Custom debug boot mode in Blancco Drive Eraser

Below you can find detailed instructions on how to use custom debug boot mode in Blancco Drive Eraser. This method can be used as a bit more advanced troubleshooting step if the are issues with boot up.

If Blancco Drive Eraser erasure software freezes or crashes, the software will try to generate a crash report **automatically**. If there is a USB stick plugged in when the software crash happens, a crash report will be copied on the USB stick. The crash report will be copied on all detected USB sticks. If a USB stick is connected later to a computer, where the crash has occurred, the report is automatically copied on the USB stick.

When booting from USB

1. Make sure that you have created your bootable USB stick using the latest Blancco USB Creator version.
2. Boot the computer from the USB stick.
3. In the first Blancco USB boot menu screen, select the Blancco Drive Eraser .iso image.
4. Screen should display the different boot modes (FLR at startup, Safe resolution, etc.) .
5. Highlight the "Show startup messages" mode.
6. Press "e" to edit the mode.
7. With arrow keys, move the cursor down on the line with the following string: "linux /isolinux/vmlinuz isofile=$isofile"
8. Move the cursor after the "$isofile" and set the boot parameters as follows (example): vmalloc=256M debug verbose nomodeset cr
9. Press Ctrl + "X" or F10 to continue booting.
10. If there are any issues with the booting or erasing, please create a new support ticket and include following files from the USB stick to the ticket: 'debug_info.tar.gz' and xml file(s) named as: "YYYYMMDD_HHMMSS_issue_report.ir.xml".

When booting from CD/PXE/MSI:

1. Boot the computer to Blancco (from CD/PXE/MSI).
2. When the red Blancco screen appears, press up or down arrow key.
3. Select "Show startup messages" (but do not press the Enter key).
4. Press "Tab" to display the startup options.
5. With arrow keys, move the cursor left and set the boot parameters as follows (example): vmlinuz vmalloc=256M debug verbose nomodeset cr initrd=initrd2,initrd
6. Press Enter to continue booting.
7. If there are any issues with the booting or erasing, have a FAT32-formatted USB stick plugged into the computer and create a new support ticket and include following files from the USB stick to the ticket: 'debug_info.tar.gz' and xml file(s) named as: "YYYYMMDD_HHMMSS_issue_report.ir.xml".

The Blancco Drive Eraser Configuration Tool also provides options to add custom booting parameters within the Blancco Drive Eraser image (via a booting option called "Customized startup"). Read the Blancco Drive Eraser Configuration Tool user manual for more information (requires Blancco Drive Eraser 6.3.0 or higher and Blancco Drive Eraser Configuration Tool 2.3.0 or higher).