is it challenging to erase SSDs?
- Will Blancco Drive Eraser securely erase an SSD?

- Erasure based on WinPE
- Erasure failing for SSD/NVMe drives due to erasure commands failing or not being supported
- External hard drives (USB, eSATA, firewire) and external drive docking stations
- Handling encrypted drives
- How do I boot up the Blancco Driver Eraser?
- How do I create a bootable Blancco CD from an ISO file?
- How Does the "Resume erasure if interrupted" option work in Drive Eraser
- How to setup the Network Share feature on Blancco Drive Eraser?
- How to USB Boot Blancco Drive Eraser
- Slow erasure speed when drive is connected to Dell H310 Raid Controller Card
- Storage array not seeing drives after erasure
- Tested HBAs with Blancco Drive Eraser
- Updating the grub boot files on Drive Eraser
- Verification process / Verification level of 1%
- What causes battery hardware tests to fail in Drive Eraser?

## Known Issues

- "Certificate validation failed" error shown in Drive Eraser when licensing from Blancco Cloud (cloud.blancco.com)
- "Not enough Asset licenses" when saving an erasure report
- 100 Remapped Sectors on multiple drives of the same make and model
- Apple SSD is no longer being detected after erasure with Drive Eraser
- Black Screen when booting with Blancco Drive Eraser
- Boot issues with Blancco Drive Eraser
- Booting Blancco Drive Eraser / Blancco 5 from a CD or USB fails
- Certain Cisco M4 (and newer) rack servers fail to boot due to signature error
- Drive Eraser SB ISO fails to boot on Secure Boot enabled devices
- Drive model is shown as SandForce{200026BB} and capacity of 33KB
- Erasing SATA drives in caddies with interposers/adapters
- Erasure does not start (stuck at 0%, error messages, unresponsive software, etc.)
- Erasure failed due to firmware-based erasure commands failing
- Erasure fails due to Erasure target is offline
- Erasure verification fails
- Fail to save report, USB stick not detected
- Freeze Lock Removal: what it is and how to remediate possible issues
- GPT PMBR size mismatch is displayed when attempting the erasure of a Chromebook
- Hard Drive contains password following a failed erasure with Drive Eraser
- Hard drive(s) not detected with Drive Eraser
- HGST SAS drives fails verification on Fujitsu Primergy RX series servers
- How to achieve purge level erasure on Lenovo devices with NVMe drives
- Issues occurring during with the drive hotplug
- Liteon CV5-8Q256-HP SATA SSD fails the erasure with Blancco SSD method
- Management Console will not import erasure reports from Drive Eraser generated with Enterprise USB Enablement tool
- Not enough licenses to start erasure
- NVMe Drive hotplug on a machine installed with Blancco Drive Eraser 7 doesn't work.
- Report sending fails after running the erasure
- Samsung PM951/PM981 NVMe SSD erasure fails with error: "FORMAT UNIT command failed."
- Smart Array RAID controllers (CCISS): Erasure verification failures
- Two erasure licenses consumed when erasing Apple computers with certain NVMe drives
- USB HW Test records the port type incorrectly e.g. 3.0 recorded as 2.0 - Drive Eraser 6.10 or newer
- Why does my SSD/NVMe drive not allow for erasure or fails the erasure?

## Licensing

- Can I buy a single license to erase my old computer/phone?
- Troubleshooting HASP USB dongle related issues

- WiFi HW test failing on known supported Wifi card
- WiFi not working on Drive Eraser despite SSID and credentials being correct